

January 23, 2020

# Title VI Civil Rights Program 2019 Triennial Update

For reporting period January 1, 2017 - December 31, 2019





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## I. INTRODUCTION

The San Francisco Bay Area Rapid Transit District (BART or District), as a federal grant recipient, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments (Act). Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” addresses services to those individuals with Limited English Proficiency (LEP).

The District is committed to enforcing the provisions of Title VI and all applicable laws and regulations that affect the District and those organizations, both public and private, which participate in or benefit from its programs. To assure conformance with the Act, BART is required to conduct a triennial assessment and document that services and benefits are provided on a nondiscriminatory basis.

This report includes the required updated assessment of BART’s Title VI Program that demonstrates compliance with the Act as defined by FTA Circular 4702.1B, dated October 1, 2012 entitled Title VI Requirements and Guidelines for Federal Transit Administration Recipients. This triennial report covers the period January 1, 2017 to December 31, 2019.



## II. GENERAL REQUIREMENTS AND GUIDELINES

### 1. Notification to Beneficiaries of Protection Under Title VI

In order to comply with 49 CFR Section 21.9(d), BART provides information to the public regarding its Title VI obligations and appraises members of the public of the protections against discrimination afforded to them by Title VI (Appendix 1). BART's Title VI Statement of Policy, Complaint Procedures and Complaint Form (Appendix 2) are available upon request from the Office of Civil Rights and on <http://www.bart.gov/titlevi>.

### 2. Title VI Complaint Procedures and Complaint Form

BART is committed to ensuring that no person is discriminated against on the basis of race, color, or national origin, as prohibited by Title VI of the Civil Rights Act of 1964. To ensure compliance with 49 CFR Section 21.9(b), BART has developed procedures for investigating and tracking Title VI complaints filed. Any person who believes that they are a victim of such discrimination may file a complaint with BART's Office of Civil Rights within one-hundred and eighty (180) calendar days of the last alleged incident.

BART's Title VI Statement of Policy, Complaint Procedures and Complaint Form (Appendix 1a-1c) are available upon request from the Office of Civil Rights and can be downloaded from <http://www.bart.gov/titlevi>. Both the Title VI Complaint Form and Title VI Complaint Procedures have been translated into the 21 languages identified in the Title VI Language Assistance Plan (Appendix 6). A translation summarizing staff assistance and language assistance availability is included in the Title VI Complaint Procedures.

### 3. Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits

In order to comply with 49 CFR Section 21.9(b), BART's Office of Civil Rights maintains a list of all active complaint investigations which name the recipient and/or sub recipient that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, lawsuit, or complaint filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken in response to the investigation, lawsuit, or complaint. Currently, BART does not have any ongoing Title VI complaints or lawsuits.

### 4. Promoting Inclusive Public Participation

Pursuant to FTA Title VI regulatory guidance, federal funding recipients and subrecipients should seek out and consider the viewpoints of minority, low income and LEP populations in public participation activities. To meet these requirements, in 2011 BART developed the Public Participation Plan (PPP or Plan), a document intended as a guide for how BART will deepen and sustain its efforts to engage diverse community members throughout its service area. A copy of the PPP is available to the public and can be accessed online at [www.bart.gov/titlevi](http://www.bart.gov/titlevi). BART previously submitted a copy of the PPP in its previous Title VI Triennial submittal in 2011.

The PPP includes example public participation strategies, designed using the PPP goals, principles and methods. The Plan guides BART's ongoing public involvement endeavors to ensure the most effective means of providing information and receiving public input on transportation issues, with particular emphasis on involving traditionally underrepresented groups.

BART continues to outreach for inclusive public participation in the following ways:

- Manage the Title VI/Environmental Justice and LEP advisory committees focused on Title VI compliance.
  - BART just completed a recruitment effort to onboard new, additional members to start in 2020.
- Maintain and annually update its database of community-based organizations which has proven helpful for both recruitment and dissemination of information.
  - For example, the Metropolitan Transportation Commission recently reached out to BART for access to this database to seek CBO assistance in publicizing its upcoming Means Based Fares Program.
- Improve outreach and increase public participation from riders by publicizing events and survey links through station signage and electronic destination signs (DSS), through social media (Twitter, Facebook, BART.gov website), hosting more events at stations, and utilizing staff/interpreters at outreaches during peak commute hours.
- Collect information on riders' demographic data through multi-lingual print and online surveys. Input of such demographic information is optional for the survey respondent.

A review of the 2011 PPP determines that it is still relevant and applicable to BART's current public participation practices and policies. The review also determined that it is in compliance with FTA Circular 4702.1B Title VI regulations. Accordingly, rather than change the compliant and effective PPP, in October 2015, BART created a condensed document of the PPP, called Public Participation Procedures (PPPPro), for BART internal use. The PPPPro was designed as a quick reference guide for BART staff when conducting public participation outreach, particularly outreach to the minority, low-income, and LEP communities. The PPPPro adds value to BART's PPP and is a helpful resource for BART staff because the manual ensures and encourages staff to outreach appropriately to the Title VI/EJ communities. A recent review of the PPPPro finds that the content is still applicable. A copy of the PPPPro is provided in Appendix 2a.

While there are many projects where staff reaches out to the Office of Civil Rights for guidance on public participation, staff compiled a list of BART's Title VI Public Participation activities from January 1, 2017 to December 31, 2019 in Appendix 2b as examples of inclusive public participation.

## **5. Providing Meaningful Access to LEP Persons**

BART supports the goals of Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), to provide meaningful access to its services by individuals with Limited English Proficiency (LEP). Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand

English. BART conducted its four-factor analysis to identify appropriate language assistance measures needed to improve access to BART’s services and benefits for LEP persons. BART’s updated Language Assistance Plan (LAP) is attached to this report (Appendix 6).

## 6. Minority Representation on Planning and Advisory Bodies

In order to comply with 49 CFR Section 21.5(b)(1)(vii), BART’s Office of Civil Rights maintains a list depicting the racial breakdown of the membership of its transit-related non-elected planning boards, advisory councils and committees (Table 1) and descriptions of efforts made to encourage the participation of minorities on its committees. Below is a list BART’s non-elected advisory councils and committees, including each committee’s roles and responsibilities.

**Table 1: Minority Representation on BART Non-Elected Advisory Committees\***

<b>Non-Elected Advisory Committee</b>	<b>Asian/Pacific Islander</b>	<b>Black/African American</b>	<b>Hispanic / Latino</b>	<b>American Indian</b>	<b>White</b>	<b>Unknown</b>	<b>Total # of Members</b>
Accessibility Task Force	1%	0%	1%	0%	98%	0%	15
Bicycle Task Force	29%	14%	0%	0%	57%	0%	7
Business Advisory Council	31%	15%	31%	0	0	23%	13
BART Police Citizen Review Board	9%	9%	9%**	9%**	18%	46%	11
Earthquake Safety Program Citizens' Oversight Committee	40%	20%	0%	0%	40%	0%	5
LEP Advisory Committee	71%	14%	14%	0%	0%	0%	7
Title VI/Environmental Justice Advisory Committee	25%	37.5%	12.5%	0%	25%	0%	8
Transit Security Advisory Committee	25%	N/A	N/A	N/A	N/A	75%	5***
Bond Oversight Committee	14%	14%	0%	0%	71%	0%	7

\*Percentages are rounded and do not always add up to 100%.

\*\*Member identified as 2 ethnicities.

\*\*\*One member on Committee is a BART employee and therefore information was not collected nor counted in percentages.

### **A. Accessibility Task Force**

The BART Accessibility Task Force advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to and useable by people regardless of disability or age. All meetings are open to the public. Membership on the BART Accessibility Task Force is by appointment by the Board of Directors.

More information can be found at: <https://www.bart.gov/about/bod/advisory/accessibility>

### **B. Bicycle Task Force**

The Task Force is charged with reviewing and working with BART to improve bicycle access to and on BART, including advising on project priorities that affect bicyclists using the BART system. The task force structure allows for fifteen members. Three (3) from each of the five counties BART serves (Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara). Members are appointed by each county's Bicycle Advisory Committee or its primary bicycle advocacy organization.

More information can be found at: <https://www.bart.gov/about/bod/advisory/bicycle>

### **C. Business Advisory Council**

The Business Advisory Council (BAC) advises BART in its efforts to ensure that Disadvantaged, Minority, Women and Small Business Enterprises (D/M/W/SBE) are afforded opportunities to participate in construction contracts, professional and technical services agreements, and goods and services contracts. The BAC includes representatives from local businesses and community organizations. The BAC looks at contracting and business practices and advises on ways to improve and promote opportunities for small businesses, including minority and women-owned businesses. The Office of Civil Rights looks for representatives from businesses in the areas of professional services, construction, and procurement to ensure a balance of representation in these three areas.

More information can be found at: <https://www.bart.gov/about/bod/advisory/business>

### **D. BART Police Citizen Review Board**

The BART Police Citizen Review Board shall have the authority to exercise its duties and responsibilities as outlined in the [BART Citizen Oversight Model](#), with regard to law enforcement and police activities or personnel operating under the authority of the San Francisco Bay Area Rapid Transit District. The BPCRB consists of 11 members appointed as follows: Each BART Director appoints one member, the BPMA and BPOA jointly appoints one member, and there is one public-at-Large member to be appointed by the Board. All appointments or re-appointments are for two-year terms. Members of the BPCRB will work to increase the public's confidence in BART's policing services by reviewing, recommending and monitoring the implementation of changes to police policies, procedures & practices, receiving citizen allegations of on-duty police misconduct, advising Board of Directors, General Manager, Independent Police Auditor and Police Chief, participating in recommending appropriate disciplinary action, meeting periodically with representatives of the BART Police association, and participating in community outreach.

More information can be found at: <https://www.bart.gov/about/bod/advisory/crb>

### **E. Earthquake Safety Program Citizens' Oversight Committee**

On November 2, 2004 Bay Area voters passed Regional Measure AA, which authorized BART to issue bonds for \$980 million to make earthquake safety improvements to BART facilities in Alameda, Contra Costa and San Francisco counties. The measure also required BART to establish a Citizens' Oversight Committee (COC) to verify that bond revenues are spent as promised. The COC is comprised of five members selected from citizens of BART's districts. COC members may not be elected officials or BART employees or officials. Members must have expertise in one of the following: seismic retrofitting, auditing, engineering, public financing or project management, and representing the community at large. Members serve a two-year term. The duties and responsibilities of the COC are to review scheduling and budgeting of projects to be funded by the bond measure, confirm that work is completed and bond funds are expended in accordance with the bond measure, and inform the public concerning the expenditure of bond revenues.

More information can be found at: <https://www.bart.gov/about/bod/advisory/eqs>

### **F. Limited English Proficiency (LEP) Advisory Committee**

The Limited English Proficiency (LEP) Advisory Committee consists of members of community-based organizations that serve LEP populations within the BART service area. The committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability. The Committee consists of members or active participants of CBOs, within BART's service area, that serve LEP populations. To recruit new members, staff directly contacts CBOs, including CBOs representing LEP populations to notify them of the application process to participate on the committee.

More information can be found at: <https://www.bart.gov/about/bod/advisory/lep>

### **G. Title VI / Environmental Justice Advisory Committee**

The purpose of the Title VI/Environmental Justice Advisory Committee is to ensure the District is taking reasonable steps to incorporate Title VI and Environmental Justice (EJ) Policy principles in its transportation decisions. It is a policy of the District that no segment of the population shall, because of race, ethnicity, national origin, or socioeconomic characteristics, bear a disproportionate share of adverse effects nor be denied equal access to benefits resulting from changes to the District's services, capital programs, plans or policies. Through the Committee, the District encourages the full and fair participation of minority and low-income populations in the District's transportation decision-making process. Members provide input on effective methods to engage and respond to EJ and Title VI populations. The Committee consists of members or active participants of CBOs, within BART's service area, that are involved in advancing Title VI and Environmental Justice issues within the BART service area. To recruit new members, staff directly contacts CBOs, including CBOs representing Title VI/EJ populations to notify them of the application process to participate on the committee.

More information can be found at: <https://www.bart.gov/about/bod/advisory/titleviej>

## **H. Transit Security Advisory Committee**

California Assembly Bill 716 grants BART police officers the authority to issue prohibition orders to offenders who are cited or arrested for certain offenses. In 2017, California State Assembly Bill 730 (Quirk) made the law permanent. The overall purpose of this safety program is to reduce the number of crime-related disruptions in the BART system. As mandated by the law, the BART Transit Security Advisory Committee (TSAC) was created and called upon to meet with BART staff every quarter to ensure non-discrimination in the administration and enforcement of this new safety program. Board-appointed members of TSAC are professionals in the areas of mental health, homelessness, public safety and youth advocacy and cultural awareness. More specifically, TSAC meets to provide recommendations regarding the type and extent of training that should be undertaken by individuals with responsibility for issuance and enforcement of prohibition orders; identify services and programs to which persons that are homeless or mentally ill maybe referred by BART Police prior to or in conjunction with issuance of a prohibition order; monitor the issuance of prohibition orders; and provide BART Board of Directors and the California State Legislature with an annual report.

More information can be found at: <https://www.bart.gov/about/bod/advisory/tsac>

## **I. Measure RR Bond Oversight Committee**

In November 2016, voters passed Measure RR, which authorized BART to issue bonds for \$3.5 billion to rebuild the aging BART system. The overall goal of the [Better BART](#) rebuilding program is to make the system safer and more reliable and to reduce traffic. Measure RR required BART to establish an independent Bond Oversight Committee (BOC) to verify BART spends the bond revenues as promised. The BOC is comprised of seven members who represent a diversity of expertise, geography and demographic characteristics. Members serve two-year terms and are eligible to serve up to six years total. They are appointed by the BART Board of Directors. The duties and responsibilities of the BOC are to provide diligent, independent and public oversight over the expenditure of funds from the sale of District general obligation bonds, assess how bond proceeds are spent to ensure that all spending is authorized by the ballot measure, assess whether projects funded by bond proceeds are completed in a timely, cost-effective and quality manner consistent with the best interest of BART riders and District residents, and publish an annual report that includes a detailed account of the Committee's activities including its expenditures.

More information can be found at: <https://www.bart.gov/about/bod/advisory/bond>

## **7. Assisting and Monitoring Subrecipients**

In accordance with FTA Circular 4702.1B, BART has developed procedures to provide assistance to subrecipients, distribute funds in an equitable and non-discriminatory way, and to monitor subrecipients' compliance with Title VI. BART requires subrecipients to document that FTA funding was distributed in accordance with the requirements of Title VI by submitting an annual self-certification and assurance. The annual review requires subrecipients to demonstrate compliance by asserting whether they: developed Title VI complaint procedures; kept records of all Title VI investigations, complaints, and lawsuits; provided meaningful access to persons with limited English proficiency; and provided notice to beneficiaries under Title VI.

For this Triennial reporting period, BART notified its subrecipients informing them of the Circular requirements and upcoming Title VI Subrecipient Monitoring Workshop for BART Subrecipients. BART developed a Title VI training program for subrecipients and held a Title VI Subrecipient Monitoring Workshop to inform subrecipients of their requirements under Title VI as well as a schedule of the due dates for their respective program updates. During the workshop BART provided subrecipients with a subrecipient monitoring checklist which serves to document that the subrecipient has implemented or will be able to implement the required process and procedures.

A copy of the Subrecipient Monitoring Checklist and PowerPoint workshop presentation can be found in Appendix 6a-6b. Sample program documents were also provided to subrecipients which included: Title VI Program Updates, Notices to the Public, Complaint form, Public Participation Plan, and Language Assistance Plan.

Once BART receives a subrecipient's Title VI Program Update, BART will inform the subrecipient in writing that BART has received the Title VI Program Update and a review will be completed within 60-days. After a review of the subrecipient's Program Update BART will determine if the update is compliant or noncompliant with the FTA Circular requirements. If the Program Update is compliant, BART will send written notification informing the subrecipient of their compliance and the next triennial due date for its Title VI Program Update. If the subrecipient's Program Update is noncompliant, BART will inform the subrecipient in writing of the deficient areas and offer assistance to correct deficiencies.

BART has received completed Title VI Program Updates from all four of its subrecipients. Copies of the compliance letters can be found in Appendix 6c. BART will continue to provide its subrecipients with assistance via in-person or conference call meetings to support subrecipients in their compliance efforts.

## **8. Determination of Site or Location of Facilities**

To ensure compliance with 49 CFR Section 21.9(b)(3), BART is to conduct a Title VI equity analysis for new locations or facilities to ensure locations are selected without regard to race, color, or national origin. BART has not built any new fixed facilities during the reporting period of this triennial report but did complete a siting analysis for a potential expansion of its transit operating facility. That siting analysis can be found in Appendix 10c.

## **9. BART Board Approval of 2019 Title VI Program Update**

To comply with 49 CFR Section 21.9, BART is required to document its Title VI compliance by submitting a Title VI Program to its FTA regional civil rights office once every three years, or as otherwise directed by the FTA. The Title VI Program must be approved by BART's Board of Directors prior to submission to the FTA. Appendix 13 contains BART's Board Materials from the meeting where the Board approved BART's Title VI Program Update.



### III. REQUIREMENTS AND GUIDELINES FOR FIXED ROUTE TRANSIT PROVIDERS

For the sake of clarity and efficiency, BART staff have combined the 'System-wide Service Standards and Policies', 'Collection and Reporting of Demographic Data', and 'Monitoring Transit Service' requirements into one section.

#### 1. System-wide Service Standards and Policies

In accordance with 49 CFR Section 21.5(b)(2), Section 21.5(b)(7) and Appendix C to 49 CFR part 21, Section (3)(iii), BART shall set service standards and policies for each specific fixed route mode of service provided. Service standards and policies ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Appendix 9 contains BART's Board-approved System-wide Service Standards and Policies as originally adopted at the January 9, 2014 Board meeting. Appendix 9 also includes the Board Meeting Minutes, Agenda and Meeting Notice from that meeting. On January 12, 2017, the BART Board approved the 2016 Triennial, including the new System-wide Service Standards and Policies to be used during this subsequent reporting period. The Service Standards and Policies outlined in this section will apply to BART's subsequent Title VI Triennial reporting period (2020-2022).

#### SERVICE STANDARDS & MONITORING

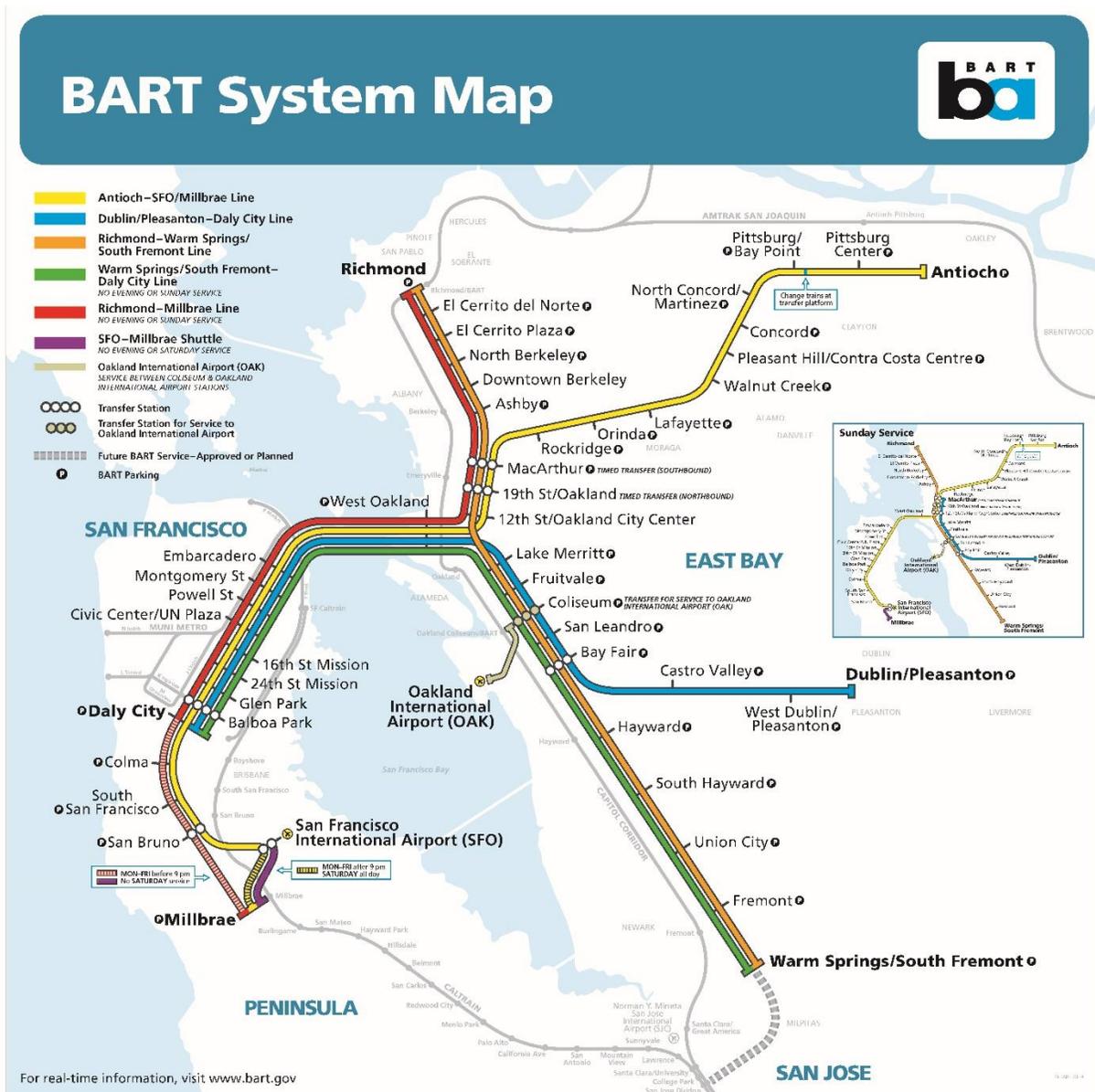
BART monitors its Service Standards and Policies on a line-by-line basis for each of its five lines. As shown in the system map below, BART's five lines are currently identified by the following colors and, as of 2019, provide the following service: Yellow (Antioch to SFO/Millbrae), Blue (Dublin/Pleasanton to Daly City), Orange (Richmond to Warm Springs/South Fremont), Green (Warm Springs/South Fremont to Daly City), and Red (Richmond to Millbrae).

BART uses the BART Ridership Model (BRM), developed in 2015 and based on the results of its Station Profile Study of the same year, to determine station catchment areas. BART extended service on the Yellow Line in May 2018 east of the Pittsburg/Bay Point station using alternative technology, diesel multiple unit (DMU) trains. This new service, called BART to Antioch, extends service by an additional 10 miles and includes two new stations. While BART is actively monitoring this service, there is currently insufficient data to perform a robust service standard analysis on these two stations. This extension also makes use of alternative rail technology and further review is needed to determine whether an alternative analysis methodology should be implemented going forward. BART also extended direct service on the Green and Orange lines in 2018 to Warm Springs, south of Fremont. This station opened after the completion of the District's most recent Station Profile Study (2015), so there is insufficient station-level data to determine its catchment area using BRM. Given this data limitation, analysis of BART's lines does not differentiate between previous service levels and this new extended service.

Starting in 2019, BART began all day direct service between San Francisco International Airport (SFO) and Millbrae. On weekdays, this service runs from 6:30 AM until 8:45 PM; it does not run on Saturday, but on Sunday runs from 8:15 AM until 1 AM on Monday morning. This service, which augments service between SFO and Millbrae available on the Yellow line, is designated as Purple and colloquially called the shuttle. Due to its limited operating hours, some technical challenges on the

track that have impacted the quality of the data, and the limited scope of this service, operating statistics similar to those provided on other lines have not been calculated and a station catchment area has not been defined.

Similarly, BART provides shuttle service between the Coliseum station and Oakland International Airport (OAK). This service uses automated guideway transit (AGT) technology and only provides direct service to the airport. As a result, it represents a different service model and, similar to BART to Antioch, further review is needed to determine whether an alternative analysis methodology should be implemented going forward.





## 2. Collection and Reporting of Demographic Data

### SUMMARY OF BART RIDERSHIP DEMOGRAPHICS

BART currently serves a diverse population within four counties in the San Francisco Bay Area. According to the most recent onboard survey of weekday and weekend passengers, the 2018 BART Customer Satisfaction Survey, BART's customer base is approximately 64.5% minority. This compares to a service area minority population of approximately 61.5% (2013-17 ACS: 5-year estimates). The race/ethnicity chart contained in this report compares the racial composition of BART's customers with the racial composition of the service area, as a whole.

Looking at household income, BART's customer base is similar to the region, with a noticeable difference at the highest income category. 15% of BART's customers report having household incomes of \$200,000 or more per year vs. 21% of households in the region.

BART has adopted a definition of 200% of the federal poverty level to identify low-income households. This definition accounts for the high cost of living in the Bay Area and is consistent with the region's metropolitan planning organization, the Metropolitan Transportation Commission's definition. For reference, this threshold defines a four-person household with an annual household income under \$51,500 as low income in 2019.

**Table 2: 2019 Poverty Guidelines: Federal\* and the BART Service Area**

Persons in family/household	Poverty guideline (federal)	200% (BART Service Area)
1	\$12,490	\$24,980
2	\$16,910	\$33,820
3	\$21,330	\$42,660
4	\$25,750	\$51,500
5	\$30,170	\$60,340
6	\$34,590	\$69,180
7	\$39,010	\$78,020
8	\$43,430	\$86,860

\*For the 48 Contiguous States and the District of Columbia  
Source: U.S. Department of Health & Human Services

BART uses this 200% threshold when compiling information about the service area's low-income population. When compiling information specifically about BART's ridership using survey data, the low-income definition has been modified slightly to make use of the survey income categories. (BART does not ask riders for their exact household incomes.) For example, a passenger who reports a household size of four and a household income of under \$50,000 (vs. under \$51,500) would be classified as low income in reported survey data.

### **A. Ridership Survey Data: 2018 BART Customer Satisfaction Study**

BART conducts a system-wide survey of its weekday and weekend passengers every two years. BART has conducted twelve of these surveys, the first in 1996 and the most recent in 2018. The primary purpose of the survey is to track key customer satisfaction measures and service attributes, so BART can stay in tune with its customers and focus its resources on key areas with the greatest impact potential. In addition to collecting passengers' satisfaction ratings, the survey asks passengers to provide some demographic information. This allows BART to compare its passengers' demographics against the demographics of the four-county service area.

The 2018 Customer Satisfaction questionnaire was available in English, Spanish, and Chinese. Of the 5,294 questionnaires collected, 5,197 were completed in English, 52 in Spanish, and 45 in Chinese.

Unless otherwise stated, the system-wide survey data presented in this report are from the 2018 Customer Satisfaction Study. The full 2018 BART Customer Satisfaction Study report is included in Appendix 11.

### **B. Ridership Survey Data: 2015 BART Station Profile Study**

BART conducts an additional large survey of its weekday passengers at every station approximately every five to ten years. This survey is designed to have a large enough sample size at each station in order to facilitate station-level analysis. It gathers data on trip origins and destinations, station access and egress modes, as well as passenger demographics. Data are used for modeling, access planning, and regulatory compliance. Data from the 2015 study directly informed BART's Ridership Model (BRM), which was used to establish station catchment areas based on home-station information collected through the survey. Station-level analysis, generally, makes use of the BRM.

The most recent survey was conducted in spring 2015 and was the 14th such survey conducted. It was administered primarily via interviewers using tablet computers. Bilingual interviewers (primarily Spanish or Chinese) were present and print versions of the survey were available in English, Spanish, Chinese, Korean, and Vietnamese.

A total of 43,989 surveys were completed and processed, including 42,893 in English, 622 in Spanish, 281 in Chinese, 6 in Vietnamese, 1 in Korean, and 9 in other non-English languages. (The language in which the survey was conducted was undetermined for 177 surveys).

Unless otherwise stated, the station-level survey data presented in this report are from the 2015 Station Profile Survey. More details about this study, as well as additional data and maps, are available at [bart.gov/stationprofile](http://bart.gov/stationprofile).

Three stations have opened since this 2015 study and, as a result, do not have station-level survey data available: Warm Springs/South Fremont, Pittsburg Center, and Antioch. These stations have been excluded from station comparisons. In addition, SFO and OAK stations do not have home-based populations, so trip data was not collected at these stations.

### **C. Demographic Maps and Charts**

Appendix 3 provides service area and ridership demographic profile maps and charts.

## MINORITY AND NON-MINORITY BART LINES AND STATIONS

Chapter IV, Section 6.a. of *Federal Transit Administration (FTA) Circular 4702.1b* defines a minority transit route (or line) as one in which at least one-third of the line’s revenue miles are located within areas where the percentage minority population exceeds the percentage minority population of the transit provider’s service area. In order to make this determination, BART has calculated the minority and non-minority populations for the catchment areas for each of its stations using ACS 2013-2017 data.<sup>1,2</sup> For the purposes of this report, the District has decided to use the 2013-2017 ACS data to determine the service area average of 61.5% as the ‘minority’ threshold and station catchment areas.

Once the demographic composition of station catchment areas has been established, the next step in determining minority lines is to add up the revenue vehicle miles serving minority stations. The results are shown in Table 3 below, which documents the minority revenue-miles for each of BART’s five lines and then compares it to the total revenue miles of those lines. Any line where more than one-third total revenue miles are considered minority is designated as a minority line.

**Table 3: Minority and Non-Minority BART Lines, US Census ACS 2013-2017**

Line		Minority	Total	Minority Share of Revenue Miles	Line Determination
		Revenue Miles*,**	Revenue Miles***		
Yellow	Antioch to SFO - Millbrae	31.68	59.84	52.95%	Minority***
Blue	Dublin / Pleasanton to Daly City	24.44	36.62	66.74%	Minority
Orange	South Fremont/Warm Springs to Richmond	35.52	41.84	84.89%	Minority
Green	South Fremont/Warm Springs to Daly City	35.38	40.09	88.26%	Minority
Red	Richmond to Daly City to Millbrae	23.64	34.95	67.64%	Minority

\* Transbay tube excluded

\*\*Revenue mile calculations include the Orange and Green line extensions to Warm Springs/South Fremont, and the Yellow line extension to Antioch.

\*\*\*The Yellow Line will be used as the comparison line for all Disparate Impact/Disproportionate Burden tests, because it has the lowest proportion of minority revenue miles.

As shown in Table 3 above, all BART lines are minority lines as their respective minority revenue miles (above BART’s systemwide minority average) exceed one-third of their total revenue miles.<sup>3</sup>

<sup>1</sup> Staff also reviewed the 2010 Census data used in the previous Triennial to ensure this analysis made use of the most inclusive dataset; BART’s service area demographics have shifted since 2010, as reflected by the higher minority threshold used in this Triennial Update.

<sup>2</sup> The determination of which Census tracts are assigned to which BART stations was made in the development of the BART Ridership Model (BRM) and is based on the home origin of surveyed BART station users from BART’s 2015 Station Profile Study. Please see the description in the Service Standards & Monitoring Section above for the methodology used for new stations.

<sup>3</sup> The FTA Circular suggests that transit providers may supplement the Census determination of minority and non-minority lines with ridership survey data to see if a different demographic profile for a station’s ridership exists. Staff completed this alternative analysis in Appendix 3 and found no difference in the minority line designations.

**Table 4: Minority BART Stations**  
(ACS 2013-2017 Minority Population Exceeds 61.5%)

Coliseum	Union City	Bay Fair	Colma	Pittsburg/Bay Point
Richmond	South San Francisco	Fruitvale	Daly City	San Bruno
South Hayward	Hayward	El Cerrito del Norte	12 St./Oakland City Center	Lake Merritt*
Balboa Park	San Leandro	Fremont	West Oakland	Glen Park*

\*The determination of which Census tracts within the four-county BART service area are assigned to which BART station was made in the development of the BART Ridership Model (BRM) in 2015, using the home origin station of surveyed BART users from BART's 2015 Station Profile Study. BART's system-wide minority threshold increased from 60% (2016 Title VI Triennial) to 62%, reducing the number of minority BART stations from 22 to 20.

**Table 5: Non-Minority BART Stations\*,\*\***  
(ACS 2013-2017 Minority Population is Equal to or Less Than 61.49%)

Montgomery	El Cerrito Plaza	Concord	Dublin/Pleasanton	Lafayette
19 <sup>th</sup> St Oakland	Castro Valley	Downtown Berkeley	West Dublin/Pleasanton	Orinda
Ashby	Millbrae	North Concord / Martinez	Rockridge	Walnut Creek
MacArthur	Civic Center / UN Plaza	Embarcadero	North Berkeley	
Powell	24th St. Mission	16th St. Mission	Pleasant Hill / Contra Costa Centre	

\*The new stations at Pittsburg Center, Antioch, and Warm Springs / South Fremont have not been included in this analysis as there is not 2015 Station Profile Study data for them.

\*\*The San Francisco International Airport and Oakland Airport stations were also not included in this analysis, because they are not home origin stations for BART riders and, therefore, do not have designated catchment areas.

BART staff compared the results of a minority analysis between the ACS 2013-2017 data and the original 2015 Station Profile Study. This comparison found two additional stations included in the ACS data: Lake Merritt and Glen Park. Castro Valley was not found to be a minority station using this ACS data, though it was classified as minority by the 2015 Station Profile data. BART uses this more inclusive dataset, ACS 2013-2017, to determine minority and non-minority BART stations and lines.

**DISPARATE IMPACT TEST FOR 2017 - 2019**

The BART Board of Directors approved a Disparate Impact and Disproportionate Burden Policy (DI/DB Policy) in 2013. The policy set thresholds for: across-the-board fare changes, fare type changes, major service changes, and new services and fares. These thresholds have been adapted to evaluate vehicle loads, vehicle headways, on-time performance, service availability, distribution of transit amenities, and vehicle assignment, as described below.

Based on the above analysis of ACS 2013-2017 data and BART's 2015 Station Profile Study, all BART lines meet the FTA's definition of minority. In order to perform Disparate Impact/Disproportionate Burden tests between lines, the Yellow line will be used as the comparison, non-minority line consistent with BART methodology, because it has the smallest proportion of minority revenue miles.

The new service lines – BART to Antioch, SFO to Millbrae, and the Oakland Airport Connector – either have limited data or use alternative technologies. BART to Antioch was included in the minority line determinations and staff have adapted the BRM methodology using alternative data sources to determine station catchment area profiles for these two new stations. Both SFO to Millbrae and the Oakland Airport Connector have not been included in disparate impact tests and were not included in BART's revenue mile calculations.

### 3. System-wide Service Monitoring

This section details BART’s Service Standards and Policies, as well as the Monitoring Results. It is divided into six sections corresponding to the four standards and two policies established in Circular 4702.1B for service monitoring: Vehicle Load, Vehicle Headway, On-Time Performance, Service Availability, Distribution of Transit Amenities, and Vehicle Assignment. The methodology and standards developed for each of these metrics are described below and are consistent with the standards established in the 2016 Triennial Update (set for the three-year period 2017 – 2019), unless otherwise noted. BART concludes that there are no disparate impacts in the levels of service which it provides to minority communities.

#### Definitions

Line: a “grade separated right-of-way served by BART train consists.” In BART’s specific case, a Line generally refers to heavy rail service and shall mean any of the following:

<u>Line</u>	<u>Station Range</u>
Yellow Line:	Pittsburg/Bay Point to San Francisco Airport (SFO)/Millbrae
Blue Line:	Dublin/Pleasanton to Daly City
Orange Line:	Richmond to Warm Springs/South Fremont
Green Line:	Warm Springs/South Fremont to Daly City
Red Line:	Richmond to Millbrae
Purple Line:	SFO to Millbrae (weekdays)

In addition, BART also operates diesel multiple unit (DMU) trains from Pittsburg/Bay Point to Antioch on the BART to Antioch line and automated guideway transit (AGT) technology from the Coliseum station to the Oakland International Airport (the Oakland Airport Connector/OAC).

Minority Threshold: Using ACS 2013-2017 Census data, the percent of the population that is minority in BART’s four-county (Alameda, Contra Costa, San Francisco, and San Mateo) service area was determined to be 61.5%. Stations were designated as “minority” when the minority share of their station catchment area exceeded this percentage. Lines were designated “minority” when more than one-third of their revenue miles were considered minority revenue miles.

Peak Direction: Two-thirds of BART’s morning peak period ridership travels Westbound towards the center of the system in San Francisco and Oakland. In the evening a similar travel pattern occurs in the Eastbound direction. The AM Peak Direction is, therefore, Westbound while the PM Peak Direction is Eastbound. The AM Peak on the Orange Line occurs in the northbound direction, although travel is more balanced in each direction than on other lines.

Revenue Vehicle: A BART rail car used to transport paying passengers, which could include BART’s heavy rail, DMU or AGT services.

Consist: A term used to describe a group of rail vehicles coupled into a train. BART cars within the core service area are coupled into trains most frequently as 10-car, 9-car, 8-car, 6-car, 5-car, and 4-car consists. BART to Antioch and OAC trains have different consist standards based on their individual service models.

## I. VEHICLE LOAD SERVICE STANDARD

BART's vehicle load levels are measured at points on the system where trains are observed to carry the greatest number of passengers in a given direction during the three consecutive hours of highest throughput for each line.

BART's highest loadings are its busiest three hours in the morning and in the afternoon. Historically, these periods have been defined by end-of-line departure times for trips with the highest average passenger loads in the peak direction. While ridership can change on a day-to-day basis, the AM Peak takes place between 7:00 AM to 10:00 AM and occurs inbound from the East Bay towards Oakland and San Francisco. Since West Oakland is the station from which the highest loads depart in the morning (toward San Francisco), the peak period was calculated based on when trains arrive at West Oakland. The PM peak takes place from 4:00 PM to 7:00 PM and occurs outbound from Oakland and San Francisco to the outlying areas of the East Bay. AM and PM peak loads for all Transbay lines (Yellow, Green, Red and Blue) occur between Embarcadero and West Oakland. Maximum loadings for the Orange Line, operating between Richmond and Warm Springs/South Fremont, occur between 12th St. Oakland and Lake Merritt.

### A. Peak Period Peak Direction Vehicle Load Standard

BART does not use the traditional Load Factor calculation (passengers per seat per revenue vehicle) since there are several different configurations and a variety of seating options to accommodate bicyclists, passengers with luggage, and disabled passengers. The average number of seats per BART car has changed over the past several years to make these accommodations, declining from an average of 59 seats in 2016 to an average of 55 seats per car in 2019. In addition, new cars are entering BART's fleet to replace the aging legacy cars and allow for system expansion; these new cars have, on average, fewer seats. As a result, BART's Vehicle Load standard is expressed in terms of the average number of passengers per revenue vehicle (car), instead of passengers per seat.

The Transit Cooperative Research Programs (TCRP)'s "Transit Capacity and Quality of Service Manual" states 5.4 square feet per standee represents a comfortable level without body contact, reasonably easy circulation, and similar space allocation as seated passengers." BART has used this standard to set its Peak Vehicle Loading standard, which works out to **115 passengers per car (PPC)**.

It is important to note that during peak periods, per-car loadings on all lines regularly exceeds this vehicle load standard. Since four BART lines converge on the Market Street subway corridor in downtown San Francisco, peak-period, peak-direction headways are as short as 2.5 minutes per train. These short headways increase the need for free passenger circulation to keep station dwell-times as short as possible. So, while observed loadings regularly exceed the 115 PPC threshold, for service planning and scheduling purposes, BART still applies this standard and lengthens trains as additional cars become available in an attempt to reach this goal.

## B. Off-Peak Vehicle Load Standard

During the off-peak period (early morning, midday, nights), BART's objective is to maximize seating utilization, while allowing for easy access for passengers with personal mobility devices, bicycles, and luggage. Consequently, the Off-Peak Vehicle Load standard is **80 passengers per car**.

### BART's Vehicle Load Standard

<u>Period of Service</u>	<u>Load Standard</u>
AM/PM Peak Period / Peak Direction	<b>115</b> passengers per car
Off-Peak	<b>80</b> passengers per car

## C. Disparate Impact Test for Vehicle Load Levels

Using as guidance BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Load Levels. During the six hours of daily Peak Periods, a disparate impact on minority passengers would exist when the average per-car passenger loadings on all minority lines in the peak direction is 5% greater, in aggregate, compared to non-minority lines. The same test applies for Off-Peak train runs.

### Vehicle Load Service Monitoring

Actual data on Vehicle Load levels for each of BART's five lines was collected from samples taken between April and May on weekdays, Tuesday – Thursday. To align with the last Triennial reporting period, BART has collected data from April and May for all three years of this program update. These two months were selected because ridership levels were least likely to be impacted by holidays, school vacations, major service disruptions, and other outlier events, such as the San Francisco Giants' World Series appearance or the Golden State Warriors NBA Championship.

#### *Peak Period-Peak Direction Disparate Impact Test Results*

Table 6 below lists each of the five BART lines, using the Yellow line as BART's non-minority line for DI/DB calculation purposes. The table summarizes the PPC at the maximum loading point on each line for the six hours of daily peak period over the last three years. Peak vehicle loads include loads from morning westbound trips and evening eastbound trips only; reverse commute trips are considered off-peak. As defined above, BART uses a Peak Period Vehicle Load Level of 115 passengers per car. BART is actively working to lengthen trains to the maximum 10-car length afforded by station platforms to minimize crowding.

**Table 6: Three Year Summary of Peak Vehicle Load Levels by Line**  
**Peak Period Standard is 115 Passengers per Car**

Line	Station Range	Minority	2017	2018	2019	3 year avg.	Rank
Green	Warm Springs to Daly City	Yes	112	112	117	114	1 (tied)
Blue	Dublin/Pleasanton to Daly City	Yes	113	115	114	114	1 (tied)
Yellow	Pitts/BayPoint to SFO	No	109	111	111	110	3
Red	Richmond to Millbrae	Yes	108	101	101	103	4
Orange	Warm Springs to Richmond	Yes	58	66	62	62	5
Minority Line			97.75	98.5	98.5	98.25	
Non-Minority Line			109	111	111	110	
Difference Minority vs. Non-Minority			-11.25	-12.5	-12.5	-11.75	
% Difference Minority vs. Non-Minority			-11.5%	-12.7%	-12.7%	-12.0%	

During the six hours of daily Peak Period, a disparate impact on minority passengers would exist when the average Vehicle Load Level in the Peak Direction is 5% greater in aggregate on all minority lines than it is on non-minority lines and exceeds the 115 PPC Peak Period Vehicle Load standard. As noted in Table 6, over the past three years the average vehicle load level in the Peak Direction was 12% lower on BART's minority lines than its non-minority Yellow Line. At an average of 98.25 PPC was less than the Peak Vehicle Load standard.

*Off-Peak Period (and Reverse Commute Direction during the Peak Period) Disparate Impact Test Results*

A similar calculation of Vehicle Load Levels was conducted with April/May sample data for Off-Peak trips. The results of this analysis are shown in Table 7 below:

**Table 7: Three Year Summary of Off-Peak Vehicle Load Levels by Line**  
**Off-Peak Period Standard is 80 Passengers per Car**

Line	Station Range	Minority	2017	2018	2019	3 year avg.	Rank
Yellow	Pitts/BayPoint to SFO	No	37	34	37	36	1
Red	Richmond to Millbrae	Yes	33	37	32	34	2
Blue	Dublin/Pleasanton to Daly City	Yes	26	25	24	25	3
Orange	Warm Springs to Richmond	Yes	25	25	26	26	4
Green	Warm Springs to Daly City	Yes	19	20	20	20	5
Minority Line			25.75	26.75	25.5	26.25	
Non-Minority Line			37	34	37	36	
Difference Minority vs. Non-Minority			-11.25	-7.25	-11.5	-9.75	
% Difference Minority vs. Non-Minority			-43.7%	-27.1%	-45.1%	-37.1%	

Applying the same DI/DB test for Off-Peak train runs, a disparate impact on minority passengers would exist when the average Vehicle Load Level is 5% greater in aggregate on all minority lines than it is on non-minority lines and exceeds the 80 passenger per car standard. As shown in Table 7, Off-

Peak vehicle load levels for minority lines was 26.25 PPC compared to 36 PPC on the non-minority line, a -37.1% difference. In addition, no line exceeded BART's 80 PPC Off-Peak Load standard.

No disparate impact on minority lines exists.

*Corrective Actions*

No corrective actions are needed to address overall Peak and Off-Peak Vehicle Load Levels.

**II. VEHICLE HEADWAYS SERVICE STANDARD**

In order to allow for longer hours of maintenance, weekday hours of operation on the Orange, Yellow, Red and Blue lines were adjusted to begin an hour later starting in February 2019; in addition, weekday evening headways were increased. The change was not considered a major service change under BART's Major Service Change Policy. BART, however, did conduct extensive public outreach and messaging prior to implementation, and conducted on-board surveying to gather input from potentially impacted riders. These changes are expected to last at least three years as major construction projects are lined up back-to-back. Weekend service was unaffected.

Hours of Service

		2017-2018 Hours of Service			2019 Hours of Service		
Line	Route	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
<b>Green</b>	Warm Springs / Daly City	5:00 am to 7:00 pm	9:00 am to 7:00 pm		5:00 am to 7:00 pm	9:00 am to 7:00 pm	
<b>Orange</b>	Richmond / Warm Springs	4:00 am to midnight	6:00 am to midnight	8:00 am to midnight	<b>5:00</b> am to Midnight	6:00 am to midnight	8:00 am to midnight
<b>Yellow</b>	Antioch / SFO	4:00 am to 9:00 pm			<b>5:00</b> am to 9:00 pm		8:00 am to midnight
<b>Yellow</b>	Bay Point / Millbrae-SFO	9:00 pm to midnight	6:00 am to midnight	8:00 am to midnight	9:00 pm to Midnight	6:00 am to midnight	
<b>Red</b>	Richmond / Millbrae	4:00 am to 9:00 pm			<b>5:00</b> am to 9:00 pm		
<b>Red</b>	Richmond / Daly City		9:00 am to 7:00 pm			9:00 am to 7:00 pm	
<b>Blue</b>	Dublin / Daly City	4:00 am to midnight	6:00 am to midnight	8:00 am to midnight	<b>5:00</b> am to Midnight	6:00 am to midnight	8:00 am to midnight
<b>Shuttle</b>	SFO / Millbrae				6:00 am to 9:00pm		8:00 am to midnight
<b>OAC</b>	Coliseum / OAK	5:00 am to Midnight	6:00 am to midnight	8:00 am to midnight	5:00 am to Midnight	6:00 am to midnight	8:00 am to midnight

### Weekday Headways

	2017-2018 Weekday Headways			2019 Weekday Headways		
Line	Peak Period	Midday	Evening	Peak Period	Midday	Evening <sup>1</sup>
<b>Green</b>	15	15		15	15	
<b>Orange</b>	15	15	20	15	15	<b>24</b>
<b>Yellow</b>	15/10/5	15	20	15/10/5	15	<b>24</b>
<b>Red</b>	15	15	20	15	15	<b>24</b>
<b>Blue</b>	15	15	20	15	15	<b>24</b>
<b>Shuttle</b>				30	30	
<b>OAC</b>	6	6	20 (after 11pm)	6	6	20 (after 11pm)

<sup>1</sup> Friday evening headways: 20 minutes

### Weekend Headways

	2017-2018 Weekend Headways			2019 Weekend Headways		
Line	Saturday (6 am - 6 pm)	Saturday Evening (7 pm - 12 am)	Sunday (8 am - 12 am)	Saturday (6 am - 6 pm)	Saturday Evening (7 pm -12 am)	Sunday (8 am - 12 am)
<b>Green</b>	20 (9 am start)			20 (9 am start)		40 <sup>3</sup>
<b>Orange</b>	20	20	20	20	20	20
<b>Yellow</b>	20	20	20	20	20	20
<b>Red</b>	20 (9 am start)			20 (9 am start)		40 <sup>3</sup>
<b>Blue</b>	20	20	20	20	20	20 <sup>2</sup>
<b>Shuttle</b>				30		20
<b>OAC</b>	6	6	20 (after 11pm)	6	6	20 (after 11pm)

<sup>2</sup> Blue line operates Dublin to MacArthur  
<sup>3</sup> Direct Green, Red & Blue Line trains will operate in peak direction only during select hours

BART's base headway standard for each of its five lines is 15 minutes during the early morning, mid-day, and AM/PM peak period and 20 minutes during the evening and weekend periods. The Yellow line, which has the highest ridership levels, has a peak period headway standard of 15/10/5.

On the interior of the BART system, multiple lines run through the same stations, particularly from 5am to 7pm. As a result, these areas enjoy lower base headways than outlying parts of the system, described in Table 8 below. Beyond these base levels, additional trains may be added where necessary to balance passenger loading across all lines, subject to vehicle availability.

**Table 8: Base Headways on the Interior Part of the BART System<sup>1</sup>**

<b>Line Section</b>	<b>Lines Serving Section</b>	<b>AM/PM Peak base headway</b>	<b>AM/PM Peak hour headway<sup>1</sup></b>	<b>Midday Base Headway</b>	<b>Late Evening Sunday Headway<sup>2</sup></b>
MacArthur to 12 <sup>th</sup> Street	Yellow/Red/Orange	5 minutes (2-8 minutes)	3.3 minutes (2-7 minutes)	5 minutes (2-5-8 minutes)	18 <sup>3</sup>
Bay Fair to Lake Merritt <sup>4</sup>	Red/Orange/Blue	5 minutes (3-7 minutes)	5 minutes (3-7 minutes)	5 minutes (3-7 minutes)	7.5 minutes (5-15 minutes)
West Oakland to Daly City	Yellow/Red/Green/Blue	3.75 minutes (3-5 minutes)	2.7 (2-4 minutes)	3.75 minutes (3-5 minutes)	10 minutes (6-12 minutes)

<sup>1</sup>Peak hour headways include the 'Rush Trains' on the Yellow Line, intended to reduce crowding.

<sup>2</sup>On weekdays, the Green Line operates until 7pm and the Red Line operates until 9pm. There are currently a few supplemental Green and Red Line trips on Sundays. Off-Peak Base headways are calculated when all lines are in service.

<sup>3</sup> For 2017 & 2018. Starting in 2019, evening headways stretched to 24 minutes to accommodate maintenance of the Transbay Tube and Sunday service was adjusted so that the service from Dublin/Pleasanton aligns with the Orange Line through Oakland, terminating at MacArthur station.

<sup>4</sup> The Orange and Yellow Lines are timed to allow passengers to transfer from Orange Line trains to Yellow Line trains so while there are three lines providing service, the baseline Orange and Yellow Line trips are never more than two minutes apart. While this is good for transferring passengers, it does not provide the additional frequency expected from having three lines service the corridor, except during peak service when headways approach the two-minute level.

### **A. Disparate Impact Test for Vehicle Headways**

Using BART's DI/DB Policy as guidance, BART applies a 5% threshold to the analysis of its Vehicle Headways. A disparate impact on minority riders would exist when minority lines receive less than the level of service provided by BART's base headway standard: 15 minutes during early morning, mid-day, and peak service and 20 minutes during evening and weekend service.

A disparate impact on minority riders would also exist when Vehicle Headways are reduced on non-minority lines by more than can be justified by the lines' ridership relative to non-minority lines. Thus, during the Peak Period Direction, a disparate impact exists if the average passengers per train (when measured at each line's maximum load point) is 5% or greater in aggregate on all minority lines compared to non-minority lines.

### **Vehicle Headway Service Monitoring**

As outlined above, until February 2019, BART employed the following base headways for each of its five lines: 15 minutes (four trains per hour) on weekdays from start of service until 7:30PM and 20 minutes (three trains per hour) after 7:30 PM on weekdays and all day on Saturdays and Sundays.

In February 2019, BART amended its weekday evening service to provide trains every 24 minutes on each line to accommodate maintenance. At this time, adjustments were also made to the western terminal of the Blue Line and scheduled service was added to the Red and Green Lines on Sundays.

In addition to base schedules, BART has added trains during the Peak Period to accommodate demand and reach the 115 PPC loading goal. The table below documents how AM Peak Period inbound ridership (based on an April and May average over 3 years) varies from line to line. It illustrates how, in response to this variation, BART strategically puts its longest trains and adds additional trains beyond its base headway trains to help balance vehicle load levels.

**Table 9  
Three Hour Morning Peak Inbound (AM) Passengers per Train**

Line	AM Peak Ridership (max load pt.)	Base Headways	Base Trains	Additional "Rush Trains"	Total Trains	Average Train Length	Average Passengers per Train
<b>Green</b>	14,184	15 min	12		12	10.0	1,199
<b>Yellow</b>	25,297	15 min	12	12	24	9.5	1,040
<b>Blue</b>	12,097	15 min	12		12	9.1	1,011
<b>Red</b>	11,349	15 min	12		12	9.1	949
<b>Orange</b>	4,524	15 min	12		12	6.2	377
<b>Total</b>	<b>67,448</b>		<b>60</b>	<b>12</b>	<b>72</b>	<b>8.8</b>	<b>4,576</b>
Minority Lines	42,154		48	0	48		878
Non-Minority Lines	25,297		12	12	24		1054
% Difference Minority vs Non-Minority							-20.05%

**Table 10  
Three Hour Afternoon Peak Outbound (PM) Passengers per Train**

Line	PM Peak Ridership (max load pt.)	Base Headways	Base Trains	Additional "Rush Trains"	Total Trains	Average Train Length	Average Passengers per Train
<b>Blue</b>	12,872	15 min	12		12	9.1	1,074
<b>Green</b>	12,735	15 min	12		12	10.0	1,069
<b>Yellow</b>	25,183	15 min	12	12	24	9.5	1,055
<b>Red</b>	11,249	15 min	12		12	9.1	934
<b>Orange</b>	4,932	15 min	12		12	6.5	413
<b>Total</b>	<b>66,969</b>		<b>60</b>	<b>12</b>	<b>72</b>	<b>8.8</b>	<b>4,545</b>
Minority Lines	41,788		48	0	48		873
Non-Minority Lines	25,183		12	13	25		1055
% Difference Minority vs Non-Minority							-20.92%

The Yellow Line is the most crowded AM inbound Transbay line, with an average of 25,297 passengers. This is an additional 10,000 riders than the next most crowded line, the Green Line. As a result, BART supplements the Yellow Line's base headways with twelve additional "rush trains" on the interior portion (between Pleasant Hill and downtown San Francisco) over both the three-hour AM and PM peak periods and are intended to directly relieve crowding. The Green Line is the next

most crowded line with an average of 14,184 passengers per train. For the PM Peak period, the Yellow Line is again the most crowded, carrying over 25,183 outbound Transbay passengers, nearly double any of the other four lines and receives 12 additional “rush trains” on the interior portion of the line during this Peak Period.

During the PM Peak Period outbound (heading from downtown San Francisco to the Eastbay), ridership is slightly less than during the AM Peak Period, except on the Blue Line. The Orange Line also shows a stronger PM Peak, with more passengers traveling southbound in the afternoon than those traveling northbound in the morning. On a per train basis, these differences are negligible.

#### *Peak and Off-Peak Vehicle Headway Disparate Impact Test Results*

All lines received scheduled service which matched BART’s Peak and Off-Peak Headway standards. The “rush trains” which have been added to the Yellow Line during the Peak Period did not result in passengers per train being higher on minority lines than non-minority lines. In fact, during both Peak Periods, there were 20% fewer passengers per train on minority lines than on non-minority lines.

#### *Corrective Actions*

No corrective actions are required.

### **III. ON-TIME PERFORMANCE SERVICE STANDARD**

BART measures on-time performance in two ways: Train On-Time and Customer On-Time. Train On-Time is a measure of train runs completed as scheduled. It is measured as the percentage of scheduled runs that dispatch from the proper start station, provide service at all stations along planned routes without any run-throughs, and finish at the planned end station no more than 5 minutes after the scheduled arrival time. The Train On-Time Goals for Fiscal Years 2017 and 2018 were 92%. In FY2019, BART reduced this goal to 91%.

Customer On-Time measures when a passenger arrives at their station relative to their scheduled arrival time. It is measured as the percentage of riders who arrive at their destination station neither one minute before, nor five minutes after, the scheduled arrival time for their respective stations. For FY17 and FY18, the Customer On-Time goal was 95%. In FY19, BART amended the goal to 94%.

BART tracks its monthly and annual On-Time performance against these two metrics for system-wide performance. The performance of each individual line, however, is only evaluated against the Train On-Time standard due to a large amount of imprecision associated with tracking customer arrival times given the high number of transfer points on the BART system. The table below presents the On-Time Performance goals for each year.

#### **A. Disparate Impact Test for On-Time Performance**

Using as guidance, BART’s DI/DB Policy, BART applies a 5% threshold to the analysis of its On-Time Performance. A disparate impact on minority riders exists when the average aggregate Train On-Time Performance for minority lines is 5% below the average aggregate for non-minority lines and do not meet BART’s On-Time Performance goals. Given that Customer On-Time performance is not evaluated on a line-by-line basis, there is no disparate impact test for customer on-time performance.

## On-Time Performance Service Monitoring

System-wide On-Time Performance goals and actual performance results for each year are documented in Table 11 below. BART did not meet its Train On-Time Performance and Customer On-Time Performance goals during any of the last three years.

**Table 11**  
**Three Year System-wide On-Time Performance**

Fiscal Year	Customer on Time		Train on Time	
	Actual	Goal	Actual	Goal
2017	89.2%	95%	84.0%	92%
2018	92.4%	95%	87.9%	92%
2019	93.0%*	94%	90.1%*	91%

\* Through 6/2/19

As discussed previously, actual data for On-Time Performance levels by Line is only available for Train On-Time Performance. The results shown in Table 12 below are based on a sampling from April and May, 2017-2019. They show that the Yellow Line had the worst average Train On-Time performance (79.2%) over the three-year period, which was below BART's standard of 92.0%. The Blue Line performed best with 89.6% Train On-Time Performance but is still below BART's 92% standard (91% in 2019).

**Table 12**  
**Train On-Time Performance by Line**

Line	2017	2018	2019	Average	Rank
Blue	82.2%	95.6%	90.9%	89.6%	1
Orange	79.5%	94.8%	92.5%	88.9%	2
Green	68.4%	93.3%	91.5%	88.9%	2
Red	76.3%	93.2%	88.9%	84.4%	4
Yellow	64.4%	90.2%	83.0%	79.2%	5
Average	74.2%	93.4%	89.4%	85.4%	
Goal	92.0%	92.0%	91.0%	91.7%	
Minority Lines	76.6%	94.2%	90.95%	87.95%	
Non-Minority Lines	64.4%	90.2%	83.0%	79.2%	
% Difference Non-Minority vs Minority	16%	4%	9%	10%	

### *Train On-Time Performance Disparate Impact Test Results*

As noted in Table 12 above, the non-minority Yellow Line had the lowest on-time performance on the system. The four minority lines were also below BART's standard by an average of 3.3%. The Disparate Impact Test for this standard is that minority lines, in the aggregate, both not be below the system-wide standard and not be 5% less than non-minority lines. BART's minority lines' on-time performance, in the aggregate, is better than BART's non-minority line and does not exceed the 5% threshold. While the minority lines in aggregate are below BART's On-Time Performance goal of 92% (91% in 2019), both provisions of the test must be met for a disparate impact to be found. BART is working to resolve its on-time performance issues by implementing on-going track maintenance, a new operations control center, and roll-out of its new rail cars beginning in 2017.

### Corrective Actions

No corrective actions are required.

## IV. SERVICE AVAILABILITY SERVICE STANDARD

BART's service area includes all Census tracts in the four counties which it currently serves (Alameda, Contra Costa, San Francisco, and San Mateo). BART is financed by a combination of sales tax and property tax levies imposed on Alameda, Contra Costa, and San Francisco; as a result, BART considers county-wide service, instead of only those Census tracts which provide high BART ridership levels. BART is financed by a combination of sales tax and property tax levies which are imposed on the former three counties in their entirety. San Mateo, while not a formal voting member of the BART District, made a buy-in contribution of over \$400 million from a county-wide sales tax to BART during the 1990s and early 2000s. In addition, San Mateo County residents continue to contribute BART service within the county's boundaries through county-wide sales tax.

BART's Service Availability can be represented by the distribution of its 5 lines and 48 stations across this four-county service area. To develop a quantitative measure of this distribution, BART calculates the linear distance in miles from the population-centroid of each Census tract within these four counties to their nearest BART station.

### A. Disparate Impact Test for Service Availability

Using as guidance BART's DI/DB Policy, BART applies a 5% threshold to the analysis of its Service Availability. A disparate impact on minority riders exists when minority Census tracts have, on average, a 5% greater linear distance to their nearest BART station than non-minority Census tracts.

#### Service Availability Service Monitoring

BART has conducted an analysis of the linear distance from its nearest stations to the population-centroids for each of the 920 populated Census tracts in its four-county service area. Census tracts whose minority population share exceeded the service area's average minority share of 61.5% were designated as minority tracts, while those below this level were designated as non-minority tracts. The results shown in Table 13 below indicate that the average linear distance to the nearest BART station is 2.05 miles from the population-centroids of minority Census tracts and 3.6 miles from the population-centroids of non-minority Census tracts. These calculations include the new BART stations at Pittsburg Center, Antioch, and Warm Springs/South Fremont using a modified BRM that utilizes the established station catchment areas from 2015 for the nearest BART stations.

**Table 13**  
**Travel Distance to Nearest BART Station**

Category	Number of Census Tracts	Linear Distance to BART (Miles)
Minority Census Tracts	461	2.05
Non-Minority Census Tracts	459	3.6
% Difference Minority vs. Non-Minority		-74.66%

### *Service Availability Disparate Impact Test Results*

A disparate impact on minority riders exists when minority Census tracts have, on average, a 5% greater linear distance to their nearest BART station compared to non-minority Census tracts. Since the travel distance to the nearest BART station from minority Census tracts is nearly half that from non-minority Census tracts, there is no disparate impact in BART's Service Availability.

### *Corrective Actions*

No corrective actions are required

## **V. DISTRIBUTION OF TRANSIT AMENITIES SERVICE POLICY**

Except as noted below or otherwise precluded by station design considerations, the following amenities shall be distributed equitably across all stations on the BART system, and generally be in proportion to each station's ridership:

- Customer Information Services (a combination of brochures, time tables, public address systems, digital information systems, and station agents, in proportion to ridership, station size, and passenger flow density)
- Restrooms (where appropriate given the security needs of BART patrons and the BART system)
- Platform Area Benches
- Trash Receptacles
- Route Maps
- Arrival Information Systems
- Automated Fare Collection Equipment (Ticket and Clipper Vending Machines, Addfares, and Change Machines)
- Emergency (Courtesy) Telephones
- Elevators and Escalators
- Parking Spaces (unless otherwise limited by local geographic, planning, and funding considerations)
- Bicycle Parking and Storage
- Bus Access Facilities (where space is available on BART station property and service is provided by local bus operators)

BART's Service Monitoring Procedure furthermore describes the following methods for analyzing the equity of the distribution of these Transit Amenities:

- BART will produce an inventory of the availability of the following amenities at each of its heavy rail stations (currently 43): customer information services, restrooms, benches, trash receptacles, route maps, timetables, informative publications, arrival information displays, ticket vending machines, change machines, emergency (or courtesy) telephones, elevators, escalators, parking facilities, and bicycle and bus access facilities (where appropriate).
- BART will identify a number of station pairs which have similar ridership levels and locations along the BART system (urban or suburban). One station in each pair will be a minority station and the other will not. The station pairs could, by illustration, include: two low volume suburban stations, two high volume suburban stations, two urban fringe stations, et al.

- BART will provide a detailed description of each station pair and will then conduct a comparison of the station amenities available.

BART determines whether each of its stations serves a predominantly minority population by comparing the station's catchment area demographics to District's service area minority threshold of 61.5% (ACS 2013-2017), summarized in Table 14. The BART to Antioch stations and the Oakland Airport Connector have not been included in this analysis, as they use alternative technologies that may require different amenities. Similarly, the SFO station does not have home-station demographics and has been excluded from this analysis.

**Table 14  
Minority Population Share of BART Stations**

<b>Station</b>	<b>% Minority</b>	<b>% White</b>
Coliseum	90%	10%
Richmond	87%	13%
South Hayward	86%	14%
Balboa Park	81%	19%
Union City	80%	20%
South San Francisco	80%	20%
Bay Fair	79%	21%
Hayward	79%	21%
Fremont	78%	22%
San Leandro	77%	23%
Fruitvale	75%	25%
El Cerrito del Norte	75%	25%
Daly City	72%	28%
Lake Merritt	70%	30%
12th St./Oakland City Center	68%	32%
Pittsburg/Bay Point	67%	33%
Glen Park	66%	34%
West Oakland	63%	37%
Colma	63%	37%
San Bruno	63%	37%
Montgomery St.	60%	40%
19th St. Oakland	60%	40%
El Cerrito Plaza	57%	43%
Powell St.	57%	43%
Castro Valley	56%	44%
Millbrae	54%	46%
MacArthur	53%	47%
Ashby	52%	48%
Civic Center / UN Plaza	51%	49%
Embarcadero	51%	49%
North Concord / Martinez	50%	50%
Downtown Berkeley	50%	50%
Concord	50%	50%
24th St. Mission	49%	51%
Dublin / Pleasanton	49%	51%
West Dublin / Pleasanton	47%	53%
16th St. Mission	44%	56%
North Berkeley	40%	60%
Orinda	38%	62%
Pleasant Hill / Contra Costa Centre	38%	62%
Rockridge	37%	63%
Walnut Creek	29%	71%
Lafayette	28%	72%
<b>Catchment area average</b>	<b>62%</b>	<b>38%</b>

BART has 20 stations which can be categorized as minority stations. The Station Inventory Amenities chart, included in Appendix 4, summarizes the quantity of each amenity at all BART stations.

## A. Disparate Impact Test for Station Amenities

A disparate impact on minority riders would exist when, considering station design limitations, the majority of minority stations sampled have fewer transit amenities than non-minority stations in a majority of the amenity categories evaluated. BART has 24 amenity categories included in this analysis, so a disparate impact would exist if the minority stations had fewer amenities than non-minority stations in 13 or more categories.

### Station Amenities Service Monitoring – Analysis of Station Pairs

Any methodology for comparing transit amenities between the 43 stations in the BART system will have shortcomings as no two BART stations are identical. Built over a span of approximately 40 years, they were designed by different architects to fit into different sites and to serve different topographic and community conditions.

#### *Methodology*

In accordance with the Service Monitoring Procedures, BART has attempted to conduct a meaningful comparison of transit amenities by identifying eight station pairs with similar ridership levels and locations along the BART system (urban or suburban). One station in each pair is a minority station and the other is not.

**Table 15**  
**BART Station Pairs for Transit Amenities Analysis**

Pair #	Minority Station	Non-Minority Station
1	San Leandro	Rockridge
2	Bay Fair	Walnut Creek
3	Union City	El Cerrito Plaza
4	South Hayward	Orinda
5	South San Francisco	Lafayette
6	Pittsburg/Bay Point	Concord
7	Colma	North Berkeley
8	12th St/Oakland City Center	Downtown Berkeley

Twenty-four amenity categories were analyzed for each station pair. In order to compare amenities between minority and non-minority stations, the analysis of each station pair tabulates the number of categories in which the minority station has fewer transit amenities than the non-minority station. A disparate impact exists when, considering certain limitations, minority stations have fewer amenities than non-minority stations in a majority (at least 13 out of 24) of the categories evaluated.

#### *Findings*

As shown in Table 16 below, there were no cases among the eight station pairs analyzed where minority stations had fewer transit amenities than non-minority stations in more than 13 of the 24 Transit Amenity Categories. For detailed results of the Station Pairs Analysis, see Appendix 4.

**Table 16**  
**Results Summary of Station Pairs Analysis**

<b>Station Pair</b>	<b>Minority Station</b>	<b>Non-Minority Station</b>	<b># of Categories with Less Amenities at Minority Station</b>
1	San Leandro	Rockridge	4
2	Bay Fair	Walnut Creek	8
3	Union City	El Cerrito Plaza	4
4	South Hayward	Orinda	5
5	South San Francisco	Lafayette	10
6	Pittsburg/Bay Point	Concord	7
7	Colma	North Berkeley	7
8	12 <sup>th</sup> St/Oakland City Center	Downtown Berkeley	5
Average	Minority	Non-Minority	6.25

Some variances may appear to favor some stations, particularly for escalators/elevators, parking spaces, bicycle spaces, and bicycle lockers. However, upon closer examination, the variances were proportionate to each station’s ridership needs attributable to station location or design considerations. These variances are described below.

*Escalator/Elevator Amenities*

Some stations have more elevators/escalators because of station design constraints. Center platform stations, which constitute about half of the District’s non-subway stations, will generally require a single elevator and often a single escalator to serve their passenger demand. Side platform stations have two platforms, one serving the inbound direction and one serving the outbound directions, flanking a double trackway in the center of the station. These stations will generally require two escalators and two elevators (one set for each platform) to serve their passengers.

*Parking Space Amenities*

BART’s 36 parking facilities at stations vary in terms of type of parking facility (i.e. garage, lot, or on-street curb) and number of spaces. The variance in the number of parking spaces among stations is due to the station location and design considerations, funding constraints, and varying demand for parking by station.

In June 2016, the BART Board adopted the Station Access Policy ([www.bart.gov/about/planning/station-access/policy](http://www.bart.gov/about/planning/station-access/policy)) that guides access practices and investments through 2025. A station typology was developed as part of this policy, where stations were categorized as auto dependent (with more auto mode share), intermodal – auto reliant, balanced intermodal, urban with parking, and urban (with less auto mode share). Stations that are auto dependent, such as Dublin/Pleasanton, generally have a greater number of parking spaces than stations that are urban with parking, such as Ashby.

*Bicycle Spaces and Lockers*

Another amenity category where measurable variation exists is for bicycle parking. In most cases, negative variances in bike racks and lockers are the result of riders’

access mode to the station. The San Leandro (minority)/Rockridge (non-minority) and the 12th St. (minority)/Downtown Berkeley (non-minority) station comparisons are examples. As documented in BART's Bike Program Capital Plan (June 2017), bicycle parking is allocated to stations based on the current and projected demand for such facilities. The availability of local funding can influence the type and quantity of bicycle parking at individual stations. As such, bicycle parking facilities are generally more robust at stations where demand is strong.

#### *Station Amenities Disparate Impact Test Results*

A disparate impact on minority riders would exist when, considering the limitations identified above, the majority of minority stations sampled have fewer transit amenities than non-minority stations in a majority of the amenity categories evaluated. There was not a single case out of the 8 station pairs analyzed in this report where a non-minority station had more amenities than a minority station in a majority (13) of the 24 categories. Accordingly, BART finds that Transit Amenities at its stations are distributed equitably and consistent with the District's standards for station amenity distribution.

#### *Corrective Actions*

No corrective actions are required.

## **VI. VEHICLE ASSIGNMENT SERVICE POLICY**

BART has five types of train cars. The A, B and C cars, described as legacy cars, all have similar performance characteristics, amenities, and interior space and are coupled together to create the desired train lengths.<sup>4</sup> Starting in 2018, newer 'Fleet of the Future' (FOTF) D and E cars, have been added to the fleet and are being added to revenue service as they become available. D and E cars may not be coupled with the legacy fleet and each new train must have a D car at each end. As of May 2019, one FOTF train had been added to each line. As more FOTF cars become available, they will be added to each of the five lines, though there may be some service characteristics which require that FOTF trains be added to lines out of succession. These characteristics include: maintenance shop capacity, trains shifting from one yard at the start of the day to another at the end of the day, or trains going through the Transbay Tube, though BART expects to maintain relatively equal numbers on each line of service. Since some lines run more than twice as many trains during peak periods, after the first line reaches an initial FOTF saturation rate of 50%, BART will review how it allocates additional trains. Once BART has received enough FOTF trains, it will begin retiring the legacy fleet.

BART is lengthening peak period trains by adding cars and by changing out Legacy consists and replacing them with FOTF consists as new cars become available. These changes, by default, make trains longer. Trains are being lengthened using the following criteria:

1. Train crowding data with initial priority rankings.
2. Customer service survey results.

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<sup>4</sup> A and C cars can be used as first/last train cars. B and C cars can be used as mid-train cars.

There are slight but measurable differences among BART’s legacy cars, including their age. A simple comparison of the average age of the fleet, however, is insufficient to understand these differences due to renovations on the A and B fleets between 1998 and 2002. The C fleet, which has not been renovated, has 150 C1 vehicles which entered service between 1987 and 1990 and 80 C2 vehicles which entered service between 1995 and 1996. As a result, it is difficult to say which cars are “older”, so a comparison of the remaining useful life is more indicative of the quality of each car.

BART staff define this remaining useful life based on grant agreements with the FTA that added a minimum of 15 years of useful life to A and B fleet cars after the renovations. As of the end of FY 2018, the average remaining useful life for these renovated cars is -4.2 years for the 59 A Cars and -4.6 years for the 380 B Cars. In addition, FTA Circular 5010.1D establishes that the minimum useful life for a new rail vehicle is 25 years, which yields an average remaining useful life for the unrenovated 230 vehicle C Car fleet of -2.2 years. Combined, the legacy car fleet has an average remaining useful life of -3.6. In 2018, the Fleet of the Future (FOTF) cars began revenue service. As of December 2019, there were 32 D cars and 46 E cars available for revenue service with an average remaining useful life of 38 years. BART expects to continue to increase the number of FOTF cars over the next few years. 775 cars have been contracted for and BART is planning to expand the fleet to a total of 1200 FOTF cars.

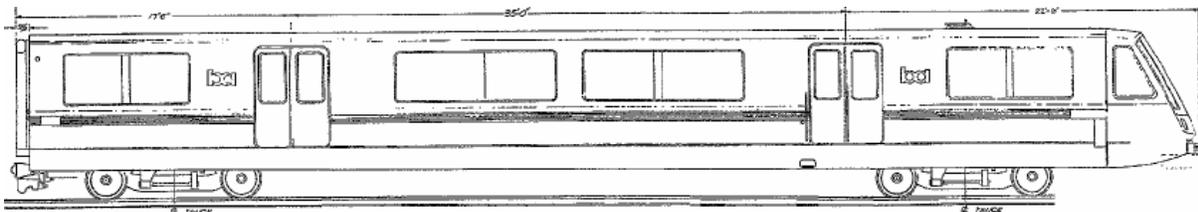
### A. Disparate Impact Test for Vehicle Assignment

Using as guidance, BART’s DI/DB Policy, BART applies a 5% threshold to the analysis of its Vehicle Assignment. A disparate impact on minority riders would exist when vehicles used on minority lines in aggregate have 5% less average remaining useful life per car than vehicles on non-minority lines.

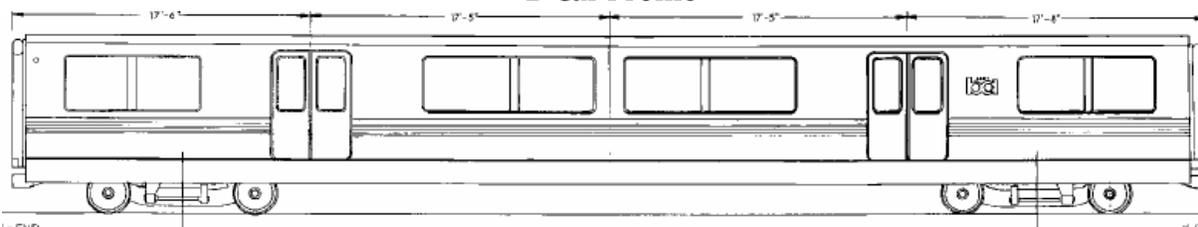
#### Vehicle Assignment Service Monitoring

Until 2018, BART’s heavy rail revenue vehicle fleet consisted of 669 cars of three different types (see illustrations below). A-cars have an aerodynamically shaped operator control cab in their front and can only serve as lead or tail cars. B-cars have no operator control cab and can only serve on the interior of a consist. C-cars have a stub end operator control cab in their front, and serve as either a lead, tail, or interior consist car.

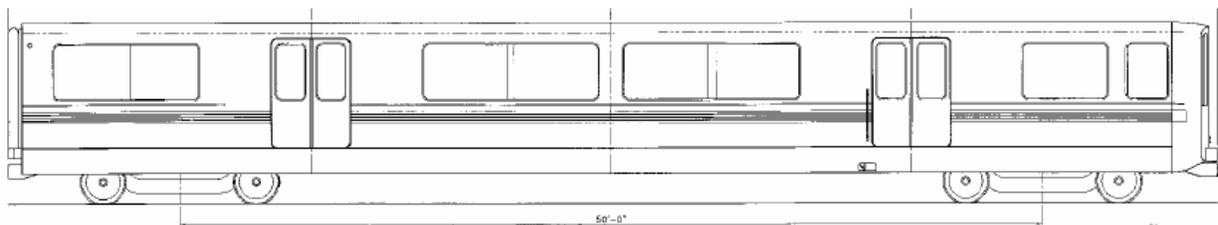
**A-Car Profile**



**B-Car Profile**

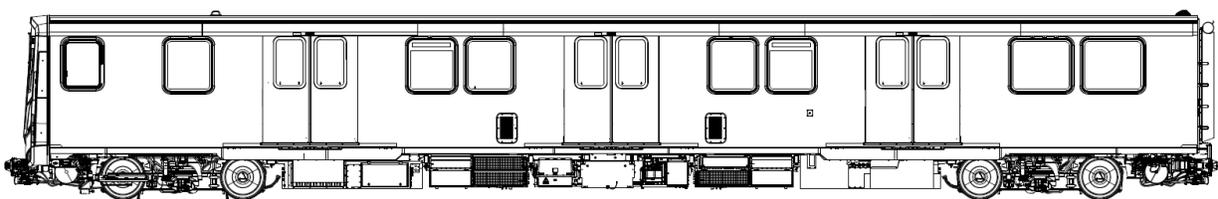


### C-Car Profile

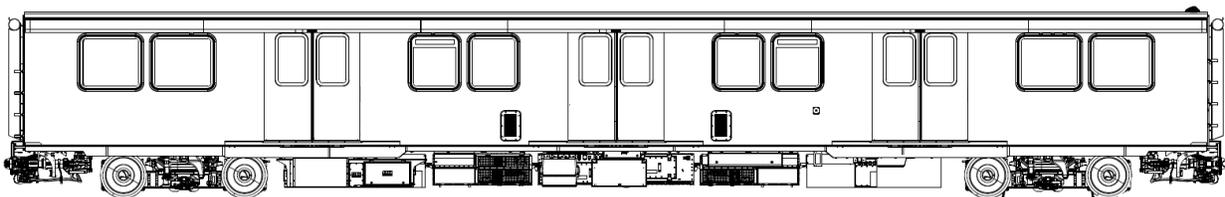


'Fleet of the Future' D and E cars may not be coupled with the legacy fleet and each new train must have a D car at each end. Similar to C cars, D cars may also be used in the middle of trains. As of May 2019, one FOTF train had been added to each line.

### D- Car Profile



### E-Car Profile



All legacy BART cars have nearly identical performance characteristics and amenities (air conditioning, heating, windows, system maps, lighting, hand rails, and stanchions, etc.).

The assignment of car types to each of BART's five lines is made exclusively with operational considerations in mind. C-cars are allocated to all Lines where they are needed to support efficient make and break operations for intra-day train length adjustments. B-cars are the bulk of the BART fleet, and are used on all lines wherever a control car is not necessary. A-cars are the least flexible cars on the system given that they can only be used as lead or tail cars. They are used where they can be handled effectively.

FOTF cars are newer, quieter, and include:

- Three doors instead of two for faster boarding
- Approximately 50% more priority seating, which is color coded
- Digital color displays with the system map, destination, and next stop information, which is also provided by automated announcements
- Assisted listening hearing loops
- Fewer seats to create more space for wheelchairs and bicycles

Table 17 below summarizes the composition and age of the current BART rail car fleet:

**Table 17  
BART Rail Car Fleet as of 2018**

Car Model	Dates Manufactured/ Rehabilitated	Number of Cars as of End of FY 18	Remaining Useful Life (Years)*
A	1972 Original 2000 to 2002 Rehabilitated	59	-4.2
B	1972 Original 1998 to 2002 Rehabilitated	380	-4.6
C	1987 to 1990/1995 to 1996	229**	-2.2
D	2018 to present	10 (32)***	38
E	2018 to present	12 (48)***	38
Total Fleet		690 (748)***	

\* Based on end of FY2018 data. Assumes 25-year useful life for new rail vehicles and 15 years additional life for rehabilitated vehicles. D & E cars are expected to undergo mid-life overhauls and therefore have a useful life of 40 years.

\*\* One car was retired in FY 2018. BART may begin disposition of this and additional cars.

\*\*\* FOTF cars as of 5/31/19. BART is actively receiving new cars that are being certified for revenue service.

As of May 2019, BART is using around 86% of its fleet in peak service and has a spare ratio of 17%. In order to accommodate scheduled and unscheduled maintenance and have adequate cars available for all revenue trips, BART aims towards a spare ratio of 20%.

Table 18 below summarizes the current assignment of BART car-types by line. It then uses the remaining useful life assumptions for each car-type in Table 18 to determine the average remaining useful life per car on each line.<sup>5</sup> The Yellow Line, which requires more trains, shows the worst average car age since the impact of the FOTF cars has the least proportional impact on this line. Conversely, the new FOTF cars has the greatest impact on the Blue Line, which uses the fewest trains.

**Table 18  
Remaining Useful BART Car Life by Line, Weekdays (5/31/19)**

Line	A2	B2	C1/C2	D	E	Total	Car Years Remaining	Avg. Car Years Remaining per Car
Green	0	62	28	4	6	100	35	0.35
Orange	0	32	32	2	4	70	12	0.17
Yellow	34	140	32	4	6	214	-250	-2.19
Red	12	53	28	4	6	103	26	0.25
Blue	0	48	36	4	6	94	82	0.87
Shuttle		2	2			4	-14	-3.37
Total	46	335	156	18	28	583	-107	-0.18
Minority Lines	12	195	124	14	22	367	155	1.64
Non-Minority Lines	34	140	32	4	6	214	-250	-2.19
% Difference Minority vs. Non-Minority Lines							261%	234%

<sup>5</sup> Using the end of FY18 age/remaining useful life.

### *Vehicle Assignment Disparate Impact Test Results*

As shown in Table 18, the average remaining useful life for cars assigned to BART's four minority lines is 1.64 years which is more than BART's non-minority line (-2.19 remaining useful life). All of BART's lines are carrying cars past or at the end of their useful life. A disparate impact on minority passengers would exist when the average remaining useful life is 5% less, in aggregate, on all minority lines than it is on non-minority lines. As noted in Table 18, the average remaining useful life was 234% greater on BART's minority lines than its non-minority lines. As a result, there is no disparate impact from BART's Vehicle Assignment.

### *Corrective Actions*

No corrective actions are required.



## Appendices

1. Title VI Protections
  - a. Title VI Policy
  - b. Title VI Complaint Form and Procedures
  - c. Title VI Notices and Stations Confirmation
2. Public Participation
  - a. Public Participation Procedures (PPP) (2015)
  - b. Title VI PPP Activities
3. Demographic Profile
4. Station Amenities
5. Language Assistance Plan (LAP)
6. Subrecipient Monitoring
  - a. Subrecipients Monitoring Checklist
  - b. Subrecipients Workshop
  - c. Subrecipients Letters of Compliance
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8. Disparate Impact and Disproportionate Burden Policy, Public Participation Report and Board Approval Minutes
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  - a. Proposed Productivity-Adjusted Inflation-Based Fare Increase and Fiscal Year 2018 Fare Changes
  - b. Possible Changes to the Fare Discount Offered to Youth Riders
  - c. Transit Operations Facility Title VI Siting Analysis
  - d. BART to Antioch Extension
  - e. Discontinuing the BART Discounted Orange Ticket Program for Students at Participating Middle and High Schools
  - f. BART Participation in the Metropolitan Transportation Commission's Regional Means-Based Transit Fare Discount Pilot Program
  - g. Proposed 2020 Productivity-Adjusted Inflation-Based Fare Increase; Series 3, 2022-28, of the Productivity-Adjusted Inflation-Based Fare Increase Program; and Magnetic-Stripe Surcharge Increase
  - h. Silicon Valley Berryessa Extension
11. Customer Satisfaction Survey (2018)
12. 2016 Title VI Triennial Program Update Board Approval Minutes (2017)
13. 2019 Title VI Triennial Program Update Board Materials (2020)



Appendix 1a:  
Title VI Policy

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## TITLE VI NON DISCRIMINATION POLICY

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The San Francisco Bay Area Rapid Transit District (District) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services or programs on the basis of race, color, national origin or language proficiency. This commitment includes an intention to avoid or minimize any disproportionately high and adverse effects on minority or low-income populations.

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### **Statement of Policy:**

The District, as a federal grant recipient, must ensure that all its programs and activities comply with federal law known as Title VI of the Civil Rights Act of 1964 and its related regulations. Title VI requires, in part, that the District consider the impacts of its decisions on minority and low-income populations, including any decisions related to fare changes, major service changes, service standards, or service policies. The District intends to ensure that, while neutral on their face, its decisions do not have a disproportionately high and adverse effect on minority or low-income populations without substantial legitimate justification.

Pursuant to federal and state law, the District is committed to ensuring that important programs and activities normally provided in English are accessible to persons who have a limited ability to speak, read, write or understand English.

The District's commitment to non-discrimination extends to informing the District's funding recipients and contractors that they are also subject to applicable federal and state non-discrimination laws in all of their programs, activities and services for the District.

The District's Office of Civil Rights is responsible for providing leadership, direction and policy to ensure compliance with Title VI. To request additional information regarding the District's non discrimination obligations or to file a complaint, please contact the District's Office of Civil Rights.

**The Office of Civil Rights  
300 Lakeside Drive, Suite 1800  
Oakland, CA 94612  
(510) 874-7333  
(510) 464-7587 (fax)  
officeofcivilrights@bart.gov**



Appendix 1b:

Title VI Complaint Form and Procedures

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SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
TITLE VI COMPLAINT FORM

Name of Complainant Home Telephone
Home Address Street City, State Zip Work Telephone
Race/Ethnic Group Sex Email Address
Person discriminated against (if other than Complainant) Home Telephone
Home Address Street City, State Zip Work Telephone

1. SPECIFIC BASIS OF DISCRIMINATION (Check appropriate box(es):

Race Color National Origin

2. Date of alleged discriminatory act(s)

3. RESPONDENT (individual complaint is filed against)

Name
Position Work Location

4. Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper.

Blank lines for describing the discrimination.

5. Did you file this complaint with another federal, state or local agency; or with a federal or state court? Yes No

If answer is yes, check each agency complaint was filed:

Federal Agency Federal Court State Agency State Court
Local Agency Date Filed

6. Provide contact person information for the additional agency or court:

Name
Address Street City, State Zip Telephone

Sign complaint in the space below. Attach any supporting documents.

Signature Date

## **Your Rights Under Title VI of the Civil Rights Act of 1964**

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not, however, deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of **race, color or national origin** be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

### **Title VI Complaint Procedure**

1. Any person who believes that they have been subjected to discrimination may file a written complaint with the San Francisco Bay Area Rapid Transit District's Office of Civil Rights. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.
2. The complainant may download the complaint form from [www.bart.gov](http://www.bart.gov) or request the complaint form from the Office of Civil Rights (OCR). The complainant may also submit a written statement that contains all of the information identified in Section 3, a through g below.
3. The complaint will include the following information:
  - a. Name, address, and telephone number of the complainant.
  - b. The basis of the complaint (race, color, national origin).
  - c. The date or dates on which the alleged discriminatory event or events occurred.
  - d. The nature of the incident that led the complainant to feel discrimination was a factor.
  - e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
  - f. Other agencies or courts where complaint may have been filed and a contact name.
  - g. Complainant's signature and date.

If the complainant is unable to write a complaint, OCR staff will assist the complainant. If requested by complainant, OCR will provide a language or sign interpreter.

The complaint may be sent or faxed to the following address:

**Office of Civil Rights  
300 Lakeside Drive, Suite 1800  
Oakland, CA 94612  
(510) 874-7333  
(510) 464-7587 (fax)**

The complaint may be sent via email to [officeofcivilrights@bart.gov](mailto:officeofcivilrights@bart.gov).

Complainants also have the right to complain directly to the appropriate federal agency. Complaints must be filed within one-hundred eighty (180) calendar days of the last alleged incident.

4. OCR will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. OCR will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, OCR may administratively close the complaint.
6. OCR will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.
7. A closing letter will be provided to the complainant. The respondent or respondent department will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to appeal. If neither party appeals, the complaint will be closed.
8. If required, the investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.



Appendix 1c:

Title VI Notices and Stations Confirmation

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# **Your Rights under Title VI of the Civil Rights Act of 1964**

**Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.**

**Any person who believes that they have been excluded from, denied the benefits of, or been subjected to discrimination may file a written complaint with the San Francisco Bay Area Rapid Transit District's Office of Civil Rights. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.**

**To request additional information on BART's non-discrimination obligations or to file a Title VI Complaint, please submit your request to:**

**San Francisco Bay Area Rapid Transit District (BART)**

**ATTN: Office of Civil Rights**

**300 Lakeside, Suite 1682T**

**Oakland, CA 94612**

**(510) 874-7333 • Fax (510) 464-7587**

**officeofcivilrights@bart.gov**

**Complaint Forms can also be obtained on BART's website at**

**[www.bart.gov/titlevi](http://www.bart.gov/titlevi)**

**Title VI is the Law**



# Sus derechos según el Título VI de la Ley de Derechos Civiles de 1964

El Título VI de la Ley de Derechos Civiles de 1964 establece que ninguna persona de los Estados Unidos será excluida de participar en cualquier programa o actividad que reciba asistencia financiera federal, ni se le negará los beneficios de dichos programas o actividades, ni será discriminado en ellos, por causa de su raza, color o nacionalidad. El decreto presidencial 12898 aborda la justicia del medio ambiente en las poblaciones de minorías y de bajos ingresos. El decreto presidencial 13166 aborda el tema de los servicios para aquellas personas que tienen conocimientos limitados del idioma inglés.

Toda persona que crea haber sido excluida, que se le negaron los beneficios, o que fue discriminada puede presentar una queja por escrito a la Oficina de Derechos Civiles del Distrito de Tránsito Rápido del Área de la Bahía de San Francisco. La legislación federal y estatal exige que las quejas sean presentadas dentro de los ciento ochenta (180) días calendario del último supuesto incidente.

Para obtener información adicional sobre las obligaciones de no discriminación de BART o para presentar una queja de Título IV, por favor comuníquese con:

**San Francisco Bay Area Rapid Transit District (BART)**

**ATTN: Office of Civil Rights**

**300 Lakeside, Suite 1682T**

**Oakland, CA 94612**

**(510)874-7333 • Fax (510) 464-7587**

**[officeofcivilrights@bart.gov](mailto:officeofcivilrights@bart.gov)**

Los formularios de queja también están disponibles en la página web de BART: [www.bart.gov/titlevi](http://www.bart.gov/titlevi)

**El Título VI es la ley**



# 1964 年《民權法案》 第六篇(Title VI)

根據 1964 年《民權法案》(Civil Rights Act) 第六篇規定，美國任何人在參加可獲得聯邦財務補助的方案或活動時，均不得因為種族、膚色或國籍而被排除或被拒絕為其提供福利或遭受歧視。第 12898 號總統行政令有關於弱勢族群和低收入人口的環境正義規定。第 13166 號總統行政令有關於為英語能力有限人士提供服務的規定。

如認為受到排斥、被剝奪權益或遭到歧視，任何人可向舊金山灣區捷運局 (San Francisco Bay Area Rapid Transit District) 的民權辦事處 (Office of Civil Rights) 提交書面投訴。聯邦和州法律要求，投訴應在最後指控事件發生後的一百八十 (180) 日 (曆日) 以內提交。

若想索取更多資訊，了解 BART 有哪些反歧視義務，或要提出法案第六篇投訴，請向以下機構提出要求：

**San Francisco Bay Area Rapid Transit District (BART)**  
**ATTN: Office of Civil Rights (民權辦事處)**

**300 Lakeside, Suite 1682T**  
**Oakland, CA 94612**

**(510) 874-7333 ● 傳真 (510) 464-7587**

**[officeofcivilrights@bart.gov](mailto:officeofcivilrights@bart.gov)**

投訴表亦可從 BART 網站取得：

**[www.bart.gov/titlevi](http://www.bart.gov/titlevi)**

**第六篇即為法律**



**List of Stations where Title VI Notice is Posted and Translated**

	STATION	KIOSK	Title VI Poster			EEO Poster
			English	Spanish	Chinese	English Only
A10	Lake Merritt	Yes	Yes	Yes	Yes	Yes
A20	Fruitvale	Yes	Yes	Yes	Yes	Yes
A30	Coliseum	Yes	Yes	Yes	Yes	Yes
A40	San Leandro	Yes	Yes	Yes	Yes	Yes
A50	Bayfair	Yes	Yes	Yes	Yes	Yes
A60	Hayward	Yes	Yes	Yes	Yes	Yes
A70	South Hayward	Yes	Yes	Yes	Yes	Yes
A80	Union City	Yes	Yes	Yes	Yes	Yes
A90	Fremont	Yes	Yes	Yes	Yes	Yes
C10	Rockridge	Yes	Yes	Yes	Yes	Yes
C20	Orinda	Yes	Yes	Yes	Yes	Yes
C30	Lafayette	Yes	Yes	Yes	Yes	Yes
C40	Walnut Creek	Yes	Yes	Yes	Yes	Yes
C50	Pleasant Hill	Yes	Yes	Yes	Yes	Yes
C60	Concord	Yes	Yes	Yes	Yes	Yes
C70	North Concord	Yes	Yes	Yes	Yes	Yes
C80	Pittsburg/BayPoint	Yes	Yes	Yes	Yes	Yes
E10	Pittsburg Center	Yes	Yes	Yes	Yes	Yes
E20	Antioch	Yes	Yes	Yes	Yes	Yes
H10	Oakland International Airport	Yes	Yes	Yes	Yes	Yes
K10	12th Street	Yes	Yes	Yes	Yes	Yes
K20	19th Street	Yes	Yes	Yes	Yes	Yes
K30	MacArthur	Yes	Yes	Yes	Yes	Yes
L10	Castro Valley	Yes	Yes	Yes	Yes	Yes
L20	W. Dublin	Yes	Yes	Yes	Yes	Yes
L30	Dublin/Pleasanton	Yes	Yes	Yes	Yes	Yes
M10	West Oakland	Yes	Yes	Yes	Yes	Yes
M16	Embarcadero	Yes	Yes	Yes	Yes	Yes
M20	Montgomery Street	Yes	Yes	Yes	Yes	Yes
M30	Powell Street	Yes	Yes	Yes	Yes	Yes
M40	Civic Center	Yes	Yes	Yes	Yes	Yes
M50	16th Street Mission	Yes	Yes	Yes	Yes	Yes
M60	24th Street Mission	Yes	Yes	Yes	Yes	Yes
M70	Glen Park	Yes	Yes	Yes	Yes	Yes
M80	Balboa Park	Yes	Yes	Yes	Yes	Yes
M90	Daly City	Yes	Yes	Yes	Yes	Yes
R10	Ashby	Yes	Yes	Yes	Yes	Yes
R20	Berkeley	Yes	Yes	Yes	Yes	Yes
R30	North Berkeley	Yes	Yes	Yes	Yes	Yes
R40	EC Plaza	Yes	Yes	Yes	Yes	Yes
R50	EC Del Norte	Yes	Yes	Yes	Yes	Yes
R60	Richmond	Yes	Yes	Yes	Yes	Yes
S20	Warm Springs	Yes	Yes	Yes	Yes	Yes
W10	Colma	Yes	Yes	Yes	Yes	Yes
W20	South San Francisco	Yes	Yes	Yes	Yes	Yes
W30	San Bruno	Yes	Yes	Yes	Yes	Yes
W40	Millbrae	Yes	Yes	Yes	Yes	Yes
Y10	SFIA	Yes	Yes	Yes	Yes	Yes
Y20	Oakland International Airport	Yes	Yes	Yes	Yes	Yes

Appendix 2a:

Public Participation Procedures (2015)

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October 2015

For Internal Use Only



# Public Participation Procedures



San Francisco Bay Area Rapid Transit

*Prepared by the Office of Civil Rights in collaboration with Government & Community Relations*

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## I. INTRODUCTION

The San Francisco Bay Area Rapid Transit District's (BART or District) Public Participation Plan (PPP) was established in 2011 in order to ensure that BART, complying with Title VI of the Civil Rights Act of 1964 and other federal and state regulations, utilizes effective means of providing information and receiving public input on transportation decisions from low-income, minority, and limited English proficient (LEP) populations...

This guide (Public Participation Procedures) outlines the current public participation methods that BART utilizes, as well as future methods that BART is exploring. Experience has demonstrated that integrating outreach planning at the beginning of a project will ensure a smooth transition into the later stages of the project... To facilitate the process, District Project Managers and/or Supervisors (hereinafter referenced as PMs) can reference this guide (a condensed version of the current PPP) for their projects' public participation and outreach process...

A checklist (adapted from Government and Community Relations' (GCR) BART Public Participation Model) is included in Appendix A for PMs to easily refer to for public participation efforts. A public participation staff contact list is included in Appendix B.

PMs can utilize the many resources available in this guide to develop a meaningful public involvement plan for their project. BART's Office of Civil Rights (OCR), GCR, and Communications are departments that can assist in developing a public involvement plan... By combining the technical knowledge of the PM with these departments' experience working with elected officials, community-based organizations, special interest groups, and the general public, the PM can expect to develop and implement a successful public outreach plan.

## II. PUBLIC PARTICIPATION: PLANNING PROCESS

Below are the suggested steps for a PM to consider when beginning the outreach process.

### 1. Submit a Transportation Decision Evaluation Form to BART's Office of Civil Rights (Optional)

Most projects should undergo a Title VI/Environmental Justice (EJ) review by the Office of Civil Rights (OCR)... The PM should fill out a "Transportation Decision Evaluation Form" (available on WebBART's OCR webpage and in Appendix D) and submit it to OCR... OCR evaluates the form to determine what steps are necessary to comply with Title VI and/or BART's EJ Policy... OCR's compliance analysis identifies the level of analysis required for the project and the appropriate level of public outreach.

### 2. Budget Considerations

If your project is a capital project that will require public outreach, consider including a public participation budget in your grant request... Some budget considerations include:

- Facility fees
- Production of meeting notice and project graphics
- Document translation
- Direct mailing
- Newspaper advertisements
- Meeting recording/transcripts
- Translation services (contact OCR for translation services)
- Childcare
- Refreshments
- Consultant fees

Please see GCR's "Public Participation Outreach-Meeting Cost Estimates" document in Appendix D to help you better estimate the costs of your public participation.

### 3. Determine Project Outreach Goals and Objectives

Before beginning a project, you should consider what subject(s) and content you want to communicate to the public... In other words, you should consider what critical message(s) the project wants to convey to the public... Listing at least 3 main points is a helpful start.

#### 4. Consider Your Project's Timelines: Board Approval

Will the project require Board approval? Are you attaching a public participation report to your EDD? If the answer is yes to these questions, you should consider various public participation factors when creating your project timeline... For example, if the project requires a presentation to the Advisory Committees, you should include this into the project's timeline and allow for adequate time and notice to present to the Committees.

#### 5. Systemwide Change vs. Small Scale Change

The PM should identify whether the project is a systemwide change or a smaller project, because the public outreach will differ for both types of projects... See Section IV of this guide for an example of both a systemwide and small scale change project.

#### 6. Determine the Audience

Determining the scale of the project will help the PM determine the audience the project is trying to reach... You should identify the following characteristics of the project's audience: gender, age, group, ethnicity, race, country of origin, literacy level, etc. in order to tailor the project's public outreach.

#### 7. Demographic Analysis to Identify Target Populations and Public Participation Needs

A demographic analysis might be required depending on the project... If that is the case, the PM or staff should contact OCR to obtain current demographic information relating to their project in order to make the outreach more specific. OCR can assist you in identifying significant populations for targeted outreach, including minority, low-income, and limited English proficient (LEP) populations... Alternatively, staff can also contact BART's IT/GIS department directly for demographic information.

Once you have determined the target population(s), you should consider the communities' preferences and needs... For further information on the language needs and requests of LEP populations in the 4-county BART service area, please see the Toolbox of Public Participation Methods in Appendix C.

#### 8. Identify Language Service Needs

The PM should identify language service needs in order to distribute appropriate materials to the targeted communities.



*BART-to-Oakland International Airport Outreach Event 2014*

OCR can assist in identifying languages for targeted areas and translate documents into the 2 most frequently encountered languages (Spanish and Chinese) plus additional languages if needed. OCR can also provide interpreters for your event if requested. Forms for staff to request translations of documents and to request interpreters are available on WebBART's OCR webpage and in Appendix D...

## 9. Create an Outreach Strategy: Ways to Communicate

The PM must consider the most appropriate outreach method for community input. For media outreach, contact the Communications department.

a. The following are examples of community input formats:

- Informational meeting
- Open house
- In-station open house
- Focus group
- Site tour
- Telephone/key person interview
- Workshop
- Survey



*BART Embarcadero Station Capacity  
Outreach Event 2014*

b. The following are some outreach methods that are currently being utilized at BART:

- Direct mail
- Station notification (passenger bulletin, BART Times newsletter, Destination Sign System, informational table, etc.)
- Web (BART website, Facebook, Twitter, city website, etc.)
- Email notification
- Local newspapers
  - The Oakland Post
- Ethnic media (news publication)
  - El Mensajero (Spanish)
  - Sing Tao (Chinese)
  - Korean Times (Korean)
  - Viet Nam, The Daily News (Vietnamese)
- Ethnic media (television)
  - Telemundo 48, Univision 14 (Spanish)
  - KTSF Channel 8 and 26 (Chinese)
  - Vietnamese TV, USA (Vietnamese)
  - KTSF Channel 8 and 26 (Korean)

- Radio
- Regular communications with media
- BART Board meetings
- Partnerships with community-based organizations (CBOs)
- Communications with elected officials
- Press briefing and news releases
- Participation in community fairs and festivals
- Sponsorship of major community events
- Mailings to neighbors of stations
- Educational tours and briefing
- Language Line Services (LLS)
- Language interpreters at public meetings
- Written language assistance services

c.. Meeting participants and survey respondents have suggested that effective methods for outreach include:

- Publicity at BART stations or trains
- Direct mail
- BART seat drops
- Flyers at turnstiles/BART trains
- Publicize opportunities on local buses or at local bus stops

## 10. Coordinate with Local Stakeholders

PMs should coordinate with local stakeholders who can help disseminate the information to the targeted communities... Please contact GCR for assistance in these efforts... GCR maintains a comprehensive list of 474 CBOs covering BART's 4-county service area. In order to coordinate with local stakeholders, the following steps must be considered.

a.. Identify all local stakeholders to engage in public outreach... Consider the following types of CBOs in order to reach minority, low-income, and LEP populations within the project area.

- Faith-based organizations
- Geographic specific tenant and neighborhood associations
- Neighborhood/community development corporations

- Education
- Social services
- Recreation
- Environmental
- Political
- Youth and senior
- Chambers of Commerce
- Convention and visitor's bureaus
- Community centers
- Social service agencies or CBOs that serve minority/low-income/LEP populations.

b.. Clearly explain the desired outcomes to the local stakeholders for the different public participation methods chosen... For example, a meeting format that allows for small group discussion will give participants an opportunity to discuss and understand the information being presented... For a construction project, an on-site informational tour may help community members better understand the impact the project would have on their immediate neighborhood.

c.. Consider the different roles each group may play such as sharing information, collecting input, letter writing, or setting community priorities.

d.. Identify the best way to publicize the public participation methods, select meeting dates and venues, and determine translation needs... Community advisors can help BART avoid potential scheduling conflict and take advantage of existing events where they can easily reach a significant number of community members.

e.. Meeting organizers should carefully consider convenient meeting locations and times in order to enhance participation from low-income communities... In 2010, focus groups with mainly low-income participants expressed some of the following concerns/preferences:

- Meeting times coordinated with transit schedules.
- Weekend meetings preferred over weeknight evenings or during business hours.
- Meetings held at accessible meeting locations, near or even at a BART station.
- Meetings held at a safe location.
- Refreshments and childcare offered at meetings.

## 11. BART's Advisory Committees

BART has a total of 8 Advisory Committees that staff should consider utilizing, depending on the project. They include: Accessibility Task Force, Bicycle Task Force, Business Advisory Council, Citizen Review Board, Earthquake Safety Program Citizens' Oversight Committee, Transit Security Advisory Committee, Limited English Proficiency (LEP) Advisory Committee, and Title VI/Environmental Justice (EJ) Advisory Committee...

## 12. OCR's Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees

Title VI/EJ and LEP Advisory Committee members have played an integral role in providing a voice for the communities in which they serve. Members are involved in BART's transportation decision process and have the opportunity to provide feedback on current projects that impact minority, low-income, and LEP populations.

OCR's Title VI/EJ Advisory Committee (established in April 2013), encourages the full and fair participation of minority and low-income populations in the District's transportation decision-making process... OCR's LEP Advisory Committee (established in November 2011), assists in the development of BART's language assistance measures and provides input on how BART can provide programs and services to customers, regardless of language ability...



*OCR's Limited English Proficiency Advisory Committee 2014*

Current Committee members are active participants of local community-based organizations that serve Title VI, EJ, and LEP populations within the BART service area... Advisory Committee members can also assist in distributing information to the community via flyer or surveys for any BART-related projects.

In 2013-2014, OCR's Advisory Committees provided input on the following projects:

- Station Modernization Program
- Consumer Price Index (CPI) Fare Increase Program
- Oakland Airport Connector Project Train and Station Signage and Audio Announcements
- Fleet of the Future Train Car Mockup
- BART Priority Seating and Train Safety Card Signage
- "Learn BART" booklet for LEP riders

In order to prepare for a meeting with the Title VI/EJ and/or LEP Advisory Committee, project staff should initiate the following steps:

- a.. Determine the goal of your presentation...
  - 1.. What is the purpose of your presentation?
  - 2.. Do you have any specific questions you want to ask the Title VI/EJ and/or... LEP Advisory Committee?
  - 3.. How will you incorporate the Advisory Committee's feedback into your project?
- b.. Once you have completed steps 1-3 above, contact OCR if you would like to schedule a presentation date with an Advisory Committee.
- c.. Provide OCR with the title of your presentation and the name(s) of the presenter(s)/speaker(s).
- d.. Inform OCR of the timeframe of your public outreach... Do you need feedback... months in advance of your outreach, or sooner?
- e.. A couple of weeks before the presentation, OCR will remind you of the date, time, and location of your presentation.
- f.. If you plan on distributing handouts or copies of your presentation, please bring 20.. copies.
- g.. If you have an electronic presentation, email it to OCR in advance, if possible, .. otherwise bring it to the meeting in a USB flash drive... OCR will provide the laptop.. and projector.
- h.. If Advisory Committee feedback has been incorporated in some manner (i.e. mentioned in a document, implemented at the outreach event, etc.), please.. inform OCR.
- i.. Depending on the timeframe of the project, determine if you want any follow up.. meetings with the Advisory Committees and contact OCR if so.
- j.. In some instances, the Advisory Committees may want to follow up on projects that.. were presented to them... OCR will contact you if this is the case.

### 13. Prepare for Outreach: Public Notice

Preparing for outreach is the next step... The following steps are suggested for outreach:

- a.. Ensure that outreach begins 2 weeks prior to your event (if not sooner) in order to provide adequate meeting notice to the public.



*BART Vision Outreach Event 2014*

b.. Flyers, notices, surveys, etc. might require translation... Fill out OCR's "Translation Services Request Form" (available on WebBART's OCR webpage and in Appendix D) and submit to OCR at least 4 weeks prior to your event (if not sooner) in order for your documents to be translated in a timely manner and to allow yourself at least 2 weeks to publicize your event.

c.. Some outreach events might require interpreters... Fill out OCR's "Interpretation Services Request Form" (available on WebBART's OCR webpage and in Appendix D) and submit to OCR at least 72 hours in advance of your event if you require an interpreter(s).

- d.. Work to publicize activities using the chosen outreach methods, identify performance measurements and set targets for participation from the area.
- e.. Ensure that flyers, notices, and other outreach methods clearly describe the issue and purpose of the meeting or public participation activity.
- f.. Identify a specific number and sequence of public participation methods and clearly communicate how BART decision makers would use the public input.

### 14. Implement Public Participation Strategy

While conducting outreach, the public participation strategy must also be implemented.

- a.. Implement the methods defined in the public participation strategy.
- b.. Gather participant contact information during the public participation activity for future project correspondence and updates.
- c.. Collect and record community input through note taking, wall graphics, surveys, recordings, etc.

## 15. Compile, Review, and Report Results

After outreach has been conducted, the results should be compiled, reviewed, and reported...

- a.. Compile and report results with the project team, partners, local governments, CBOs, etc.
- b.. Utilize OCR's Title VI Outreach Form (available on WebBART's OCR webpage and in Appendix D) to record Title VI/EJ/LEP outreach information and submit to OCR... Outreach information provided by your project will be used by OCR in its required reporting to the Federal Transit Administration.
- c.. Clearly define how public input will or will not be incorporated into the project scope/description... BART should be able to demonstrate to the community that it has considered and explored the direction recommended by the public and taken its... recommendations into account as part of its overall analysis.
- d.. Revisit the participation goals established at the beginning of PPP strategy development to monitor progress and performance.

## 16. Community Reporting and Transparency

Throughout the entire project, transparency to the community is essential.

- a.. Make sure the community is aware of key decision-making activities... such as board meetings or where... action should be taken, so... community members can see how... the decision was made.
- b.. Communicate results back to the... community, providing a record of... the number and characteristics... of the participants and date, time... and location meetings, and... description of the rationale for... how and why suggestions made through community input were or were not implemented.
- c.. Regularly update the community on the status of the issue and identify additional opportunities for community input.



*BART Fleet of the Future Outreach Event 2014*

- . d.. If Advisory Committee input was incorporated into your project, contact the
- . . responsible department and inform them... A follow-up meeting with the Advisory...
- . . Committee(s) might be necessary.

### III. INNOVATIVE OUTREACH METHODS

In the future, BART is planning on implementing new outreach methods... Traditionally, BART has used public meetings, outreach tables, printed surveys, and onboard surveys as some general outreach methods... BART has utilized YouTube webinars, advisory committees, social media, and online and tablet surveys as some new methods of outreach.

Another method that BART is exploring for outreach include online town halls... Some options include Webinars, telephone town halls, and live videos on bart.gov... Please contact GCR and the Communications department if you are interested in utilizing any of these methods... BART will continue to explore innovative and effective outreach methods in order to better reach the public.



*BART Vision Outreach Event 2014*

### IV. BART PUBLIC PARTICIPATION PLANS IN ACTION

#### 1. Systemwide Change: Oakland Airport Connector

BART conducted a series of public outreach to provide information and to solicit public comment on the key service changes and new fares of the new BART-to-Oakland International Airport (OAK) service... The service had been widely reviewed in public forums over the past 10 years, and a key component of the outreach was to receive input from low-income, minority, and LEP community members.

BART hosted a series of outreach events with informational tables where staff interacted directly with customers currently utilizing the existing AirBART system... In addition, BART provided the public information about key services and new fares... The outreach events provided customers with information through a poster-sized map of the project area and new service alignment and a handout with project information and facts about the major service changes and new fares... Customers were provided with comment forms in order to comment on the service changes and new fares... This form also allowed BART to collect demographic data.

The handout and comment form were provided in e-mailed correspondence up to 3 times to the OAC e-mail subscriber list (4,900 recipients) and to more than 400 local community based groups and civic organizations including:

- GCR's CBO databases for the 4-county service area
- Airport Area Business Association
- Bay Area elected official in Alameda, Contra Costa, and San Francisco County
- City of Oakland (multiple departments and contacts)
- Oakland Chamber of Commerce
- Oakland International Airport (multiple department and contacts)
- OCR's Title VI/EJ Advisory Committee and LEP Advisory Committee
- OAC Construction Management Team



*BART-to-Oakland International Airport Outreach Event 2014*

The outreach events were held concurrently at both the BART Coliseum Station and Oakland International Airport... Dates and times were selected based on peak travel time for users of AirBART.

Publicity for the outreach events was conducted through print and online media, community organizations, and existing email lists... Publicity included the following:

- Distributed multilingual flyer/maile in English, Spanish, Vietnamese, Chinese and Korean (including a reference to the availability of translations services for the meeting).
- Displayed oversized copy of flyer at Coliseum Station.
- Posted BART website announcement.
- Distributed BART Passenger Bulletin at all BART Stations in English (with standard taglines for more information in Spanish, Vietnamese, Chinese, and Korean).
- Placed advertisements in local print media, including those in different languages.

- Posted an announcement on the BART Destination Sign System (DSS) at all BART stations throughout the District... DSS messaging plays four times in an hour and broadcasts about 4,000 to 5,000 times a day.
- Posted on BART's social media: Facebook, Twitter.
- Recorded outreach details on the OAC Project Information Line with information on how to submit comments.

## 2. Small Scale Change: BART's DI/DB Policy

BART implemented the Disparate Impact/Disproportionate Burden (DI/DB) Policy per the requirements of the Federal Transit Administration's Circular 4702.1B.

In order to establish a threshold used to assess disproportionate impacts of major service changes or fare changes on protected populations, BART had to first define the terms "disparate impact" and "disproportionate burden" so these terms could be communicated to and discussed with the public...

During the months of June and July of 2013, outreach was conducted with OCR's Title VI/EJ Advisory Committee, transportation equity advocacy groups, and interested Board of Directors... Additionally, the DI/DB Policy was posted on www.bart.gov, on social media outlets such as Facebook and Twitter, and a corresponding webinar was available on BART TV via Youtube...

In total, BART conducted 8 outreach meetings:

- 1 meeting with the Title VI/EJ Advisory Committee... The Advisory Committee meeting was noticed 72 hours in advance and was accessible to members of the public... The meetings were advertised at BART stations through posters, Destination Signage System (DSS) and BART Times... A website notice was posted on www.bart.gov.
- 2 meetings with transportation equity advocacy groups including Public Advocates, Urban Habitat, and TransForm... BART reached out to these organizations through targeted e-mails and phone calls.
- 5 meetings with interested Board of Directors.
- The public was also able to provide written comments via U.S. Mail, fax, phone, or email.
- The Policy was also translated into Chinese and Spanish and available in additional languages upon request in compliance with the District's Language Assistance Plan.

**V. CHECKLIST**

Please see Appendix A for a checklist for PMs to use that summarizes this guide.

**VI. PUBLIC PARTICIPATION STAFF CONTACT LIST**

Please see Appendix B for a list of staff.

**VII. TOOLBOX OF PUBLIC PARTICIPATION METHODS**

Please see Appendix C for a list of how to tailor outreach efforts to different communities' preferences.

**VIII. BART RESOURCES AND FORMS**

Please see Appendix D for BART forms that staff can utilize... Many of these forms are available on WebBART's OCR website.

**IX. 2012-2013 PROJECTS: PUBLIC PARTICIPATION SUMMARY**

Please see Appendix E for a "2012-2013 Public Participation Summary" compiled by GCR... It includes various BART projects and the different community input, outreach methods, and participation data. Similarly, the summary will give the PM ideas on how to implement his own public participation.

**X. OUTREACH SAMPLE MATERIALS**

Please see Appendix F for samples of documents that have been produced and translated for various projects.

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# Public.Participation.Procedures.Checklist Appendix.A



## Public Participation Procedures Checklist

### I. Public Participation: Planning Considerations

1.  Submit a Transportation Decision Evaluation Form to BART's Office of Civil Rights: (Optional)
2.  Review the public participation staff list to contact appropriate staff.
3. Budget Considerations:
  - If your project is a capital project that will require public outreach, consider including a public participation budget in your grant request.
  - Utilize GCR's "Public Participation Outreach-Meeting Cost Estimates" document. Some budget considerations include:
    - Facility fees
    - Production of meeting notice and project graphics
    - Document translation
    - Direct mailing
    - Newspaper advertisements
    - Meeting recording/transcripts
    - Translation services (contact OCR for translation services)
    - Childcare
    - Refreshments
    - Consultant fees
4.  Will the project require Board approval? Are you attaching a public participation report to your EDD?
5.  Determine your project outreach goals and objectives. What is the critical message the project is conveying to the public?
6.  Is your project a systemwide change? **OR**  Is your project a small scale change?

### II. Identify Target Populations and Public Participation Needs

1.  The PM should identify the following to determine his audience: gender, age group, ethnicity, race, country of origin, literacy level, etc.
2.  Contact OCR or GIS directly to obtain current demographic information relating to your project in order to make the outreach more specific.

### III. Identify Language Service Needs

1.  OCR and/or IT/GIS can assist in identifying the languages for targeted areas of your outreach.

rev. 11/2014 1

## 2. Languages:

- Spanish                       Chinese (Mandarin)                       Chinese (Cantonese)  
 Vietnamese                       Korean                       Tagalog                       Other \_\_\_\_\_

IV. **Create an Outreach Strategy: Ways to Communicate**1.  Examples of community input formats (choose as appropriate for effective community input):

- Informational meeting
- Open house
- In-station open houses
- Focus group
- Site tour
- Telephone/key person interview
- Workshop
- Survey

2.  Current BART outreach methods:

- Direct mail
- Station notifications (passenger bulletin, BART Times newsletter, Destination Sign System, informational table, etc.)
- Web (BART website, Facebook, Twitter, city website, etc.)
- Email notifications
- Local newspapers
  - The Oakland Post
- Ethnic media (newspapers)
  - El Mensajero (Spanish)
  - Sing Tao (Chinese)
  - Korean Times (Korean)
  - Viet Nam, The Daily News (Vietnamese)
- Ethnic media (television)
  - Telemundo 48, Univision 14 (Spanish)
  - KTSF Channel 8 and 26 (Chinese)
  - Vietnamese TV, USA (Vietnamese)
  - KTSF Channel 8 and 26 (Korean)
- Radio
- Regular communications with media
- BART Board meetings
- Partnerships with community-based organizations (CBOs)
- Communications with elected officials
- Press briefings and news releases
- Participation in community fairs and festivals
- Sponsorship of major community events
- Mailings to neighbors of stations
- Educational tours and briefings

- Language Line Services (LLS)
- Language interpreters at public meetings
- Written language assistance services

3.  Other suggested outreach methods:
- Publicity at BART stations or trains
  - Direct mail
  - BART seat drops
  - Flyers at turnstiles/BART trains
  - Publicize opportunities on local buses or at local bus stops

**V. Coordinate with Local Stakeholders**

1.  Identify and consider the following types of CBOs in order to reach minority, low-income, and LEP populations within the project area.
- Faith-based organizations
  - Geographic specific-tenant and neighborhood associations
  - Neighborhood/community development corporations
  - Education
  - Social services
  - Recreation
  - Environmental
  - Political
  - Youth and senior
  - Chambers of Commerce
  - Convention and visitor's bureaus
  - Community centers
  - Social service agencies or CBOs that serve minority/low-income/LEP populations
2.  Clearly explain the desired outcomes to the local stakeholders for the different public participation methods chosen. Examples:
- A meeting format that allows for small group discussion will give participants an opportunity to discuss and understand the information being presented.
  - For a construction project, an on-site informational tour may help community members better understand the impact the project would have on their immediate neighborhood.
3.  Consider the different roles each group may play such as sharing information, collecting input, letter writing, or setting community priorities.
4.  Identify the best way to publicize the public participation methods, select meeting dates and venues, and determine translation needs. Community advisors can help BART avoid potential scheduling conflicts and take advantage of existing events where they can easily reach a significant number of community members.

5.  Community Concerns/Preferences:
- Meeting times coordinated with transit schedules.
  - Weekend meetings preferred over weeknight evenings or during business hours.
  - Meetings held at accessible meeting locations, near or even at a BART station.
  - Meetings held at a safe location.
  - Refreshments and childcare offered at meetings.
6.  Consider utilizing BART's Advisory Committees for input and assistance in distributing your project information: Accessibility Task Force, Bicycle Task Force, Business Advisory Council, Citizen Review Board, Earthquake Safety Program Citizens' Oversight Committee, Transit Security Advisory Committee.
7.  Consider utilizing OCR's Title VI/EJ and LEP Advisory Committees for input and assistance in distributing your project information.
- Determine the goal of your presentation.
    1. What is the purpose of your presentation?
    2. Do you have any specific questions you want to ask the Title VI/EJ and/or LEP Advisory Committee?
    3. How will you incorporate the Advisory Committee's feedback into your project?
  - Once you have completed steps 1-3 above, contact OCR if you would like to schedule a presentation date with an Advisory Committee.
  - Provide OCR with the title of your presentation and the name(s) of the presenter(s)/speaker(s).
  - Inform OCR of the timeframe of the public outreach. Do you need feedback months in advance of your outreach, or sooner?
  - A couple of weeks before the presentation, OCR will remind you of the date, time, and location of your presentation.
  - If you plan on distributing handouts or copies of your presentation, please bring 20 copies.
  - If you have an electronic presentation, email it to OCR in advance, if possible, otherwise bring it to the meeting in a USB flash drive. OCR will provide the laptop and projector.
  - If feedback has been incorporated in some manner (i.e. mentioned in a document, implemented at the outreach event, etc.), please inform OCR.
  - Depending on the timeframe of the project, determine if you want any follow up meetings with the Advisory Committees and contact OCR if so.
  - In some instances, the Advisory Committees may want to follow up on projects that were presented to them. OCR will contact you if this is the case.

#### VI. **Prepare for Outreach: Public Notice**

1.  Ensure that outreach begins 2 weeks prior to your event (if not sooner) in order to provide adequate meeting notice to the public.
2.  If translation services are necessary, fill out OCR's "Translation Services Request Form" and submit to OCR at least 4 weeks (if not sooner) prior to your event.
3.  If interpretation services are necessary, fill out OCR's "Interpretation Services Request Form" and submit to OCR at least 72 hours (if not sooner) prior to your event.

4.  Work to publicize activities using the chosen outreach methods, identify performance measurements and set targets for participation from the area.
5.  Ensure that flyers, notices, and other outreach methods clearly describe the issue and purpose of the meeting or public participation activity.
6.  Identify a specific number and sequence of public participation methods and clearly communicate how BART decision makers would use the public input.

**VII. Implement Public Participation Strategy**

1.  Implement the methods defined in the public participation strategy.
2.  Gather participant contact information during the public participation activity for future project correspondence and updates.
3.  Collect and record community input through note taking, wallgraphics, surveys, recordings, etc.

**VIII. Compile, Review, and Report Results**

1.  Compile and report results with project team, partners, local governments, CBOs, etc.
2.  Utilize OCR's "Title VI Outreach Form" (available on WebBART's OCR webpage) to record Title VI/EJ/LEP outreach information after your event and submit to OCR.
3.  Clearly define how public input will or will not be incorporated into the project scope/description. BART should be able to demonstrate to the community that it has considered and explored the direction recommended by the public and taken that into account as part of its overall analysis.
4.  Revisit the participation goals established at the beginning of PPP strategy development to monitor progress and performance.

**IX. Community Reporting and Transparency**

1.  Make sure the community is aware of key decision-making activities such as board meetings or where action should be taken, so community members can see how the decision was made.
2.  Communicate results back to the community, providing a record of the number and characteristics of the participants and date, time and location meetings, and description of the rationale for how and why suggestions made through community input were or were not implemented.
3.  Regularly update the community on the status of the issue and identify additional opportunities for community input.
4.  If Advisory Committee input was incorporated into your project, contact the responsible BART department and inform them. A follow-up meeting with the Advisory Committee(s) might be necessary.

# Public Participation Staff Contact List Appendix.B



## PUBLIC PARTICIPATION STAFF CONTACT LIST

Department/Staff Contact	Contact Information	Purpose
<b>Office of Civil Rights, Workforce and Policy Compliance (WPC)</b>		
Sharon Moore (Program Mgr.)	<a href="mailto:smoore@bart.gov">smoore@bart.gov</a> x7580	<ul style="list-style-type: none"> <li>Title VI/Environmental Justice Outreach and Compliance</li> <li>Translation/Interpretation Services Requests</li> <li>Title VI/EJ and LEP Advisory Committees</li> </ul>
Seema Parameswaran	<a href="mailto:sparame@bart.gov">sparame@bart.gov</a> x6189	
Rachel Russell	<a href="mailto:rrussel@bart.gov">rrussel@bart.gov</a> x4709	
Jennella Sambour-Wallace	<a href="mailto:jsambou@bart.gov">jsambou@bart.gov</a> x6513	
<b>Government and Community Relations</b>		
Roddrick Lee (Dept. Mgr.)	<a href="mailto:rlee@bart.gov">rlee@bart.gov</a> x6235	<ul style="list-style-type: none"> <li>Outreach and Meeting Support</li> <li>Email and Outreach to Elected Officials: Contra Costa County (Karen), San Francisco County (Molly), Alameda County (Richard)</li> <li>Maintain Community-Based Organizations (CBOs) Database</li> <li>Email and Contact for CBOs</li> </ul>
Maisha Everhart	<a href="mailto:meverha@bart.gov">meverha@bart.gov</a> x7589	
Karen Basting	<a href="mailto:kbastin@bart.gov">kbastin@bart.gov</a> x4939	
Molly Burke	<a href="mailto:mburke@bart.gov">mburke@bart.gov</a> x6172	
Richard Fuentes	<a href="mailto:rfuente@bart.gov">rfuente@bart.gov</a> x6883	
Amanda Cruz	<a href="mailto:acruz1@bart.gov">acruz1@bart.gov</a> x7422	
<b>Communications Department</b>		
Alicia Trost (Dept. Mgr.)	<a href="mailto:atrost@bart.gov">atrost@bart.gov</a> x6154	<ul style="list-style-type: none"> <li>Website Content and Social Media</li> <li>Branding and Other Creative Material</li> <li>Passenger Bulletins</li> <li>Media Outreach</li> </ul>
Melissa Jordan	<a href="mailto:mjordan@bart.gov">mjordan@bart.gov</a> x7292	
Gina DeLorenzo	<a href="mailto:gdelore@bart.gov">gdelore@bart.gov</a> x6976	
Melissa Miller	<a href="mailto:mmiller@bart.gov">mmiller@bart.gov</a> x7161	
Denisse Gonzalez	<a href="mailto:dgonzal@bart.gov">dgonzal@bart.gov</a> x7117	
<b>Marketing &amp; Research</b>		
Dave Martindale (Marketing Mgr.)	<a href="mailto:dmarti2@bart.gov">dmarti2@bart.gov</a> x6164	<ul style="list-style-type: none"> <li>Advertisements</li> <li>DSS Signage and Digital Display Boards</li> <li>Surveys</li> </ul>
Maureen Wetter	<a href="mailto:mwetter@bart.gov">mwetter@bart.gov</a> x6253	
Andrea Frainier	<a href="mailto:afraini@bart.gov">afraini@bart.gov</a> x7131	
<b>IT</b>		
Khae Bohan	<a href="mailto:kbohan@bart.gov">kbohan@bart.gov</a> x7581	<ul style="list-style-type: none"> <li>GIS</li> <li>Demographic Information</li> </ul>

# Toolbox.of.Public.Participation.Methods Appendix.C

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# BART Resources and Forms Appendix.D

Transportation Decision Evaluation Form



## Transportation Decision Evaluation Form

The Transportation Decision Evaluation Form will determine what steps are necessary to ensure compliance with Title VI of the Civil Rights Act of 1964, CA Government Code Section 11135-11139.7, and/or the BART Environmental Justice Program. This form must be completed prior to meeting with the Office of Civil Rights.

Please email the completed form to [officeofcivilrights@bart.gov](mailto:officeofcivilrights@bart.gov).  
For questions please contact Sharon Moore, ext. 7580.

Project Title: \_\_\_\_\_

Project Manager: \_\_\_\_\_

Date: \_\_\_\_\_

Department: \_\_\_\_\_

Anticipated Completion Date: \_\_\_\_\_

Anticipated Environmental Review: \_\_\_\_\_

Anticipated Board Action: \_\_\_\_\_

1. Is this project a Fare Change or Major Service Change\*?
  - Fare Change     Major Service Change     Both     Not Applicable
2. For Major Service Changes and Fare Changes (only): All service and fare options must be discussed with the BART Board of Directors prior to beginning a Title VI Equity Analysis.
  - a. Have the fare options associated with this project been discussed with the BART Board of Directors?
    - Yes     No     Not Applicable
  - b. Have the service options associated with this project been discussed with the BART Board of Directors?
    - Yes     No     Not Applicable
3. Project Description:

\*To determine if the project is a major service change, please review BART's Major Service Change Policy adopted July 11, 2013.

Page 1 of 3

Transportation Decision Evaluation Form

4. Will BART riders and/or the community be impacted by this project?

Yes  No

If yes, how will they be affected?

5. Will some riders/community be impacted more than others?  Yes  No

6. What station(s), location(s), residents will be impacted by this project?

---

7. Do you anticipate any public participation for this project?  Yes  No

Are you planning any changes to current station amenities for this project?  Yes  No

If yes, what are they? \_\_\_\_\_

8. Will there be any construction for this project?  Yes  No

9. What is the anticipated project cost? \_\_\_\_\_

10. Have there been similar projects of this nature at BART?  Yes  No

If yes, please list. \_\_\_\_\_

11. Will there be a need for any signage for this project?  Yes  No

*To the greatest extent practicable, signs in English should be accompanied with either translations or pictograms that permit universal language access.*

Project Manager: \_\_\_\_\_

DATE: \_\_\_\_\_

Title: \_\_\_\_\_

Transportation Decision Evaluation Form

**Information below to be completed by Title VI Team**

Recommended Title VI Process:

Equity Analysis:  Yes  No

Public Participation:  Yes  No

Languages Assistance Measures (LAM):  Yes  No

LAM Description:

Other:

Comments:

OCR: \_\_\_\_\_

DATE: \_\_\_\_\_

Government & Community Relations: \_\_\_\_\_

DATE: \_\_\_\_\_

**Public Participation Outreach - Meeting Cost Estimates**

Item	Cost Description	Cost Estimate
Meeting Notice Production	Design and production of a two-sided flyer by third party consultant. Includes client correspondence and consulting, layout, project management of language translation, and proofing through final production and PDF.	\$1300
Meeting Notice Translation	Flyer translation into Chinese, Korean, Spanish and Vietnamese	\$800 (\$200/per language)
Project Material Production	Management and production of project survey and meeting materials (agenda, project boards, etc.) in each of the four core languages. Includes client correspondence, layout/production, translation management and proofing through final production and PDF. Work completed by third party consultant.	\$3,000
Project Material Translation	Meeting survey and materials translated into four core languages	\$2000 - \$2500 (\$500 - \$625 per language)
Direct Mail	Mailing within ¼ mile radius of project area - includes mailing list, full service copying, USPS preparation, delivery to post office, and postage.	\$1,200
Ethnic Media Advertisements	Starting advertisement cost: The Post (African American) - \$600 El Mundo (Spanish) - \$922 El Mensajero (Spanish) - \$857 World Journal (Chinese) - \$275 Sing Tao (Chinese) - \$225 Korea Daily New - \$250 SF Kyocharo Korean News - \$250 Vietnam Daily News - \$150	\$3,529 (all 8 publications)
Public Participation Summary Report	Report on public participation activities, community input, and survey data analysis by third party consultant.	\$3,000 (\$150/hour average 20 hours)
<b>Other Variable Costs (dependent on number of meetings and requests)</b>		
Facility Fee	3-5 hour rental, chairs, tables, utilities, set-up, etc.	\$500 - 1,000/meeting
Meeting Interpretation Services	Language interpreter American Sign Language Interpretation	\$110 - \$115/hour \$90 - \$100/hour
Note Taking	Graphic recorder/note taker	\$36/hour
Translation of Survey Comments	Translation of survey comments received in other languages	\$150 (minimum)
Childcare	Certified childcare provider	\$200/meeting
Refreshments	Snacks and water	\$50/meeting



## Translation Services Request Form

### Office of Civil Rights (OCR)-Workforce and Policy Compliance (WPC)

#### A. Requestor Information

1. **Date of Request:**
2. **Requestor Name/Contact:**
3. **Deadline for Request:**
4. **Document Title:**

#### B. Project Funding

5. Have funds been identified for this project?
  - Yes (*see 6 below*)
  - No
6. If yes, is this a capital-funded project or an operating-funded project?
  - Capital
  - Operating

*\*Note: OCR will cover the cost of translation services for operating-funded projects. Projects must cover translation costs if it is a capital-funded project (ex. Fleet of the Future, extension projects).*

#### C. Timeframe for Translation:

7.  If possible, notify OCR by email of your upcoming request at least **ONE** week before your documents are ready.\*

*\*Note: This allows us to notify the translation company in advance so they can line up their translators and/or InDesign team before receiving the actual files.*

8.  When sending files to be translated, please allow **TWO** weeks for translation to avoid a rush fee.
9. Will proofing be required?
  - Yes (*see 9a below*)
  - No

**9a.** Send your finalized document(s) to OCR and add **ONE to TWO** days for turnaround.

#### D. Target Language(s) and Audience

10. Target language(s) for translation:
  - Spanish
  - Chinese (traditional)
  - Vietnamese
  - Korean
  - Tagalog
  - Other (specify)
  - Not sure/unknown (Contact OCR for demographic information.)

11. Who is your target audience? (Gender, age group, ethnicity, race, country of origin, literacy level, etc.)

#### E. Service(s)

12. If DTP is requested the translation service will lay out the translated text into the document. DTP requires InDesign files. Are you requesting DTP?
  - Yes
  - No

#### F. Design(s)

13. What is the type of media that requires translation?
  - Newspaper advertisement
  - Survey
  - Fact Sheet
  - Meeting Notice
  - PowerPoint presentation
  - Document
  - Other (specify)
14. In what format would you like your documents delivered?
  - Word
  - PDF
  - PowerPoint
  - Publisher
  - InDesign
  - Same as English version
  - Other (specify)

15. Will your document be posted online?

- Yes (*see 15a below*)
- No

**15a.** Specify the format you want the translated text or document for online posting:

- Word
- Writeable PDF
- None

#### G. Other Comments:

Email form to Jennella Sambour-Wallace ([jsambou@bart.gov](mailto:jsambou@bart.gov)). If you have any questions please contact Jennella at ext. 6513.



## Interpretation Services Request Form

### Office of Civil Rights (OCR)-Workforce and Policy Compliance (WPC)

#### A. Requestor Information

1. **Date of Request:**
2. **Requestor Name/Contact:**
3. **Deadline for Request:**

#### B. Project Funding

4. Have funds been identified for this project?
  - Yes (*see 5 below*)
  - No
5. If yes, is this a capital-funded project or an operating-funded project?
  - Capital
  - Operating

*\*Note: OCR will cover the cost of interpretation services for operating-funded projects. Projects must cover translation costs if it is a capital-funded project (ex. Fleet of the Future, extension projects).*

#### C. Timeframe for Interpretation Request:

6.  Contact OCR at least 72 hours in advance of your request, if not sooner.

#### D. Target Language(s)

7. What language(s) or dialect are you requesting for interpretative services?
  - Spanish
  - Chinese (Mandarin)
  - Chinese (Cantonese)
  - Korean
  - Vietnamese
  - Tagalog
  - Other (specify)
  - Not sure/unknown (Contact OCR for demographic information.)

8. Type of Interpretation (Check one):

- Consecutive  
*(Interpreter waits for speaker to pause and interprets each section immediately afterwards.)*
- Simultaneous  
*(Interpreter interprets simultaneously as the speaker talks.)*

#### E. Provide the Following Event Information:

9. **Date:**
10. **Time:**
11. **Meeting location:**
12. **Format of the event :**
13. **Number of interpreters/language needed:**
14. **Requesting interpreting equipment, i.e. headsets?\***
  - Yes (*see 14a below*)
  - No
- 14a. **Number of headsets:**

*\*Note: Extra cost of **\$5-\$10** per person. GCR Rep: See Lisa Moland for headsets/transmitters.*

15. **On-site project staff contact information for event:**

- Name:
- Cell phone number:

16. **Do you have documents/information for the interpreter to review before the event?**

- Yes (*see 16a below*)
- No

#### 16a. **Email to OCR:**

- Surveys
- Flyers
- Boards
- PowerPoint presentation
- Talking Points
- Other (specify)

#### F. Other Comments:

Email form to Jennella Sambour-Wallace ([jsambou@bart.gov](mailto:jsambou@bart.gov)).  
If you have any questions please contact Jennella at ext. 6513.  
Contact OCR at least **72 hours** in advance of your request, if not sooner.



## Title VI Outreach Form

**The Title VI Outreach Form is for BART project staff to complete after conducting outreach. If the only outreach conducted was distributing surveys, please skip to Questions 10, 15, & 16.**

1. Event Date(s):
2. Location/Facility Name:
3. Time:
4. Event Contact Person:
5. Event Contact Person Phone Number:
6. Type of Meeting (i.e., informational, workshop, hearing, etc.):
7. Purpose of Meeting:
8. Number of Attendees:
9. Interpreters (Yes/No): 
  - a. Language(s):
10. Translation of Written Materials (Yes/No): 
  - a. Language(s):
11. How did you advertise for outreach events? Did you ensure that your outreach included minorities and low-income populations? Please respond in the box below.

12.  Attach examples of advertisements, announcements and notices of public outreach events. (Outreach methods and materials include local newspapers, flyers, public service announcements on radio and television stations, website, etc.)
13. Were any concerns raised by or regarding minority or low-income populations? If so, specify the concerns and solutions offered, if any.

- 14. Limited English Proficiency (LEP) Outreach:** List special language services provided for this project. It is not necessary to discuss outreach events, but any other language services that staff rendered such as bilingual staff; providing interpreter assistance to individuals, either in person or via the telephone; providing translation of vital documents, announcements, notices, etc. when requested by the public.

*Note: Please provide the number of times and type of language assistance that was provided.*

15.  Please attach examples of LEP translated materials.

16. If surveys were conducted, please fill out the following regarding the demographics of participants:

- a. Annual household income before taxes:

Under \$25,000  \$25,000 - \$29,999  \$30,000 - \$39,999

\$40,000 - \$49,999  \$50,000 - \$59,999  \$60,000 - \$74,999

\$75,000 - \$99,999  \$100,000 and over

- b. Race of Participants:

Hispanic/Latino/Spanish origin  White  Black/African American

Asian or Pacific Islander  American Indian or Alaska Native  Other

- c. Speak a language other than English at home?

No  Yes

- d. If "Yes" to question 11c, how well do Respondents speak English?

Very well  Well  Not well  Not at all

Email form with attachments to [jsamboor@bart.gov](mailto:jsamboor@bart.gov) or drop off to Jennella Sambour-Wallace, BART OCR-16<sup>th</sup> Floor.  
If you have any questions please contact Jennella at ext. 6513.

rev. 11/2014

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# 2012-2013 Projects: Public Participation Summary Appendix.E

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2012-2013 Public Participation Summary

Project	Geographic area				Community Input Format							Outreach Methods											Participation			LEP Comments					
	District-wide	County	City	Station	Meeting	Open House	Paper Survey	Online Survey	Telephone Survey	Focus Group	Web Comment Form	Meeting Notice	Direct Mail	Email Notifications	Neighborhood Postings	Station Signage & Notification	On-board Advertisement	Bay Area Media (Print and Online)	Ethnic Media Advertisements	BART.gov website	Social Media	BART Advisory Committees	In-person Outreach	Number of Event Attendees	Number of Surveys Collected	Translation Services Requested	Chinese	Korean	Spanish	Vietnamese	Other
Oakland Airport Connector Art Program			•	•	•							•	•	•	•			•		•			•	15	N/A	None					
Warms Springs Extension Art Program			•	•	•							•	•	•	•			•		•			•	18	N/A	None					
Daly City Station Access Improvement Plan			•	•	•							•	•	•	•								•	40	N/A	None					
Balboa Park Eastside Connection Project			•	•	•							•	•	•	•	•							•	50	N/A	None					
Proposed Fare Increase & Fare Increase Program	•				•		•	•	•			•	•	•	•		•	•	•	•	•	•	•	125	1,534	S	•		•	•	•
Clipper Card Distribution for Senior and Youth	•				•		•	•	•			•	•	•	•		•	•	•	•	•	•	•	125	1,534	S	•		•	•	•
Draft Environmental Justice Policy	•				•		•	•	•	•		•	•	•	•		•	•	•	•	•	•	•	135	1,534	S	•		•	•	•
24 <sup>th</sup> Street Mission BART Plaza (Two Meetings)			•	•	•							•		•	•								•	85	42	S			•		
eBART Next Segment Study			•		•							•	•	•	•		•		•				•	70	N/A	S			•		
BART to Livermore – DEIR			•		•							•	•	•	•		•		•				•	85	N/A	None					
Paid Parking Program	•							•						•		•		•		•	•	•		N/A	8,861	None					
Small Business Programs	•				•							•	•	•	•		•	•	•	•	•	•	•	230	N/A	None					
Commute Period Bike Pilots (August and March)	•			•				•	•		•		•		•	•		•		•	•	•	•	N/A	13,573	None	•	•	•	•	
Fleet of the Future New Train Car Interior	•			•		•	•				•	•	•	•	•		•		•	•	•	•	•	4,450	1,810	None	•		•		
Glen Park Station Parking Lot			•	•	•							•	•	•	•								•	80	N/A	None					
Fleet of the Future Prototype Seats	•			•		•	•				•	•	•		•		•	•	•	•	•	•	•	2,500	2,319	C	•		•		

# Outreach.Sample.Materials Appendix.F

## Resources & Sample Materials

### Ethnic Media Outreach

Community	Television	News Publication
African American		The Post
Hispanic	Telemundo 48, Univision 14	El Mundo, El Mensajero, El Tecolote
Chinese	KTSF Channel 8 and 26	World Journal, Sing Tao
Vietnamese	Vietnamese TV, USA	Vietnam Daily News
Korean	KTSF Channel 8 and 26	Korean Times/Korean Daily News SF Kyocharo Korean News
Russian	Channel One Russia	
Pilipino	KTSF Channel 8 and 26 The Filipino Channel (TFC)	Philippine News, Philippines Today,

### Ethnic Media Advertisement

#### Sing Tao Newspaper – Fleet of the Future Seat Prototype Event

## 未来车队座椅原型系列宣传活动



### 您的意见很重要

目前为止，已经有 15,000 多名乘客对新列车的设计给出了宝贵的意见。我们很高兴带给大家另一个振奋人心的机会：针对 BART 未来车队的设计给予我们反馈。

### 座椅原型系列宣传活动

新列车的制造商 Bombardier Transportation 已经制作了多款座椅原型，用于公众参观。BART 希望您来参观，并告诉我们您的想法。我们将向设计评估的参与者发放调查表，并请各位记录观察结果。您的意见将有助于塑造未来几年的 BART 体验。

如果您需要语言援助服务，请于活动日期前至少72小时致电 (510) 464-6752。

### 站点活动

#### Union City

Monday, October 7th  
3:00 pm - 7:00 pm

#### Pittsburg/Bay Point

Tuesday, October 8th  
3:00 pm - 7:00 pm

#### Downtown Berkeley

Wednesday, October 9th  
10:00 am - 6:00 pm

### 即将推出

Pleasant Hill/  
Contra Costa Centre

Lake Merritt

West Dublin/Pleasanton

El Cerrito del Norte

Balboa Park

Powell Street

请在 [bart.gov/cars](http://bart.gov/cars) 上订阅项目通知，以便收到日期和时间提醒。

Postcard for Station Distribution  
Front

**Bicycles Welcome All Day Every Friday in August 2012**

On Fridays in August, BART is allowing bikes on its trains all day, including the normally restricted commute hours. This is a test, and we would like your input.

**Tell us about your experience this Friday by filling out a brief survey:**

- Visit [www.bart.gov/bikes](http://www.bart.gov/bikes)
- Call toll-free 1-888-743-9921
- Or scan this QR code

BART... and you're there.

Back

**Los viernes de agosto, BART permite llevar bicicletas en sus trenes durante todo el día, incluso en el horario normalmente restringido de viajes diarios al trabajo. Esta es una prueba y nos gustaría conocer su opinión. Infórmenos sobre su experiencia este viernes al completar una breve encuesta:**

- Visite [www.bart.gov/bikes](http://www.bart.gov/bikes)
- Llame sin cargo 1-866-451-3195
- O échele un vistazo a este código QR

八月的所有星期五, BART将全天允许乘客携自行车乘车, 包括通常受限的通勤高峰时段。这是一次实验之举, 我们希望听到您的宝贵意见。请填写下面的简单调查, 告诉我们您在本星期五的感受。

- 登陆[www.bart.gov/bikes](http://www.bart.gov/bikes)
- 拨打免费电话 1-866-392-8987
- 或扫描本QR码

8월 한 달간 평상시 제한되어 있는 통근 시간을 포함해서 하루 중 일 매 주 금요일마다 BART 열차 내에서 자전거가 허용이 됩니다. 시범적으로 시행될 자전거 허용에 대한 여러분의 의견을 듣고자 합니다. 돌아 오는 금요일에 여러분의 경험담을 아래의 세 가지 방법 중에서 하나를 선택하셔서 설문 조사에 짧은 답변을 부탁드립니다.

- [www.bart.gov/bikes](http://www.bart.gov/bikes)
- QR 코드 입력

Vào những ngày thứ Sáu trong tháng Tám, BART sẽ cho phép mang xe đạp lên những chuyến tàu của họ suốt cả ngày, kể cả những giờ đi làm bình thường bị hạn chế. Đây là một thử nghiệm, và chúng tôi muốn nhận được ý kiến đóng góp của quý vị.

Xin quý vị vui lòng cho chúng tôi biết kinh nghiệm của quý vị trong thứ Sáu này bằng cách điền vào một mẫu thăm dò ngắn gọn:

- Hãy ghé vào [www.bart.gov/bikes](http://www.bart.gov/bikes)
- Hoặc quét hình mã số QR này

BART... and you're there.

Postcard front

# BETTER STATIONS.

BART is seeking **your input** on the future of our **Embarcadero and Montgomery stations.**

We are considering changes to make your BART experience more comfortable: we know that crowding is an issue, especially during commute times, so we are looking into improving how the stations function. We are also considering safety, access, appearance, and the overall customer experience at the stations.

Please let us know which improvements are important to you by filling out a brief survey about your experience:

- online at [www.bart.gov/SFplatforms](http://www.bart.gov/SFplatforms) (click on the survey link)
- or scan the QRcode >

If you need language assistance services, please call 510-464-6752.



Please fill out the online survey:



Made possible with the financial participation of the Federal Transit Administration, Caltrans and SFCTA.

Postcard back**MEJORES ESTACIONES.**

BART quiere saber su opinión acerca del futuro de nuestras estaciones Embarcadero y Montgomery. Estamos pensando en implementar algunos cambios para hacer más cómoda su experiencia con el BART. Háganos saber qué mejoras son importantes para usted al completar una breve encuesta acerca de su experiencia: en línea en [www.bart.gov/SFplatforms](http://www.bart.gov/SFplatforms) (haga clic en el enlace de la encuesta) o escanee el código QR >

Si necesita servicios de asistencia de idiomas, llame al 510-464-6752.

**更完善的車站**

BART 敬邀您針對 Embarcadero 站和 Montgomery 站日後的發展提供寶貴意見。我們正在考慮幾項能提升 BART 服務舒適度的變革措施：請填寫一份簡短的意見調查表，讓我們知道您最重視的改建項目：網址：

[www.bart.gov/SFplatforms](http://www.bart.gov/SFplatforms) (請按一下意見調查表連結) 或掃描 QRcode >

如需語言援助服務，請致電 510-464-6752

Nếu quý vị cần được giúp đỡ về ngôn ngữ, xin vui lòng gọi số 510-464-6752.

통역이 필요하신 분은, 510-464-6752로 문의하십시오.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.



Llene la encuesta en línea:  
請填寫線上意見調查表：





Bay Area Rapid Transit

## New BART Service Coming to Oakland International Airport

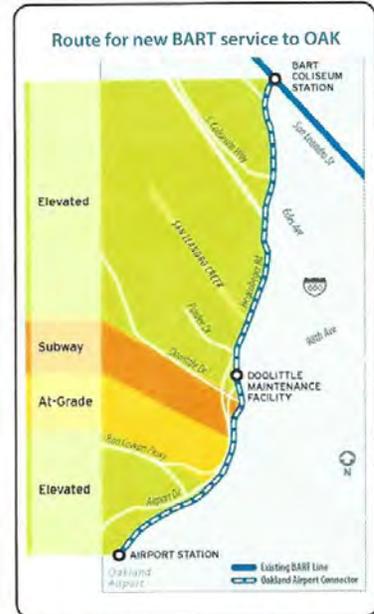
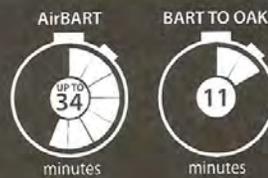
The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the 3.2 mile extension from the Coliseum Station to Oakland International Airport (OAK). The new link will replace the AirBART shuttle bus with a driverless, automated people mover (APM) system similar to APMs at SFO and many other airports. Here are the major service differences between the existing AirBART bus and the new BART service (BART to OAK).

### AVERAGE TRAVEL AND WAIT TIME

**Up to 67% reduction in travel and wait time.**

AirBART: 23 to 34 minutes total; includes 18 to 29 minute travel time (dependent on traffic) and average 5 minute wait time.

BART to OAK: 11 minutes total; includes 9 minute travel time (not dependent on traffic) and average 2 minute wait time.



### FREQUENCY: VEHICLES PER HOUR

**7 additional vehicles per hour.**

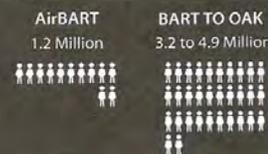
AirBART: up to 6 buses per hour (every 10 minutes).  
BART to OAK: more than 13 vehicles per hour (every 4.5 minutes).



### SYSTEM CAPACITY

**Increase in system capacity of more than 3 times.**

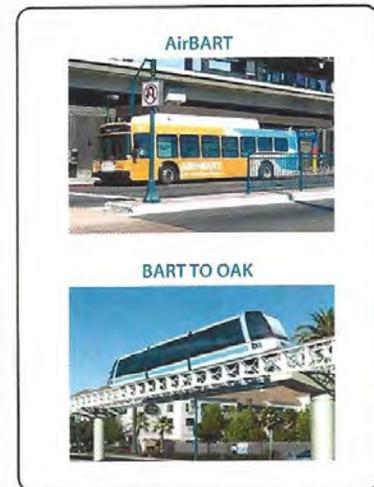
AirBART can carry up to 1.2 million passengers annually while BART to OAK can carry 3.2 million passengers annually (expandable up to 4.9 million).



### CONNECTION TO BART

**Easy connection to/from BART.**

Passengers will no longer have to exit the BART station and purchase a separate ticket to get to the airport.



### PROPOSED FARES FOR NEW SERVICE

A preliminary fare structure is currently being studied, and the cost to ride the new extension has not yet been determined. The fares being studied range from \$4 to \$6 (compared with \$3 AirBART service). BART is looking at different approaches of setting initial fares and timing fare increases.



Scan for more information or to provide comments  
[www.bart.gov/oac](http://www.bart.gov/oac)

Please provide comments on the back. Over

## New BART Service to Oakland International Airport Comments and Feedback

**1** Do you have any general comments about the new BART service to Oakland International Airport (OAK)?

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**2** There are many considerations in setting fares, including: 1) recovering the cost to build and operate the service, and 2) promoting ridership on the system. BART is considering fares ranging from \$4.00 to \$6.00. Which of the following do you prefer?

- A fare that starts at the lower end, perhaps \$4.00, and rises on a regular, pre-planned basis to \$5.00 and then increases to \$6.00 in 2017
- A fare that starts higher, for example \$5.00, but remains at that level for a longer period of time, potentially through 2017
- No preference

**3** Do you have any other comments related to proposed fares?

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*Please tell us about yourself. Your answers will help us evaluate how well we're reaching all the communities that we serve.*

**4** Gender

- Male       Female

**5** Are you of Hispanic, Latino or Spanish origin?

- No       Yes

**6** What is your race or ethnic identification?

(Check one or more)

- White
- Black/African American
- Asian or Pacific Islander
- American Indian or Alaska Native
- Other (specify) \_\_\_\_\_

**7** Do you speak a language other than English at home?

- No       Yes → Language: \_\_\_\_\_

If yes, how well do you speak English?

- Very Well     Well     Not Well     Not at all

**8** Age

- 12 or younger       35 - 44
- 13 - 17               45 - 54
- 18 - 24               55 - 64
- 25 - 34               65 or older

**9** What is your total annual household income before taxes?

- Under \$25,000       \$50,000 - \$59,999
- \$25,000 - \$29,999     \$60,000 - \$74,999
- \$30,000 - \$39,999     \$75,000 - \$99,999
- \$40,000 - \$49,999     \$100,000 and over

**10** Including yourself, how many people live in your household?

- 1     2     3     4     5     6 or more

**11** Do you live in Northern California?

- No, I'm visiting     Yes, I live in Northern California

**12** Do you work at or around the Oakland International Airport?

- No       Yes

Would you like to sign up for BART to OAK email alerts? Email: \_\_\_\_\_

*Please turn in completed forms to a BART representative.*

*For more information, or to complete this comment form online, visit [www.bart.gov/oac](http://www.bart.gov/oac)*



베이 지역 신속 수송

오클랜드 국제공항으로 연결되는 새로운 BART 서비스

샌프란시스코 베이 지역 신속 수송 지구(BART)는 콜로시엄 역과 오클랜드 국제공항(OAK)을 연결하는 3.2마일 구간의 노선 연장 공사를 거의 완료했습니다. 이 새로운 노선은 AirBART 셔틀 버스를 SFO와 다른 많은 공항들이 사용하고 있는 자동 무인 경전철(APM) 시스템과 유사한 APM으로 교체할 것입니다. 다음은 기존의 AirBART 버스와 새로운 BART 서비스(OAK 연결 BART)의 주요 차이점입니다.

이동 및 대기 평균 시간

이동 및 대기 시간을 최대 67% 줄일 수 있습니다.  
 AirBART: 총 23-34분 소요. 18-29분의 이동 시간(교통량에 따라 차이가 있음)과 평균 5분의 대기 시간 포함.  
 OAK 연결 BART: 총 11분 소요. 9분의 이동 시간(교통 체증의 영향을 받지 않음)과 평균 2분의 대기 시간 포함.



OAK로 연결하는 새로운 BART 노선



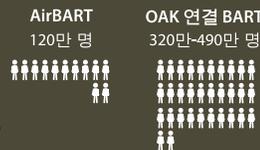
운영 빈도: 시간당 차량 운행 횟수

시간당 7회 추가 차량 운행.  
 AirBART: 시간당 최대 6회 버스 운행(10분 간격).  
 OAK 연결 BART: 시간당 13회 이상의 차량 운행(4.5분 간격).



시스템 수용 능력

3배 이상 증가된 시스템 수용 능력.  
 AirBART는 연간 최대 120만 명의 승객을 수송할 수 있으나, OAK까지 운행하는 BART는 연간 320만 명의 승객을 수송할 수 있습니다(최대 490만 명으로 확장 가능).



BART 연결

편리한 BART 연결

승객들은 더 이상 BART 역을 나와서 별도의 탑승권을 구입하여 공항으로 이동할 필요가 없습니다.



OAK 연결 BART



새로운 서비스에 대한 요금 제안

예비 요금 구조는 현재 연구 중이고, 새로운 연장 노선에 대한 탑승 요금은 아직 결정되지 않았습니다. 연구 중인 요금은 4달러와 6달러 사이에서 결정될 것입니다(AirBART 탑승 요금은 3달러). BART는 초기 요금과 요금 인상 시기를 결정하기 위한 다른 접근방법을 검토하고 있습니다.

더 자세한 정보를 원하시거나 의견을 제시하려면 스캔하십시오  
[www.bart.gov/oac](http://www.bart.gov/oac)

뒷면에 의견을 기재해 주십시오. ➔ 계속

## 오클랜드 국제공항으로 연결되는 새로운 BART 서비스 의견 및 피드백

**1** 귀하는 오클랜드 국제공항(OAK)으로 연결되는 새로운 BART 서비스에 대해 일반적인 의견이 있으십니까?

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**2** 탑승 요금을 결정하기 위해서는 다음과 같은 몇 가지 사항들을 고려해야 합니다: 1) 서비스 시스템을 건설 및 운영하는 비용을 총당, 그리고 2) 승객들의 시스템 이용을 촉진. BART는 탑승 요금을 4달러와 6달러 사이에서 결정할 것을 고려하고 있습니다. 귀하는 다음 중 어느 방법을 선호하십니까?

- 탑승 요금을 4달러와 같은 낮은 금액에서 시작하여 사전 계획에 따라 정기적으로 5달러까지 인상하고 2017년에 6달러로 인상
- 탑승 요금을 5달러와 같은 비교적 높은 금액에서 시작하고 이 금액을 더 오랜 기간 동안 유지 (2017년까지 유지 가능)
- 어느 방법도 선호하지 않음

**3** 제안된 요금과 관련하여 다른 의견이 있으십니까?

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귀하에 대해 말씀해 주십시오. 귀하의 답변은 저희가 서비스를 제공하는 모든 지역사회를 얼마나 잘 파악하고 있는지를 평가하는 데 도움이 됩니다.

**4** 성별

- 남성  여성

**5** 귀하는 히스패닉, 라티노 또는 스페인 계통이십니까?

- 아니요  예

**6** 귀하의 인종 또는 민족은 어느 것에 속하십니까?

(하나 이상에 표시해 주십시오)

- 백인
- 흑인/아프리카계 미국인
- 아시아인 및 태평양 제도인
- 아메리칸 인디언 또는 알래스카 원주민
- 기타(자세히 기재해 주십시오) \_\_\_\_\_

**7** 귀하는 집에서 영어가 아닌 다른 언어를 사용하십니까?

- 아니요  예 → 언어: \_\_\_\_\_

“예” 라고 답변하신 경우, 영어를 얼마나 능숙하게 하십니까?

- 매우 능숙  능숙
- 별로 능숙하지 않음  전혀 능숙하지 않음

**8** 연령

- 12세 이하  35-44세
- 13-17세  45-54세
- 18-24세  55-64세
- 25-34세  65세 이상

**9** 귀하의 총 연간 세전 가구소득은 얼마나 됩니까?

- \$25,000 미만  \$50,000 - \$59,999
- \$25,000 - \$29,999  \$60,000 - \$74,999
- \$30,000 - \$39,999  \$75,000 - \$99,999
- \$40,000 - \$49,999  \$100,000 이상

**10** 귀하의 가구에는 귀하를 포함해서 몇 명이 살고 있습니까?

- 1명  2명  3명  4명  5명  6명 이상

**11** 귀하는 북가주에 거주하십니까?

- 아니요, 방문 중입니다  예, 북가주에 거주합니다

**12** 귀하는 오클랜드 국제공항이나 그 부근에서 일하십니까?

- 아니요  예

귀하는 OAK 연결 BART에 대한 이메일 알림에 등록하기를 원하십니까? 이메일: \_\_\_\_\_

작성하신 양식을 BART 담당자에게 제출해 주십시오.

더 자세한 정보를 원하시거나, 또는 이 의견 양식을 온라인으로 작성하려면 [www.bart.gov/oac](http://www.bart.gov/oac)를 방문해 주십시오.



Hệ Thống Chuyên  
Chở Công Cộng Tốc  
Hành Vùng Vịnh

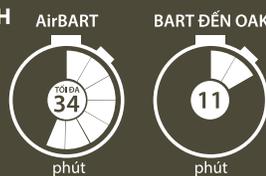
## Dịch Vụ Mới Của BART Đến Phi Trường Quốc Tế Oakland

Địa Hạt Chuyên Chở Công Cộng Tốc Hành Vùng Vịnh San Francisco (BART) gần hoàn tất đoạn nối dài 3.2 dặm từ Trạm Coliseum đến Phi Trường Quốc Tế Oakland (OAK). Đoạn nối mới này sẽ thay thế xe buýt con thoi AirBART bằng một hệ thống chuyển người tự động (APM), không người lái tương tự như những APM tại SFO và nhiều phi trường khác. Đây là những khác biệt chính yếu về dịch vụ giữa xe buýt AirBART hiện hữu và dịch vụ mới của BART (BART đến OAK).

### THỜI GIAN DI CHUYỂN VÀ CHỜ ĐỢI TRUNG BÌNH

**Giảm bớt đến 67% thời gian di chuyển và chờ đợi.**

**AirBART:** tổng cộng từ 23 đến 34 phút; gồm cả từ 18 đến 29 phút là thời gian di chuyển (tùy thuộc vào tình trạng xe cộ lưu thông) và thời gian chờ đợi trung bình là 5 phút.  
**BART đến OAK:** tổng cộng là 11 phút; gồm 9 phút là thời gian di chuyển (không lệ thuộc vào tình trạng xe cộ lưu thông) và thời gian chờ đợi trung bình là 2 phút.



### MỨC ĐỘ THƯỜNG XUYẾN: SỐ CHUYẾN XE MỖI GIỜ

**Thêm 7 chuyến xe mỗi giờ.**

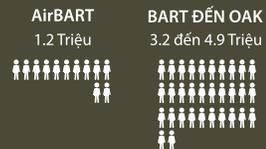
**AirBART:** tối đa 6 xe buýt mỗi giờ (mỗi 10 phút).  
**BART đến OAK:** hơn 13 chuyến xe mỗi giờ (mỗi 4.5 phút).



### SỨC CHỨA CỦA HỆ THỐNG

**Tăng sức chứa của hệ thống hơn gấp 3 lần.**

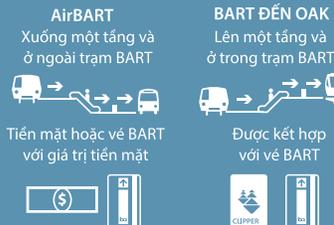
**AirBART** có thể chuyên chở tối đa 1.2 triệu hành khách mỗi năm trong khi **BART đến OAK** có thể chuyên chở 3.2 triệu hành khách mỗi năm (có thể mở rộng đến 4.9 triệu).



### NỐI LIỀN VỚI BART

**Dễ dàng nối liền với BART.**

Hành khách sẽ không còn phải rời trạm BART và mua một vé khác để đón xe đến phi trường.



### GIÁ VÉ ĐƯỢC ĐỀ NGHỊ CHO DỊCH VỤ MỚI

Một cấu trúc về giá vé sơ khởi đang được nghiên cứu và phí tổn sử dụng đoạn đường nối dài mới chưa được định rõ. Giá vé đang được nghiên cứu sẽ ở trong khoảng từ \$4 đến \$6 (so với \$3 cho dịch vụ AirBART). BART đang cân nhắc những giải pháp khác nhau về cách ấn định giá vé khởi đầu và thời điểm tăng giá vé.

### Tuyến đường cho dịch vụ mới của BART đến OAK



### AirBART



### BART ĐẾN OAK



Đọc lướt qua để biết thêm chi tiết hoặc để đóng góp ý kiến  
[www.bart.gov/oac](http://www.bart.gov/oac)

Xin vui lòng đóng góp ý kiến ở mặt sau.

## Dịch Vụ Mới Của BART đến Phi Trường Quốc Tế Oakland Ý Kiến và Nhận Xét

**1** Quý vị có ý kiến tổng quát nào về dịch vụ mới của BART đến Phi Trường Quốc Tế Oakland (OAK) không?

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**2** Có nhiều điều cần phải cân nhắc khi ấn định giá vé, gồm cả: 1) thu lại phí tổn xây cất và điều hành dịch vụ, và 2) quảng cáo để tăng thêm số người sử dụng hệ thống. BART đang cân nhắc giá vé trong khoảng từ \$4.00 đến \$6.00. Trong những giải pháp dưới đây quý vị thích giải pháp nào hơn?

- Giá vé bắt đầu ở mức thấp hơn, có lẽ là \$4.00, và tăng lên đều đặn theo định kỳ đến \$5.00 rồi tăng lên đến \$6.00 vào năm 2017
- Giá vé bắt đầu ở mức cao hơn, thí dụ như \$5.00, nhưng ở nguyên mức đó trong một khoảng thời gian lâu hơn, có thể đến năm 2017
- Không thích giải pháp nào hơn

**3** Quý vị có ý kiến nào khác về giá vé đề nghị không?

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*Xin vui lòng cho chúng tôi biết về quý vị. Câu trả lời của quý vị sẽ giúp chúng tôi đánh giá mức thành công của chúng tôi trong việc liên lạc với tất cả các cộng đồng mà chúng tôi đang phục vụ.*

**4** **Phái Tính**

- Nam  Nữ

**5** Quý vị có phải là người nói tiếng Tây Ban Nha, gốc Châu Mỹ La Tinh hoặc gốc Tây Ban Nha hay không?

- Không  Phải

**6** Lý lịch chủng tộc hoặc dân tộc của quý vị là gì

(Chọn một hoặc nhiều hơn)

- Da Trắng
- Da Đen/Người Mỹ Gốc Phi Châu
- Người Á Châu và Dân Đảo Thái Bình Dương
- Thổ Dân Hoa Kỳ hoặc Thổ Dân Alaska
- Chủng tộc khác (xin ghi rõ) \_\_\_\_\_

**7** Quý vị có dùng một ngôn ngữ không phải là Anh Văn ở nhà hay không?

- Không  Có → Ngôn Ngữ: \_\_\_\_\_

Nếu có, quý vị nói tiếng Anh thông thạo ở mức độ nào?

- Rất giỏi  Giỏi  Không giỏi
- Không nói được gì cả

**8** **Tuổi**

- 12 tuổi trở xuống  35 - 44
- 13 - 17  45 - 54
- 18 - 24  55 - 64
- 25 - 34  65 tuổi trở lên

**9** Tổng lợi tức hàng năm của gia đình quý vị trước khi trả thuế là bao nhiêu?

- Dưới \$25,000  \$50,000 - \$59,999
- \$25,000 - \$29,999  \$60,000 - \$74,999
- \$30,000 - \$39,999  \$75,000 - \$99,999
- \$40,000 - \$49,999  \$100,000 trở lên

**10** Kể cả quý vị, có bao nhiêu người đang cư ngụ trong nhà của quý vị?

- 1  2  3  4  5  6 hoặc nhiều hơn

**11** Quý vị đang cư ngụ trong vùng Bắc California phải không?

- Không, tôi đang viếng thăm
- Vâng, tôi cư ngụ trong vùng Bắc CA

**12** Quý vị làm việc tại hoặc gần Phi Trường Quốc Tế Oakland phải không?

- Không  Phải

Quý vị có muốn ghi tên để nhận email thông báo của BART đến OAK không? Email: \_\_\_\_\_

*Xin quý vị vui lòng trao những mẫu thăm dò đã điền đầy đủ cho một nhân viên của BART.  
Muốn biết thêm chi tiết, hoặc điền vào mẫu ý kiến này trên mạng, hãy vào [www.bart.gov/oac](http://www.bart.gov/oac)*

# VISION PLAN



**BART is seeking your input on important spending decisions we need to make over the next 40 years.**

BART is faced with a number of important needs: the need to fix and modernize our aging system; the need to reduce crowding on trains and in stations; and the need to serve a growing region committed to sustainability -- possibly with new stations and lines.

We want to hear directly from our riders about the improvements they want to see and options to pay for them.

Join us at one of our in-station events or fill out a survey online at [www.futurebart.org](http://www.futurebart.org).

### In-Station Events

Fremont	Tues., Oct 7
Balboa Park	Wed., Oct. 8
El Cerrito del Norte	Thurs., Oct. 9
Pittsburg/Bay Point	Tues., Oct. 14
Dublin/Pleasanton	Wed., Oct. 15
Walnut Creek	Thurs., Oct. 16
Fruitvale	Tues., Oct. 21
Downtown Berkeley	Wed., Oct. 22
Richmond	Tues., Oct. 28
Montgomery	Thurs., Oct. 30

All events 4-7 pm



If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event.  
 Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752 hindi liliit sa 72 na mga oras bago ang petsa ng pangyayari.  
 언어 지원 서비스가 필요하시면, 행사 날짜로부터 늦어도 72시간 전에 (510) 464-6752로 전화해 주십시오.  
 Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752 ít nhất là 72 tiếng đồng hồ trước ngày của dịp tổ chức.

# PLAN DE VISIÓN



**BART quiere conocer su opinión acerca de las importantes decisiones de gasto que se deben hacer en los próximos 40 años.**

BART se enfrenta a un buen número de necesidades importantes: la necesidad de arreglar y modernizar nuestro envejecido sistema; la necesidad de reducir las aglomeraciones en los trenes y estaciones; y la necesidad de servir a una región en crecimiento que se compromete con la sustentabilidad -- posiblemente con la creación de nuevas líneas y estaciones.

Queremos oír la opinión de nuestros usuarios directamente acerca de las mejoras que quieren ver y las opciones disponibles para pagarlas.

Participe en uno de nuestros eventos en la estación o complete la encuesta en línea en [www.futurebart.org](http://www.futurebart.org)

## Eventos en la estación

Fremont	martes, 7 de octubre
Balboa Park	miércoles, 8 de octubre
El Cerrito del Norte	jueves, 9 de octubre
Pittsburg/Bay Point	martes, 14 de octubre
Dublin/Pleasanton	miércoles, 15 de octubre
Walnut Creek	jueves, 16 de octubre
Fruitvale	martes, 21 de octubre
Downtown Berkeley	miércoles, 22 de octubre
Richmond	martes, 28 de octubre
Montgomery	jueves, 30 de octubre

Todos los eventos de 4 p.m. a 7 p.m.



Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752, al menos 72 horas antes de la fecha del evento.

# 遠景計畫



BART 希望您能就我們未來 40 年的重要支出決策提供寶貴意見。

BART 面臨許多重要需求：修理及汰換老舊系統；紓解列車上和車站內人潮擁擠的現象；以及擴大服務區域以維持長期經營（可能需要增加新車站和路線）。

我們希望乘客能夠直接針對他們所樂見的改建項目及費用選項提出意見。

歡迎踴躍參加我們在車站內舉辦的任何一場活動，或是上網至 [www.futurebart.org](http://www.futurebart.org) 填寫意見調查表。

## 站內活動

Fremont	10 月 7 日星期二
Balboa Park	10 月 8 日星期三
El Cerrito del Norte	10 月 9 日星期四
Pittsburg/Bay Point	10 月 14 日星期二
Dublin/Pleasanton	10 月 15 日星期三
Walnut Creek	10 月 16 日星期四
Fruitvale	10 月 21 日星期二
Downtown Berkeley	10 月 22 日星期三
Richmond	10 月 28 日星期二
Montgomery	10 月 30 日星期四

所有活動均在下午 4 點到 7 點舉行



如需語言協助服務，請在活動日期前至少 72 小時致電 (510) 464-6752。

Appendix 2b:  
Title VI PPP Activities

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**Title VI Civil Rights Program  
2019 Triennial Update  
Summary of Public Participation Activities**

This report describes BART's Public Participation Activities from January 1, 2017 to December 31, 2019. Each description provides project overview and a summary of public participation activities undertaken to ensure meaningful access and participation by minority, low-income, and limited English proficient populations.

1. Proposed Productivity-Adjusted Inflation-Based Fare and FY 2018 Fare Changes (Board Approval: May 31, 2017)
2. Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders (Board Approved: May 31, 2017)
3. Transit Operations Facility Title VI Siting Analysis (Board Approval: June 13, 2017)
4. BART to Antioch Title VI Analysis – Fares and Service (Board Approval: October 26, 2017)
5. Title VI Fare Equity Analysis for Discontinuing the BART Discounted Orange Ticket Program for Students at Participating Middle and High Schools (Board Approval: June 14, 2018)
6. Title VI Fare Equity Analysis for BART Participation in the Metropolitan Transportation Commission's Regional Means-Based Transit Fare Discount Pilot Program (Board Approval: April 25, 2019)
7. Title VI Fare Equity Analysis for the Proposed 2020 Productivity-Adjusted Inflation-Based Fare Increase, Series 3, 2022-28, of the Productivity-Adjusted Inflation-Based Fare Increase Program; and Magnetic-Stripe Surcharge Increase (Board Approval: May 23, 2019)
8. Silicon Valley Berryessa Extension Title VI Analysis – Fares and Service (Board Approval: May 23, 2019)

# 1. Proposed Productivity-Adjusted Inflation-Based Fare and FY 2018 Fare Changes

(Board Approval: May 31, 2017)

## Project Overview

In 2018, BART had a scheduled productivity-adjusted, inflation-based fare increase valued at 2.7% to begin on January 1. This increase was the third in BART's program of productivity-adjusted, inflation-based fare increases, which began in 2006, and has been extended to include increases in 2014, 2016, 2018, and 2020. For each increase, once the inflation percentage is known for that year and public input is solicited, a Title VI analysis must be updated, finalized, and approved by the Board. In addition to studying the implementation of a productivity-adjusted inflation-based fare increase of 2.7%, this Title VI report also included an analysis of the following additional proposed fare changes:

- A. Increasing fares that are paid for with magnetic stripe paper tickets; fares paid with the regional Clipper smart card would be unchanged. The following two options were analyzed:
  - 1. A flat surcharge on fares paid with magnetic stripe paper tickets of up to \$0.50, and
  - 2. A percentage increase to fares paid with magnetic stripe paper tickets of up to 10%.
- B. Reducing the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%.

## Public Participation Outreach

Consistent with BART's Public Participation Plan, BART solicited input from all riders, including minority, low-income, and Limited English Proficient (LEP) riders. BART made information about the proposed fare increase as well as a survey for gathering rider comments and demographic data available in English, Spanish, and Chinese, as well as other languages upon request.

Date and Time	Location	Interpreters
Tuesday, April 4, 2017 4 pm – 7 pm	Daly City BART Station	--
Wednesday, April 5, 2017 6 am – 8 am	16th Street Mission BART Station	--
Thursday, April 6, 2017 4 pm – 7 pm	West Oakland BART Station	Spanish
Wednesday April 12, 2017 4 pm – 7 pm	Lake Merritt BART Station	Chinese (Cantonese & Mandarin)
Thursday, April 13, 2017 4 pm – 7 pm	Fruitvale BART Station	Spanish
Tuesday, April 18, 2017 4 pm – 7 pm	El Cerrito del Norte BART Station	--
Wednesday, April 19, 2017 4 pm – 7 pm	Pittsburg/Bay Point BART Station	Spanish

The public was made aware of the proposed fare increase/changes and survey through the following methods:

- Banners hung at 46 stations advertising the survey link
- Survey and outreach event postings on [BART.gov/titlevi](http://BART.gov/titlevi)
- Announcements broadcasted on the BART Destination Sign System (DSS) at all BART stations throughout the District
- Email notice to Title VI/EJ and LEP Advisory Committees with flyer and survey attachments
- Presentations to Title VI/EJ and LEP Advisory Committees and BART Accessibility Task Force
- Mailings to targeted, community-based organizations serving minority, low-income, and LEP communities
- Community presentations at the Ed Roberts Campus in Berkeley and North Richmond Municipal Advisory Council in Richmond
- Informational double-sided postcards with English on one side, Spanish and Chinese on the other, with links to the online survey.
  - The postcards included additional taglines for language assistance in Tagalog, Vietnamese, and Korean
  - Staff distributed postcards at the outreach events
- Targeted outreach to senior centers
- Advertisements in multi-lingual newspapers including:
  - La Opinión de la Bahía (Spanish)
  - Visión Hispana (Spanish)
  - India West (in English)
  - Philippine News (in English)
  - Viet Nam Daily News (Vietnamese)
  - Korea Times and Daily News (Korean)
  - Sing Tao (Chinese)
  - World Journal (Chinese)

As a result of these efforts, BART received 1,336 surveys (876 online and 460 paper surveys).

## 2. Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders

(Board Approved: May 31, 2017)

### Project Overview

At the time of this study, BART offered youth age 5 through 12 years a 62.5% discount to the full fare. In addition, students at participating middle and high schools received a 50% discount by using a ticket color-coded orange. Children under the age of 5 ride for free. Staff prepared this analysis in response to Board direction in Resolution No. 5208 to study fare options in addition to BART's inflation-based fare increase program. Other regional transit operators, such as Muni, AC Transit, Caltrain, Golden Gate Transit, SamTrans, and VTA offer youth discounts to riders to age 18. (Note that in 2014, staff conducted preliminary outreach and surveying to the parents of students using Orange Tickets at participating schools and to parents purchasing red, youth discount tickets at retail locations. Data from these surveys were also used in this 2017 study, as described below.)

The three options staff developed for the study are shown in the table below. Staff considered an eligibility age of either age 17 or age 18 for each of the options.

<b>Option A</b>	<b>All youth ages 5-17 or 18 would receive a 50% discount on BART.</b>
<b>Option B</b>	<b>The discount for youth ages 5-12 would remain the same at 62.5%. Youth ages 13-17 or 18 would receive a 50% discount on BART.</b>
<b>Option C</b>	<b>All youth ages 5-17 or 18 would receive a 62.5% discount on BART.</b>

Enrollment at a participating school would not be required, as was the case at the time of this study with the student discount program that gave a 50% discount to fares for students at participating middle or high schools. Any of the three options if implemented could replace this student discount program, or BART could continue to offer the program. Each of the three options would constitute a fare change.

### Public Participation Activities

See Section 1 "Proposed Productivity-Adjusted Inflation Based Fare and FY2018 Fare Changes" for outreach details as that outreach also gathered input from the public on the reduction of the student discount from 62.5% to 50%. This outreach happened in addition to the public outreach which took place in 2014 was conducted for the analysis for the student discount reduction as described below:

- **Survey for Parents of Youth at Schools Participating in BART's Student Discount Orange Ticket Program**
  - A. This survey provided data for Rider Groups 2A and 2B, 13 through 18 year-olds who used the 50% discounted student Orange ticket. BART, with the assistance of Imprenta Communications Group, surveyed parents and guardians of middle and high school students at about 170 schools participating in the Orange ticket program.

The survey response period was open from October 14, 2014 to November 13, 2014, and schools were offered the choice of either distributing the survey online or handing out paper surveys with postage-paid return envelopes for parents to complete.

- B. Most schools chose the online survey distribution method. However, nearly 3,000 paper surveys were also handed out at schools, and Imprenta created a dedicated flyer for handout and display to encourage students to take the surveys home. Imprenta also kept in close contact with Orange ticket school administrators to answer questions and urge active participation in getting surveys returned. The survey was available in English, Spanish or Chinese with notification that upon request the survey was also available in Korean, Vietnamese, and Tagalog. Responses were received that reported race or ethnic identification for 294 youth and income for 276 youth.
- **Survey for Parents of Riders Aged 5 through 12 Using the Red Ticket**

This survey also provided data for Rider Group 3. Paper surveys were handed out to persons purchasing discounted Red tickets for youth age 5 through 12 at eight retail locations. At the time of this study, red tickets were sold at a 62.5% discount: a ticket with \$24 in value cost \$9. The Red ticket survey was essentially identical to the Orange ticket survey. Responses were received that reported race or ethnic identification for 25 youth and income for 17 youth riders age 5 through 12 years.

The surveys distributed to parents and guardians by the two methods described above asked participants to respond, for up to three youth in their households, how often each youth rode BART and, for demographic purposes, each youth's age, type of ticket used, and race or ethnic identification. The adult respondent was also asked to provide the household's income and number in household, and language preferences. The survey was available in English, Spanish or Chinese with notification that upon request the survey was also available in Korean, Vietnamese, and Tagalog.

Public input was also gathered from BART's Title VI/EJ Advisory Committee and BART's LEP Advisory Committee at meetings held in December 2014, February 2015, and August 2015. From the surveys received, 446 comments were submitted.

### 3. Transit Operations Facility Title VI Siting Analysis

(Board Approval: June 13, 2017)

#### Project Overview

Much of BART's current transit system management is located in the Lake Merritt Complex, beneath the Lake Merritt Plaza. In order to improve BART operations and accommodate the planned BART extension projects over the next 40 years, such as the Silicon Valley Berryessa Extension (SVBX) Project, the existing facilities need to be expanded and undergo state-of-good-repair improvements to achieve state-of-the art functionality. BART proposed to design and construct a new Transit Operations Facility (TOF) at the Lake Merritt site to modernize operations control infrastructure and technology to support system expansion.

#### Public Participation Activities

Staff conducted extensive, inclusive multilingual public participation for the siting analysis. A community open house was held at the Joseph P. Bort MetroCenter across the street from Lake Merritt BART Station to gain feedback from neighborhood residents, businesses, and other community stakeholders. Several interactive stations were set up at this meeting with consultant and BART staff available to discuss and answer questions. Large format boards depicting information on the project and the two plaza design concepts were displayed in English and Chinese, and smaller handouts were available with Vietnamese and Spanish translations. Two stations also included video 'fly-throughs' of the site.

Date and Time	Location	Interpreters
Wednesday, May 10, 2017 4 pm – 7 pm	Joseph P. Bort MetroCenter	Chinese, Vietnamese

In addition to the open house, the following publicity and outreach methods were used for this project:

Multilingual mailer in English, Spanish, and Chinese (including reference to the availability of language assistance services) mailed to all residents and businesses within ½ mile radius of the site.

- Multilingual flyer in English, Spanish, Chinese, and Vietnamese (including reference to the availability of language assistance services for the meeting) distributed in-station, dropped off at local community gathering places (such as Laney College, Lincoln Recreation Center, Asian Library, Oakland Asian Cultural Center), posted on the BART website, and emailed to stakeholders, local community-based organizations, and institutions.
- Email notice to Title VI/EJ and LEP Advisory Committees with flyer and survey attachments.
- Presentations to Title VI/EJ and LEP Advisory Committees.
- An oversized, simplified version of the multilingual flyer displayed at the Lake Merritt Station.
- BART social media postings and on BART.gov.
- Additional email notices to stakeholders, and local community-based organizations and institutions.
- Additional community working group meetings and stakeholder meetings.

The public outreach effort resulted in 138 survey responses (48 online respondents and 90 paper surveys).

## 4. BART to Antioch Title VI Analysis – Fares and Service

(Board Approval: October 26, 2017)

### Project Overview

The BART to Antioch Extension (BART to Antioch Project) introduced a new rail passenger service comprising approximately 10 miles of new track between the existing Pittsburg/Bay Point BART Station and the City of Antioch. Stations are located in the City of Pittsburg and the City of Antioch.

### Public Participation Activities

BART conducted targeted public outreach through a series of tabling events to provide information to the public about the extension, including the new stations. BART solicited feedback on the key service changes and proposed distance-based fare-setting through a survey. The survey link and surveys were posted online from Monday, August 14, 2017, to Friday, September 1, 2017 and were available in English, Spanish, and Chinese.

The outreach events provided customers with the following information:

- A “Project Fact Sheet” with information about the project, the new stations, and BART’s outreach efforts; and
- A survey for customers to provide feedback on: the service options and application of BART’s current distance-based fare structure. The survey collected relevant demographic data for BART to use in its Title VI analysis process.
  - Riders who did not have time to complete the survey on-site were handed informational, double-sided postcards in English, Spanish and Chinese, with a hyperlink for the online survey. The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.

<b>Date and Time</b>	<b>Location</b>	<b>Interpreters</b>
Tuesday, August 15, 2017 5 pm – 7 pm	North Concord BART Station	Spanish
Thursday, August 17, 2017 6 am – 8 am	Antioch BART Parking Lot	Spanish
Wednesday, August 23, 2017 6:30 am – 8:30 am	Pittsburg/Bay Point BART Station	Spanish

The following publicity and outreach methods were used for this project:

- Multilingual flyer/factsheet in English, Spanish, and Chinese (including reference to the availability of language assistance services)
- Multilingual flyer/factsheet in English, Spanish, and Chinese posted on Tri-Delta Transit buses advertising upcoming outreach events
- Survey, flyer/factsheet, and outreach event postings on BART.gov/titlevi
- Announcement broadcasted on the BART Destination Sign System (DSS) at all BART stations throughout the District
- Email notice to Title VI/EJ and LEP Advisory Committees with flyer and survey attachments
- Presentation to Title VI/EJ and LEP Advisory Committees

- Email notice of outreach events through BART Government & Community Relations to BART Board Director Joel Keller
- Email notice of outreach events through BART Government & Community Relations to local organization lists
- Informational, double-sided postcards with English on one side, Spanish and Chinese on the other, with links to an online survey to provide input on the new services and proposed fares
  - The postcards included additional taglines for language assistance in Tagalog, Vietnamese, and Korean
  - Staff distributed postcards at the outreach events
- Advertisements in multi-lingual newspapers including:
  - La Opinión de la Bahía (Spanish)
  - World Journal (Chinese)

The public outreach effort resulted in 375 survey responses (339 online respondents and 36 paper surveys).

## **5. Title VI Fare Equity Analysis for Discontinuing the BART Discounted Orange Ticket Program for Students at Participating Middle and High Schools**

**(Board Approval: June 14, 2018)**

### **Project Overview**

The fare change discussed in this report is the discontinuation of the BART Orange magnetic stripe ticket, which is a fare type. The Orange ticket was sold at participating middle and high schools at a 50% discount; students paid \$16 and received \$32 in BART value. The Orange ticket program had been in effect since the late 1990s in order to provide students a discount on school-related trips made during the week. At the time of this study there were 147 participating schools.

### **Public Participation Activities**

BART reached out to Orange ticket program administrators at all 147 schools that participated to get parents to complete the survey. In order to publicize the survey and survey link, extensive outreach was conducted with the schools, including preliminary phone calls to administrators prior to the opening of the survey. The survey was open for six weeks from February 20, 2018 through April 6, 2018. Each administrator received three emails and multiple follow-up phone calls requesting them to share the survey with parents of students who use the Orange tickets. While BART offered to drop off paper surveys, all schools chose to publicize the online survey link.

The survey was offered in English, Spanish, and Chinese. Additional language support services were offered in Korean, Tagalog, and Vietnamese, and all surveys were completed online. The outreach effort resulted in 103 total survey responses.

## 6. Title VI Fare Equity Analysis for BART Participation in the Metropolitan Transportation Commission’s Regional Means-Based Transit Fare Discount Pilot Program

**(Board Approval: April 25, 2019)**

### **Project Overview**

The Metropolitan Transportation Commission (MTC) initiated a Regional Means-Based Fares (RMBF) Study with the following objectives:

1. Make transit more affordable for Bay Area low-income residents.
2. Move towards a more consistent regional standard for fare discount policies.
3. Define a transit affordability solution that is financially viable and administratively feasible and does not adversely affect the transit system’s service levels and performance.

On May 23, 2018, MTC approved the Means-Based Fare Discount Pilot Program Framework (Pilot Program), which was presented to the BART Board of Directors as an informational item on April 26, 2018. Eligible low-income riders will use one card--a regional Clipper smart card--to receive a means-based fare discount when riding any of the four participating operators: BART, Caltrain, Golden Gate Transit (bus and ferry), and San Francisco Muni. The specially-encoded Clipper card will be free and discount rates will be established by each of the operators individually. BART’s proposed discount is 20% per trip, rounded down to the nearest nickel. Fares will be unchanged for a low-income rider who elects not to utilize the discount.

### **Public Participation Activities**

BART hosted a series of in-station outreach events with information tables where staff communicated directly with riders about the proposed Pilot Program and any potential effects it may have on low-income and/or minority riders. At the outreach events, the public had the opportunity to interact with BART staff regarding the proposed discount amount, BART’s current fare structure, eligibility requirements to receive the discount, and any concerns they had related to program implementation.

The public was also able to read information provided by MTC about the proposed Pilot Program and complete a BART survey in person. Riders who did not have time to complete the survey on-site were handed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with the hyperlink for the online survey. The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.

The survey period began Tuesday, December 4, 2018 and ended Monday, December 31, 2018. Digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese.

<b>Date and Time</b>	<b>Location</b>	<b>Interpreters</b>
Wednesday, December 12, 2018 7 am – 10 am	Pittsburg/Bay Point BART Station	Spanish
Thursday, December 13, 2018 6 pm – 9 pm	Coliseum Station	Spanish
Tuesday, December 18, 2018 7 am – 10 am	16th Street Mission Station	Spanish

The following publicity and outreach methods were used for this project:

- Survey and outreach event postings on BART.gov/titlevi
- Announcement broadcasted on the BART Destination Sign System (DSS) at all BART stations throughout the District
- Email notice to targeted Community-Based Organizations (CBOs) serving minority, low-income and limited English Proficiency communities and to community colleges with MTC-developed flyer and survey attachments
- Email notice to Title VI/EJ and LEP Advisory Committees with MTC-developed flyer and survey attachments
- Presentation to Title VI/EJ and LEP Advisory Committees
- Focus group sponsored by MTC at Focus Point Global in San Francisco
- Informational double-sided postcards with English on one side, Spanish and Chinese on the other, with links to an online survey to provide input on the proposed discount
  - The postcards included additional taglines for language assistance in Tagalog, Vietnamese, and Korean
  - Staff distributed postcards at the outreach events
- BART social media postings and on BART.gov
- Advertisements in multi-lingual newspapers including:
  - La Opinión de la Bahia (Spanish)
  - Viet Nam Daily News (Vietnamese)
  - Korea Times and Daily News (Korean)
  - Sing Tao (Chinese)
  - World Journal (Chinese)

The public outreach effort resulted in 3,708 surveys (3,633 online and 75 paper surveys). To date, this is the highest survey response BART has received for any Title VI outreach.

## 7. Title VI Fare Equity Analysis for the Proposed 2020 Productivity-Adjusted Inflation-Based Fare Increase, Series 3, 2022-28, of the Productivity-Adjusted Inflation-Based Fare Increase Program; and Magnetic-Stripe Surcharge Increase

**(Board Approval: May 23, 2019)**

### **Project Overview**

In 2020, BART has a scheduled productivity-adjusted inflation-based fare increase (CPI-based increase) valued at 5.4% to begin on January 1. This increase is the fourth in BART’s program of productivity-adjusted inflation-based fare increases, which began in 2006, and has been extended through 2020. For each increase, once the inflation percentage increase is known and public input is solicited, a Title VI analysis must be updated, finalized, and approved by the Board.

In addition to studying the implementation of a productivity-adjusted inflation-based fare increase of 5.4%, the Title VI report also included an analysis of the following proposed changes:

- A. Extending the Productivity-Adjusted Inflation-Based Fare Increase Program for a third series of less-than-inflation increases every two years between 2022 and 2028.
- B. Increasing the surcharge on Blue magnetic-stripe tickets from \$0.50 to \$1.00; the surcharge would be prorated down for discounted Green and Red magnetic-stripe tickets for seniors, people with disabilities, and youth.

### **Public Participation Activities**

BART hosted a series of in-station outreach events with information tables where staff could communicate directly with riders about the proposed fare options and any potential effects they may have on low-income and/or minority riders. At the outreach events, the public had the opportunity to interact with BART staff and raise any concerns regarding the proposed changes outlined above. The public also had the opportunity to learn about BART’s current fare structure.

The public was able to complete a BART survey. Riders who did not have time to complete the survey on-site were handed informational, double-sided postcards with a hyperlink for the online survey in English, Spanish and Chinese, with additional taglines for language assistance in Tagalog, Vietnamese, and Korean. The survey period began Tuesday, February 26, 2019 and ended Friday, March 15, 2019.

<b>Date and Time</b>	<b>Location</b>	<b>Interpreters</b>
Tuesday, February 26, 2019 7 am – 9 am	Pittsburg/Bay Point BART Station	Spanish
Wednesday, February 27, 2019 5 pm – 7 pm	Balboa Park BART Station	Spanish, Chinese
Thursday, February 28, 2019 5 pm – 7 pm	Fruitvale BART Station	Spanish
Tuesday, March 5, 2019 7 am – 9 am	Fremont BART Station	Spanish
Wednesday, March 6, 2019 7 am – 9 am	16th Street Mission BART Station	Spanish
Thursday, March 7, 2019 5 pm – 7 pm	El Cerrito del Norte BART Station	Spanish

The following publicity and outreach methods were used for this project:

- Survey and outreach event postings on BART.gov/titlevi
- Announcement broadcasted on the BART Destination Sign System (DSS) at all BART stations throughout the District
- Email notice to Title VI/EJ and LEP Advisory Committees with survey attachments
- Presentation to Title VI/EJ and LEP Advisory Committees
- BART social media postings and on BART.gov
- Informational double-sided postcards with English on one side, Spanish and Chinese on the other, with links to an online survey to provide input on the fare modification options
  - The postcards included additional taglines for language assistance in Tagalog, Vietnamese, and Korean
  - Staff distributed postcards at the outreach events
- Advertisements in multi-lingual newspapers including:
  - La Opinión de la Bahía (Spanish)
  - Visión Hispana (Spanish)
  - Viet Nam Daily News (Vietnamese)
  - Korea Times and Daily News (Korean)
  - Sing Tao (Chinese)
  - World Journal (Chinese)
  - India West (English)

The public outreach effort resulted in 1,272 surveys (1,237 online and 35 paper surveys).

## 8. Silicon Valley Beryessa Extension Title VI Analysis – Fares and Service

(Board Approval: May 23, 2019)

### Project Overview

The Silicon Valley Rapid Transit (SVRT) project, Phase I and II, is a 16-mile, six-station extension of the existing BART system into Silicon Valley. This study focuses on Phase I, the Silicon Valley Berryessa Extension, which will add 10 miles of new track south of the existing Warm Springs/South Fremont Station into Santa Clara County. The project includes two new stations, one in Milpitas (Milpitas Station) and the second in the Berryessa District of San José (Berryessa/North San José Station). This area is not currently served by the BART fixed guideway system; therefore, the Project is a new service.

### Public Participation Activities

BART conducted public outreach about the extension and the new stations, and to solicit feedback on these key service changes and the proposed fare-setting. BART hosted a series of tabling events where staff was able to speak directly with affected communities. The public was given information about five service options and the application of BART’s existing distance-based fare structure to SVBX service. Attendees could provide comments by completing a survey, which was available in English, Spanish, Chinese, Vietnamese, and Hindi. The survey was open in September and October 2017.

Customers received the following information at the event:

- A “Project Fact Sheet” with information about the project, travel times, and the new service, the major service changes and new associated fares;
- Poster-sized maps of the five service plan options and the new service alignment for the SVBX extension; and
- A survey for customers to provide input on the service options and the distance-based fare structure. The survey also collected relevant demographic data for BART.

<b>Date and Time</b>	<b>Location</b>	<b>Interpreters</b>
Tuesday, September 19, 2017 6 am – 9 am	Fremont BART Station	Spanish, Chinese
Thursday, September 21, 2017 4 pm – 7 pm	Warm Springs/South Fremont BART Station	Spanish, Chinese
Saturday, September 23, 2017 11 am – 2 pm	Dublin/Pleasanton BART Station	Spanish
Tuesday, September 26, 2017 11 am – 2 pm	Downtown Berkeley BART Station	Chinese
Thursday, September 28, 2017 3 pm – 6 pm	Montgomery BART Station	Spanish, Chinese
Tuesday, October 3, 2017 3 pm – 6 pm	Hayward BART Station	Spanish
Saturday, October 7, 2017 11 am – 2 pm	Milpitas Library	Spanish, Chinese, Vietnamese
Sunday, October 8, 2017 10 am – 1 pm	San Jose Flea Market	Spanish, Chinese, Vietnamese

The following publicity and outreach methods were used for this project:

- Survey, flyer/factsheet, and outreach event postings on BART.gov/titlevi
- A multilingual flyer/factsheet in English, Spanish, and Chinese (including reference to the availability of language assistance services)
- Announcement broadcasted on the BART Destination Sign System (DSS) at all BART stations throughout the District
- Email notice to Title VI/EJ and LEP Advisory Committees with survey attachments
- Presentation to Title VI/EJ and LEP Advisory Committees
- Community presentation to the Refugee and Immigrant Forum of Santa Clara County
- BART social media postings and on BART.gov
- Santa Clara Valley Transportation Authority (VTA) website and social media announcements
- Email notice of outreach events through BART and VTA Government & Community Relations departments to local organization lists
- Informational, double-sided postcards with English on one side, Spanish and Chinese on the other, with links to an online survey to provide input on the fare modification options
  - The postcards included additional taglines for language assistance in Tagalog, Vietnamese, and Korean
  - Staff distributed postcards at the outreach events
- Advertisements in multi-lingual newspapers including:
  - La Opinión de la Bahía (Spanish)
  - Visión Hispana (Spanish)
  - Viet Nam Daily News (Vietnamese)
  - Korea Times and Daily News (Korean)
  - Sing Tao (Chinese)
  - World Journal (Chinese)
  - India West (English)
  - Tri City Voice (English)

The public outreach effort resulted in 2,150 surveys (2,103 online and 47 paper surveys).



Appendix 3:  
Demographic Profile

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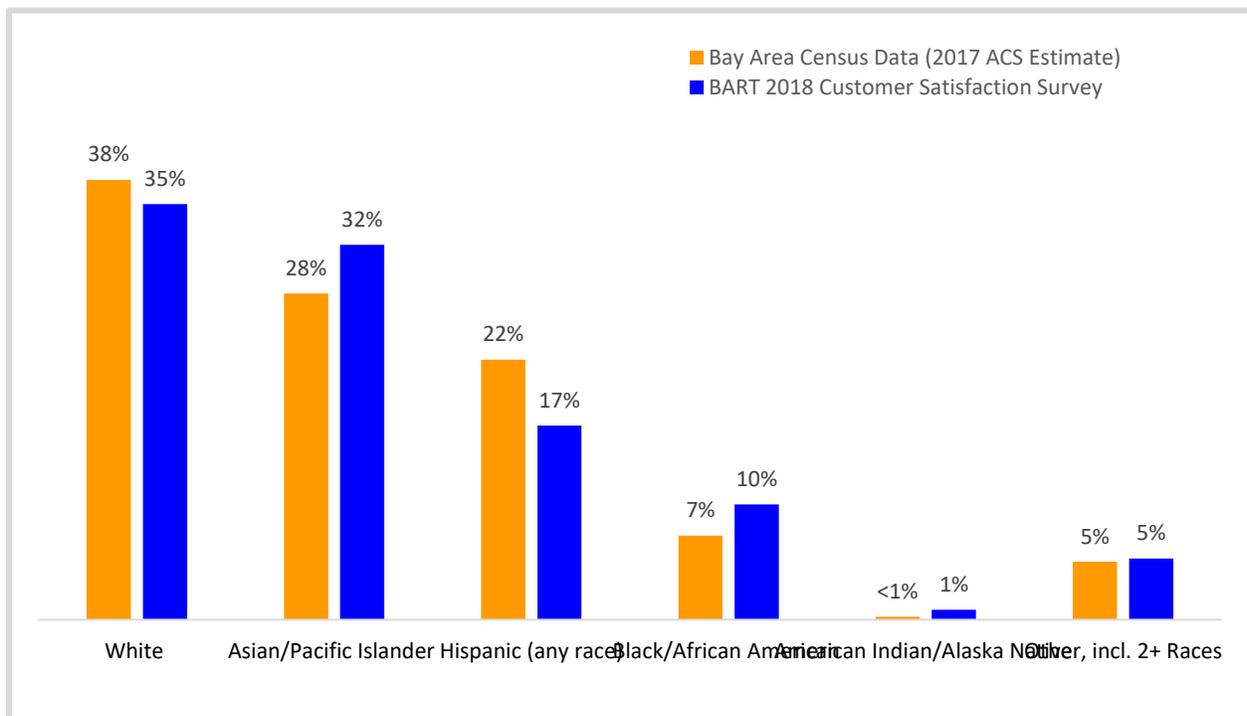
To ensure this Triennial makes use of the most recent, reliable demographic data, staff analyzed race, ethnicity, and household income levels using demographic information from the Customer Satisfaction Survey (2018), Station Profile Study (2015), and ACS 5-year Estimates (2013-2017).

## A. BART'S CUSTOMER SATISFACTION SURVEY (2018)

### Race / Ethnicity

The chart below displays the ethnic composition of BART's customers in comparison to the ethnic composition of the four-county service area as a whole. The data show that the races and ethnicities of BART's customers generally reflect the diversity of the region; however, the proportion of riders who are Asian or African American is slightly higher than their proportions of the BART service area population, while the reverse is true for Hispanic ridership.

BART's customer base is approximately 65% minority, as compared to 62% in the service area, according to the 2017 American Community Survey (ACS, 1-year estimates). (Note: for the purposes of this comparison, staff used 2017 ACS 1-year estimates, as they were the most current data source at the time of the 2018 Customer Satisfaction Survey.)



Sources:

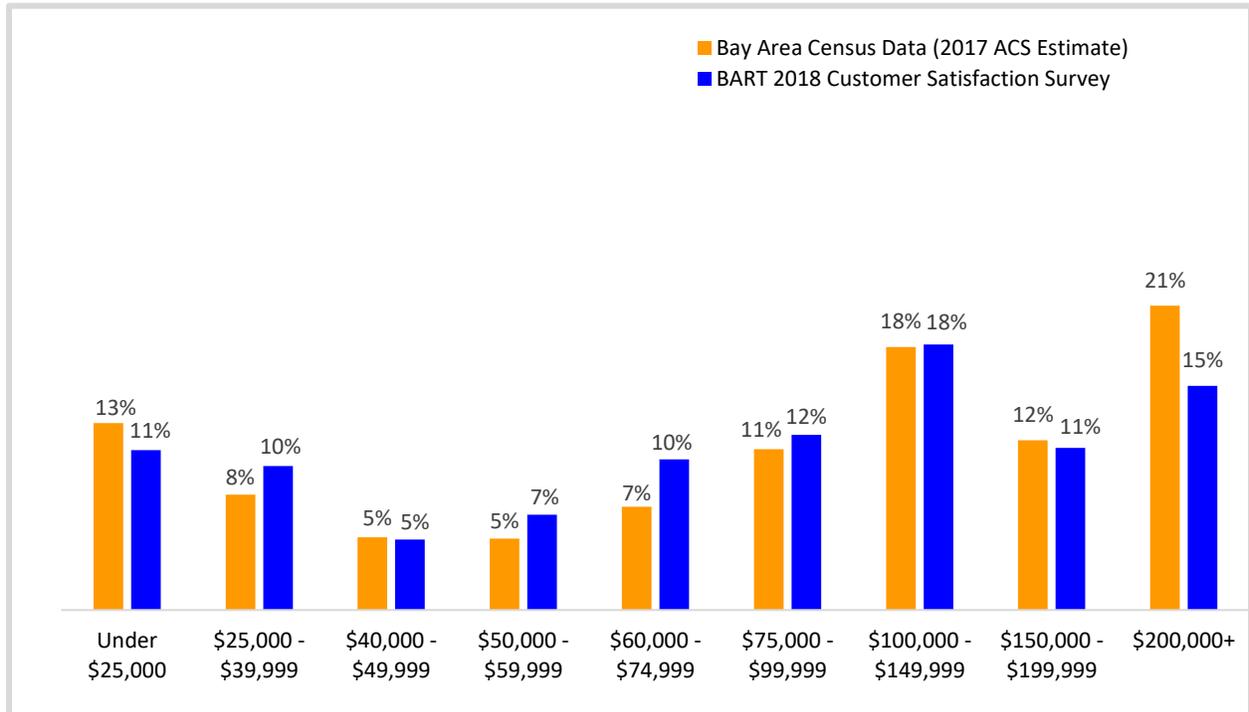
- U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates: Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (factfinder.census.gov)
- BART 2018 Customer Satisfaction Survey

Notes:

- 1) The ACS 2017 estimates only include the four counties within BART's service area. Census tables adjust for non-response by weighting at the tract-level.
- 2) The categories shown in this chart classify respondents based on single vs. two-plus race and Hispanic vs. non-Hispanic. The categories "White," "Black/African American," "Asian/Pacific Islander," and "American Indian/Alaska Native" only include respondents who reported a single race and are non-Hispanic. All two-plus race, non-Hispanic responses are included within "Other." All Hispanic responses are included within Hispanic, regardless of race. Note that ethnicity data are categorized differently in other charts within this report, so the percentages shown may differ.
- 3) The BART data distribution is based on 5,114 responses and excludes 3% non-response.
- 4) Totals may not add to 100% due to rounding.

## Household income

The chart below displays the household income ranges of BART’s customers, in comparison to those of the four-county service area as a whole. The data show that BART customers’ household incomes approximately track regional household income distribution; however, there is a notable difference at the highest income level. BART riders are less likely to have household incomes of \$200,000 or more a year.



**Sources:**

- U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates: B19001 “Household Income in the Past 12 Months.” Universe: Households. (factfinder.census.gov)
- BART 2018 Customer Satisfaction Survey

**Notes:**

- 1) The ACS 2017 estimates shown only include data for the four counties within BART’s service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The BART data distribution is based on 4,686 responses and excludes 11% non-response. Note that other tables within this report include non-response, so the percentages shown will differ.
- 3) Totals may not add to 100% due to rounding.

## English Proficiency

Limited English Proficient has been defined as those who report that they speak English less than “Very Well.” This includes those who speak English “Well,” “Not Well,” or “Not at All.” Based on responses to these questions, approximately 9% of survey respondents could be classified as Limited English Proficient.

*Q: Do you speak a language other than English at home? / If “Yes,” how well do you speak English?*

	Percent
Do not speak another language, or speak another language <u>and</u> speak English “very well” ( <u>not</u> LEP)	88%
Speak another language and speak English less than “very well” (LEP)	9%
No response	3%

Source: BART 2018 Customer Satisfaction Survey

Looking at the data another way, 2% of riders report that they speak English less than “Well.” This includes those who speak English “Not Well” or “Not at All.”

*Q: Do you speak a language other than English at home? / If “Yes,” how well do you speak English?*

	Percent
Do not speak another language, or speak another language <u>and</u> speak English “very well” or “well”	95%
Speak another language and speak English less than “well”	2%
No response	3%

Source: BART 2018 Customer Satisfaction Survey

Additional data about LEP persons in BART’s service area, including other estimates of LEP riders, are provided in the “Language Access to LEP Persons” section of this report.

## Fare type by Protected Group

BART offers tailored discount programs to assist various rider groups. Staff collected data on the use of these discounts by protected groups as part of the 2018 Customer Satisfaction Survey and continue to use this information to perform fare equity analyses as needed.

	<b>Low income</b>	<b>Not low income</b>
	<b>%</b>	<b>%</b>
Regular BART fare	80%	76%
High Value Discount	4%	15%
Senior	3%	4%
Disabled	4%	1%
Muni Fast Pass^	2%	2%
Youth	3%	1%
Other	4%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Source: BART 2018 Customer Satisfaction Survey

	<b>Minority</b>	<b>Non-minority</b>
	<b>%</b>	<b>%</b>
Regular BART fare	77%	77%
High Value Discount	13%	13%
Senior	3%	7%
Disabled	2%	1%
Muni Fast Pass^	2%	1%
Youth	2%	<1%
Other	2%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

^Only accepted within San Francisco

Source: BART 2018 Customer Satisfaction Survey

**Notes:** Non-response has been excluded from these tables in order to conform with data presented in BART's fare equity analyses. Youth are under-represented in survey as BART only surveys those who appear to be at least age 13+.

### Trip type by Protected Group

Similarly, BART staff analyze trip trends by protected group in order to better understand demographic ridership patterns throughout the BART system.

	<b>Low income</b>	<b>Not low income</b>
	<b>%</b>	<b>%</b>
Intra-East Bay	28%	20%
Intra-West Bay	20%	20%
Transbay	46%	58%
Unknown	5%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Source: BART 2018 Customer Satisfaction Survey

	<b>Minority</b>	<b>Non-minority</b>
	<b>%</b>	<b>%</b>
Intra-East Bay	23%	19%
Intra-West Bay	20%	20%
Transbay	54%	59%
Unknown	3%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Source: BART 2018 Customer Satisfaction Survey

## B. BART'S STATION PROFILE STUDY (2015)

In addition to BART's Customer Satisfaction Survey, BART conducted a large-scale survey of its passengers at each station in spring 2015, the BART Station Profile Survey. The survey methodology was designed to ensure a sufficient sample size at each of BART's stations in order to facilitate station-level analysis. Systemwide, 56% of survey respondents were minority. The stations highlighted in yellow on the next page had a minority percentage at or exceeding 56% based on the results of this survey. Note that the data presented here are for weekdays only and are, therefore, only representative of BART's weekday passengers.

Since the 2015 Station Profile Survey, BART has opened three new stations: Pittsburg Center, Antioch, and Warm Springs/South Fremont. These stations have not been included in the station-level demographic analysis below. In addition, the San Francisco Airport (SFO) and Oakland Airport Connector (OAC) stations were not surveyed as a part of the Station Profile Survey, given that they are destination stations and do not have a home-population.

## Race/Ethnicity by Station

HOME ORIGIN STATIONS (sorted in descending order on Total Non-white)	n	Total Non-white	Non-Hispanic (%)					Hispanic, Any Race (%)
			White	Black/African American	Asian	American Indian	Other/2+ Races	
Coliseum	431	81%						
South Hayward	612	76%	24%	12%	33%	%	5%	27%
Richmond	584	75%	25%	25%	10%	1%	3%	37%
Union City	708	73%	27%	8%	51%	%	2%	12%
Hayward	653	73%	27%	19%	28%	1%	2%	24%
South San Francisco	582	70%	30%	5%	43%	%	1%	20%
El Cerrito del Norte	699	70%	30%	21%	22%	1%	3%	23%
Pittsburg / Bay Point	821	69%	31%	25%	16%	%	3%	25%
Bay Fair	596	68%	32%	24%	19%	%	3%	22%
Fremont	596	68%	32%	6%	47%	%	2%	13%
Balboa Park	666	67%	33%	10%	33%	%	4%	20%
Daly City	428	67%	33%	5%	38%	%	4%	20%
Colma	558	65%	35%	5%	41%	1%	1%	16%
Fruitvale	702	65%	35%	16%	13%	1%	5%	30%
12th St. / Oakland City Center	436	63%	37%	19%	21%	%	6%	16%
San Bruno	402	62%	38%	4%	36%	1%	4%	18%
San Leandro	602	60%	40%	15%	20%	%	3%	22%
West Oakland	588	58%	42%	28%	10%	1%	4%	15%
Castro Valley	591	56%	44%	12%	22%	%	5%	17%
Lake Merritt	303	55%	45%	12%	28%	%	3%	12%
Millbrae	505	55%	45%	6%	34%	%	3%	13%
Powell St.	183	55%	45%	12%	24%	1%	5%	14%
Dublin / Pleasanton	717	54%	46%	9%	31%	%	2%	12%
16th St. Mission	367	54%	46%	10%	14%	%	4%	25%
MacArthur	508	53%	47%	20%	15%	%	2%	15%
Embarcadero	185	52%	48%	8%	26%	%	3%	14%
19th St. / Oakland	301	52%	48%	16%	13%	%	6%	17%
West Dublin / Pleasanton	663	51%	49%	6%	32%	%	4%	10%
North Concord / Martinez	742	51%	49%	11%	15%	%	5%	20%
El Cerrito Plaza	590	51%	49%	11%	20%	%	4%	15%
Civic Center / UN Plaza	297	51%	49%	9%	21%	%	3%	18%
Glen Park	618	50%	50%	9%	24%	%	2%	15%
Concord	598	50%	50%	8%	17%	1%	3%	21%
Downtown Berkeley	367	48%	52%	8%	26%	%	2%	13%
Montgomery St.	170	46%	54%	9%	18%	%	4%	15%
24th St. Mission	484	44%	56%	3%	12%	%	2%	26%
Ashby	562	41%	59%	15%	13%	%	3%	10%
Pleasant Hill / Contra Costa Centre	678	41%	59%	7%	19%	%	3%	12%
North Berkeley	556	40%	60%	8%	17%	%	4%	11%
Walnut Creek	579	35%	65%	5%	16%	1%	2%	12%
Rockridge	584	34%	66%	7%	15%	%	4%	8%
Orinda	619	31%	69%	4%	15%	%	4%	8%
Lafayette	630	30%	70%	5%	12%	%	3%	10%

Notes: The categories shown classify respondents based on single vs. multiple race and Hispanic vs. non-Hispanic in order to be comparable to regional Census data, as reported by the Metropolitan Transportation Commission. The categories "White," "Black/African American," "Asian" and "American Indian" only include respondents who reported a single race and are non-Hispanic. All multiple race, non-Hispanic responses are included within "Other." All Hispanic responses are included within Hispanic, regardless of race.

## Household Income by Station

The stations highlighted in the table below have a low-income percentage at or exceeding 18%, the systemwide average for the 2015 BART Station Profile Study.

*Low Income Status by Station*

<b>HOME ORIGIN STATIONS (sorted in descending order on Low Income)</b>	<i>n</i>	Low income	Not low income
Richmond	407	36%	64%
MacArthur	449	30%	70%
Coliseum	306	30%	70%
Civic Center / UN Plaza	255	27%	73%
Fruitvale	531	26%	74%
South Hayward	530	25%	75%
Hayward	546	24%	76%
Powell St.	145	24%	76%
Downtown Berkeley	295	24%	76%
Ashby	504	24%	76%
West Oakland	447	23%	77%
Daly City	351	23%	77%
Pittsburg / Bay Point	685	23%	77%
El Cerrito del Norte	582	21%	79%
16th St. Mission	279	21%	79%
Bay Fair	454	20%	80%
Balboa Park	500	19%	81%
12th St. / Oakland City Center	364	19%	81%
Lake Merritt	272	19%	81%
San Leandro	416	18%	82%
24th St. Mission	374	17%	83%
19th St. Oakland	273	16%	84%
El Cerrito Plaza	502	16%	84%
Millbrae	398	16%	84%
Fremont	417	16%	84%
Union City	542	16%	84%
Glen Park	464	15%	85%
North Concord / Martinez	593	15%	85%
Colma	443	15%	85%
Montgomery St.	150	14%	86%
North Berkeley	424	14%	86%
San Bruno	329	14%	86%
Castro Valley	501	14%	86%
Concord	533	13%	87%
South San Francisco	417	12%	88%
Rockridge	504	12%	88%
Dublin / Pleasanton	607	11%	89%
Pleasant Hill / Contra Costa Centre	522	11%	89%
West Dublin / Pleasanton	556	11%	89%
Walnut Creek	489	10%	90%
Embarcadero	141	10%	90%
Lafayette	500	8%	92%
Orinda	543	8%	92%

## Race/Ethnicity by Line

The FTA Circular states that transit providers may supplement the Census determination of minority and non-minority lines with ridership survey data to see if a different demographic profile is derived from a station's ridership compared to its catchment area population. As shown in the table below, using ridership survey data instead of ACS 2013-2017 data – the data used throughout the Triennial report - would not affect minority and non-minority line designations.

It is important to note that the calculations in the table below do not include the new line extensions, because there is no available ridership survey data for stations opened after 2015. According to the BART Ridership Methodology, however, it is assumed that these extensions would increase the overall minority revenue miles for the Yellow, Orange, and Green lines, resulting in the same line determinations.

**Minority and Non-Minority BART Lines, BART 2015 Station Profile Survey Data\***

Line		Minority	Total	Minority Share of Revenue Miles	Line Determination
		Revenue Miles	Revenue Miles		
Yellow	Pittsburg / Bay Point to SFO - Millbrae	19.2	53.1	36.2%	Minority
Blue	Dublin / Pleasanton to Daly City	20.6	38.8	53.1%	Minority
Orange	Fremont to Richmond	29.8	37.7	79.1%	Minority
Green	Fremont to Daly City	31.9	38.6	82.8%	Minority
Red	Richmond to Daly City to Millbrae	21.7	37.7	57.5%	Minority

\*2015 Station Profile Study

## C. ACS 5-YEAR ESTIMATES (2013-2017)

### **Minority Status by Station Area**

The table on the next page shows the minority and non-minority percentages within a station's catchment area using tract-level data from ACS 2013-2017. Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts. Stations where the minority percentages are at or exceed the service area average of 61.49% are highlighted.

Again, given that the Pittsburg Center, Antioch, and Warm Springs/South Fremont Stations opened after the 2015 Station Profile Study, they have been excluded from this analysis. SFO and OAC were also not studied given their status as a destination station without a home-based population.

*Minority Status by Station*

<b>Station</b>	<b>% Minority</b>	<b>% White</b>
Coliseum	90%	10%
Richmond	87%	13%
South Hayward	86%	14%
Balboa Park	81%	19%
Union City	80%	20%
South San Francisco	80%	20%
Bay Fair	79%	21%
Hayward	79%	21%
Fremont	78%	22%
San Leandro	77%	23%
Fruitvale	75%	25%
El Cerrito del Norte	75%	25%
Daly City	72%	28%
Lake Merritt	70%	30%
12th St. / Oakland City Center	68%	32%
Pittsburg / Bay Point	67%	33%
Glen Park	66%	34%
West Oakland	63%	37%
Colma	63%	37%
San Bruno	63%	37%
Montgomery St.	60%	40%
19th St. Oakland	60%	40%
El Cerrito Plaza	57%	43%
Powell St.	57%	43%
Castro Valley	56%	44%
Millbrae	54%	46%
MacArthur	53%	47%
Ashby	52%	48%
Civic Center / UN Plaza	51%	49%
Embarcadero	51%	49%
North Concord / Martinez	50%	50%
Downtown Berkeley	50%	50%
Concord	50%	50%
24th St. Mission	49%	51%
Dublin / Pleasanton	49%	51%
West Dublin / Pleasanton	47%	53%
16th St. Mission	44%	56%
North Berkeley	40%	60%
Orinda	38%	62%
Pleasant Hill / Contra Costa Centre	38%	62%
Rockridge	37%	63%
Walnut Creek	29%	71%
Lafayette	28%	72%
<b>Total System Service Area</b>	<b>62%</b>	<b>38%</b>

### **Income Status by Station**

The table on the next page shows the low income and non-low income percentages within a station's catchment area using tract-level data from the American Community Survey 2013 - 2017 (five-year estimates). Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts. Stations where the low-income percentages are at or exceed the service area average of 25.9% are highlighted.

*Income Status by Station*

<b>Station</b>	<b>% Low Income</b>	<b>% Not Low Income</b>
Coliseum	47%	53%
Richmond	44%	56%
Downtown Berkeley	41%	59%
Lake Merritt	36%	64%
Fruitvale	36%	64%
12th St. / Oakland City Center	35%	65%
19th St. Oakland	34%	66%
West Oakland	34%	66%
Montgomery St.	32%	68%
Powell St.	32%	68%
Ashby	31%	69%
Bay Fair	30%	70%
Pittsburg / Bay Point	30%	70%
Hayward	29%	71%
San Leandro	29%	71%
El Cerrito del Norte	29%	71%
Civic Center / UN Plaza	28%	72%
South Hayward	27%	73%
MacArthur	27%	73%
Concord	27%	73%
Balboa Park	25%	75%
North Concord / Martinez	24%	76%
16th St. Mission	23%	77%
El Cerrito Plaza	22%	78%
Embarcadero	22%	78%
Daly City	22%	78%
24th St. Mission	22%	78%
North Berkeley	21%	79%
Glen Park	21%	79%
South San Francisco	19%	81%
San Bruno	17%	83%
Colma	17%	83%
Pleasant Hill / Contra Costa	17%	83%
Castro Valley	17%	83%
Millbrae	17%	83%
Union City	16%	84%
Rockridge	14%	86%
Fremont	13%	87%
Walnut Creek	11%	89%
Dublin / Pleasanton	10%	90%
Lafayette	10%	90%
Orinda	9%	91%
West Dublin / Pleasanton	9%	91%
<b>Total System Service Area</b>	<b>23%</b>	<b>77%</b>

## D. BART MAPS

### **Base Map**

The map below outlines the Census tracts in BART's four-county service area (Alameda, Contra Costa, San Francisco, and San Mateo counties). The BART line is shown in blue and stations are marked with white circles.

Since the last Triennial Update (1/12/17), three new stations have been added to the BART system. The Pittsburg Center and Antioch stations have extended service on the Yellow line past Pittsburg/Bay Point using Diesel Multiple Unit (DMU) trains. The Warm Springs/South Fremont station is the first station to extend the Green and Orange lines south of Fremont and will later connect with six additional stations planned for the Silicon Valley/Berryessa Extension project. In addition, BART began direct weekday service between San Francisco International Airport (SFO) and Millbrae.



# BART BASE MAP

EGIS - Enterprise Geographic Information System

Date: 12/20/2019



### Legend

- Airport
- BART Station
- BART Track
- County Boundary
- Census Tract
- Regional Employment Center

**Map Notes:**  
 Oakland, San Francisco, and San Jose are the region's major employment centers.

### Notes:

Bay Area Rapid Transit District data as of July, 2019;  
 Topographic basemap sources: Esri, HERE, USGS, NPS, IGN, OpenStreetMap, contributors, and the GIS User Community



Map Displayed in North American Datum of 1983  
 California State Plane, Zone III FIPS 0403, US Feet

### San Francisco Bay Area Rapid Transit District

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## Recent and Planned Improvements

*Stations recently modernized or scheduled for modernization<sup>1</sup> over the next five years.*

Completed projects: Since the 2016 Title VI Triennial Update, BART has completed station modernization projects at:

- **Balboa Park** (access, lighting, ceiling),
- **Downtown Berkeley** (canopy, plaza, south fare entrance),
- **Powell St** (ceiling, lighting, pilot canopy),
- **Civic Center** (pilot canopy),
- **Concord** (plaza),
- **MacArthur** (plaza), and
- **West Dublin/Pleasanton** (intermodal improvements).

Other modernization projects currently in the final design or construction phases:

- **El Cerrito del Norte**,
- **19<sup>th</sup> St/Oakland**,
- **Union City** (phase two),
- **Walnut Creek, Concord** and
- the **Market St. San Francisco** Stations – Embarcadero, Montgomery, Powell, and Civic Center (escalators, canopies, improvements and bike stations).

Concept planning for future station modernization projects, underway or planned:

- **West Oakland**,
- **Bay Fair**,
- **Downtown Berkeley** (station modernization),
- **Balboa Park** (station modernization and elevators), and
- **Lake Merritt** (Operations Control Center and plaza).

*Final design and/or construction dependent on securing and allocating funds.*

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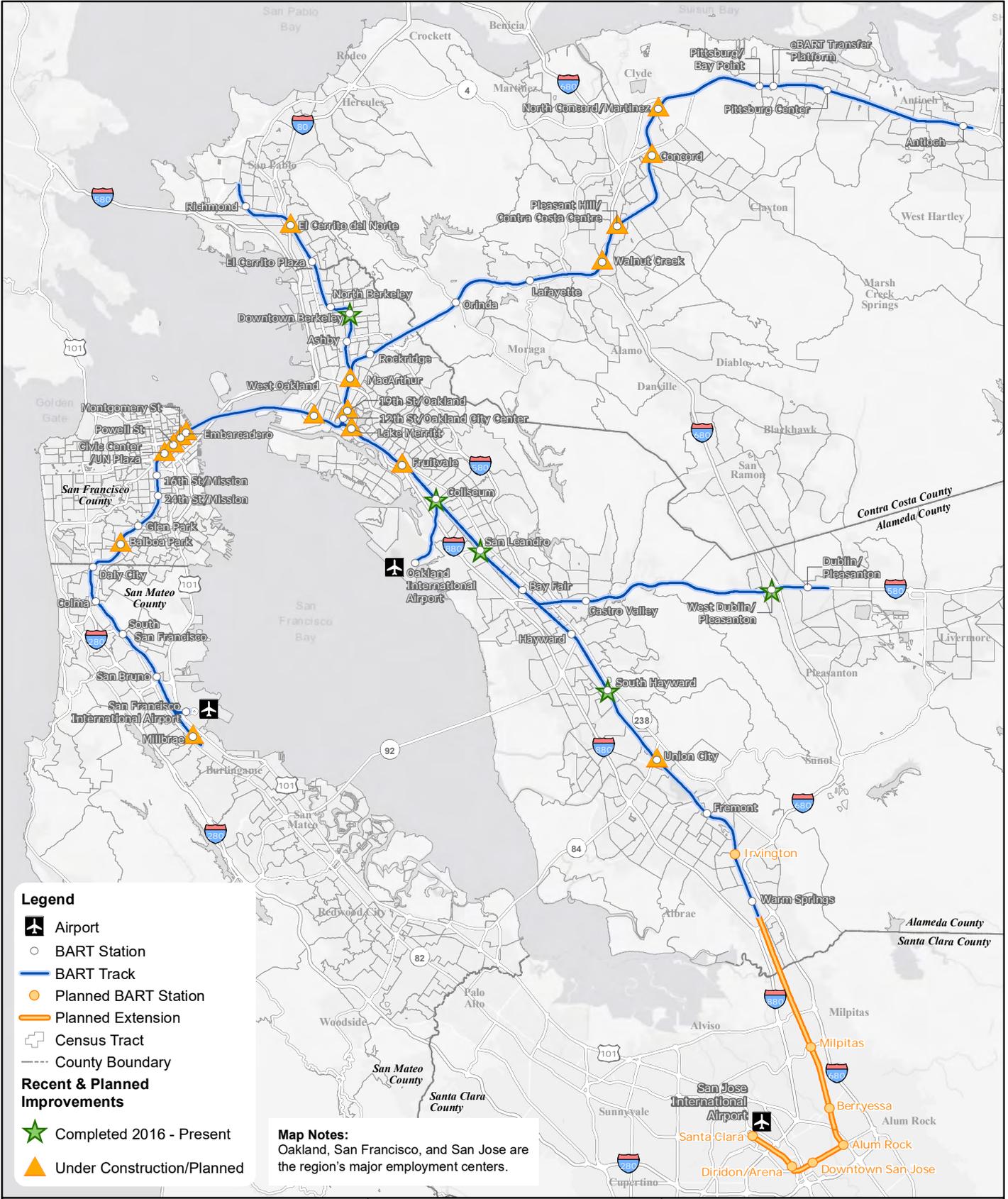
<sup>1</sup> Unless noted, Station Modernization includes comprehensive station improvements.



# BART'S Recent & Planned Improvements

EGIS - Enterprise Geographic Information System

Date: 12/4/2019

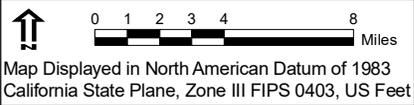


### Legend

- Airport
  - BART Station
  - BART Track
  - Planned BART Station
  - Planned Extension
  - Census Tract
  - County Boundary
- Recent & Planned Improvements**
- Completed 2016 - Present
  - Under Construction/Planned

**Map Notes:**  
 Oakland, San Francisco, and San Jose are the region's major employment centers.

Notes:  
 Bay Area Rapid Transit District data as of July, 2019;  
 Topographic basemap sources: Esri, HERE, USGS, NPS, IGN, OpenStreetMap, contributors, and the GIS User Community



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## **Transit Oriented Development (TOD) Projects**

Completed TOD projects: Since 2017, BART has completed TOD projects at:

- **MacArthur** (Phase II),
- **San Leandro** (Phases I & II),
- **South Hayward** (Phase I),
- **West Dublin/Pleasanton**, and
- **Coliseum**.

Approved/Under Construction TOD projects:

- **Millbrae**,
- **West Dublin/Pleasanton**,
- **Macarthur**, and
- **Richmond**.

Planned TOD projects:

- **West Oakland**,
- **Lake Merritt**,
- **North Concord**, and
- **Balboa Park**.

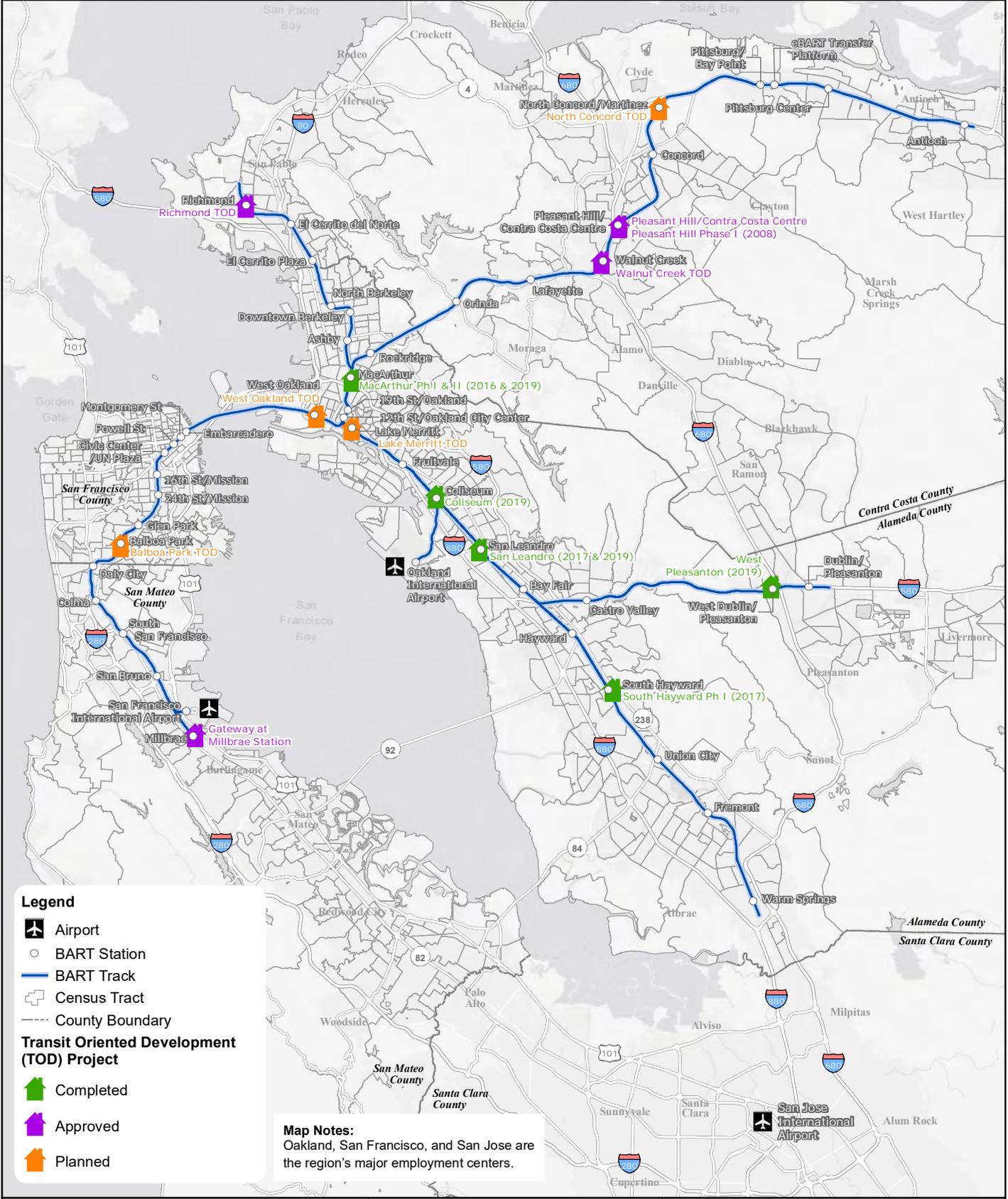
*Final design and/or construction dependent on securing and allocating funds.*



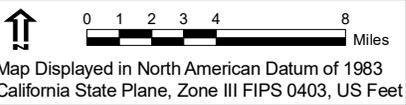
# BART'S Transit Oriented Development (TOD) Projects

EGIS - Enterprise Geographic Information System

Date: 12/4/2019



Notes:  
 Bay Area Rapid Transit District data as of July, 2019;  
 Topographic basemap sources: Esri, HERE, USGS, NPS, IGN, OpenStreetMap, contributors, and the GIS User Community



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## E. DEMOGRAPHIC MAPS

For the purposes of this Triennial, BART has elected to use ACS 5-Year Estimates (2013-2017) to determine service area thresholds and station catchment area demographics, as these are the most current estimates.

### **Minority and Non-Minority**

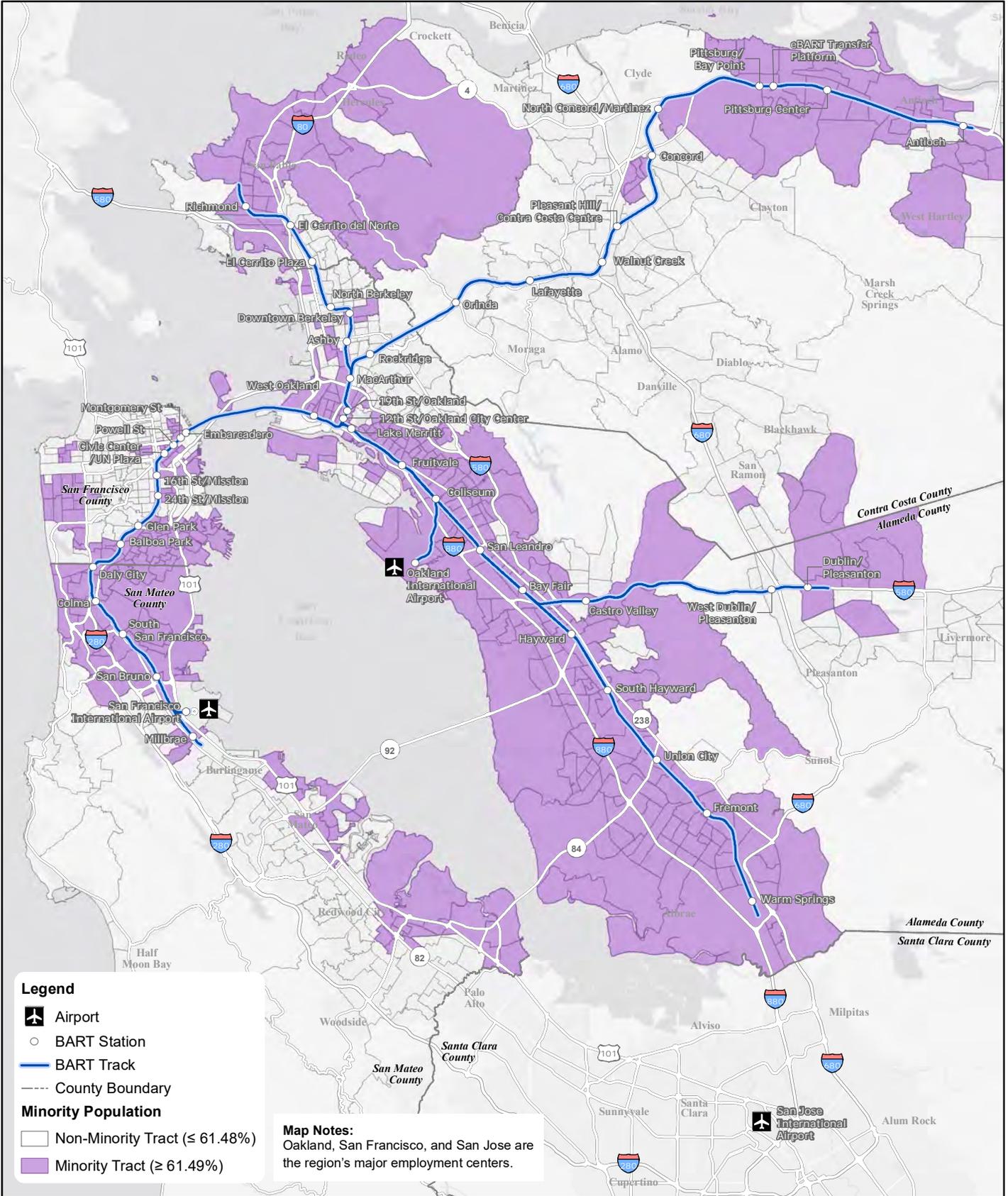
The following map shows the Census tracts where the minority population exceeds the four-county service area average of 61.49% (2013-2017 ACS Estimates).



# DEMOGRAPHIC ANALYSIS: Minority Population

EGIS - Enterprise Geographic Information System

Date: 12/4/2019



Data provided by numerous sources:  
 U.S. Census Bureau, American Community Survey, (ACS)  
 2013-2017, BART, USGS, Esri, City & County of San Francisco,  
 Alameda County, Contra Costa County, and San Mateo County,



Map Displayed in North American Datum of 1983  
 California State Plane, Zone III FIPS 0403, US Feet

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### **Demographic Maps by Specific Race:**

Looking at distinct minority groups, the following maps show Census tracts in which the percentage of Asian/Pacific Islander, Hispanic, and Black/African American residents, respectively, exceed overall service area averages.

#### **Asian/Pacific Islander**

The map shows tracts in which the **Asian / Pacific Islander** population exceeds the service area average of 26.88%.

#### **Hispanic**

The map shows tracts in which the **Hispanic** population exceeds the service area average of 22.21%.

#### **Black/African American**

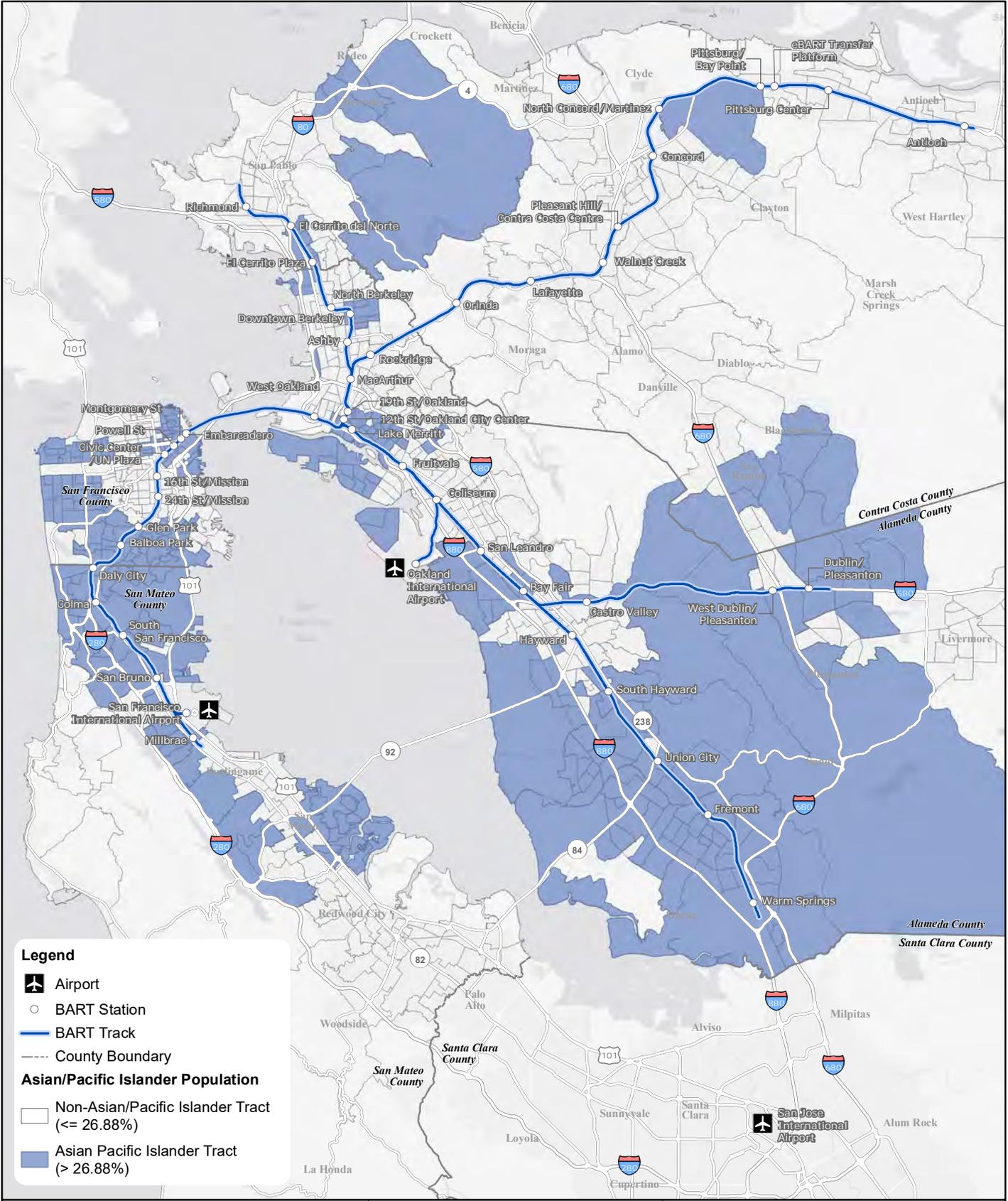
The map below shows tracts in which the **Black / African American** population exceeds the service area average of 7.52%.



# DEMOGRAPHIC ANALYSIS: Asian/Pacific Islander Population

EGIS - Enterprise Geographic Information System

Date: 1/8/2020



### Legend

- Airport
- BART Station
- BART Track
- County Boundary
- Asian/Pacific Islander Population**
- Non-Asian/Pacific Islander Tract (<= 26.88%)
- Asian Pacific Islander Tract (> 26.88%)

Data provided by numerous sources:  
 U.S. Census Bureau, American Community Survey, (ACS)  
 2013-2017, BART, USGS, Esri, City & County of San Francisco,  
 Alameda County, Contra Costa County, and San Mateo County,

0 1 2 3 4 8 Miles  
 Map Displayed in North American Datum of 1983  
 California State Plane, Zone III FIPS 0403, US Feet

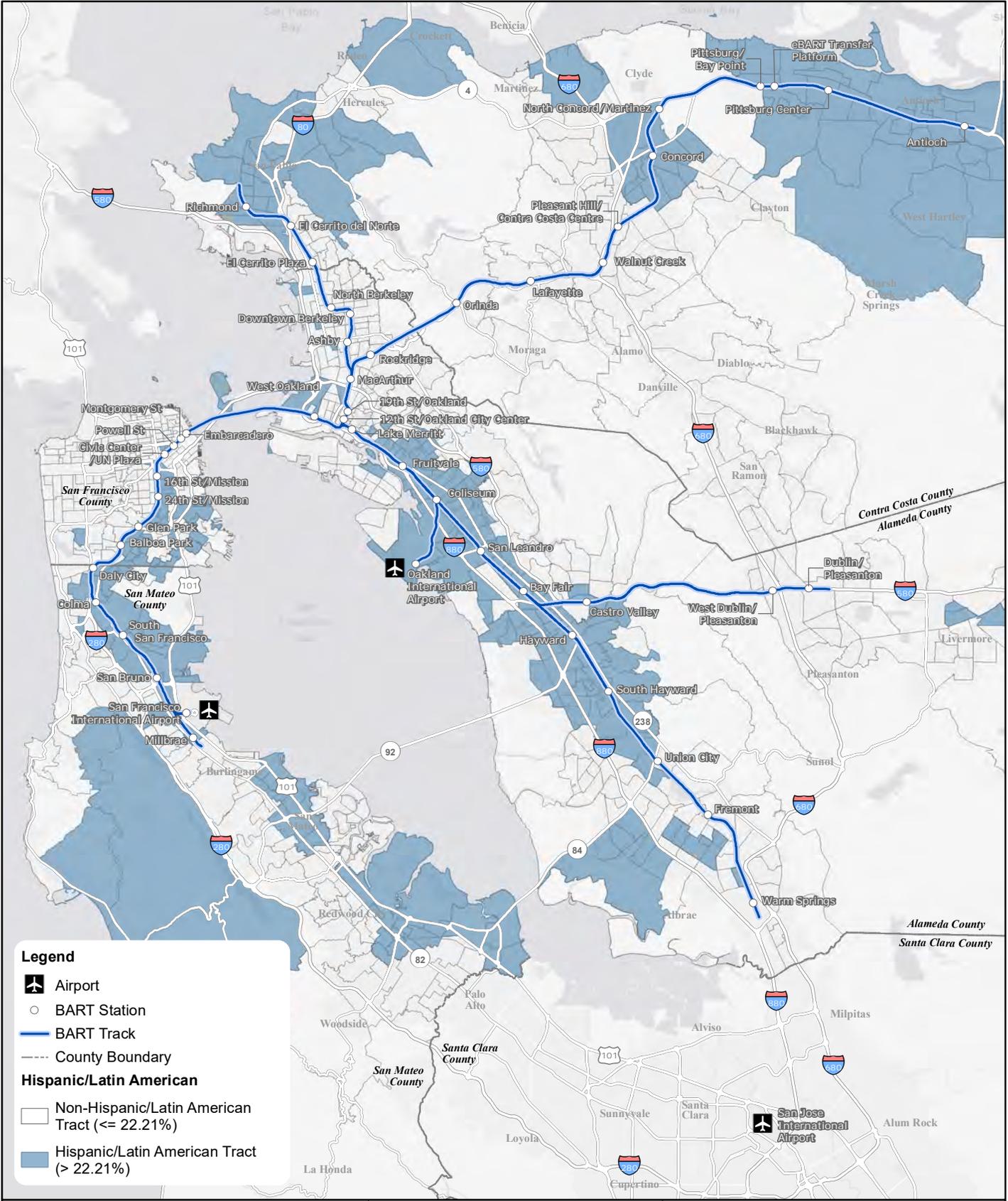
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# DEMOGRAPHIC ANALYSIS: Hispanic/Latin American Population

EGIS - Enterprise Geographic Information System

Date: 1/8/2020



**Legend**

- Airport
- BART Station
- BART Track
- County Boundary

**Hispanic/Latin American**

- Non-Hispanic/Latin American Tract (<= 22.21%)
- Hispanic/Latin American Tract (> 22.21%)

Data provided by numerous sources:  
 U.S. Census Bureau, American Community Survey, (ACS)  
 2013-2017, BART, USGS, Esri, City & County of San Francisco,  
 Alameda County, Contra Costa County, and San Mateo County,

0 1 2 3 4 8 Miles  
 Map Displayed in North American Datum of 1983  
 California State Plane, Zone III FIPS 0403, US Feet

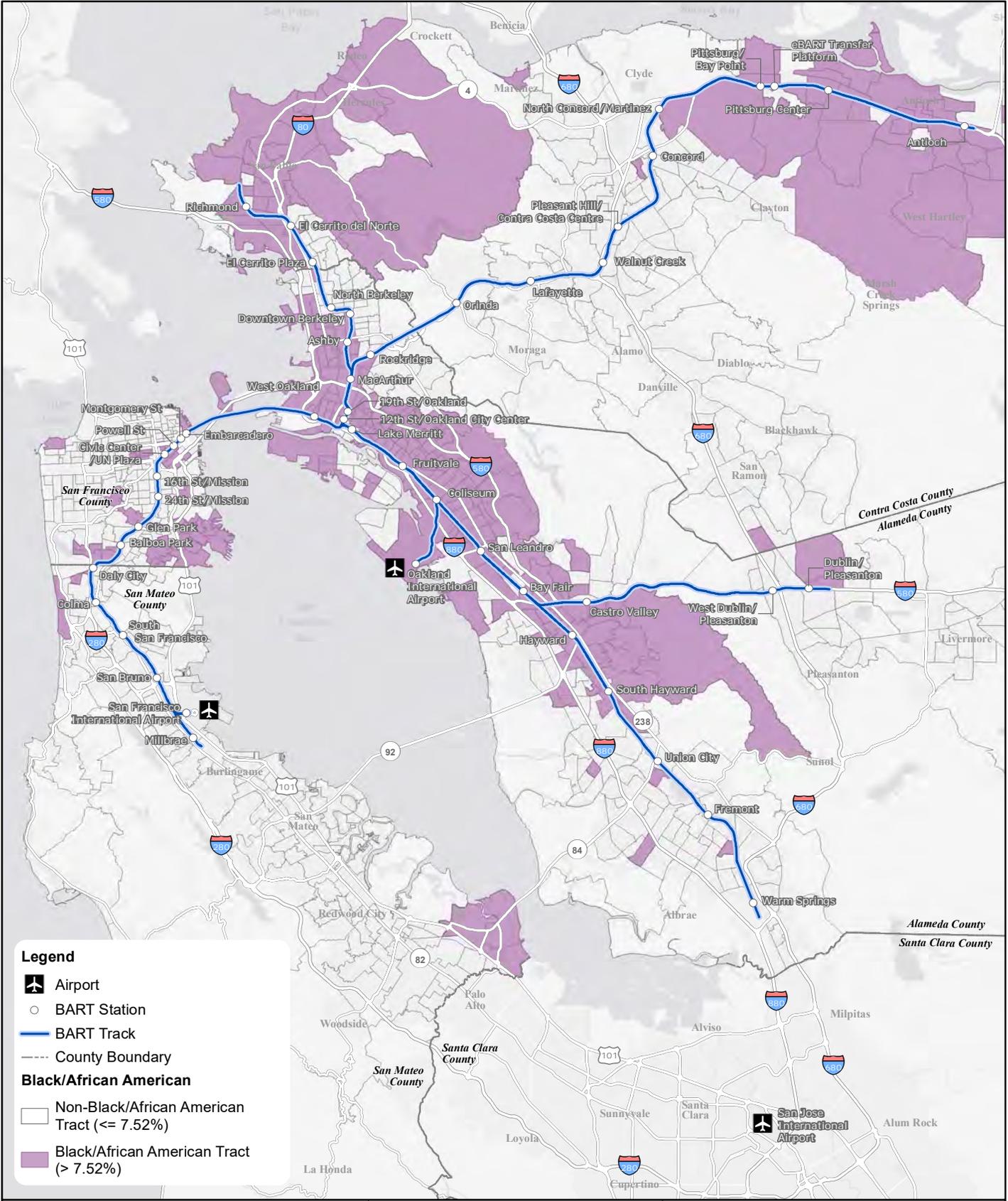
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# DEMOGRAPHIC ANALYSIS: Black/African American Population

EGIS - Enterprise Geographic Information System

Date: 1/8/2020



### Legend

- Airport
- BART Station
- BART Track
- County Boundary
- Black/African American**
- Non-Black/African American Tract (<= 7.52%)
- Black/African American Tract (> 7.52%)

Data provided by numerous sources:  
 U.S. Census Bureau, American Community Survey, (ACS)  
 2013-2017, BART, USGS, Esri, City & County of San Francisco,  
 Alameda County, Contra Costa County, and San Mateo County,



Map Displayed in North American Datum of 1983  
 California State Plane, Zone III FIPS 0403, US Feet

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### **Limited English Proficiency (LEP)**

As noted above, Limited English Proficient (LEP) is defined as those who report that they speak English less than “Very Well.” This includes those who speak English “Well,” “Not Well,” or “Not at All.” The map below shows tracts in which the LEP population exceeds the service area average of 18.6%.

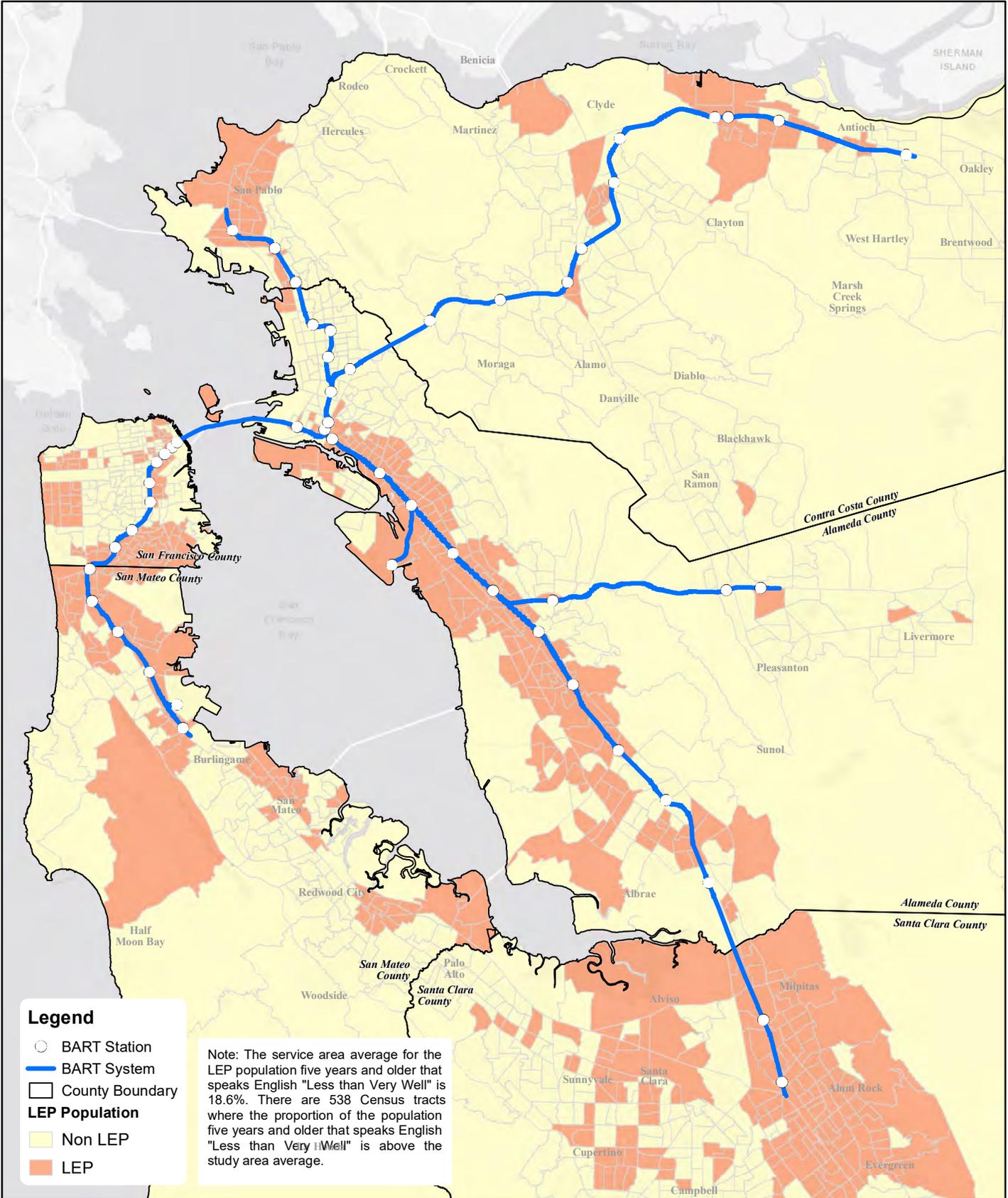
Note: this map was developed to be consistent with the Language Assistance Plan (LAP) included in this Triennial Update. As a result, this map includes Santa Clara County in BART’s Service Area, as the District anticipates opening new stations in the county within the timeframe covered by the LAP.



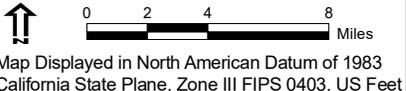
# LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

EGIS - Enterprise Geographic Information System

Date: 9/27/2019



Data provided by numerous sources:  
 U.S. Census Bureau, American Community Survey, (ACS) 2013-2017,  
 BART, USGS, Esri, City & County of San Francisco, Alameda County,  
 Contra Costa County, San Mateo County, and Santa Clara County



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## **Low-Income**

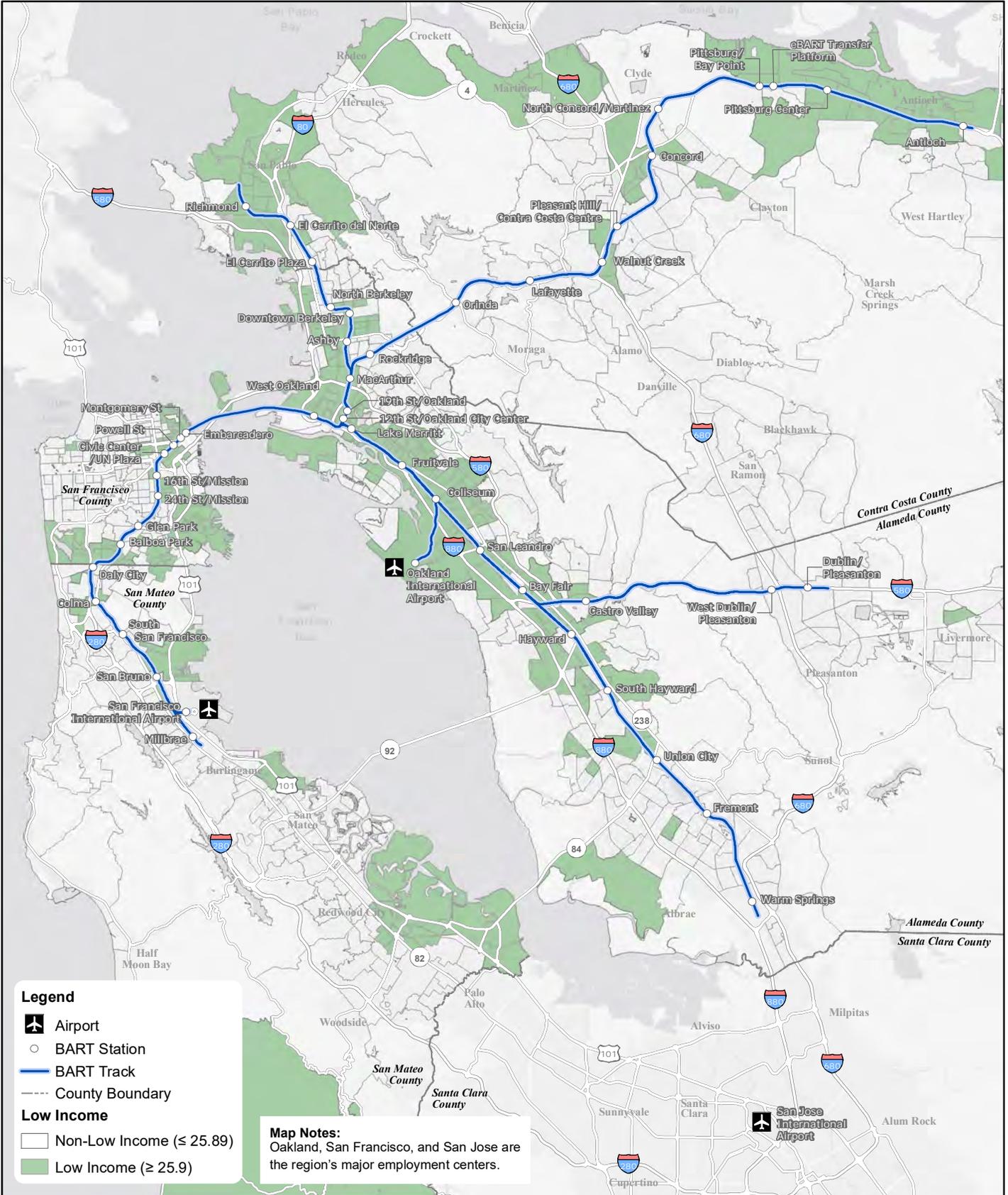
The map below shows the Census tracts where the low-income population exceeds the four-county service area average of 25.9%. Due to the high cost of living in the District, BART has defined low income as 200% of the federal poverty level.



# DEMOGRAPHIC ANALYSIS: Low Income

EGIS - Enterprise Geographic Information System

Date: 12/4/2019



Data provided by numerous sources:  
 U.S. Census Bureau, American Community Survey, (ACS)  
 2013-2017, BART, USGS, Esri, City & County of San Francisco,  
 Alameda County, Contra Costa County, and San Mateo County,

Map Notes:  
 Oakland, San Francisco, and San Jose are  
 the region's major employment centers.

Scale: 0 1 2 3 4 8 Miles

Map Displayed in North American Datum of 1983  
 California State Plane, Zone III FIPS 0403, US Feet

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Appendix 4:  
Station Amenities

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## **Distribution of Transit Amenities**

According to BART's Service Monitoring Procedures, the following is the District's standard for Transit Amenities: except as noted below or otherwise precluded by station design considerations, the following amenities shall be distributed equitably across all stations on the BART system, and generally be in proportion to each station's ridership:

- Customer Information Services (brochures, time tables, public address systems, digital information systems, and station agents in proportion to ridership, station size, and passenger flow density)
- Restrooms (where appropriate given the BART security needs)
- Benches
- Trash Receptacles
- Route Maps
- Arrival Information Systems
- Automated Fare Collection Equipment
- Courtesy Telephones
- Elevators and Escalators
- Parking Spaces (unless otherwise impacted by geographic, planning, and local/regional funding considerations)
- Bicycle Parking and Storage
- Bus Access Facilities (where space is available on BART station property and service is provided by local bus operators).

BART's Service Monitoring Procedure, furthermore, describes the following methods for analyzing the equity of the distribution of these Transit Amenities:

- BART will produce an inventory of the availability of the following amenities at each of its heavy rail stations (currently 43): customer information services, restrooms, benches, trash receptacles, route maps, timetables, informative publications, arrival information displays, ticket vending machines, change machines, emergency (or courtesy) telephones, elevators, escalators, parking facilities, and bicycle and bus access facilities (where appropriate).
- BART will identify a number of station pairs which have similar ridership levels and locations along the BART system (urban or suburban). One station in each pair will be a minority station and the other will not. The station pairs could, by illustration, include: two low volume suburban stations, two high volume suburban stations, two urban fringe stations, et al.
- BART will provide a detailed description of each station pair and will then conduct a comparison of the station amenities available.

BART determines whether each of its stations serves a predominantly minority population by comparing the station's catchment area demographics to District's service area minority threshold of 61.49% (ACS 2013-2017), summarized in Table 15 below. The BART to Antioch stations and the Oakland Airport Connector have not been included in this analysis, as they use alternative technologies that may require different amenities. Similarly, the SFO Station does not have home-station demographics and has been excluded from this analysis.

**Table 15**  
**Minority Population Share of BART Stations**

<b>Station</b>	<b>% Minority</b>	<b>% White</b>
Coliseum	90%	10%
Richmond	87%	13%
South Hayward	86%	14%
Balboa Park	81%	19%
Union City	80%	20%
South San Francisco	80%	20%
Bay Fair	79%	21%
Hayward	79%	21%
Fremont	78%	22%
San Leandro	77%	23%
Fruitvale	75%	25%
El Cerrito del Norte	75%	25%
Daly City	72%	28%
Lake Merritt	70%	30%
12th St./Oakland City Center	68%	32%
Pittsburg/Bay Point	67%	33%
Glen Park	66%	34%
West Oakland	63%	37%
Colma	63%	37%
San Bruno	63%	37%
Montgomery St.	60%	40%
19th St. Oakland	60%	40%
El Cerrito Plaza	57%	43%
Powell St.	57%	43%
Castro Valley	56%	44%
Millbrae	54%	46%
MacArthur	53%	47%
Ashby	52%	48%
Civic Center / UN Plaza	51%	49%
Embarcadero	51%	49%
North Concord / Martinez	50%	50%
Downtown Berkeley	50%	50%
Concord	50%	50%
24th St. Mission	49%	51%
Dublin / Pleasanton	49%	51%
West Dublin / Pleasanton	47%	53%
16th St. Mission	44%	56%
North Berkeley	40%	60%
Orinda	38%	62%
Pleasant Hill / Contra Costa Centre	38%	62%
Rockridge	37%	63%
Walnut Creek	29%	71%
Lafayette	28%	72%
<b>Catchment area average</b>	<b>62%</b>	<b>38%</b>

As shown in the second column of the following Station Amenities inventory chart, BART has 20 stations which can be categorized as minority stations. In addition to documenting this minority versus non-minority designation, this Station Inventory Amenities chart also shows the amount each of BART's 43 stations included in the amenities analysis has for the following categories of station amenities: Public Address Systems (all stations have one), Digital Information Systems (all stations have one), Arrival Information Systems (all stations have one), Station Agent Booths (staffed), Brochure Bins, Time Tables, Route Maps, Trash Receptacles, Restrooms, Benches, Automated Fare Collection Equipment (Bill to Bill Changers, Ticket Vending Machines, Clipper Vending Machines, Add Fare Machines), Emergency/Courtesy Telephones, Platform Elevators, Platform Escalators, Parking Spaces, Bicycle Lockers (keyed and electronic), Bike Racks, Bike Stations, Bike Share Docks, and Bus Access Facilities (Bays).

The complete Amenities Inventory is included later in this Appendix.

***Analysis of Station Pairs***

Any methodology for comparing the transit amenities between the 43 heavy-rail stations in the BART system will have shortcomings because no two BART stations are identical. Built over a span of approximately 40 years, they were designed by different architects to fit into different sites and to serve different topographic and community conditions.

Methodology

In accordance with its Service Monitoring Procedures, BART has attempted to conduct a meaningful comparison of transit amenities by identifying eight station pairs which have similar ridership levels and locations along the BART system (urban or suburban). One station in each pair is a minority station and the other is not, see Table 16 below:

**Table 16  
BART Station Pairs for Transit Amenities Analysis**

<b>Pair #</b>	<b>Minority Station</b>	<b>Non-Minority Station</b>
1	San Leandro	Rockridge
2	Bay Fair	Walnut Creek
3	Union City	El Cerrito Plaza
4	South Hayward	Orinda
5	South San Francisco	Lafayette
6	Pittsburg/Bay Point	Concord
7	Colma	North Berkeley
8	12th St/Oakland City Center	Downtown Berkeley

Twenty-four amenity categories were analyzed for each station pair. In order to compare amenities between minority and non-minority stations, the analysis of each station pair tabulates the number of categories in which the minority station has fewer amenities than the non-minority station. A disparate impact exists when, taking into account certain limitations, minority stations have fewer amenities than non-minority stations in a majority (at least 13 out of 24) of the categories evaluated.

## Findings

As shown in Table 17 below, there were no cases among the eight station pairs analyzed where minority stations had fewer transit amenities than non-minority stations in 13 or more of the 24 Transit Amenity Categories.

**Table 17**  
**Results Summary of Station Pairs Analysis**

<b>Station Pair</b>	<b>Minority Station</b>	<b>Non-Minority Station</b>	<b># of Categories with Less Amenities at Minority Station</b>
1	San Leandro	Rockridge	4
2	Bay Fair	Walnut Creek	8
3	Union City	El Cerrito Plaza	4
4	South Hayward	Orinda	5
5	South San Francisco	Lafayette	10
6	Pittsburg/Bay Point	Concord	7
7	Colma	North Berkeley	7
8	12 <sup>th</sup> St/Oakland City Center	Downtown Berkeley	5
Average	Minority	Non-Minority	6.25

Some variances may appear to favor one station over the other, particularly for escalators/elevators, parking spaces, and bicycle parking infrastructure. However, upon closer examination, the variances were proportionate to each station's ridership numbers/needs attributable to station location or design considerations. These variances are described below.

### Escalator/Elevator Amenities

Some stations have more elevators/escalators due to station design constraints. Center platform stations, which constitute about half of the District's non-subway stations, will generally require a single elevator and often a single escalator to serve their passenger demand. Side platform stations have two platforms, one serving the inbound direction and one serving the outbound directions, flanking a double trackway in the center of the station. These stations will generally require two escalators and two elevators (one set for each platform) to serve their passengers.

### Parking Space Amenities

BART's 36 parking facilities at stations vary in terms of type of parking facility (i.e. garage, lot, or on-street curb) and number of spaces. The variance in the number of parking spaces among stations is due to the station location and design considerations, funding constraints, and varying demand for parking by station.

In June 2016, the BART Board adopted the Station Access Policy that guides access practices and investments through 2025. A station typology was developed as part of this policy, where stations were categorized as auto dependent (with more auto mode share), intermodal – auto reliant, balanced intermodal, urban with parking, and urban (with less auto mode share). Stations that are auto dependent, such as Dublin/Pleasanton, generally have a greater number of parking spaces than stations that are urban with parking, such as Ashby. The complete policy can be found at [www.bart.gov/about/planning/station-access/policy](http://www.bart.gov/about/planning/station-access/policy).

### *Bicycle Spaces and Lockers*

Another amenity category where measurable variation exists is for bicycle parking. In most cases, negative variances are the result of riders' access mode to the station. The San Leandro (minority)/Rockridge (non-minority) and the 12th St. (minority)/Downtown Berkeley (non-minority) station comparisons are examples. As documented in BART's Bike Program Capital Plan (June 2017), bicycle parking is allocated to stations based on the current and projected demand for such facilities. The availability of local funding can influence the type and quantity of bicycle parking at individual stations. As such, bicycle parking facilities are generally more robust at stations where demand is strong.

### *Disparate Impact Test*

A disparate impact on minority riders would exist when, considering the limitations identified in above, the majority of minority stations sampled have fewer transit amenities than non-minority stations in a majority of the amenity categories evaluated. Transit Amenities at the eight station pairs evaluated in this section have been distributed equitably, particularly when station constraints and rider access modes are taken into consideration.

### *Corrective Actions*

There was not a single case out of the 8 station pairs analyzed in this report where a non-minority station had more amenities than a minority station in a majority (13) of the 24 categories. Accordingly, BART finds that Transit Amenities at its stations are distributed equitably and consistent with the District's standards for station amenity distribution. Therefore, no corrective actions are required with respect to the amenities discussed in Section V. Distribution of Transit Amenities Service Policy of Chapter III: Requirements and Guidelines for Fixed Route Transit Providers of this Triennial Program Update.

## Detailed Analysis of Station Pairs

<b>Station Pair Analysis #1</b>	<b>Column 1 San Leandro</b>	<b>Column 2 Rockridge</b>	<b>Column 1- Column 2 Variance</b>
<b>Description:</b>			
Location Type	Urban Fringe	Urban Fringe	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Center	
Ridership (FY19 Exits)	6,206	5,536	+670
<b>Amenities:</b>			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	3	4	-1
Time Tables	7	6	+1
Route Maps	8	4	+4
Trash Receptacles	11	10	+1
Restrooms	2	2	0
Benches	13	15	-2
Bill to Bill Changer	1	1	0
Ticket Vending Machine	2	2	0
Clipper Vending Machine	2	2	0
Add Fare Machine	3	2	0
Courtesy Telephones	6	9	+1
Platform Elevators	2	1	+1
Platform Escalators	4	3	+1
Parking Spaces	898	886	+12
Bicycle Lockers (keyed and electronic)	88	72	+16
Bike Racks	91	160	-69
Bike Station	0	0	0
Bike Share Docks	0	25	-25
Bus Access Facilities (Bays)	18	0	+18

Analysis: Out of the 24 Transit Amenity categories documented above, there are 4 instances where the minority station (San Leandro) had fewer transit amenities than the non-minority station (Rockridge). The most significant variance in favor of the non-minority station is in the Bicycle Rack category. Rockridge Station has a higher bicycle mode access share than the San Leandro Station. San Leandro Station, on the other hand, is more oriented towards public transit access and is consequently, equipped with significantly more bus access facilities.

<b>Station Pair Analysis #2</b>	<b>Column 1 Bay Fair</b>	<b>Column 2 Walnut Creek</b>	<b>Column 1 -Column 2 Variance</b>
<b>Description:</b>			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Twin Side	
Ridership (FY19 Exits)	5,325	6,698	-1,374
<b>Amenities:</b>			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Station Agent Booths (staffed)	1	1	0
Platform Canopies	Yes	Yes	0
Brochure Bins	3	5	-2
Time Tables	6	5	+1
Route Maps	7	4	+3
Trash Receptacles	14	17	-3
Restrooms	2	2	0
Benches	30	18	+12
Bill to Bill Changer	1	1	0
Ticket Vending Machine	3	3	0
Clipper Vending Machine	3	2	+1
Add Fare Machine	3	5	-2
Courtesy Telephones	7	9	-2
Platform Elevators	1	4	-3
Platform Escalators	1	2	-1
Parking Spaces	1,658	1,271	+387
Bicycle Lockers (keyed and electronic)	28	96	-68
Bike Racks	52	156	-104
Bike Station	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	15	15	0

Analysis: Out of the 24 Transit Amenity categories documented above, there are 8 instances where the minority station (Bay Fair) has less amenities than the non-minority station (Walnut Creek). The most significant variance in favor of the non-minority station is in the number of Bike Racks; as noted above, bicycle parking facilities are allocated based on current and project demand, summarized in BART's Bike Program Capital Plan (2017).

<b>Station Pair Analysis #3</b>	<b>Column 1 Union City</b>	<b>Column 2 El Cerrito Plaza</b>	<b>Column 1 - Column 2 Variance</b>
<b>Description:</b>			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Twin Side	
Ridership (FY19 Exits)	4,725	4,802	-77
<b>Amenities:</b>			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	2	4	-2
Time Tables	10	8	+2
Route Maps	10	12	-2
Trash Receptacles	20	17	+3
Restrooms	2	2	0
Benches	50	25	+25
Bill to Bill Changer	1	1	0
Ticket Vending Machine	2	2	0
Clipper Vending Machine	2	2	0
Add Fare Machine	3	3	0
Courtesy Telephones	10	4	+6
Platform Elevators	4	2	+2
Platform Escalators	3	2	+1
Parking Spaces	951	742	+209
Bicycle Lockers (keyed and electronic)	84	112	-28
Bike Racks	69	94	-25
Bike Station	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	14	9	+5

Analysis: Out of the 24 Transit Amenity categories documented above, there are 4 instances where the minority station (Hayward) has less amenities than the non-minority station (El Cerrito Plaza). The variance in favor of the non-minority station is in the Bicycle Amenity categories. Here there are 28 additional Bicycle Lockers and 25 additional Rack and Storage Spaces at El Cerrito Plaza. However, Union City has 209 parking spaces. This net variance in favor of Bicycle Amenities at El Cerrito Plaza is explainable by the significantly higher bicycle mode access share at that station.

<b>Station Pair Analysis #4</b>	<b>Column 1 South Hayward</b>	<b>Column 2 Orinda</b>	<b>Column 1 - Column 2 Variance</b>
<b>Description:</b>			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Center	
Ridership (FY19 Exits)	2,950	2,989	-39
<b>Amenities:</b>			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	4	-3
Time Tables	8	6	+2
Route Maps	5	3	+2
Trash Receptacles	14	15	-1
Restrooms	2	2	0
Benches	6	19	-13
Bill to Bill Changer	1	1	0
Ticket Vending Machine	2	2	0
Clipper Vending Machine	2	2	0
Add Fare Machine	2	3	-1
Courtesy Telephones	6	9	-3
Platform Elevators	2	1	+1
Platform Escalators	2	1	+1
Parking Spaces	1,302	1,302	0
Bicycle Lockers (keyed and electronic)	44	36	+8
Bike Racks	86	86	0
Bike Station	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	9	4	+5

Analysis: Out of the 24 Transit Amenity categories documented above, there are 5 instances where the minority station (South Hayward) has less amenities than the non-minority station (Orinda). Amenities are relatively well balanced between the stations, with only a slight variance in favor of the non-minority station in Benches. Benches, in general, are constrained by station layout characteristics, as well as the size of the individual benches.

<b>Station Pair Analysis #5</b>	<b>Column 1 South San Francisco</b>	<b>Column 2 Lafayette</b>	<b>Column 1 – Column 2 Variance</b>
<b>Description:</b>			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY19 Exits)	3,403	3,510	-107
<b>Amenities:</b>			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	2	4	-2
Time Tables	8	8	0
Route Maps	5	8	-3
Trash Receptacles	5	15	-10
Restrooms	2	2	0
Benches	5	17	-12
Bill to Bill Changer	2	1	+1
Ticket Vending Machine	3	3	0
Clipper Vending Machine	2	2	0
Add Fare Machine	2	3	-1
Courtesy Telephones	0	9	-9
Platform Elevators	4	1	+3
Platform Escalators	2	1	+1
Parking Spaces	1,350	1,494	-144
Bicycle Lockers (keyed and electronic)	42	62	-20
Bike Racks	44	113	-69
Bike Station	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	9	1	+8

Analysis: Out of the 24 Transit Amenity categories documented above, there are 10 instances where the minority station (South San Francisco) has fewer amenities than the non-minority station (Lafayette). The most significant variance in favor of the non-minority station is in the Parking Spaces Category. Here the 144 additional Parking Spaces is the result of significantly more land available for parking at the Lafayette Station. The latter station is situated between the CalTrain right-of-way to the East and the El Camino Real to the West. In addition, South San Francisco Station relies more on public transit (four different SamTrans lines and multiple employer shuttles) and less on parking than Lafayette as a means of access.

<b>Station Pair Analysis #6</b>	<b>Column 1 Pittsburg/Bay Point</b>	<b>Column 2 Concord</b>	<b>Column 1 – Column 2 Variance</b>
<b>Description:</b>			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY19 Exits)	3,932	5,666	-1,734
<b>Amenities:</b>			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	4	4	0
Time Tables	5	4	+1
Route Maps	3	2	+1
Trash Receptacles	30	14	+16
Restrooms	2	2	0
Benches	44	25	+19
Bill to Bill Changer	3	1	+2
Ticket Vending Machine	3	4	-1
Clipper Vending Machine	2	3	-1
Add Fare Machine	4	3	+1
Courtesy Telephones	10	7	+3
Platform Elevators	2	3	-1
Platform Escalators	2	2	0
Parking Spaces	2,034	2,320	-286
Bicycle Lockers (keyed and electronic)	32	100	-68
Bike Racks	74	88	-14
Bike Station	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	8	30	-22

Analysis: Out of the 24 Transit Amenity categories documented above, there are 7 instances where the minority station (Pittsburg/Bay Point) has less amenities than the non-minority station (Concord). The most significant variance in favor of the non-minority station is in the Parking Spaces category. Here the 286 additional Parking Spaces are partially related to the fact that the Concord Station has more riders than the Pittsburg/Bay Point Station. The variance in bicycle facilities in favor of the Concord Station can be explained by the fact that the bicycle mode access share is greater at Concord than for the Pittsburg/Bay Point Station.

<b>Station Pair Analysis #7</b>	<b>Column 1 Colma</b>	<b>Column 2 North Berkeley</b>	<b>Column 1 - Column 2 Variance</b>
<b>Description:</b>			
Location Type	Urban Fringe	Urban Fringe	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY19 Exits)	4,231	4,274	-43
<b>Amenities:</b>			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	12	8	+4
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	0	+1
Time Tables	4	3	+1
Route Maps	4	5	-1
Trash Receptacles	8	9	-1
Restrooms	2	2	0
Benches	15	17	-2
Bill to Bill Changer	2	1	+1
Ticket Vending Machine	3	2	+1
Clipper Vending Machine	3	2	+1
Add Fare Machine	3	3	0
Courtesy Telephones	0	4	-4
Platform Elevators	6	1	+5
Platform Escalators	6	2	+4
Parking Spaces	1,422	756	+666
Bicycle Lockers (keyed and electronic)	31	96	-65
Bike Racks	72	230	-158
Bike Station	0	0	0
Bike Share Docks	0	27	-27
Bus Access Facilities (Bays)	11	1	+10

Analysis: Out of the 24 Transit Amenity categories documented above, there are only 7 instances where the minority station (Colma) has fewer amenities than the non-minority station (North Berkeley). The most significant variances in favor of the non-minority station are in the Bike Racks. Here the 65 additional Bicycle Locker and 158 Bike Racks can be attributed to the fact that the North Berkeley Station has a much higher than average system-wide mode access share for bicyclists. Colma Station, on the other hand, has a much higher than average mode access share for parking and public transit. The 11 Bus Bays at Colma reflect this higher reliance on public transit as an access mode.

<b>Station Pair Analysis #8</b>	<b>Column 1 12<sup>th</sup> St. Oakland City Center</b>	<b>Column 2 Downtown Berkeley</b>	<b>Column 1 – Column 2 Variance</b>
<b>Description:</b>			
Location Type	Urban	Urban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY19 Exits)	13,908	11,412	+2,496
<b>Amenities:</b>			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	16	8	+8
Station Agent Booths (staffed)	3	2	+1
Brochure Bins	6	5	+1
Time Tables	15	5	+10
Route Maps	17	2	+15
Trash Receptacles	9	12	-3
Restrooms	0	0	0
Benches	15	12	+3
Bill to Bill Changer	3	2	+1
Ticket Vending Machine	7	4	+3
Clipper Vending Machine	4	6	-2
Add Fare Machine	3	5	-2
Courtesy Telephones	15	10	+5
Platform Elevators	3	2	+1
Platform Escalators	17	3	14
Parking Spaces	-	-	-
Bicycle Lockers (keyed and electronic)	12	0	+12
Bike Racks	30	100	-70
Bike Station	0	339	-339
Bike Share Docks	35	0	+35
Bus Access Facilities (Bays)	0	0	0

Analysis: Out of the 23 Transit Amenity categories (these stations do not have parking as they are downtown/urban) documented above, there 5 instances where the minority station (12th Street/Oakland City Center) has less amenities than the non-minority station (Downtown Berkeley). The Downtown Berkeley station has significantly more Bicycle amenities, particularly Bike Racks and Bike Stations. Downtown Berkeley station has a much higher mode access share for Bicycles than the 12th Street/Oakland City Center Station.

BART Station Amenities Inventory

BART Line & Stations	Minority/Non-Minority	Platform Type	FY16 Weekday Average Exits	Station Agent Booths Staffed	Platform Canopies	Brochure Bins	Train Arrival Displays	Time Tables	Route Maps	Trash Receptacles	Restrooms (*Closed dueto Homeland Security)	Benches	Bill to Bill Changer (BBC)	Ticket Vending Mach (TVM)	Clipper Vending Machine (CVM)	Add Fare Machine (AFM)	Emergency Courtesy Phones	Platform Elevators	Platform Escalators	Parking Spaces	Bike Lockers (keyed and electronic)	Bike Rack/Bikeep	Bike Station	Bike Share Docks	Bus Access Facilities	
<b>Red/ Orange</b>																										
Richmond	Minority	center	4,135	1	Yes	3	9	4	6	18	2	20	1	2	2	2	4	8	2	768	34	52	0	0	9	
El Cerrito del Norte	Minority	side	8,049	1	Yes	4	8	4	3	15	2	5	1	2	2	5	3	4	2	2,058	44	63	0	0	16	
El Cerrito Plaza	Non-Minority	side	4,802	1	Yes	4	8	8	12	17	2	25	1	2	2	3	4	2	2	742	112	94	0	0	9	
North Berkeley	Non-Minority	center	4,274	1	Yes (Subway)		8	3	5	9	2	17	1	2	2	3	4	1	2	756	96	230	0	27	1	
Downtown Berkeley	Non-Minority	center	11,412	2	Yes (Subway)	5	8	5	2	12	2*	12	2	4	6	5	10	2	3	x	0	100	339	0	0	
Ashby	Non-Minority	center	4,984	1	Yes (Subway)	4	8	2	2	8	2	23	1	2	2	3	7	3	2	541	64	148	128	23	0	
<b>Red/ Orange/ Yellow</b>																										
MacArthur	Non-Minority	center	8,618	1	Yes		20	10	7	21	2	28	1	3	2	3	2	4	4	462	36	283	180	31	5	
19th Street/Oakland	Minority	center/side	13,165	3	Yes (Subway)	8	12	18	19	5	2*	13	2	6	4	3	11	2	13	x	8	136	130	35	0	
12th Street/Oakland	Minority	center/side	13,908	3	Yes (Subway)	6	16	15	17	9	2*	15	3	7	4	3	15	3	17	x	12	30	0	35	0	
<b>Green/ Orange/ Blue</b>																										
Lake Merritt	Minority	center	7,010	1	Yes (Subway)	6	8	5	7	14	2*	9	1	3	2	1	7	3	4	210	84	184	0	27	0	
Fruitvale	Minority	center	7,897	1	Yes	2	8	9	9	19	2	15	1	3	2	4	3	4	4	893	28	49	236	15	9	
Coliseum	Minority	center	6,354	1	Yes	2	8	4	4	28	2	12	2	6	3	2	11	2	4	854	16	63	0	0	0	
San Leandro	Minority	side	6,206	1	Yes	3	8	7	8	11	2	13	1	2	2	3	6	2	4	898	88	91	0	0	18	
Bay Fair	Minority	center	5,325	1	Yes	3	8	6	7	14	2	30	1	3	3	3	7	1	1	1,658	28	52	0	0	15	
Hayward	Minority	side	4,597	1	Yes	2	8	6	7	21	2	11	1	3	2	2	8	4	2	1,468	56	84	0	0	17	
South Hayward	Minority	side	2,950	1	Yes	1	8	8	5	14	2	6	1	2	2	2	6	2	2	1,302	44	86	0	0	9	
Union City	Minority	side	4,725	1	Yes	2	8	10	10	20	2	50	1	2	2	3	10	4	3	951	84	69	0	0	14	
Fremont	Minority	center	6,143	1	Yes	4	8	7	6	25	2	32	2	5	3	6	9	1	2	1,654	104	121	0	0	19	
Warm Springs/South Fremont			3,973	2		3	8	9	8	25	2	20	3	5	3	6	18	4	6	2,120	56	106	0	0	8	
<b>Yellow</b>																										
Antioch Station			2,896										2	0	3	2		0	0	1056	12	0	0	0	12	
Pittsburg Center Station			1,031										2	0	3	2		0	0	262					0	
Pittsburg/Bay Point	Minority	center	3,932	1	Yes	4	8	5	3	30	2	44	3	3	2	4	10	2	2	2,034	32	74	0	0	8	
North Concord/ Martinez	Non-Minority	center	2,064	1	Yes	4	8	6	2	23	2	22	1	2	2	3	10	1	2	1,978	32	74	0	0	15	
Concord	Non-Minority	center	5,666	1	Yes	4	8	4	2	14	2	25	1	4	3	3	7	3	2	2,320	100	88	0	0	30	
Pleasant Hill	Non-Minority	side	7,610	1	Yes	5	8	6	3	20	2	22	1	3	2	6	13	9	2	2,883	110	234	215	0	10	
Walnut Creek	Non-Minority	side	6,698	1	Yes	5	8	5	4	17	2	18	1	3	2	5	9	4	2	1,271	96	156	0	0	15	
Lafayette	Non-Minority	center	3,510	1	Yes	4	8	8	8	15	2	17	1	3	2	3	9	1	1	1,494	62	113	0	0	1	
Orinda	Non-Minority	center	2,989	1	Yes	4	8	6	3	15	2	19	1	2	2	3	9	1	1	1,302	36	86	0	0	4	
Rockridge	Non-Minority	center	5,536	1	Yes	4	8	6	4	10	2	15	1	2	2	2	9	1	3	886	72	160	0	25	0	
<b>Blue</b>																										
Castro Valley	Non-Minority	center	2,797	1	Yes	3	8	8	8	18	2	15	1	2	2	2	8	1	2	1,102	52	67	0	0	4	
West Dublin/ Pleasanton	Non-Minority	center	3,606	1	Yes	6	8	15	24	9	2	14	2	3	3	4	7	5	2	1,152	48	70	0	0	5	
Dublin/ Pleasanton	Non-Minority	center	8,142	1	Yes	8	8	8	10	20	2	6	2	5	3	8	8	5	3	3,080	92	212	0	0	17	
<b>Yellow/ Red/ Green/ Blue</b>																										
West Oakland	Minority	side	7,143	1	Yes		8	4	4	13	2	8	1	2	2	3	6	2	2	440	132	151	0	23	6	
Embarcadero	Non-Minority	center	48,569	2	Yes (Subway)	3	8	14	16	6	1*	4	2	12	5	4	6	2	10	x	0	0	130	27	0	
Montgomery	Minority	center	45,842	2	Yes (Subway)	3	8	9	13	10	2*	7	2	20	3	4	4	2	12	x	0	0	0	37	0	
Powell	Non-Minority	center	25,980	2	Yes (Subway)		8	11	14	5	2*	7	3	11	3	3	9	2	10	x	0	7	0	33	0	
Civic Center	Non-Minority	center	22,700	2	Yes (Subway)	3	14	11	16	9	2*	5	2	8	2	3	6	2	11	x	0	99	149	30	0	
16th Street Mission	Non-Minority	center	12,411	1	Yes (Subway)	5	8	4	8	6	2*	4	1	3	1	1	9	2	3	x	0	87	0	31	0	
24th Street Mission	Non-Minority	center	11,922	1	Yes (Subway)	4	8	6	9	8	2*	6	1	5	2	1	7	2	3	x	0	70	0	16	0	
Glen Park	Minority	center	7,123	1	Yes (Subway)	1	8	6	7	12	2	7	1	2	2	1		1	2	53	24	77	0	40	0	
Balboa Park	Minority	center	10,101	1	Yes (Subway)	1	8	4	7	7	2	7	2	4	3	3		1	3	x	12	95	0	19	0	
Daly City	Minority	center/side	9,299	1	Yes	1	12	11	6	32	2	37	2	6	5	5		6	4	1,995	20	35	0	0	15	
<b>Yellow/ Red</b>																										
Colma	Minority	center	4,231	1	Yes	1	12	4	4	8	2	15	2	3	3	3		6	6	1,422	31	72	0	0	11	
South San Francisco	Minority	center	3,403	1	Yes (Subway)	2	8	8	5	5	2	5	2	3	2	2		4	2	1,350	42	44	0	0	9	
San Bruno	Minority	center	3,669	1	Yes (Subway)	2	8	6	5	5	2	5	2	3	2	2		4	2	1,042	42	32	0	0	9	
SFO Airport	Non-Minority	center	5,950	2	Yes (Subway)	4	20	13	11	8	0	6	4	8	5	2		2	4	x	0	0	0	0	0	
Millbrae	Non-Minority	center	6,061	2	Yes	1	12	9	6	26	2	35	4	6	4	6		8	8	2,914	78	60	0	0	13	

Appendix 5:  
Language Assistance Plan (LAP)

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# **BART**

**San Francisco Bay Area Rapid Transit District**

## **Limited English Proficiency & Language Assistance Plan**

**Updated January 2020**



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## Acronyms and Abbreviations

ACS	American Community Survey
BART	Bay Area Rapid Transit District
CBO	Community-Based Organization
CDE	California Department of Education
District	San Francisco Bay Area Rapid Transit District
DOL	U.S. Department of Labor
FTA	Federal Transit Administration
LAP	Language Assistance Plan
LEP	Limited English Proficient
LWIA	Local Workforce Investment Area
TIC	Transit Information Center
USDOT	U.S. Department of Transportation

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## EXECUTIVE SUMMARY

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to their services and benefits for persons with limited English proficiency. Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand English. Otherwise, English-only services may be discriminatory on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.

The San Francisco Bay Area Rapid Transit (BART or the District) supports the goal of Section V of the U.S. Department of Transportation LEP Guidance (USDOT 2005) to provide meaningful access to its services by LEP persons. This Language Assistance Plan (LAP), which updates the LAP previously approved by the Federal Transit Administration (FTA) in January 2017, assesses language needs in the five-county<sup>1</sup> BART service area (Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara Counties).

### BART Self-Assessment

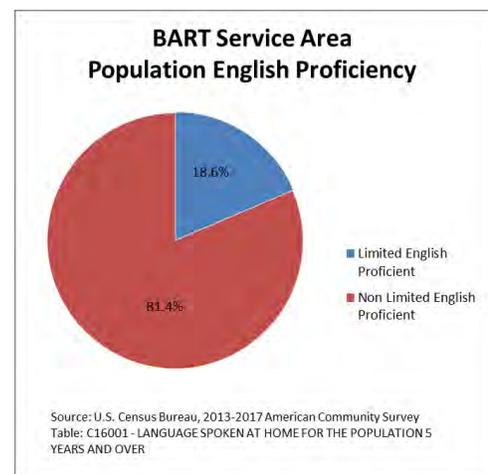
The USDOT LEP Guidance identifies four factors that recipients of federal funds, including BART, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons. The four-factor analysis involves the following:

- Identifying the number and proportion of LEP persons served or encountered in the eligible service population;
- Determining the frequency with which LEP individuals come into contact with BART’s programs, activities, and services;
- Gauging the importance to LEP persons of BART’s programs, activities, and services; and
- Assessing the current resources available and the costs to provide language assistance services.

This four-factor analysis identifies appropriate language assistance measures needed to improve access to the San Francisco Bay Area Rapid Transit District (BART or District) services and benefits for limited English proficient (LEP) persons.

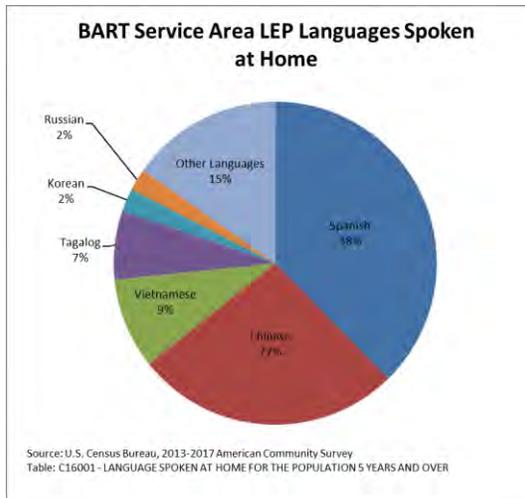
### Identification of LEP Individuals

For the first step of the four-factor needs assessment, the LEP population was defined as those persons 5 years of age and older who reported to the U.S. Census Bureau that they speak English less than “very well.” The total eligible population, as estimated by the U.S. Census Bureau’s 2013 to 2017 American Community Survey (ACS), for the five-county BART service area is 5,924,477. The LEP population was estimated at 1,101,847, or 18.6% of the eligible population. The primary languages spoken in the BART service area are Spanish and Chinese (Cantonese



---

<sup>1</sup> Note that since BART’s last LAP the service area has expanded to include Santa Clara County, in addition to the previous four-counties served.



and Mandarin)<sup>2</sup> and there are a total of 12 “safe harbor” languages with more than 1,000 estimated LEP persons.<sup>3</sup> The analysis shows that 47.4 % of LEP persons live within 1 mile of a BART line, which increases the likelihood that they will use BART’s services.

### Frequency of Contact by LEP Persons with BART Services

For the second step of the four-factor analysis, BART reviewed its Language Line Services requests for language assistance services, examined website page views, and reviewed its in-person LEP encounters. These reviews disclosed that BART personnel come into contact with LEP persons

frequently.

Station agents, customer information clerks, and other frontline staff reported that Spanish and Chinese were the most frequently encountered languages at BART stations, based on encounters reported on the BART Transportation and Station Intranet (and at BART’s telephone customer helpline, Transit Information Center).

### Importance to LEP Persons of BART’s Programs, Activities, and Services

The third step involved identifying critical services and using input from CBOs to identify ways to improve these services for LEP populations. BART engaged its Title VI/Environmental Justice and LEP advisory committees, who represent community-based organizations (CBOs) that serve minority, low-income, and LEP populations across a diverse spectrum of ethnicities residing in the Bay Area. Staff met with the Title VI/Environmental Justice Advisory Committee, who represent 8 CBOs, on August 5, 2019 and the LEP Advisory Committee, who represent 7 CBOs, on August 28, 2019.

The principal theme of access emerged from this effort. Access to public transportation continues to be a primary need of the LEP population. Anecdotally, LEP persons, who do not generally have private transportation, rely on public transportation for mobility to access employment, health and governmental services and recreational activities.

### Available Resources and Costs of Language Assistance Services

The final step in the four-factor LEP needs assessment was intended to weigh the demand for language assistance, including the needs identified in the third step of the factor analysis, with BART’s current and projected financial and personnel resources. BART is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP persons in accessing its services.

<sup>2</sup> In addition, the ACS estimates that 33.5% of the five-county BART service area population are foreign born. Data from 2013-2017 American Community Survey, foreign born: 2,104,954.

<sup>3</sup> Under USDOT Guidance, recipients seeking assurance that they comply with written translation requirements are directed to the federal “safe harbor” threshold. USDOT “safe harbor” guidance (USDOT 2005) says that BART may provide “written translation of vital documents for each eligible LEP language group that constitutes 5 % or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.” Note that since the last FTA update, there has been a change in language codes and how ACS aggregates language data to the most common languages for privacy concerns and small sample sizes.

BART continuously evaluates how to consolidate its language assistance measures to deliver the most cost-effective services. For example, in July 2016 the BART Board approved an Agreement with a contractor, Language Line Services, to provide all language assistance services for the District. Since costs were standardized through the sole contractor, the Agreement so far has allowed the District to save on expenses related to translation and interpretation. BART will continue to track and monitor expenditures and language assistance requests in accordance in order to better serve customers through targeted outreach and materials.

### Language Assistance Measures

BART is committed to full compliance with Title VI and its implementing regulations to provide meaningful access and reduce barriers to services and benefits for LEP persons. BART currently provides oral language assistance through its bilingual transit information representatives, Language Line Services for over the phone interpretation, and through BART's own dedicated language assistance line. The District's written language assistance includes the translation of vital documents posted on the BART website and at all stations, and the translation of meeting notices and surveys. For most public meetings, BART translates meeting notices and includes instructions for requesting translation services and/or meeting interpreters.

The District established the LEP Advisory Committee in 2011. BART is currently recruiting for additional members for 2020. In addition, the District is planning new language assistance services that include trainings, such as cultural sensitivity, for frontline personnel and bilingual staff. Trainings will be developed by BART staff and generally provided by Language Line Services, the District's primary language assistance contractor.

### Vital Documents Guidelines

As part of its commitment to ensuring that LEP persons receive reasonable access to language assistance, BART has established guidelines for the translation of "vital" written materials, or Vital Documents. These Vital Documents are either critical for obtaining services and/or benefits or are required by law. The District has established a three-tier system for identifying, prioritizing and translating Vital Documents.

Tier 1 documents are the most important documents, critical for safety, access to the BART transit service, and awareness of legal rights, including the right to language assistance. Tier 1 documents are the first translation priority for the District. Tier 2 documents enhance or facilitate the customer experience, such as information about promotional events. Based on language requests, the District will evaluate whether full translations are needed for Tier 2 documents. Tier 3 documents provide information so that all riders regardless of language ability can participate in long-term transportation decisions made at BART. Oftentimes these documents are long and technical. Translation of Tier 3 documents may be determined on a case-by-case basis; a translated, abbreviated summary document may be sufficient.

### Frequently Encountered Languages & Safe Harbor Languages

Based on the results of the updated four-factor analysis, Spanish and Chinese are the most frequently encountered languages at BART. Vital Documents will be translated into these languages, pursuant to BART's Vital Documents Guidelines. BART will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable, to be determined on a case-by-case basis with feedback from the LEP Advisory Committee and BART's desire for consistency throughout its currently planned system expansion. In addition to the frequently encountered languages, the four-factor analysis identified additional "safe harbor" languages for BART. Pursuant

to its Vital Documents Guidelines, BART has translated its Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, Vehicle Emergency & Safety Instructions (Car Card), and Notice of Language Assistance into the additional "safe harbor" languages.

USDOT "safe harbor" guidance (USDOT 2005) says that BART should provide "written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered."

#### [Plan Monitoring and Updating](#)

BART has established procedures to monitor the effectiveness of the LAP. These procedures reflect an ongoing process to solicit feedback from BART employees, LEP persons, the LEP Advisory Committee, and CBOs serving LEP populations. BART will continue to use a combination of qualitative and quantitative approaches to monitor whether the LAP effectively meets the needs of LEP persons.

#### [LEP Training](#)

The USDOT recommends LEP training for employees in public contact positions. BART has developed both an LEP training video and handbook for these employees. Interactive, in-person training is available for BART's station agents, operations supervisors, transit information clerks, customer service representatives, police personnel, survey takers and new hires. LEP training will be provided again at recertification training every two (2) years for train operators and operations foreworkers and every three (3) years for station agents.

## 1.0 INTRODUCTION

The San Francisco Bay Area Rapid Transit District (BART or the District) is a rapid transit system that travels through five counties in California: Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara Counties (see Figure 1). BART operates five service lines covering 122 miles, connecting 48 stations, and serving an average weekday ridership of over 400,000 passengers.

The District supports the goal of the U.S. Department of Transportation's (USDOT) limited English proficient (LEP) guidance to provide meaningful access to its services by LEP persons. The Federal Transit Administration (FTA) notes that transit agencies that provide language assistance to LEP persons in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from using the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options.

### 1.1 Authority and Guidance

Title VI of the Civil Rights Act of 1964, 42 United States Code 2000d, provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," issued on August 16, 2000, directs each federal agency to publish guidance for its respective recipients in order to assist with its obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Providing English-only services may constitute national origin discrimination in violation of Title VI and its implementing regulations.

The FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (2012), reiterates this requirement. Chapter III states that "FTA recipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient" (page III-6).

The FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (2007b) suggests that addressing the needs of LEP persons may also help increase and retain ridership. The USDOT LEP Guidance notes that effective implementation plans typically include the following five elements: (1) identifying LEP individuals who need language assistance, (2) providing language assistance measures, (3) training staff, (4) providing notice to LEP persons, and (5) monitoring and updating the plan.

BART's plan also complies with Federal Highway Administration (FHWA) guidelines for a Limited English Proficiency Plan. The FHWA "Title VI Implementation Plan Checklist"<sup>4</sup> asks, "Does the [Title VI] Plan explain how LEP populations are identified statewide and per project as well as how

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<sup>4</sup> <https://www.fhwa.dot.gov/civilrights/programs/docs/Title%20VI%20Implementation%20Plan%20Checklist.pdf>

the four-factor analysis is applied to each in determining what translations are appropriate?” A review of this current plan update shows that it is applicable and responsive to both the FHWA and FTA requirements.

## 1.2 BART Four-Factor Analysis

The USDOT LEP Guidance identifies four factors that recipients of federal funds, including BART, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four-factor analysis includes the following:

- Identifying the number and proportion of LEP persons served or encountered in the eligible service population;
- Determining the frequency with which LEP individuals come into contact with BART’s programs, activities, and services;
- Gauging the importance to LEP persons of BART’s programs, activities, and services; and
- Assessing the current resources available and the costs to provide language assistance services.

This document describes BART’s four-factor analysis and summarizes its LEP outreach efforts.



**BART Five (5) County Service Area**  
EGIS - Enterprise Geographic Information System

**FIGURE: 1**  
Date: 9/27/2019



## 2.0 FACTOR 1: LIMITED ENGLISH PROFICIENT POPULATION

The first step of the four-factor needs assessment analyzes the number and proportion of persons with limited English-speaking proficiency likely to be encountered within BART’s five-county<sup>5</sup> service area. The LEP population is those persons who reported to the Census Bureau that they speak English “less than very well.”

The five-county BART service area, shown in Figure 1, includes Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara Counties. Within this area, the most recent census data from the American Community Survey (ACS) estimate that 1,101,847 or 18.6% of the population age 5 years and older is LEP. The ACS data shows approximately 12 languages with 1,000 or more LEP persons, the threshold for a “safe harbor” language.

### 2.1 Evaluation Methods and Data Sources

Service providers should consider languages spoken by the populations within their service areas to determine whether language barriers exist. In accordance with the FTA’s policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their specific language characteristics. Determining the presence of LEP populations in the BART service area was completed through an analysis of several data sources, including:

- U.S. Census Bureau, Census 2010
- U.S. Census Bureau, 2013 to 2017 ACS 5-Year Sample
- California Department of Education (CDE), English Learner Data

There are 918 census tracts in the service area. The San Francisco Airport (SFO) census tract has no population, which results in 917 tracts with population.

#### Census 2010

Census 2010 does not provide language proficiency data as it is a short form with ten questions about “resident population,” “race,” and “housing occupancy status.” As a result, the Census Bureau’s American Community Survey (ACS), 2013-2017, is a more useful data source for identifying LEP persons.

#### American Community Survey (ACS) U.S. Census Bureau (2013-2017)

The ACS is a continuous nationwide survey of addresses conducted monthly by the U.S. Census Bureau and is the most geographically-detailed available dataset. It is intended to measure changing socioeconomic characteristics and conditions on a recurring basis. It provides census tract level data on the regional distribution of specific languages. As mentioned above, Census 2010 does not provide the necessary language data, so the sample data, historically collected on the “long form” in the census, is now collected throughout the decade in the ACS. 5-year samples are used to produce comparable estimates to the 2000 Census long form. It is important to note that the ACS does not provide official counts of the population between each decennial census, but instead provides weighted population estimates. This report follows the FTA Handbook to use the ACS data to provide an estimate of the number and distribution of LEP persons.

In addition, since the last Triennial update, there was a change in language codes and how ACS aggregates language data to the most common languages for privacy concerns and small sample sizes. The data has been changed to reflect the most commonly spoken languages in the United States. For a detailed explanation of the changes, see Appendix A. Fewer languages are now captured for the “safe harbor”

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<sup>5</sup> Note that BART’s last Language Assistance Plan only covered four counties and an additional county, Santa Clara, has been added for this LAP.

language requirement. To be as inclusive as possible, and since BART’s Title VI notices and complaint forms have already been translated in 21 languages, we will continue to keep these current translations up and available on our website at [www.bart.gov/titlevi](http://www.bart.gov/titlevi). These 21 languages include the languages in the updated ACS languages. Should ACS decide to change how they breakdown languages to identify more languages, BART will update accordingly.

**California Department of Education English Learners Data**

FTA also recommends using public school enrollment data from the CDE to identify LEP populations and the types of languages spoken in the BART service area. The data provides information on the language spoken at home by students who are classified as English learners. English learners receive special services from the school districts to improve language proficiency and meet education requirements. This category includes both primary and secondary school students ranging from kindergarten to high school. While this dataset will not identify the number of people above the school age range that speak a language other than English, it can be helpful in determining concentrations of the population speaking a similar language.

There are 93 primary, secondary, and unified school districts within the BART service area.

**2.2 LEP Population Identification**

**American Community Survey 2013-2017 (ACS 2013-2017)**

For this Factor 1 LEP analysis, the ACS 2013-2017 5-year sample was used to determine English proficiency by population, language category, and county, to determine linguistic isolation and primary languages spoken at home, and to identify the geographic distribution of these languages.

FTA describes LEP persons as having a limited ability to read, write, speak, or understand English. For this LEP analysis, LEP is defined as those members of the population age 5 years and older who reported that they speak English less than “very well” – meaning “well”, “not well”, or “not at all”. The total population age 5 years and older was estimated to be 5,924,477. The LEP population was estimated at 1,101,847, or 18.6% of this eligible population. Table 1 shows English proficiency by county for the BART service area. San Francisco and Santa Clara counties have higher percentage LEP populations than the service area.

**Table 1 ACS 2013-2017 English Proficiency, by County**

County	Total Population Ages 5 and Over	Speaks English			Percentage Less than Very Well
		Only	Very Well	Less than Very Well	
Alameda	1,531,853	849,252	400,659	281,942	18.4%
Contra Costa	1,058,105	690,049	218,432	149,624	14.1%
San Francisco	825,057	464,061	190,955	170,041	20.6%
San Mateo	718,121	386,107	202,785	129,229	18.0%
Santa Clara	1,791,341	851,966	568,364	371,011	20.7%
<b>Service Area</b>	<b>5,924,477</b>	<b>3,241,435</b>	<b>1,581,195</b>	<b>1,101,847</b>	<b>18.6%</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16001 - LANGUAGE SPOKEN AT HOME, POPULATION 5 YEARS AND OVER

The ACS 2013-2017 data, based on a sample of the population, include the number of persons ages 5 and older who self-identified their ability to speak English as “very well,” “well,” “not well,” and “not at all.” Table 2 displays the data on English language proficiency for the five-county BART service area by the

linguistic categories identified by the U.S. Census Bureau, which include Spanish, Indo-European, Asian or Pacific Islander, and All Other Languages.

**Table 2 Service Area English Proficiency, by Language Category**

English Proficiency (Ability to Speak English)	Spanish		Indo-European		Asian or Pacific Islander		All Other Languages	
	Population	Percentage of Total Population	Population	Percentage of Total Population	Population	Percentage of Total Population	Population	Percentage of Total Population
"Very Well"	580,570	58.3%	332,097	75.8%	616,396	52.5%	52,132	69.9%
<b>Limited English Proficient</b>								
"Well"	192,021	19.3%	70,362	16.1%	296,354	25.2%	14,244	19.1%
"Not Well"	162,455	16.3%	28,370	6.5%	187,477	16.0%	6,166	8.3%
"Not At All"	60,472	6.1%	7,551	1.7%	74,299	6.3%	2,076	2.8%
<b>LEP Subtotal</b>	<b>414,948</b>	<b>41.7%</b>	<b>106,283</b>	<b>24.2%</b>	<b>558,130</b>	<b>47.5%</b>	<b>22,486</b>	<b>30.1%</b>
<b>Total</b>	<b>995,518</b>	<b>100.0%</b>	<b>438,380</b>	<b>100.0%</b>	<b>1,174,526</b>	<b>100.0%</b>	<b>74,618</b>	<b>100.0%</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: B16004 - LANGUAGE SPOKEN AT HOME, ABILITY TO SPEAK ENGLISH, POPULATION 5 YEARS AND OVER

When considered exclusively for persons 18 years and above, the data in Table 3 suggest that approximately 20.7% of the adult population residing in the BART service area (approximately 1,028,668 persons in total) spoke English “well,” “not well,” or “not at all” in 2013-2017.

**Table 3 Limited English Proficient, Speaks English Less than Very Well, by Language Category, 18 Years and Above**

	Spanish	Indo-European	Asian and Pacific Islander	All Other Languages	Total 18 Years and Above LEP Population
<b>Alameda</b>	97,643	27,819	127,734	7,954	261,150
<b>Contra Costa</b>	74,987	17,438	41,987	3,352	137,764
<b>San Francisco</b>	32,693	11,665	116,677	1,776	162,811
<b>San Mateo</b>	55,632	10,496	53,231	1,846	121,205
<b>Santa Clara</b>	118,542	32,535	189,220	5,441	345,738
<b>Service Area</b>	379,497	99,953	528,849	20,369	1,028,668
<b>Total Population Ages 5 and Over</b>	<b>4,970,50</b>				<b>20.7%</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: B16004 - LANGUAGE SPOKEN AT HOME, ABILITY TO SPEAK ENGLISH, POPULATION 5 YEARS AND OVER

Additionally, the ACS 2013-2017 data provide information on linguistically isolated households. “A linguistically isolated household is one in which no member 14 years old and over (1) speaks only English and (2) speaks a non-English language and speaks English less than “very well.” In other words, all

members 14 years old and over have at least some difficulty with English.” In total, the ACS 2013-2017 data identified 2,209,686 households in the five-county BART service area. The entire membership of a linguistically isolated household would be considered LEP. Table 4 details data for linguistically and non-linguistically isolated households.

**Table 4 Linguistically Isolated Households, by Language Category**

Category	Spanish		Indo-European		Asian or Pacific Islander		All Other Languages	
	Households	Percentage of Total Households	Households	Percentage of Total Households	Households	Percentage of Total Households	Households	Percentage of Total Households
<b>Linguistically Isolated</b>	63,847	2.9%	23,005	1.0%	122,886	5.6%	4,973	0.2%
<b>Not Linguistically Isolated</b>	264,111	12.0%	176,902	8.0%	334,671	15.1%	26,369	1.2%
<b>Total</b>	<b>327,958</b>	<b>14.8%</b>	<b>199,907</b>	<b>9.0%</b>	<b>457,557</b>	<b>20.7%</b>	<b>31,342</b>	<b>1.4%</b>
<b>Total Households</b>	<b>2,209,686</b>							

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16002 - HOUSEHOLD LANGUAGE BY LIMITED ENGLISH SPEAKING STATUS"VERY WELL"

Table 5 shows the top five non-English languages spoken in the BART service area in 2013-2017 among the total population ages 5 years and older (includes both LEP and non-LEP populations). Although respondents to ACS 2013-2017 identified a variety of languages spoken within the BART service area, Spanish, Chinese, Tagalog, Vietnamese, and Russian/Polish/other Slavic languages were the primary languages.

**Table 5 Primary Languages Spoken in the BART Service Area, ACS 2013-2017**

Language	Population Speaking Non-English Language	Margin of Error	Percentage of Total Population
<b>Spanish</b>	995,518	± 12742	16.8%
<b>Chinese (incl. Mandarin, Cantonese)</b>	530,711	± 13171	9.0%
<b>Tagalog (incl. Filipino)</b>	217,634	± 11056	3.7%
<b>Vietnamese</b>	167,419	± 7905	2.8%
<b>Russian, Polish, or other Slavic languages</b>	65,296	± 6011	1.1%
<b>All Other Languages</b>	706,464	± 44513	11.9%
<b>Total Speaking Non-English Languages</b>	<b>2,683,042</b>	<b>± 95398</b>	<b>45.3%</b>
<b>Total Population</b>	<b>5,924,477</b>		

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16001 - LANGUAGE SPOKEN AT HOME, POPULATION 5 YEARS AND OVER

Figure 2 identifies LEP census tracts where the proportion of the population speaking English less than “very well” is greater than or equal to the service area average. 47.4% of the LEP population lives in a census tract within 1 mile of a BART line. A Spanish language map is provided in the following section. The study team did not prepare maps showing “Indo-European” and “Asian or Pacific Islander” due to the large number of languages within these broad categories and geographic distribution would be inconclusive.

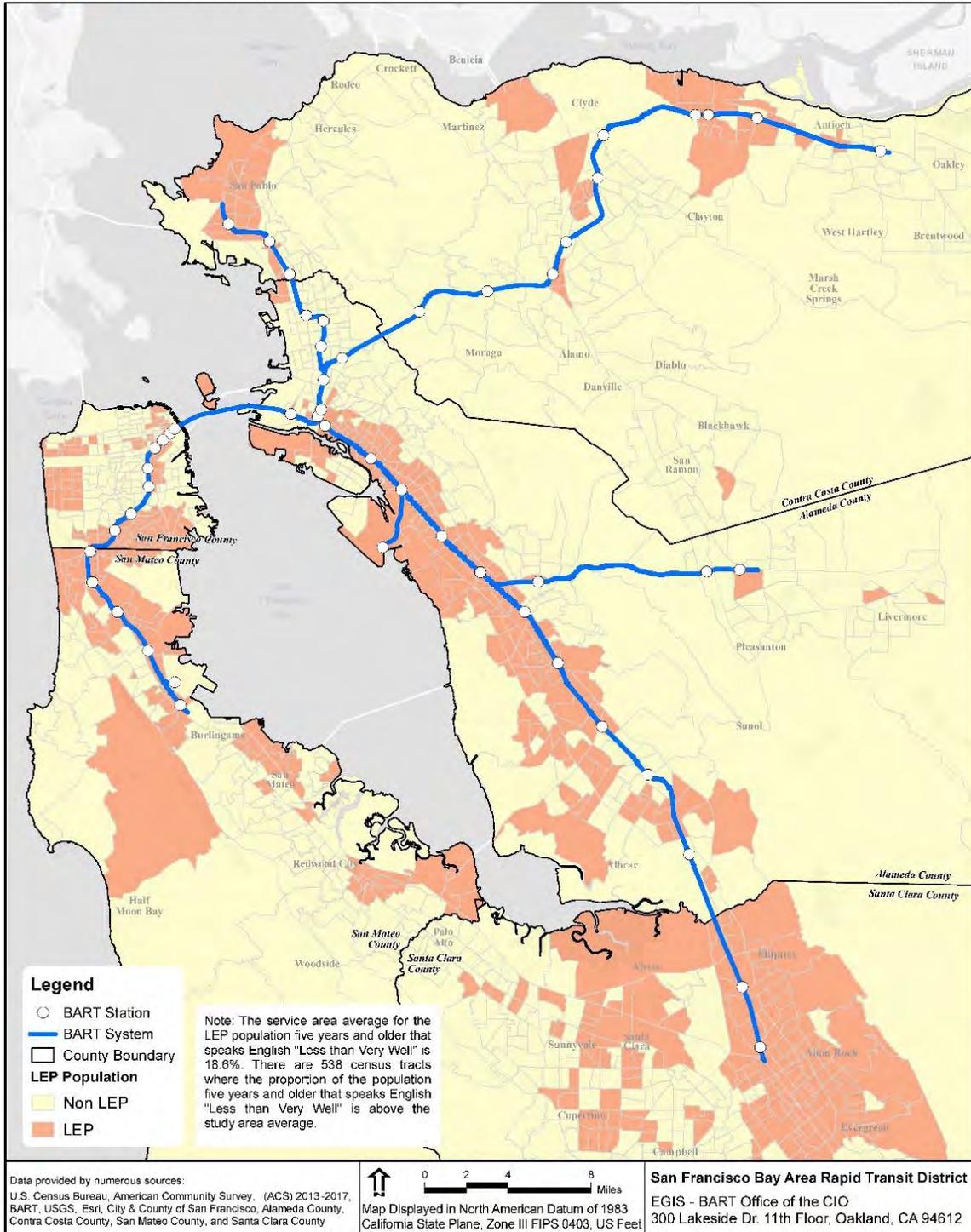


# LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

EGIS - Enterprise Geographic Information System

## FIGURE: 2

Date: 9/27/2019



USDOT “safe harbor” guidance (USDOT 2005) says that BART should provide “written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.” As mentioned previously, in 2016 ACS aggregated their languages (see Section 2.1 for more detailed explanation). The consolidation of certain languages has limited staff’s ability to apply the USDOT “safe harbor” guidance the way it has in the past to determine the “safe harbor” languages (from 21 identifiable languages to approximately 12 languages within 9 languages groups). Table 6(a) below shows the new breakdown of approximately 12 languages with more than 1,000 estimated LEP persons.

**Table 6 (a) ACS 2013-2017 Languages Spoken by LEP Persons Age 5 and Older**

<b>Languages Spoken at Home</b>	<b>LEP Population Estimates</b>	<b>Margin of Error</b>	<b>Percentage of Total Population</b>
<b>Spanish</b>	414,948	± 10860	7.00%
<b>Chinese (incl. Mandarin, Cantonese)</b>	293,301	± 9615	4.95%
<b>Vietnamese</b>	100,120	± 5232	1.69%
<b>Tagalog (incl. Filipino)</b>	75,999	± 5823	1.28%
<b>Korean</b>	25,211	± 3143	0.43%
<b>Russian, Polish, or other Slavic languages</b>	24,268	± 3148	0.41%
<b>Arabic</b>	9,328	± 2308	0.16%
<b>French, Haitian, or Cajun</b>	4,503	± 1129	0.08%
<b>German or other West Germanic languages</b>	2,927	± 833	0.05%
<b>Other</b>	151,242	± 13330	2.55%
<b>Total LEP Population</b>	<b>1,101,847</b>	<b>± 55421</b>	<b>18.60%</b>
<b>Total Service Area</b>	<b>5,924,477</b>		

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16001 - LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

Table 6(b) below shows the ACS 2010-2014 languages spoken. This table is from the last LAP (included in the January 1, 2014-December 31, 2016 FTA update). It is more inclusive than Table 6(a) and, accordingly, BART will continue to keep its Title VI notices, complaint form, and brochures translated into these 21 languages on its BART.gov/titlevi website and consider this more inclusive list of languages when translating other vital documents. It's important to note that the top 5 languages in both tables are the same.

**Table 6 (b) ACS 2010-2014 Languages Spoken by LEP Persons Age 5 and Older**

<b>Languages Spoken at Home</b>	<b>LEP Population Estimates</b>	<b>Margin of Error</b>	<b>Percentage of Total Population</b>
<b>Spanish</b>	291,838	± 9,205	40.53%
<b>Chinese</b>	207,472	± 6,055	28.81%
<b>Tagalog</b>	53,721	± 4,414	7.46%
<b>Vietnamese</b>	27,547	± 3,137	3.83%
<b>Korean</b>	16,721	± 2,544	2.32%
<b>Russian</b>	13,393	± 1,886	1.86%
<b>Persian</b>	9,644	± 1,777	1.34%
<b>Japanese</b>	9,354	± 1,604	1.30%
<b>Arabic</b>	8,195	± 1,880	1.14%
<b>Hindi</b>	7,547	± 1,481	1.05%
<b>Portuguese</b>	4,517	± 1,183	0.63%
<b>French</b>	3,693	± 1,165	0.51%
<b>Thai</b>	3,157	± 1,011	0.44%
<b>Cambodian</b>	2,809	± 1,050	0.39%
<b>Italian</b>	2,735	± 822	0.38%
<b>Gujarati</b>	2,230	± 786	0.31%
<b>Laotian</b>	1,924	± 810	0.27%
<b>German</b>	1,837	± 598	0.26%
<b>Urdu</b>	1,785	± 747	0.25%
<b>Serbo-Croatian</b>	1,242	± 642	0.17%
<b>Armenian</b>	1,100	± 571	0.15%
<b>Greek</b>	876	± 388	0.12%
<b>Polish</b>	709	± 364	0.10%
<b>Hungarian</b>	552	± 370	0.08%
<b>Hebrew</b>	414	± 288	0.06%
<b>Scandinavian</b>	373	± 315	0.05%
<b>Hmong</b>	336	± 321	0.05%
<b>Yiddish</b>	46	± 120	0.01%
<b>Navajo</b>	20	± 93	0.00%
<b>Other</b>	44,275	± 10,317	6.15%
<b>Total</b>	<b>720,062</b>	<b>± 29,574</b>	<b>18.17%</b>

Source: U.S. Census Bureau, 2010-2014 American Community Survey  
 Table: B16004 - LANGUAGE SPOKEN AT HOME, ABILITY TO SPEAK ENGLISH, POPULATION 5 YEARS AND OVER

Table 7 shows the geographic distribution of the LEP population by county within the BART service area for the top six languages spoken at home.

**Table 7 ACS LEP Population, by County**

	Spanish	Chinese	Vietnamese	Tagalog	Korean	Russian	Other	LEP Population	Total Population Ages 5 and Over
<b>Alameda</b>	107,952	78,116	14,949	18,789	6,999	3,174	51,963	281,942	1,531,853
	7.0%	5.1%	1.0%	1.2%	0.5%	0.2%	3.4%	18.4%	100.0%
<b>Contra Costa</b>	83,084	18,031	4,316	11,075	3,361	3,746	26,011	149,624	1,058,105
	7.9%	1.7%	0.4%	1.0%	0.3%	0.4%	2.5%	14.1%	100.0%
<b>San Francisco</b>	34,760	96,338	6,049	8,989	2,958	6,593	14,354	170,041	825,057
	4.2%	11.7%	0.7%	1.1%	0.4%	0.8%	1.7%	20.6%	100.0%
<b>San Mateo</b>	60,453	28,367	1,346	15,944	1,647	3,618	17,854	129,229	718,121
	8.4%	4.0%	0.2%	2.2%	0.2%	0.5%	2.5%	18.0%	100.0%
<b>Santa Clara</b>	128,699	72,449	73,460	21,202	10,246	7,137	57,818	371,011	1,791,341
	7.2%	4.0%	4.1%	1.2%	0.6%	0.4%	3.2%	20.7%	100.0%
<b>BART Service Area</b>	414,948	293,301	100,120	75,999	25,211	24,268	168,000	1,101,847	5,924,477
	7.0%	5.0%	1.7%	1.3%	0.4%	0.4%	2.8%	18.6%	100.0%

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16001 - LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

Shown in Figure 3 below, more than 41.7% of the Spanish language speaking population is LEP in the five-county BART service area. Figure 3 shows the census tracts where the proportion of the LEP Spanish speaking population is greater than or equal to the 41.7% of the Spanish language average. It highlights that this LEP population is clustered primarily around the BART system, underscoring the importance of BART’s services as an important means of increasing mobility.

As shown in Figures 5 and 8, Vietnamese and Russian are similarly concentrated near to the BART lines. While census tracts along the BART lines have higher than average populations of Korean and Tagalog, Figures 6 and 7, these populations also have large concentrations in more rural areas who may be less dependent on public transit for their general mobility needs.

### Discussion

As shown in Tables 6(a) and 6(b), the top six languages spoken by LEP persons age 5 and older in the BART service area are: Spanish, Chinese (Cantonese and Mandarin), Tagalog, Vietnamese, Korean, and Russian. These top six languages are consistent between the four-factor analysis performed in 2016 using 2010 Census data and 2010-2014 ACS data. While BART generally provides language assistance services in its top two frequently encountered languages, Spanish and Chinese, taglines are usually provided on translated documents in the additional languages and any other languages as identified by the population and as necessary to the project. For example, when doing outreach at the Silicon Valley/Berryessa Project, an underserved population not generally

included in our language measures was Hindi, and accordingly language assistance measures such as translation into Hindi documents was provided.

The following maps show BART's top languages: Spanish, Chinese (Cantonese and Mandarin), Tagalog, Vietnamese, Korean, and Russian.

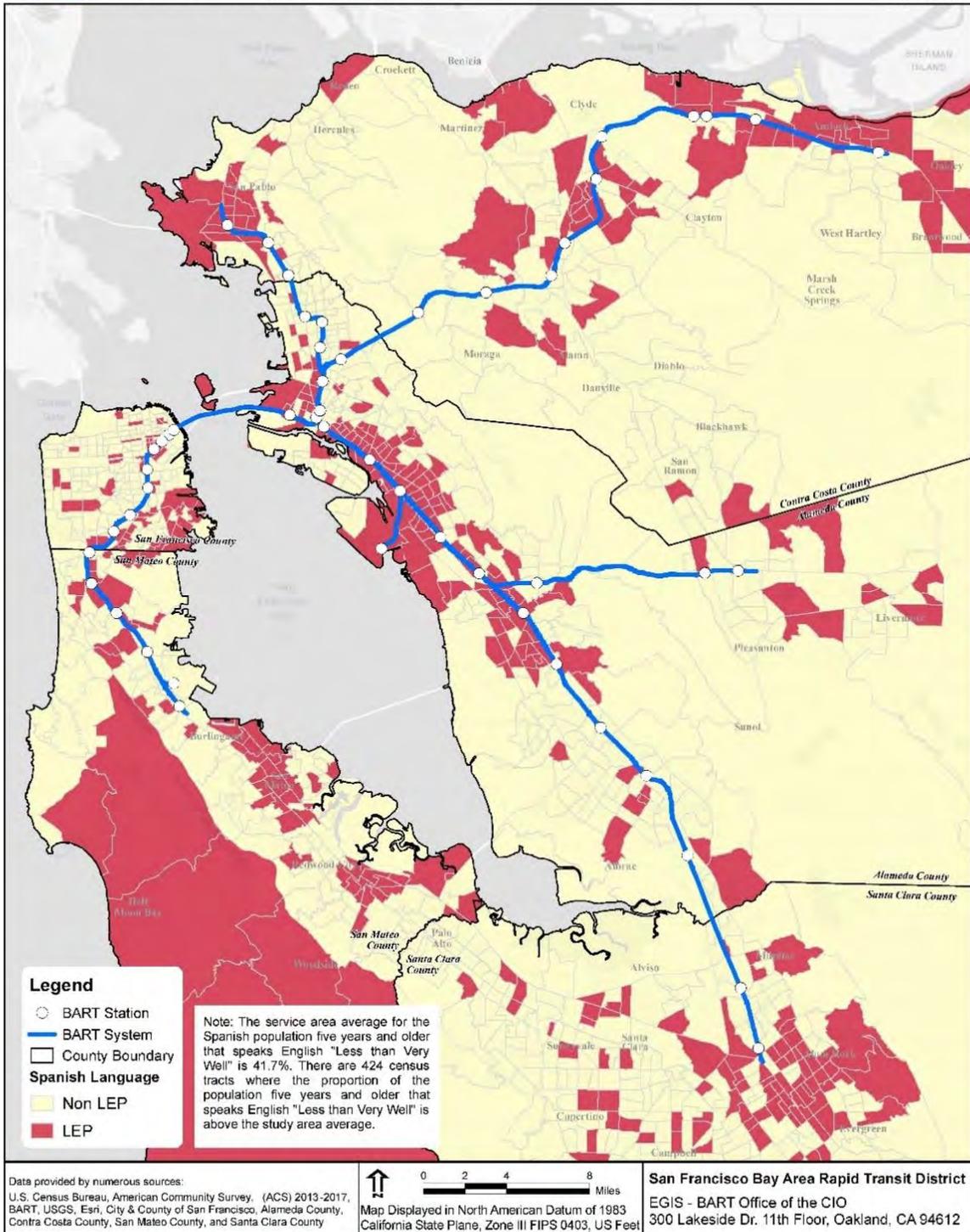


# SPANISH LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

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### FIGURE: 3

Date: 9/27/2019



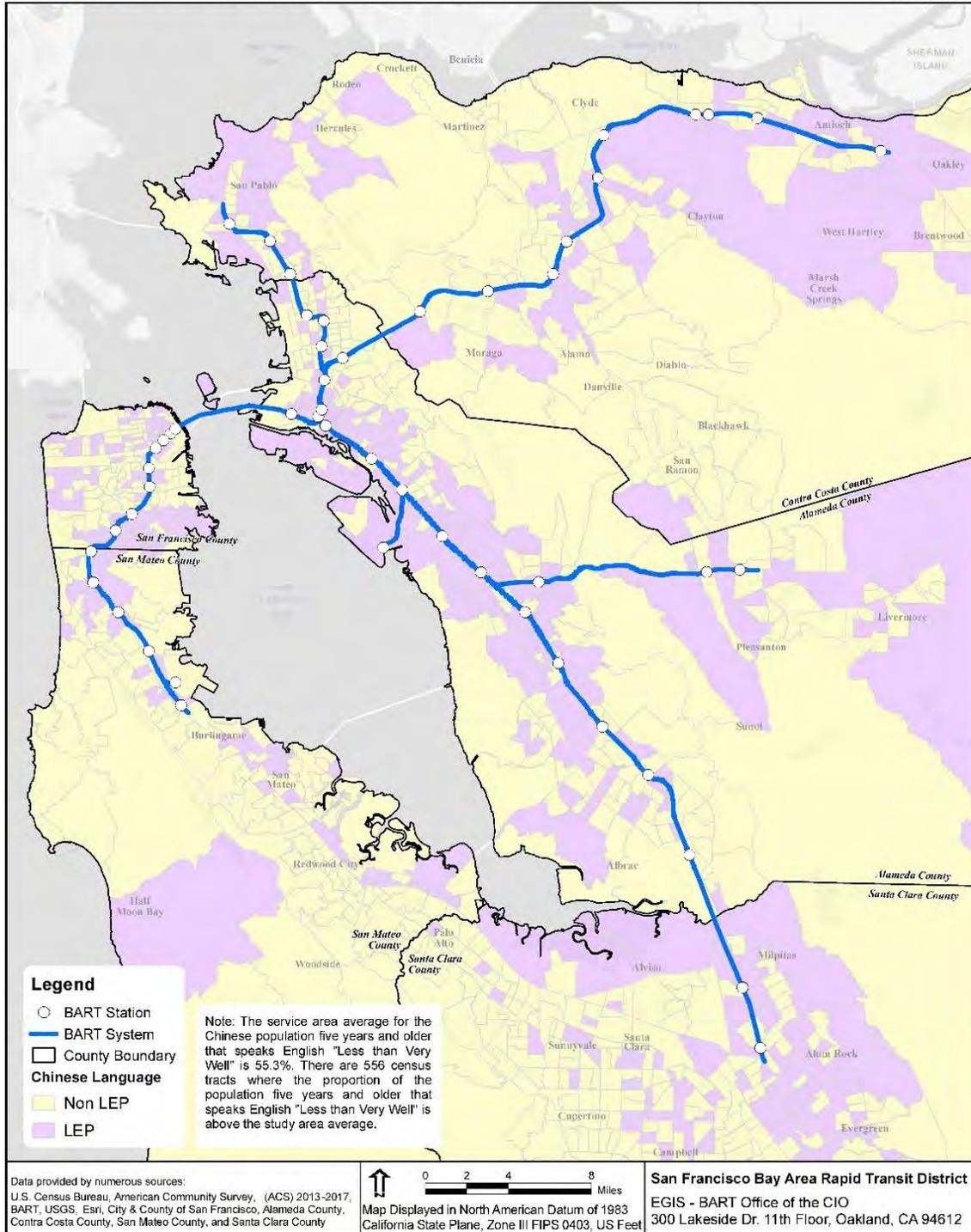


# CHINESE LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

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### FIGURE: 4

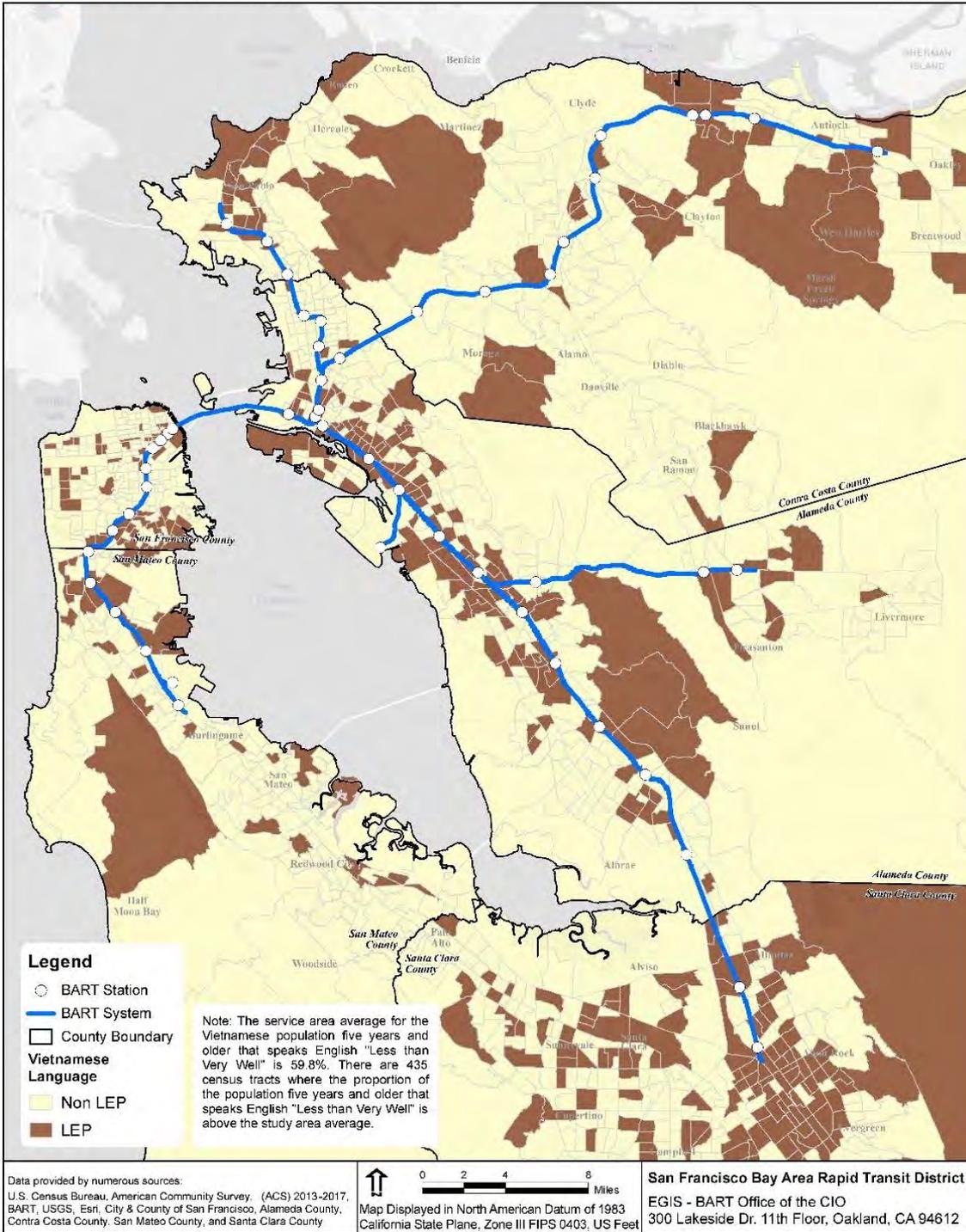
Date: 9/27/2019





**VIETNAMESE LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS**  
EGIS - Enterprise Geographic Information System

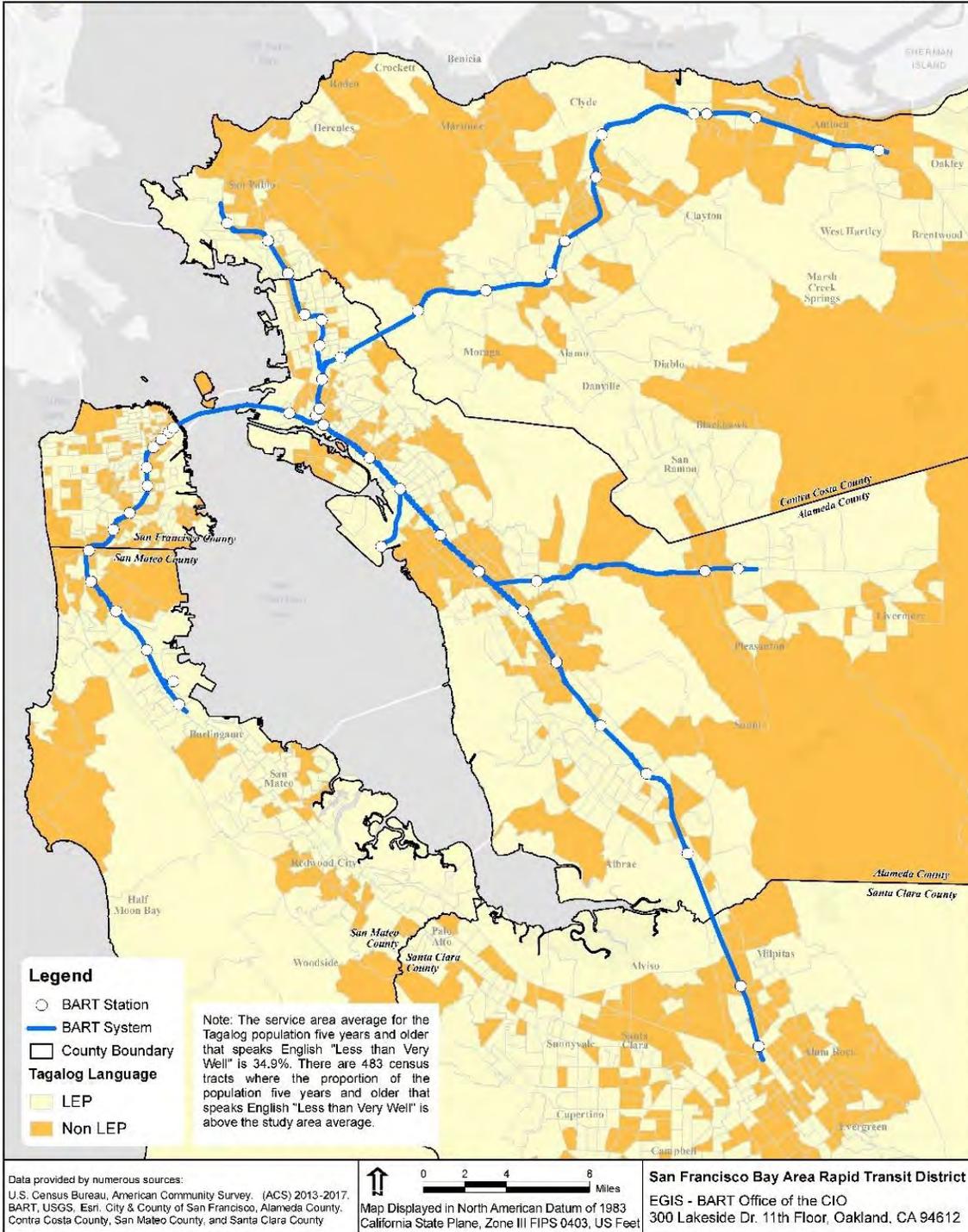
**FIGURE: 5**  
Date: 9/27/2019





**TAGALOG LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS**  
EGIS - Enterprise Geographic Information System

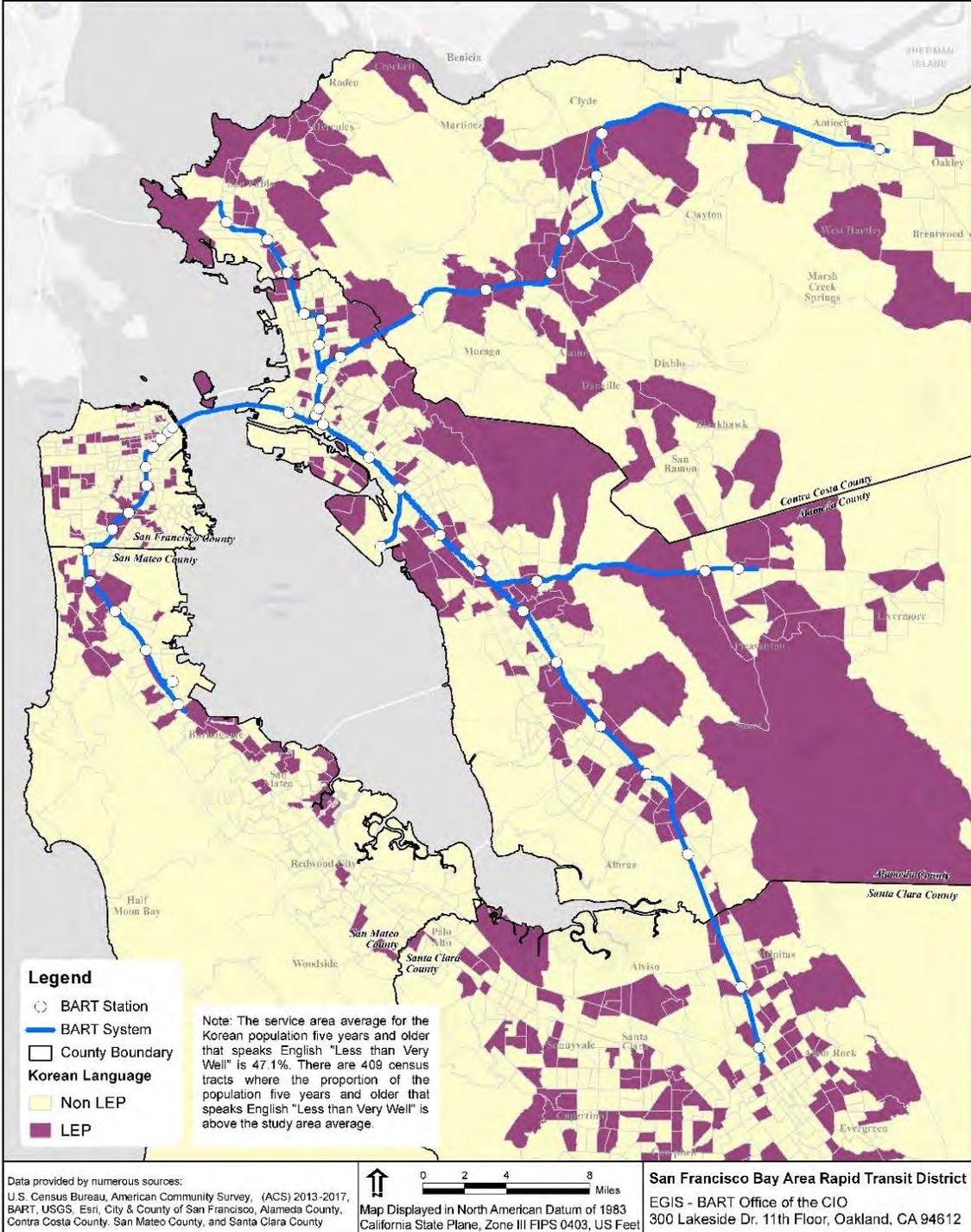
**FIGURE: 6**  
Date: 9/27/2019





**KOREAN LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS**  
EGIS - Enterprise Geographic Information System

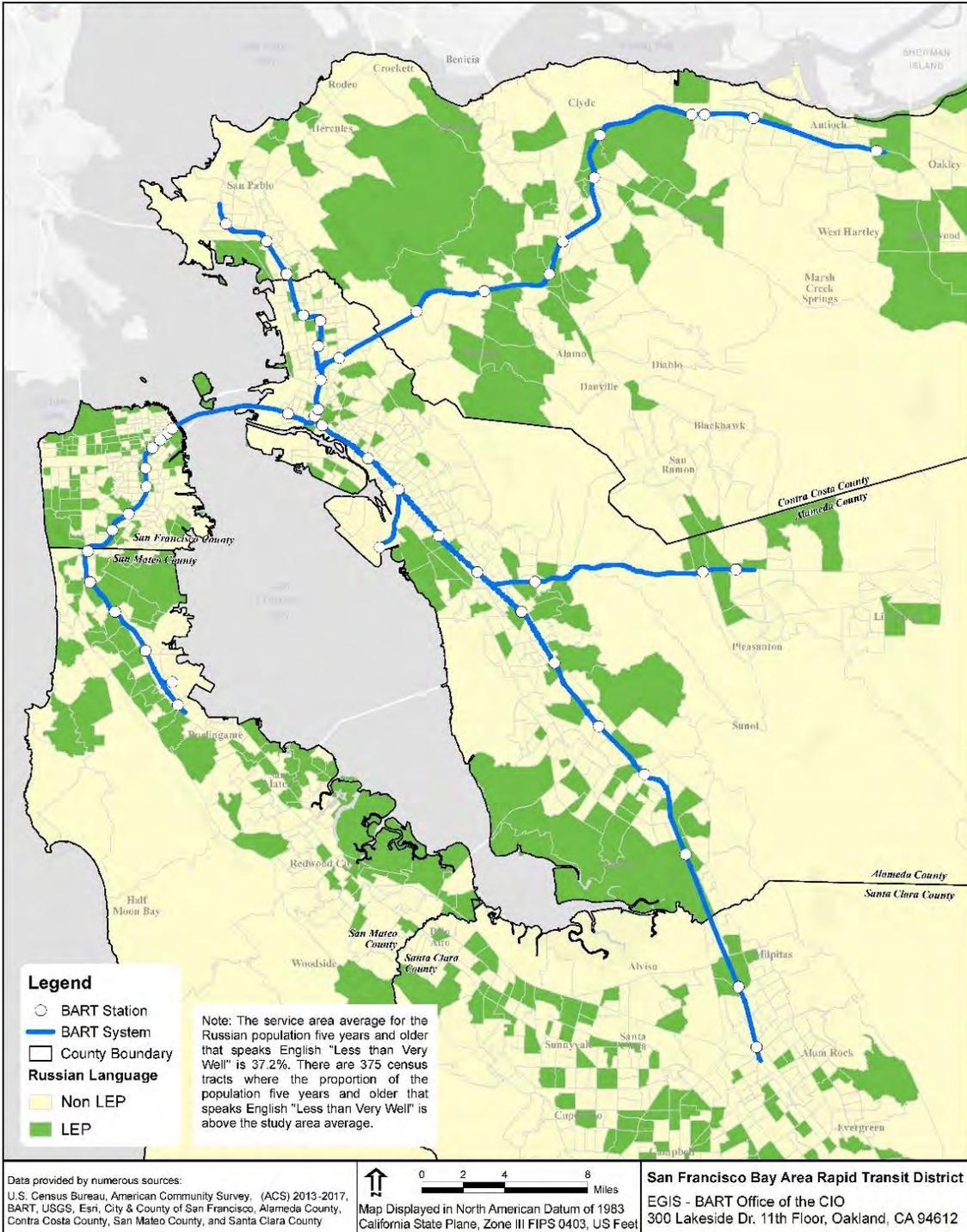
**FIGURE: 7**  
Date: 9/27/2019





**RUSSIAN LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS**  
EGIS - Enterprise Geographic Information System

**FIGURE: 8**  
Date: 9/27/2019



## California Department of Education

In addition to considering the 2013-2017 ACS, the Factor 1 analysis considered language data from the California Department of Education (CDE) English Learners Database. The database is another tool for identifying potential LEP populations based on recent public-school enrollment data.

This data includes statistics on the language spoken at home by students who are “English Learners.” The data includes information on primary and secondary school students ranging from kindergarten to high school. It is assumed that if children are identified as speaking a language other than English and are considered “English Learners,” their parents or adult guardians are likely to speak the same language at home. While this dataset will not identify the number of people above the school age range that speak a language other than English, it can be helpful in determining concentrations of the population speaking a similar language.

CDE reported a 2018-2019 enrollment of 828,662 students within the 93 primary, secondary, and unified school districts in the five-county BART service area. Table 8 shows the breakdown for 20 languages that are spoken by more than 500 English learners. The CDE language data reported 64 separate languages spoken by students in the service area.

**Table 8 English Learners, by Language Spoken at Home**

Language	English Learners	Percentage of Total Enrollment
Spanish	108,794	13.1%
Vietnamese	8,330	1.0%
Cantonese	8,036	1.0%
Mandarin (Putonghua)	6,685	0.8%
Filipino (Pilipino or Tagalog)	5,017	0.6%
Arabic	3,749	0.5%
Japanese	1,831	0.2%
Hindi	1,805	0.2%
Russian	1,728	0.2%
Korean	1,721	0.2%
Punjabi	1,718	0.2%
Telugu	1,699	0.2%
Farsi (Persian)	1,524	0.2%
Portuguese	1,161	0.1%
Tamil	1,015	0.1%
Urdu	752	0.1%
Hebrew	603	0.1%
French	580	0.1%
Pashto	514	0.1%
Tongan	504	0.1%
Other Languages	11,916	1.4%
<b>Total ELL Population</b>	<b>170,104</b>	
<b>Total Enrollment</b>	<b>828,662</b>	

Source: 2018-2019 Number of English Learners by Language, California Department of Education DataQuest  
2018-2019 English Learners by Language and Grade, California Department of Education DataQuest

Table 9 shows the distribution of English learners by county, based on CDE’s data. This analysis provides a second point of reference on the overall geographic distribution of languages within the BART service area. For this analysis, enrollments of primary schools were grouped and combined by secondary school district.

**Table 9 English Learners, by County**

	<b>Total Enrollment</b>	<b>English Learners</b>	<b>Percentage of English Learners</b>
<b>Alameda</b>	228,125	45,423	19.9%
<b>Contra Costa</b>	177,940	28,982	16.3%
<b>San Francisco</b>	61,139	17,088	27.9%
<b>San Mateo</b>	94,234	20,227	21.5%
<b>Santa Clara</b>	267,224	58,384	21.8%
<b>Service Area</b>	828,662	170,104	20.5%

Source: 2018-2019 Number of English Learners by Language, California Department of Education DataQuest  
2018-2019 English Learners by Language and Grade, California Department of Education DataQuest

### Discussion

The CDE data provides a similar picture of the mosaic of languages spoken within the BART service area shown by the 2013-2017 ACS data (Table 6), with some slight differences. These results are consistent with the ACS findings when Chinese languages are combined. Spanish is by far the most prevalent language, then Chinese (including Cantonese and Mandarin), and then Vietnamese. While the BART five-county service area still has Tagalog, Korean, and Russian ranked as the next 3 languages after Spanish, Chinese, and Vietnamese, in the list of languages with more than 500 English learners (Table 8), Korean and Russian are different in ranking compared to the ACS data set.

### 2.3 Summary

This Factor 1 analysis used two sources of data recommended by FTA to describe the LEP population within the five-county BART service area. These sources are the 2013-2017 ACS 5-year sample and the CDE 2018-2019 data. The descriptions of these data sources above include tabular material showing the languages spoken at home by LEP persons as well as graphics showing the geographic distribution of languages.

These sources reflect both the evolution of the population over the past decade as well as differences in data collection methods. The ACS data are estimates based on data gathered from a sample of the population (approximately 1 in 40 households) rather than the full population, which invariably may undercount the actual number of people who speak English less than very well. ACS estimates are published with their margins of error at the 90% confidence level. Similarly, the CDE data does not count household size, so does not provide a count of the total LEP population in the service area.

### 3.0 FACTOR 2: FREQUENCY OF CONTACT WITH LEP PERSONS

Through its analysis of available census and school district data, the Factor 1 analysis identifies significant LEP populations within the five-county BART service area. The second step of the four-factor LEP needs assessment is an evaluation of the current frequency of contact between LEP individuals and BART programs, activities, and services. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (USDOT 2005) advises that:

*Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.*

*Additionally, in applying this standard, recipients should consider whether appropriate outreach to LEP persons could increase the frequency of contact with LEP language groups.*

Following this guidance, BART reviewed its encounters with LEP individuals and requests for language assistance service through the Transportation and Station Intranet System and Language Line Services, reviewed the number of translated website page views, and reviewed its 2018 on-board Customer Satisfaction Survey. From these reviews, BART determined that its frontline personnel are in frequent contact with LEP persons.

The language groups with the highest frequency varied depending on the data source. At the Transit Information Center (TIC), Spanish and Chinese (including Cantonese and Mandarin), were most frequently reported. Japanese speakers have a high frequency of contact with the BART website, likely because of the large number of tourists from this country.

For purposes of estimating the frequency of contact with LEP individuals, BART has reviewed the relevant programs and services and has collected and analyzed data from the following sources:

- Transportation and Station Intranet System
- Transit Information Center
- Language Line Services
- BART’s website page views
- BART’s 2018 Customer Satisfaction Survey
- BART’s 2015 Station Profile study

#### [LEP Contacts through the Transportation and Station Intranet](#)

In July 2010, BART implemented the LEP Language Specific Counter to track contact with LEP persons. Frontline BART personnel – police officers, community service officers, station agents, operations supervisors, and operations foreworkers – access this counter through the Transportation and Station or TSIWeb intranet system (TSI). Personnel are required to complete the LEP Language Specific Counter after assisting each LEP customer. From January 2017 through September 2019, 10,341 contacts with non-English and limited-English speaking individuals were documented through TSI.

Table 10 provides a summary of the contacts recorded by BART personnel from January 1, 2017 to September 30, 2019. Spanish and Chinese are the language groups most frequently encountered by frontline staff.

**Table 10 LEP Encounters through the Transportation and Station Intranet  
January 1, 2017 – September 30, 2019**

Language	LEP Encounters
Spanish	6161
Chinese*	3673
French	47
Hindi	42
Portuguese	34
Korean	33
Tagalog	30
Punjabi	26
Tongan	24
Japanese	21
Bengali	21
Vietnamese	20
Italian	20
German	19
Other Languages**	170
<b>Total</b>	<b>10,341</b>

Source: BART Transportation and Station Intranet January 1, 2017 – September 30, 2019  
 \*Chinese languages the following dialects: Cantonese, Mandarin, and other Chinese dialects  
 \*\*Includes 54 additional languages

**Calls to the Transit Information Center**

The Transit Information Center (TIC) is staffed between 8:00 am and 6:00pm Monday through Friday. It employs 8 transit information representatives and 1 supervisor who speak the following languages: English (8) and Spanish (1). From January 1, 2017 to September 30, 2019, the TIC documented 993 encounters with non-English and limited-English speaking individuals. LEP individuals who call the TIC have direct access to the Spanish speaking transit representative. For other languages, LEP individuals can be connected to the Language Line Services.

Table 11 shows calls received from LEP contacts into the TIC. Spanish is the most frequently encountered language.

**Table 11 BART LEP Contacts  
January 1, 2017 to September 30, 2019**

Language	LEP Encounters
Spanish	978
Chinese*	12
Russian	1
Tagalog	1
Korean	1
<b>Total</b>	<b>993</b>

Source: BART Transit Information Center, Transportation and Station Intranet  
 January 1, 2017 – September 30, 2019

\*Chinese languages the following dialects: Cantonese, Mandarin, other Chinese dialects

### LEP Contacts through the Language Line Service

BART contracts with Language Line Services to assist frontline staff in providing accurate and complete interpretation to LEP customers. Language Line Services provides over-the-phone telephone interpretation services in over 170 languages twenty-four hours a day, seven days a week. From January 1, 2017 to September 30, 2019, Language Line Solutions received 1,175 calls from non-English and limited-English speaking individuals.

Table 12 shows the information assistance provided in multiple languages through Language Line Services. Again, Chinese and Spanish are the top two most frequently encountered language groups.

**Table 12**      **Calls to Language Line Services**  
**January 1, 2017 – September 30, 2019**

<b>Language</b>	<b>LEP Encounters</b>
<b>Spanish</b>	572
<b>Chinese*</b>	409
<b>Vietnamese</b>	25
<b>Russian</b>	21
<b>Korean</b>	18
<b>Japanese</b>	18
<b>French</b>	16
<b>Arabic</b>	13
<b>Mongolian</b>	10
<b>Italian</b>	10
<b>Other Languages**</b>	63
<b>Total</b>	<b>1175</b>

Source: Language Line Services January 1, 2017 - September 30, 2019

\*Chinese includes Cantonese, Mandarin and other Chinese dialects.

\*\*Includes 20 additional languages

### BART Website

The BART website provides basic BART transit information (e.g., service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities) in seven languages: French, German, Italian, Japanese, Korean, Chinese, and Spanish. Table 13 shows the page views of the translated pages on BART's website from 2017-2019. However, these page views do not reflect all translations of the bart.gov website. Customers frequently translate other pages of the site using third-party services, such as Microsoft Translator and Google Translate.

Table 13 shows that 29% of the translations were for Japanese pages, 17.3% for Chinese pages, 15.7% for French pages and 15.6% for Spanish pages. The high numbers for Japanese, French, and German translation requests are not proportional to the size of these language groups relative to the Chinese and Spanish speaking groups in the BART service area. These higher numbers could be attributable to tourist language groups, since BART serves international airports with a high percentage of tourist-riders. According to the San Francisco Convention and Visitors Bureau (2017), the top 5 international markets for Bay Area travel are Mexico, China, the United Kingdom, Canada, and Germany.<sup>6</sup>

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<sup>6</sup> <https://www.sftravel.com/sites/sftraveldev.prod.acquia-sites.com/files/San%20Francisco%20Fact%20Sheet%202017.pdf>

**Table 13 BART Website Translated Page View Summary**

Language	Number of Page Views	Percentage of Page Views
Japanese	76,797	29%
Chinese	45,814	17.3%
French	41,408	15.7%
Spanish	41,155	15.6%
German	33,322	12.6%
Italian	19,102	7.2%
Korean	6,948	2.6%
<b>Total Translated Page Views per Year</b>	<b>264,546</b>	

Source: BART, January 1, 2017 - September 29, 2019

The basic BART transit information pages includes airport and transit connections used by visitors to the San Francisco Bay Area. BART has not collected statistics for standalone files such as the ‘pdf’ brochures in Spanish and Chinese at [www.bart.gov/guide/brochures.aspx](http://www.bart.gov/guide/brochures.aspx).

**BART Customer Satisfaction Survey**

This on-board survey is conducted every 2 years to track customer satisfaction and is available in Spanish and Chinese, in addition to English. In 2018, a total of 5,197 completed questionnaires were collected, including 52 in Spanish and 45 in Chinese.

The 2018 questionnaire included questions regarding English proficiency. As outlined in Table, 41% of respondents speak a language other than English at home – 73% report that they speak English very well, and approximately 24% report they speak English “Well,” “Not Well,” or “Not at all.” (The remaining 4% did not answer the question regarding English proficiency.)

**Table 14 English Language Proficiency**

Speak only English at home	57%
Speak another language at home	41%
<i>Speak English “very well”</i>	73%
<i>Speak English “well”</i>	18%
<i>Speak English “not well”</i>	5%
<i>Speak English “not at all”</i>	<1%
<i>Don’t know/No answer</i>	4%
<b>No response re: language spoken at home</b>	<b>2%</b>

Source: BART 2018 Customer Satisfaction Study

**BART 2015 Station Profile Study**

In 2015, BART administered its largest customer survey, the Station Profile Study, of nearly 44,000 weekday customers to assess station access modes, origin and destination locations, and demographics. Table 15 shows an estimate of LEP riders using the BART system produced using 2013-2017 ACS data in combination with select percentages from the BART 2015 Station Profile Study, 2018 Customer Satisfaction Survey, and Fiscal Year 2019 (FY19) average weekday ridership. For each of the five counties in the BART service area, the total population and LEP population were obtained from the ACS 2013-2017 database. Next, the number of home-based BART riders originating from each of the five counties was estimated using BART’s internal data.

An estimate of potential LEP encounters in each county was created by applying a little more than half the percentage (53%) of the LEP population in that county, based on 2013-2017 ACS data, to the FY19 BART ridership originating from that county. Based on this analysis, it is estimated that on an average weekday about 9% of BART’s total riders are LEP.

**Table 15 Estimated LEP Ridership, by County**

County	Total Population Ages 5 and Over	Speak English Less than Very Well	Percentage LEP	FY 2019 Avg. Weekday Home-Based Riders <sup>a</sup>	Percentage LEP Riders <sup>b</sup>	LEP Riders
Alameda	1,531,853	281,942	18.4%	86,417	10%	8,453
Contra Costa	1,058,105	149,624	14.1%	41,392	8%	3,111
San Francisco	825,057	170,041	20.6%	27,366	11%	2,997
San Mateo	718,121	129,229	18.0%	21,528	10%	2,059
Santa Clara	1,791,341	371,011	20.7%	4,947	11%	545
<b>Total</b>	<b>5,924,477</b>	<b>1,101,847</b>	<b>18.6%</b>	<b>181,650</b>	<b>9%</b>	<b>17,165</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey

Table: C16001 - LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

<sup>a</sup> Assumes 45.8% of weekday trips originate from home, based on 2015 Station Profile Survey (weekdays). Percentages by county based on 2018 Customer Satisfaction Survey (weekdays).

<sup>b</sup> LEP population rides subway/rail at about half (53%) of the rate of general population per 2013-2017 ACS data.

### 2019 Employee Survey

In August 2019, BART conducted a Districtwide online and paper survey of its staff, including frontline staff, station agents, police personnel, transit information representatives and administrative staff to determine the frequency of contact with LEP persons, as well as the language spoken by the LEP groups. A copy of the survey is included in Appendix C.

Based on the 162 responses received online (151) and in paper (11), about 6% of the respondents answered that they encountered a customer seeking assistance who was unable to communicate well in English “many times a day.” About 7% reported encounters a “few times a day.”<sup>7</sup> Employee respondents identified Spanish (49%) and Chinese, including Cantonese, Mandarin, and other Chinese dialects, (42%) as the most commonly encountered languages used by LEP customers.<sup>8</sup> Tables 16-18 show a breakdown of the employee survey results.

**Table 16 Question 3: How often do you typically encounter customers seeking language assistance (persons unable to communicate well in English)?**

	Total	Percentage
Rarely or never	38	23%
Less than once a month	25	15%
A few times a month	23	14%
A few times a month	17	10%
A few times a day	12	7%
Many times a day	10	6%
<b>Total Responded</b>	<b>129</b>	<b>75%</b>
<b>Total Skipped</b>	<b>33</b>	<b>25%</b>
<b>Total Surveyed</b>	<b>162</b>	<b>100%</b>

Source: BART 2019 Employee Survey

<sup>7</sup> It’s important to note that 30% of respondents responded that they “rarely or never” interact with BART customers.

<sup>8</sup> Percentage may not add up to 100% because participants can select multiple options.

**Table 17 Question 8: Based on your contact with BART Limited English Proficient (LEP) customers, which of the following languages are most commonly encountered? Select all that apply.**

	<b>Total</b>	<b>Percentage</b>
<b>Spanish</b>	80	69%
<b>Chinese-Cantonese</b>	58	42%
<b>Chinese-Mandarin</b>	53	54%
<b>Tagalog</b>	9	16%
<b>Vietnamese</b>	10	15%
<b>Korean</b>	5	11%
<b>Not Applicable</b>	36	7%
<b>Other Language</b>	16	6%
<b>Total Responded</b>	102	63%
<b>Total Skipped</b>	60	37%
<b>Total Surveyed</b>	162	100%

Source: BART 2019 Employee Survey

**Table 18 Question 6: In general, describe your experience(s) communicating with Limited English Proficient (LEP) customers?**

	<b>Total</b>	<b>Percentage</b>
<b>Very difficult</b>	6	4%
<b>Somewhat difficult</b>	44	27%
<b>Somewhat easy</b>	33	20%
<b>Very easy</b>	7	4%
<b>Not applicable – I don't encounter these customers</b>	5	3%
<b>Total Responded</b>	1016	62%
<b>Total Skipped</b>	61	38%
<b>Total Surveyed</b>	162	100%

Source: BART 2019 Employee Survey

#### Assessment of BART Outreach Efforts

BART shows its consideration for LEP populations by providing the numerous outreach efforts outlined above. BART also has conducted additional efforts to reach frequently encountered LEP populations. For example, when conducting Title VI outreach, BART always translates surveys into its 2 most frequently encountered languages, Spanish and Chinese, with additional taglines for other languages to ensure that we are capturing input from these populations. To ensure our language assistance measures are effective and meet the needs of LEP persons, BART also relies on its LEP Advisory Committee for input. For example, prior to the BART to Antioch Stations' revenue service beginning, input was gathered from the LEP Advisory Committee on appropriate signage for LEP persons who needed assistance at the stations, since stations agents would not be present at the stations. BART has continued to follow up with the LEP Advisory Committee, as some members live in that area, to ensure that the signage is still effective.

## Conclusion

The Factor 2 analysis showed that there is frequent contact between LEP individuals and BART personnel. Language Line Services calls, Transit Information Center website page views, and the employee TSI LEP encounter data all show a frequent use by LEP persons of BART programs.

## 4.0 IMPORTANCE OF BART SERVICES TO LEP PERSONS

The third step in the four-factor LEP needs assessment is an evaluation of the importance of BART services to persons with limited English proficiency. The first component of the Factor 3 analysis was to identify critical services. Next, input received from community organizations and focus groups was used to identify ways to improve these services for LEP populations. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (USDOT 2005) advises that:

*The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual . . . providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.*

Pursuant to this guidance, the assessment of the importance of BART’s activities, programs, or services to LEP persons relies on input directly solicited from LEP communities.

### 4.1 Critical Services

Public transit is a key means of mobility for LEP persons. Nationally, according to Census 2010 data, more than 11% of LEP persons 16 years or older use public transit as the primary means of transportation to work. In contrast, about 4% of English-speaking persons use public transit for their journeys to work, illustrating that BART’s services are critical to LEP persons.

BART currently offers language assistance services at its stations and through its TIC and website. The TIC provides direct access to a Spanish speaking transit information representative for BART riders and Language Line Services translations for an additional 170 languages.

The BART website provides basic BART transit information (e.g., service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities) in seven languages: Korean, Chinese, Spanish, French, German, Italian, and Japanese. BART’s Basics Guide, Fare & Schedule, and Safety Guide are in print and PDF format in English, Spanish, and Chinese at BART stations and are available in English, Spanish, Chinese, Korean, and Vietnamese on the BART website.

BART additionally rolled out a free official BART mobile app in November 2018. Note that the app is not a replacement for the BART website, which is still the recommended go-to for

comprehensive BART information. However, the app offers convenient services for BART riders, such as end-to-end trip planning, real-time departures with data straight from BART, service advisories, and the ability to save favorite trips and stations. The most exclusive feature to the BART app (that isn't available on any other third-party app) is BART's new Trip Planner offering end-to-end multi-modal trip itineraries. It allows BART riders, public transit users, and those who walk, bike or drive to our stations to plug in their starting point and destination to get the most transit-friendly and fastest route. The new Trip Planner includes 31 transit operators and provides interactive, personalized itineraries using the many modes of transportation and transit the Bay Area offers. The app is currently available in Spanish and Chinese.

## 4.2 Community-Based Organization Surveys

### Community-Based Organization Surveys

Staff met with BART's Title VI/Environmental Justice Advisory Committee on August 5, 2019 and the LEP Advisory Committee on August 28, 2019 to better understand how to increase access to the BART system by LEP persons. The Title VI/Environmental Justice Advisory Committee represents 8 CBOs and the LEP Advisory Committee represents 7 CBOs (see Appendix B for a list of CBOs represented on the Advisory Committees).

An LEP questionnaire was provided to all members. The questionnaire asked a series of recommended questions from the FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (FTA 2007b). A copy of the survey is in Appendix D.

The Advisory Committee members' CBOs typically deal with populations living in the immediate vicinity of their offices, but they also serve greater Bay Area populations. The size of populations served by CBOs respondents' range from 100 to over 40,000 persons. Most CBOs also reported that in the past 5 years there has been an increase in size of populations served. The CBOs indicated that they serve populations speaking a broad range of languages, including Spanish, Chinese, Vietnamese, Korean, Arabic, and Tagalog.

Committee members indicated that their service population rely on public transportation to access employment, school, medical appointments and for recreation, and expect efficient and reliable service.

According to the Advisory Committee members, the expressed needs of LEP populations regarding language assistance include the following:

- **Access to public transportation:** LEP persons typically rely on public transportation for mobility to access employment, health and governmental services and recreational activities.
- **Affordable public transportation:** Families are moving further away from the city center, and rely on BART and buses. Long commute and wait times are a concern because of people living farther away from the core.
- **Safety and security:** Safety and security should be prioritized.
- **Repair of Elevators:** Senior LEP populations have expressed concerns about difficulty accessing BART when elevators are inoperable.

## **5.0 AVAILABLE RESOURCES AND COST OF LANGUAGE ASSISTANCE SERVICES**

The last step in the four-factor LEP needs assessment is intended to weigh the demand for language assistance with BART's current and projected financial and personnel resources. The first component of the Factor 4 analysis was to identify current language assistance measures and associated costs. The next step was to determine what additional services may be needed to provide meaningful access. The USDOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (USDOT 2005) advises that:

*A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, 'reasonable steps' may cease to be reasonable where the costs imposed substantially exceed the benefits.*

*Large entities and those entities serving a significant number or proportion of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance. Such recipients may find it useful to be able to articulate, through documentation or in some other reasonable manner, their process for determining that language services would be limited based on resources or costs.*

BART is committed to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available. While BART currently does not break down all cost expenditures related to providing language assistance, these expenditures are continuously monitored as part of this LAP. BART also actively evaluates how to consolidate its language assistance measures to deliver the most cost-effective services.

### **5.1 Current Measures and Costs**

Costs incurred by BART for the language assistance measures currently being provided to implement these Factor 4 goals include:

- Staff costs attributable to Title VI compliance, including language assistance measures.
- Premium paid for bilingual employees.
- Third-party contract/agreement for translation and interpreters.

### **5.2 Cost-Effective Practices**

BART will continue to evaluate ways to improve the cost-effectiveness and the quality of its language services. Additional strategies for saving costs or improving quality may include developing internal and external language services.

Strategies for consolidating the District's language assistance measures to achieve efficiencies may include:

- Continue the one-stop LEP information center for BART employees.
- Exploring opportunities to train bilingual staff to act as interpreters and translators.
- Sharing information with transit and other public agencies to pool translation resources and standardize common documents.
- Using a sole language assistance vendor to keep costs low and quality high. Working with one company ensures consistency of translations and service (see section 5.3 below).

### **5.3 Funding Availability**

BART monitors and tracks all language assistance requests and costs. To date, there has not been an incident where BART has had to limit its language assistance measures. BART has been able to fund essential language assistance measures to ensure that LEP persons receive the services that are needed. For example, interpreters are consistently provided when there are service impacts which may also impact LEP riders. While these costs can be substantial, through these efforts, BART ensures that our riders have equitable access to our transit system.

### **5.4 Projected Costs**

BART is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP persons in accessing its services. As mentioned previously, the BART Board approved an Agreement with a contractor in July 2016 to provide all language assistance services for the District. Since costs were standardized through the sole contractor, the Agreement so far has allowed the District to save on expenses related to translation and interpretation. Since all the proposers went through a rigorous qualifications process, the District was also able to maintain and ensure quality of translation and interpretation services while receiving cost-savings on language assistance measures. BART will continue to monitor and track all language assistance requests and costs.

## 6.0 LANGUAGE ASSISTANCE MEASURES

BART is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency.

### 6.1 Current Language Assistance Measures

As discussed earlier in this LAP, BART currently provides both oral and written language assistance. Oral language assistance includes a Spanish bilingual transit information representative that staffs the TIC. Language Line Services provide interpreters for 170 languages over the telephone. This service is available at each of the 48 stations in the District's system, the Transit Information Center, and BART's Administrative Office. BART also provides interpreters at public meetings and outreach events as necessary. Taglines are provided in Spanish, Chinese, Korean, Vietnamese, and Tagalog which say, "If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event." The 72-hour window gives BART notice to book an interpreter accordingly. This does not prohibit BART from providing same-day service in the event of an emergency.

Written language assistance includes:

- Translations of Vital Documents.
- Language Line Services identification ("I Speak Card") available at all 48 stations.
- Third-party website translation services (such as <[www.microsofttranslator.com](http://www.microsofttranslator.com)> and <[translate.google.com](http://translate.google.com)>) available to translate content on bart.gov.
- Usage of pictograms or other symbols present in stations.
- Provide interpreters as requested, free of charge, at outreach events, community meetings, and public meetings.
- Most meeting notices and survey/questionnaires translated in at least two languages (Spanish and Chinese) and other languages, as necessary or upon request.
- Biannual Customer Satisfaction Surveys translated into Spanish and Chinese and other languages as necessary or upon request.
- Inclusion of a document translation request tagline added to reports and flyers, and also translated in Spanish, Chinese, Tagalog, Korean and Vietnamese. The tagline reads: "If you need language assistance services, please call (510) 464-6752."

## **7.0 VITAL DOCUMENTS GUIDELINES**

In accordance with Title VI and Executive Order 13166, BART will take reasonable steps to ensure that LEP persons receive the language assistance necessary to allow them meaningful access to BART programs and services. Under this Guidance, an effective LEP Plan includes the translation of “vital” written materials or Vital Documents into the languages of frequently-encountered LEP groups. Federal funding recipients must determine which vital documents should be translated.

The purpose of the BART Vital Documents Guidelines is to determine which documents are vital for translation. Vital documents are defined either as (1) any document that is critical for obtaining services and benefits, and/or (2) any document that is required by law. The “vital” nature of a document depends on the importance of the information or service involved, particularly the consequence to the LEP person if the information is neither accurate nor timely.

### **Frequently Encountered Languages & Safe Harbor Languages**

Based on the updated four-factor analysis, Spanish and Chinese are the two most frequently encountered languages at BART. Vital Documents will be translated into these frequently encountered languages pursuant to BART's Vital Documents Guidelines. BART will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable, to be determined on a case-by-case basis, due to the feedback from the LEP Advisory Committee and BART's desire for consistency throughout its currently planned system expansion. In addition to the frequently encountered languages, the four-factor analysis identified approximately 12 "safe harbor" languages for BART. Pursuant to its Vital Documents Guidelines, BART has translated its Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, Vehicle Emergency & Safety Instructions (Car Card), and Notice of Language Assistance into its 12 "safe harbor" languages, as well as the additional 9 languages identified in the previous LAP for inclusiveness.

### **7.1 Document Prioritization**

These Guidelines determine, over time and across the District's various activities, which documents are vital. Because not all documents have the same importance, the District categorizes Vital Documents into three tiers according to their importance, with Tier 1 documents representing the highest level of importance. The District will continue to evaluate the importance of these documents looking at the totality-of-circumstances and based on its own Four-Factor Analysis, listed in section 1.2.

Finally, it should be noted that the designation of a document as “vital” may not mean that a word-for-word translation of that document will be required. In some cases, a vital document may be translated by providing a summary of the key information in the document. In other cases, notice of language assistance services may be sufficient.

At each triennial review, the District will reevaluate frequently encountered languages based on its LEP tracking data so that it corresponds to the language groups the District frequently encounters.

### Tier 1: Critical documents

BART defines Tier 1 as documents (a) which would have life-threatening consequences, if not translated, or (b) that, without translation, would seriously impede access to BART transit service, or (c) that, without translation, would deprive riders of an awareness of their legal rights, particularly rights to language assistance.

Tier 1 documents include customer information important to accessing BART's transit services. Such information may include emergency and general safety information, general descriptions of BART fares and schedules, and how to buy a ticket or a fare card. Tier 1 also includes basic information necessary to understanding legal rights that can be exercised by riders or by persons impacted by BART construction activities. This includes information on Title VI and the right to file a complaint under Title VI. For construction projects, this includes information on construction safety and impacts; it may also include tenant relocation rights.

The form that these translations take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of available language assistance may be sufficient.

### Tier 2: Documents that will enhance access to BART services and benefits

Tier 2 includes information that will enhance or facilitate the customer experience. This could include some promotional events, which offer benefits to riders like free or discounted tickets. It may also include information, presented in different formats or media, to enhance access to BART information. Information categorized as Tier 2 includes information such as service alerts which can be found in Passenger Bulletins and survey questionnaires.

The form that these translations take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of language assistance may be sufficient.

### Tier 3: Documents that will enhance transportation decision-making at BART

Tier 3 includes information that will enhance the role that all riders, regardless of language ability, may play in long-term transportation decisions made at BART. It may include information related to the District's long-term strategic plans or information communicated in complex, public documents like Environmental Impact Reports.

The form that these translations take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of language assistance may be sufficient.

For each tier, the District will examine documents against available resources or alternatives. In the Bay Area, where there are many different languages spoken, written translations may not be the most effective method of reaching all LEPs or rendering transit information accessible. For example, in some cases, pictograms can be more effective than translated text in communicating vital information in multiple languages. In other cases, providing a translated notice of available language assistance may be better than actually translating the document.

## 7.2 Vital Document Identification

The determination of the “vital” status of a document is an ongoing process. Documents will evolve and so will their importance. Thus, document classification into the three tiers will need to be reevaluated on a periodic basis. In order to maintain continuity in this process, the Office of Civil Rights will coordinate the review process, with relevant departments, for vital documents.

At least once prior to the Federal Transit Administration’s triennial review, input from LEP persons will be sought on the effectiveness of these Guidelines. In December 2019, BART met with its LEP and Title VI/EJ and LEP Advisory Committee members and requested feedback from the members. Members were supportive of BART’s approach to vital document identification.

## 7.3 Translation Review Process

To the greatest extent practicable and considering applicable time constraints, the District shall use a thorough translation process to ensure the accuracy, quality, and accessibility of the translations. To do so, the following steps shall be taken for each translation:

**Assign the Translation:** District staff and subject matter experts should thoroughly discuss with the translators the purpose of the materials and the characteristics of the target population. Staff and translators should review and discuss any terminology that is confusing to the translator or does not exist in their language. Department staff may need to discuss the underlying message by using a variety of relevant examples until the meaning is clearly understood by translators. Pictograms may be used, if appropriate.

**Second Translator:** The translation should be proofread by a second translator. Possible errors and/or suggested revisions should be discussed in detail with the original translator. If necessary, the second translator can provide a back translation from the other language into English to ensure equivalency in underlying message. If there are disagreements about the revisions and changes, the two translators should discuss the issues and negotiate the changes. If an agreement cannot be reached, District staff will decide whether a third party should be consulted. Throughout the process, translators should be encouraged to ask department staff any questions about the meaning of the original message.

**Focus Group:** When appropriate and feasible, as determined by the District, some translations should be verified by a group of individuals that speak the same language as those who will be receiving the translated materials. Given time, resources, and/or the nature of the document, this step will not always be feasible, although it is a highly recommended procedure to ensure the comprehension of translated materials. This step should be used as a final verification of appropriate translation. This step may also provide helpful information to the District on how to enhance ridership and participation from different linguistic populations.

## 7.4 Translation of Written Script for Pre-Recorded, Automated Audio Announcements

To the greatest extent practicable, OCR staff will work with relevant BART departments to explore technology or other options to translate written scripts for pre-recorded, automated audio announcements which inform riders on safety and security announcements and how to navigate the BART system.

For example, for BART track work projects starting from 2016, pre-recorded announcements in Chinese and Spanish (the top two languages most frequently encountered in BART's service area) inform passengers of station weekend shut-downs and of the bus bridges being provided.

Additionally, after receiving feedback from LEP communities, BART is implementing audible and translated Ticket Vending Machines (TVMs). The TVMs will initially provide English, Spanish, and Chinese written translation and audio directions. Once technical issues have been worked out, and upon monitoring and review, additional languages (up to 9 more) could be implemented, as necessary.

## 8.0 MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

The USDOT LEP Guidance (2005) recommends the following for monitoring and updating the plan:

*Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.*

*In addition, recipients should consider whether changes in demographics, types of services, or other needs require annual reevaluation of their LEP plan. Less frequent reevaluation may be more appropriate where demographics, services, and needs are more static. One good way to evaluate the LEP plan is to seek feedback from the community. . . Effective plans set clear goals, management accountability, and opportunities for community input and planning throughout the process.*

BART has established procedures to evaluate the effectiveness of its LAP on an ongoing basis to ensure meaningful access to BART's programs and services to LEP communities. These procedures will include an on-going process to solicit feedback from BART staff, LEP persons, and CBOs serving LEP populations.

BART will review the following information:

- Changes in demographics.
- Changes in the types of services.
- Changes in the frequency of encounters with LEP language groups.
- Nature and importance of programs, services and activities to LEP persons.
- Changes in resources, including new technologies, additional resources, and budget availability.
- The effectiveness of current language assistance measures in meeting the needs of LEP persons.
- Staff knowledge and understanding of the LAP and how to implement it.
- Feedback from LEP persons on the effectiveness of current language assistance services.

BART will use a combination of the following qualitative and quantitative approaches to determine if the LAP is effective and meets the needs of the LEP community:

- On a triennial basis, BART will review new demographic data from the U.S. Census, ACS and English Learner Data for the CDE and update its LAP accordingly.
- As needed and on an annual basis, BART will measure the frequency of LEP contacts from the following sources:
  - LEP Language Specific Counter,
  - Language Line and/or translation service usage, and
  - BART Website page views.
- On a quarterly basis, BART will meet with its LEP Advisory Committee. The LEP Committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to LEP persons.

- BART will assess its Vital Documents inventory annually. New Vital Documents will be translated and obsolete documents will be removed from circulation. The determination of the “vital” status of a document is an ongoing process and will need to be reevaluated on a periodic basis. In order to maintain continuity in the review process, the Office of Civil Rights will coordinate with relevant departments. Directors of departments will provide, on an annual basis, a Vital Documents Report which will include a summary of all new documents and any documents that have been deleted or changed by their departments. At least once, prior to the FTA’s triennial review, input from LEP persons will be sought on the effectiveness of the District’s Vital Documents Guidelines.
- A qualitative analysis of BART’s language assistance measures will be conducted, at least, once every three years. The analysis will assess survey input from the following stakeholders:
  - (1) Station agents, police personnel, transportation supervisors, transit information clerks, and customer service representatives, to measure changes in the quantity and quality of LEP encounters, specifically how employees communicate with LEP customers and employees’ awareness and understanding of BART’s LAP and implementation measures.
  - (2) Advisory Committee members, especially those representing CBOs serving LEP populations, to assess and update the nature and importance of BART activities including awareness and use of BART’s language assistance services and/or of BART transit services. BART will meet with the members to obtain periodic feedback on the effectiveness of current language assistance services.
- BART staff will be contacted on an as-needed basis to update the District’s list of volunteer bilingual staff.

## 9.0 LEP TRAINING

The USDOT LEP Guidance (2005) recommends training for employees who come in contact with the public:

*Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained.*

BART provided LEP training from 2017 to 2019 for station agents, operations supervisors, operations foreworkers, transit information clerks, customer service representatives, BART police personnel, survey administrators and new hires. BART continues to provide LEP training to all new hires and to station agents, operations foreworkers, and other front-line employees during their recertification training.

BART utilizes a LEP training video that includes information on:

- Title VI of the Civil Rights Act of 1964;
- National Origin Discrimination;
- Statement by the BART General Manager on the importance of providing customer service to LEP persons;
- Description of available language assistance measures;
- How employees can obtain these services; and
- Scenarios on how to respond and assist LEP persons.

In addition to the LEP video, BART utilizes a training handbook which is provided to new hires and front-line employees. The LEP training handbook includes information on:

- Type of language services available;
- How staff and/or LEP customers can obtain these services;
- How to respond to LEP callers;
- How to respond to correspondence from LEP customers;
- How to respond to LEP customers in person;
- How to document LEP needs;
- How to respond to civil rights complaints; and
- LAP guidelines and procedures.

In 2018, BART staff developed (with the guidance and assistance of its language assistance contractor) two separate online trainings for both TIC and BART to Antioch staff. The BART to Antioch staff required specialized training because the BART to Antioch's two stations, Pittsburg Center and Antioch, currently do not have station agents at the faregates. Therefore, staff had to be trained on how to provide specialized assistance to LEP customers (including providing Language Line Services cards to supervisors and "I Speak" cards for all BART to Antioch vehicles). BART additionally worked with its Title VI/EJ and LEP Advisory Committees to develop signage to assist LEP customers at these two stations. To date, the measures developed are working well. A member of BART's LEP Advisory Committee who lives and works by the stations has repeatedly told staff that she is very happy with the system and has not experienced or heard of any issues with the LEP measures BART implemented.

BART will continue to explore opportunities to provide interpreter/translator and cultural sensitivity training to volunteer bilingual employees and frontline staff. The contractor who provides all the language assistance services for the District will provide the training in a format that will be developed by BART staff.

## 10.0 References

Federal Transit Administration (FTA):

2007a. *Circular 4702.1B: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients.*

2007b. *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.*

U.S. Department of Transportation (USDOT):

2005. *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons.* 70 *Federal Register* 74087. December 14, 2005.

The White House:

2000. *Executive Order 13166. Improving Access to Services for Persons with Limited English Proficiency.* August 11, 2000.

# Appendix A: Census.gov Language User Note

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[https://www.census.gov/content/dam/Census/programs-surveys/acs/tech-doc/user-notes/2016\\_Language\\_User\\_Note.pdf](https://www.census.gov/content/dam/Census/programs-surveys/acs/tech-doc/user-notes/2016_Language_User_Note.pdf)

### **2016 ACS Language coding update**

*Beginning with 2016 1-year and 2012-2016 5-year American Community Survey (ACS) data, coding of specific languages reflects languages in accordance with the International Organization for Standardization's ISO-639-3 standard. To the extent possible, languages in the code list are those considered individual spoken languages. A few languages reflect common write-ins that cannot be classified as individual languages (i.e., country names or language families).*

### **Changes to tables B16001, C16001, and B16002**

*The rows presented in American Community Survey tables B16001, C16001, and B16002 have been updated to reflect changes in the number of people speaking different languages. Languages and language categories that have grown have been added to these tables, while some that have decreased are no longer displayed individually but instead included in an aggregated form. Some categories are the same except for an updated label. Guidance for comparing estimates from the 2015 and 2016 language tables is included below.*

*In tabulations, languages have sometimes been combined to create a category that reflects a major language family or geographical area instead of an individual spoken language. Our chief reason for aggregating languages together is out of concern for the privacy of respondents, especially in standardized data products that are designed to be available for small towns and rural areas where there may be only a few people speaking a given language. We also want to avoid presenting data with a small sample size in order to ensure data quality. The goal of the 2016 table redesign was to publish language data that are as useful as possible, working within these constraints. Example languages have been added to the labels of residual "other" categories. For example, "Other Slavic languages" is now "Ukrainian and other Slavic languages." These example languages are among the largest within their respective "other" categories, but not large enough to provide data for in our standardized tables. Data for these example languages, and other language categories with at least 10,000 speakers nationwide, are available in the 2016 1-year and 2012-2016 5-year Public Use Microdata Sample (PUMS) data files. 22*

*B16001 and C16001 redesign In American FactFinder, Table B16001 provides the most detail for individual languages, tabulated by English-speaking ability. Table C16001 is a collapsed specific-language table with fewer languages. The categories in B16001 and C16001 were revised beginning with 2016 1-year and 2012-2016 5-year data, to better reflect the most commonly spoken languages in the United States. With the exception of Navajo and Other Native North American languages, each language and language category shown in B16001 had 200,000 speakers or more nationwide in 2016. Each language and "other" category in C16001 had one million speakers or more nationwide in 2016.*

Appendix B:  
Community-Based Organizations on BART's  
Title VI/EJ and LEP Advisory Committees

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## Community-Based Organizations

### Limited English Proficiency Advisory Committee CBOs

African Advocacy Network
Chinatown Community Development Center
Chinese for Affirmative Action
Family Bridges
La Clínica de la Raza
Lao Family Community Development, Inc.
Self Help for the Elderly

### Title VI/Environmental Justice Advisory Committee CBOs

Alameda County Housing Services
Alameda County Office of Education
California Environmental Justice Alliance
Contra Costa Employment & Human Services
Tenderloin Neighborhood Development Corporation (TNDC)
Urban Habitat Boards and Commission Leadership Institute
We Lead Ours
West County Toxics Coalition

# Appendix C: Employee Survey

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# San Francisco Bay Area Rapid Transit District Employee Survey-Limited English Proficient (LEP) Customers

Please answer the questions below. Your answers will help us evaluate how well the District is reaching the Limited English Proficient (LEP) communities we serve. **LEP persons are defined as individuals who have a limited ability to speak, read, write, or understand English.** Please complete and hit the submit button below (mobile/tablet users - email to officeofcivilrights@bart.gov). You may also print and fax to x7587 or send by interoffice mail to OCR, LKS 16. Survey is also available online at www.bart.gov/LEPsurvey. Survey ends August 23, 2019.

**BART values your input. Information will be kept confidential. Thank you for participating in this survey.**

1. Thinking about your typical day at work, what is your primary work location? Select all that apply.
- On a train (specify R-Line, C-Line, etc.) \_\_\_\_\_
  - In a station (specify 19th St., Powell, etc.) \_\_\_\_\_
  - In shops or yards (specify OKS, ODT, etc.) \_\_\_\_\_
  - In an office (specify LKS, OCC, TIC, etc.) \_\_\_\_\_
  - Other (specify) \_\_\_\_\_

2. In your job, how often do you typically interact with BART customers?
- Rarely or never (skip to Q. 9)
  - A few times a week
  - Less than once a month
  - A few times a day
  - A few times a month
  - Many times a day

3. How often do you typically encounter customers seeking language assistance (persons unable to communicate well in English)?
- Rarely or never (skip to Q. 9)
  - A few times a week
  - Less than once a month
  - A few times a day
  - A few times a month
  - Many times a day

4. Of the topics below, what types of questions are you frequently asked by Limited English Proficient (LEP) customers? Select all that apply.
- BART fares
  - Destinations
  - How to buy a ticket/Clipper Card
  - How to use ticket at machines/faregates
  - Not applicable – I don't encounter these customers (skip to Q. 9)
  - Other \_\_\_\_\_

5. How do you usually communicate with LEP customers? Select all that apply.
- Call Language Line Services
  - Provide or direct to translated brochures (i.e. BART Basics Guide)
  - Point to signage/use diagrams or maps
  - Not applicable – I don't encounter these customers (skip to Q. 9)
  - Other \_\_\_\_\_

6. In general, how would you describe your experience(s) communicating with Limited English Proficient (LEP) customers?
- Very difficult
  - Somewhat easy
  - Somewhat difficult
  - Very easy
  - Not applicable – I don't encounter these customers (skip to Q. 9)
- Please explain: \_\_\_\_\_

7. How do you typically encounter customers seeking language assistance? Select all that apply.
- During daily work task
  - Customer phone call
  - Community outreach
  - Volunteer assignments (i.e. bus bridges)
  - Not applicable – I don't encounter these customers (skip to Q. 9)
  - Other \_\_\_\_\_

8. Based on your contact with BART Limited English Proficient (LEP) customers, which of the following languages are most commonly encountered? Select all that apply.
- Spanish
  - Chinese-Cantonese
  - Chinese-Mandarin
  - Tagalog
  - Vietnamese
  - Korean
  - Not applicable – I don't encounter these customers
  - Other Language(s) \_\_\_\_\_

9. Do you speak any language other than English?
- No
  - Yes. Which language(s)
    - Spanish
    - Chinese-Mandarin
    - Chinese-Cantonese
    - Other(s): \_\_\_\_\_

10. Is the current LEP signage in stations effective?
- Yes
  - No
  - Don't know
- If no, please explain why: \_\_\_\_\_

11. Is the current LEP training effective?
- Yes
  - No
  - Don't know
- If no, please explain why: \_\_\_\_\_

12. Are you aware of any materials, services, or tools that BART uses to communicate with Limited English Proficient (LEP) customers?
- Yes
  - No
  - Don't know
- If yes, the following materials, services, or tools: \_\_\_\_\_

13. In what ways can BART improve its language assistance services for Limited English Proficient (LEP) customers? Are there additional resources that should be provided to BART employees to increase or strengthen their abilities to assist LEP customers? Please be as specific as possible.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# Appendix D: Language Assistance Questionnaire

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San Francisco Bay Area Rapid Transit District

Language Assistance Questionnaire

Please attach additional sheets of paper if necessary

Name of Organization: \_\_\_\_\_

Contact Information:

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

1. What geographic area (county) does your agency serve?
 

<input type="checkbox"/> Alameda County	<input type="checkbox"/> Contra-Costa County
<input type="checkbox"/> San Mateo County	<input type="checkbox"/> San Francisco County
<input type="checkbox"/> Santa Clara County	<input type="checkbox"/> Other: _____
  
2. How many people does your agency provide services to?
  
3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?
 

<input type="checkbox"/> Increased
<input type="checkbox"/> Stayed the same
<input type="checkbox"/> Decreased
  
4. What are the countries of origin from which your population has emigrated?
  
5. Does your population come from an urban or rural background?
 

<input type="checkbox"/> Urban	<input type="checkbox"/> Rural
--------------------------------	--------------------------------
  
6. What are the languages spoken by the population you serve?

7. What is the age and gender of your population?
8. What is the education and literacy level of the population you serve?
9. What needs or expectations for public services has this population expressed?
10. Has the population inquired about how to access public transportation or expressed a need for public transportation service?
11. What are the most frequently traveled destinations?
12. Are there locations that the population has expressed difficulty accessing via the public transportation system?
13. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?
14. What is the best way to obtain input from the population?
15. Who would the population trust most in delivering language appropriate messages?
16. What can BART do to improve our services to your community?



Appendix E:  
Examples of Translated Public Outreach Notices

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# New BART Service to Antioch and Pittsburg Center Stations

**Comments and Feedback** Please answer the questions below. Your answers will help us evaluate how well we're reaching the communities we serve. BART values your input. Information will be treated confidentially.

## USAGE OF BART

- Which BART station do you usually enter when making a trip from your home (i.e., your "home" station)?  
\_\_\_\_\_
- At which BART station do you usually exit the system (i.e., your "destination" station)?  
\_\_\_\_\_
- What time of day do you typically use BART? Select all that apply.  
 Morning    Afternoon    Evening    Late night
- Do you plan to use the Antioch and/or Pittsburg Center Station? Select all that apply.  
 Yes, Antioch Station  
 Yes, Pittsburg Center Station  
 Neither, I plan to use: \_\_\_\_\_
- How will you get to the Antioch and/or Pittsburg Center Station? Select all that apply.  
 Walk all the way  
 Bicycle  
 Tri-Delta Transit bus  
 County Connection bus  
 Drive alone  
 Carpool  
 Get dropped-off  
 Uber/Lyft/etc.  
 Taxi  
 Other: \_\_\_\_\_

## SERVICE

- How often do you plan to use the new BART service to/from Antioch and/or Pittsburg Center Stations? Please check one.  
 5 or more days per week  
 1-4 days a week  
 1-3 days a month  
 A few times a year  
 Will not use

## PROPOSED BART FARES AND FARE MEDIA

- Do you currently use a Clipper card to pay your BART fare?  
 No    Yes
- What type of BART fare do you currently pay?  
 Regular BART fare  
 High Value Discount (\$48 or \$64 value)  
 Senior discount  
 Disabled discount  
 Student discount  
 Other: \_\_\_\_\_
- All ticket vending machines at Antioch and Pittsburg Center stations will sell Clipper cards only (no paper BART tickets). Do you have any general comments about this?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- BART plans to extend its distance-based fare structure for the BART to Antioch extension. For example, in 2018, a one-way trip from Pittsburg/Bay Point Station to Embarcadero Station will cost \$6.70.

Continued in next section →

A trip from Pittsburg Center Station to Embarcadero Station is estimated to cost \$6.85 (\$.15 more) and a trip from Antioch Station to Embarcadero Station is estimated to cost \$7.50 (an additional \$.65). Do you have any general comments about BART's proposed fares for Antioch and Pittsburg Center Stations?  
\_\_\_\_\_  
\_\_\_\_\_

## PARKING

- Do you currently park at a BART station or plan to use BART parking?  
 Yes    No
- If yes, please tell us the station where you park or plan to park:  
 \_\_\_\_\_
- BART may charge up to \$3 for parking at Antioch Station and Pittsburg Center Station. These fees are consistent with most stations in the BART system. Do you have any general comments about BART's proposed parking fee at these stations?  
 \_\_\_\_\_  
 \_\_\_\_\_

## PLEASE TELL US ABOUT YOURSELF

- What is your gender?  
 Male    Female    Another gender: \_\_\_\_\_

**NOTE: Please answer BOTH Questions 15 and 16.**

- Are you of Hispanic, Latino or Spanish origin?  
 No    Yes
- What is your race or ethnic identification? (Check one or more. Categories based on US Census.)  
 White  
 Black/African American  
 Asian or Pacific Islander  
 American Indian or Alaska Native  
 Other (specify): \_\_\_\_\_

- Do you speak a language other than English at home?  
 No    Yes → Language: \_\_\_\_\_

- If "Yes" to Question 17, how well do you speak English?  
 Very well    Well    Not well    Not at all

- What is your total annual household income before taxes?  
 Under \$25,000    \$50,000 - \$59,999  
 \$25,000 - \$34,999    \$60,000 - \$74,999  
 \$35,000 - \$39,999    \$75,000 - \$99,999  
 \$40,000 - \$49,999    \$100,000 and over

- Including yourself, how many people live in your household?  
 1    2    3    4    5    6 or more

- Do you use a smart phone (can access the Internet, download apps, etc.)?  
 No    Yes

Please turn in completed survey to a BART representative. For more information or to complete this survey online please visit [www.bart.gov/antiochsurvey](http://www.bart.gov/antiochsurvey).



# Nuevo servicio de BART a las estaciones de Antioch y Pittsburg Center

**Comentarios y opinión** Sírvase contestar las siguientes preguntas. Sus respuestas nos ayudarán a evaluar cuán bien nos entendemos con las comunidades a las que servimos. BART agradece su participación. La información será tratada de forma confidencial.

## USO DE BART

- ¿Qué estación de BART usa generalmente cuando hace un recorrido desde su casa (es decir, la estación más cerca de su casa)?  
\_\_\_\_\_
- ¿En qué estación de BART suele bajarse de los trenes del sistema (Es decir, su estación "de destino")?  
\_\_\_\_\_
- Normalmente, ¿en qué horario del día utiliza el servicio de BART? Marque todas las opciones que correspondan.  
 Mañana  Tarde  Noche  Altas horas de la noche
- ¿Planea utilizar las estaciones de Antioch y/o Pittsburg Center? Marque todas las opciones que correspondan.  
 Sí, Antioch  
 Sí, Pittsburg Center  
 Ninguna, planeo usar: \_\_\_\_\_
- ¿Cómo irá a las estaciones de Antioch y/o Pittsburg Center? Marque todas las opciones que correspondan.  
 Caminaré todo el trayecto  
 En bicicleta  
 En el autobús Tri-Delta Transit  
 En el autobús County Connection  
 Conduciré solo  
 En viajes compartidos en auto  
 Me llevarán en auto  
 En Uber/Lyft/etc.  
 En taxi  
 Otro: \_\_\_\_\_

## SERVICIO

- ¿Con qué frecuencia planea utilizar el nuevo servicio de BART a/desde las estaciones de Antioch y/o Pittsburg Center? Por favor, marque una.  
 5 días por semana o más  
 De 1 a 4 días por semana  
 De 1 a 3 días por mes  
 Unos cuantos días por año  
 No las usaré

## TARIFAS Y MEDIOS DE PAGO PROPUESTOS POR BART

- ¿Utiliza actualmente la tarjeta Clipper para pagar en BART?  
 No  Sí
- ¿Qué tipo de pago de BART hace actualmente?  
 Tarifa normal de BART  
 Descuento de alto valor (con valor de \$48 o \$64)  
 Descuento para mayores de 65 años (Senior)  
 Descuento para discapacitados  
 Descuento de estudiante  
 Otro: \_\_\_\_\_
- Todos los despachadores automáticos de boletos en las estaciones de Antioch y Pittsburg Center solo venderán tarjetas Clipper (no venderán boletos de BART de papel). ¿Tiene algún comentario general sobre esto?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- BART planea extender su estructura de tarifas basada en la distancia para la extensión BART a Antioch. Por ejemplo, en el 2018, un recorrido en un solo sentido desde la estación de Pittsburg/Bay Point a Embarcadero costará \$6.70.

Continúa en la siguiente sección →

Se estima que un recorrido desde la estación de Pittsburg Center a la estación de Embarcadero cuesta \$6.85 (\$0.15 más) y se calcula que un viaje desde la estación de Antioch a la estación de Embarcadero cuesta \$7.50 (\$0.65 adicional). ¿Tiene algún comentario general sobre las tarifas propuestas de BART para las estaciones de Antioch y Pittsburg Center?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## ESTACIONAMIENTO

- Actualmente, ¿estaciona en una estación de BART o planea utilizar un estacionamiento de BART?  
 Sí  No
- De ser así, díganos cuál es la estación en la que estaciona o planea hacerlo: \_\_\_\_\_
- BART podría cobrar hasta \$3 por estacionar en las estaciones de Antioch y Pittsburg Center. Estas tarifas son coherentes con las de la mayoría de las estaciones del sistema BART. ¿Tiene algún comentario general sobre las tarifas de estacionamiento propuestas de BART para estas estaciones?  
\_\_\_\_\_  
\_\_\_\_\_

## PROPORCIÓNENOS INFORMACIÓN ACERCA DE USTED

- ¿Cuál es su sexo?  
 Masculino  Femenino  Otro: \_\_\_\_\_

**NOTA:** Por favor conteste **AMBAS** preguntas, 15 y 16.

- ¿Usted es de origen hispano, latino o español?  
 No  Sí
- ¿Cuál es su raza o identificación étnica? (Marque una o más respuestas. Categorías en base al Censo de los Estados Unidos.)  
 Blanco  
 Negro/afroamericano  
 Asiático o de las Islas del Pacífico  
 Indígena norteamericano o nativo de Alaska  
 Otro (favor de especificar): \_\_\_\_\_
- ¿Habla en el hogar un idioma que no sea el inglés?  
 No  Sí → Idioma: \_\_\_\_\_
- Si respondió "Sí" a la Pregunta 17, ¿cuán bien habla inglés?  
 Muy bien  Bien  No muy bien  Nada
- ¿Cuál es el total de los ingresos anuales en su hogar sin descontar los impuestos?  
 Menos de \$25,000  \$50,000 a \$59,999  
 \$25,000 a \$34,999  \$60,000 a \$74,999  
 \$35,000 a \$39,999  \$75,000 a \$99,999  
 \$40,000 a \$49,999  \$100,000 o más
- Incluyéndose a usted mismo, ¿cuántas personas viven en su hogar?  
 1  2  3  4  5  6 o más
- ¿Utiliza un teléfono inteligente (puede acceder a internet, descargas aplicaciones, etc.)?  
 No  Sí

Entregue su encuesta completa a un representante de BART. Para más información o para completar esta encuesta por internet, favor visite: [www.bart.gov/antiochsurvey](http://www.bart.gov/antiochsurvey).

Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.



# BART 開往 Antioch 和 Pittsburg Center 車站的新服務

**意見與建議** 請回答下列問題。您的答案有助於我們評估我們的社區服務成效。BART 重視您的意見。問卷資料將會保密。

## BART 使用情況

- 您從家裡出發時，通常在哪一個 BART 捷運站上車 (您家在哪一站)?  
\_\_\_\_\_
- 您通常在哪一個 BART 捷運站下車 (您的目的地在哪一站)?  
\_\_\_\_\_
- 您通常在一天中什麼時候搭乘 BART? 選擇所有符合選項。  
 上午     下午     晚上     深夜
- 您計劃使用 Antioch 和/或 Pittsburg Center 站嗎? 選擇所有符合選項。  
 是, Antioch 站  
 是, Pittsburg Center 站  
 皆否, 我計劃使用: \_\_\_\_\_
- 您將如何前往 Antioch 和/或 Pittsburg Center 車站? 選擇所有符合選項。  
 全程走路  
 騎腳踏車  
 Tri-Delta Transit 公車  
 County Connection 公車  
 自己一個人開車  
 汽車共乘  
 他人接送  
 Uber/Lyft/其他  
 計程車  
 其他: \_\_\_\_\_

## 服務

- 您計劃多常使用新的 BART 服務往返 Antioch 和/或 Pittsburg Center 站? 請勾選一項。  
 每週 5 天或更多  
 一週 1-4 天  
 一個月 1-3 天  
 一年幾次  
 不搭乘

## 建議的 BART 票價和車票形式

- 您目前是否使用 Clipper 卡支付 BART 票價?  
 否     是
- 您目前支付哪一種 BART 票價?  
 正常 BART 票價  
 High Value 折扣 (價值 \$48 或 \$64)  
 老人折扣  
 殘障人士折扣  
 學生折扣  
 其他: \_\_\_\_\_
- Antioch 和 Pittsburg Center 站的所有售票機將只販售 Clipper 卡 (不販售紙張 BART 車票)。您對此次有任何總體意見嗎?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- BART 計劃將距離費率制沿用於 BART 至 Antioch 的延伸段。例如, 在 2018 年, 從 Pittsburg/Bay Point 站到 Embarcadero 站的單程票價將為 \$6.70。

繼續下一個部份 →

從 Pittsburg Center 站到 Embarcadero 站的票價預計為 \$6.85 (多 \$.15), 從 Antioch 站到 Embarcadero 站的票價預計為 \$7.50 (再多 \$.65)。您對於 BART 為 Antioch 和 Pittsburg Center 站提出的建議票價有任何總體意見嗎?  
 \_\_\_\_\_  
 \_\_\_\_\_

## 停車

- 您目前是否在 BART 捷運站停車, 或計劃使用 BART 的停車場?  
 是     否
- 如果是, 請告訴我們您目前或計劃在哪一站停車:  
 \_\_\_\_\_
- BART 可能在 Antioch 站和 Pittsburg Center 站收取最多 \$3 停車費。該費用與 BART 系統中大部份車站一致。您對於為這兩站提出的建議停車費有任何總體意見嗎?  
 \_\_\_\_\_  
 \_\_\_\_\_

## 請告訴我們一些有關您的資訊

- 您的性別?  
 男     女     其他性別: \_\_\_\_\_
- 注意: 請回答 15 和 16 兩個問題。
- 您是西班牙裔或拉美裔嗎?  
 否     是
- 您屬於什麼族裔? (可勾選一或多項。分類以美國人口普查為依據。)  
 白人  
 黑人/非裔美國人  
 亞裔或太平洋島國人  
 美洲印第安人或阿拉斯加原住民  
 其他 (請註明): \_\_\_\_\_

- 您在家是否講英語以外的語言?  
 否     是 → 語言: \_\_\_\_\_
- 若 17 題回答「是」, 您的英文程度有多好?  
 很好     好     不好     不會說
- 您的稅前家庭總年收入是多少?  

<input type="checkbox"/> \$25,000 以下	<input type="checkbox"/> \$50,000 - \$59,999
<input type="checkbox"/> \$25,000 - \$34,999	<input type="checkbox"/> \$60,000 - \$74,999
<input type="checkbox"/> \$35,000 - \$39,999	<input type="checkbox"/> \$75,000 - \$99,999
<input type="checkbox"/> \$40,000 - \$49,999	<input type="checkbox"/> \$100,000 或以上

- 包括您自己在內, 您家裡住了多少人?  
 1     2     3     4     5     6 或更多
- 您是否使用智慧型手機 (有上網、下載應用程式等功能)?  
 否     是

請將問卷填好並交給 BART 代表。若想了解更多資訊或上網填寫問卷, 請造訪: [www.bart.gov/antiochsurvey](http://www.bart.gov/antiochsurvey).

如需語言協助服務, 請致電 (510) 464-6752。

紅人隊目前戰績6勝6敗，理論上來說仍有季後賽機會；實際上要靠這兩名四分衛征戰，其實機會相當渺茫了。

## BART 想聽取 您的意見！

BART 現正徵求您對捷運處建議低收入乘客乘坐 BART 時，每程車費獲享八折優惠的意見，有關建議為地區試驗計劃的一部份，為低收入人士提供公交折扣優惠。

請於以下 BART 舉行的車站活動，前來告知我們您的想法：

2018 年 12 月 12 日 星期三早上7:00至10:00.....Pittsburg/Bay Point BART

2018 年 12 月 13日 星期四 晚上6:00至9:00 .....Coliseum BART

2018 年 12 月 18 日 星期二早上7:00至10:00.... 16th Street Mission BART

2018 年 12 月 4 日至31日內，請上網至  
[bart.gov/discountsurvey](http://bart.gov/discountsurvey) 填寫線上調查。



SD16864-1

상회의 일정을 마친 문 대통령은 이  
날 다음 순방지인 뉴질랜드로 향하  
는 공군1호기에서 가진 기자간담회

문 대통령은 "김 위원장 답방이 북  
미 간 비핵화 대화에 아주 긍정적 역  
할을 하는 모멘텀이 될 것이라는 점

이행하길 바라고,  
는 바를 이뤄주겠  
해 달라는 당부도

# BART는 여러분의 의견을 듣고자 합니다!

**BART**는 저소득층 교통비 할인을 위한 지역 시험 프로  
그램의 일환으로 저소득층 승객들에게 매 승차 시 **20%**  
의 요금 할인을 제공하는 제안에 대해 여러분의 의견을  
듣고자 합니다.

**BART** 역에서 진행되는 아래 행사에 오셔서 여러분의 생각을 말씀해  
주십시오.

- 2018년 12월 12일, 수요일, 오전 7-10시 ..... Pittsburg/Bay Point
- 2018년 12월 13일, 목요일, 오후 6-9시 ..... Coliseum
- 2018년 12월 18일, 화요일, 오전 7-10시 ..... 16th Street Mission

2018년 12월 4일부터 31일까지 [bart.gov/discountsurvey](http://bart.gov/discountsurvey)  
에서 진행하는 온라인 설문 조사에도 참여하세요.



# ¡BART QUIERE CONOCER SU OPINIÓN!

BART quiere conocer su opinión sobre su propuesta de ofrecer a los pasajeros con bajos ingresos un descuento del 20% en las tarifas por cada viaje en BART, como parte de un programa piloto regional para ofrecer descuentos en el transporte público.

**Venga y díganos qué piensa en los eventos que se llevarán a cabo en las siguientes estaciones de BART:**

- Miércoles, 12 de diciembre, 7–10am.....Pittsburg/Bay Point BART
- Jueves, 13 de diciembre, 6–9pm..... Coliseum BART
- Martes, 18 de diciembre, 7–10am..... 16th Street Mission BART

Responda la encuesta por Internet entre el 4 y el 31 de diciembre en [bart.gov/discountsurvey](http://bart.gov/discountsurvey)



bisexuales, transenero no definido) lo tener o retener un las pasadas selecci el Congreso feder legislaturas estata gobiernos locales.

Una de las victorias sobresalientes fue la victoria de Jared Polis en quien será a partir próximo el primer gobernador abiertamente gay en los Estados Unidos.

Los triunfos incluyeron en estados donde conservadora como donde Sharice Da un asiento en la Cámara Representantes, o incluso en la primera gobernadora lesbiana y nativo por ese estado.

La sorpresa la dio Nevada en Arizona, al se la primera senadora abiertamente bisexual estado. En Texas, G Jones será la primera senadora LGBT que representa un distrito de ese estado.

La gobernadora K de Oregon, que es la senadora Tammy de Wisconsin, la pionera lesbiana en la política, hacen parte de políticos que siguen los pasos de Harvey.

En medio del récord esta comunidad e

## BART MONG MUỐN ĐƯỢC LẮNG NGHE TỪ QUÝ VỊ!

BART đang tìm kiếm ý kiến đóng góp của quý vị đối với đề xuất áp dụng giảm 20% giá vé cho hành khách thu nhập thấp mỗi lần sử dụng BART như là một phần của chương trình thí điểm khu vực về giảm giá vận chuyển dành cho hành khách có thu nhập thấp.

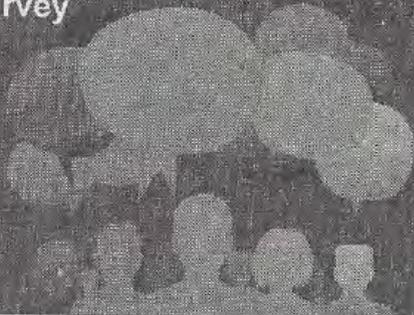
Hãy tới cho chúng tôi biết ý kiến của quý vị tại các sự kiện trạm BART sau đây:

Thứ Tư, Ngày 12 tháng Mười Hai, 2018, 7-10 giờ sáng ... Pittsburg/Bay Point BART

Thứ Năm, Ngày 13 tháng Mười Hai, 2018, 6-9 giờ tối ..... Coliseum BART

Thứ Ba, Ngày 18 Tháng Mười Hai, 2018, 7-10 giờ sáng ... 16th Street Mission BART

Quý vị có thể điền khảo sát trực tuyến từ ngày 4-31 tháng Mười Hai, 2018 tại [bart.gov/discountsurvey](http://bart.gov/discountsurvey)



Những điều nói lái vì nghèo khó, bị quấy Ước ra đời vào tháng 9  
ia truyền thông và nhiều bởi bọn tội phạm. năm 2016 có tên là "The



# BART WANTS TO HEAR FROM YOU!

BART is studying fare options to help fund key capital projects and system improvements.

Come tell us what you think at the following BART station events:

**Pittsburg/Bay Point**

Tuesday, February 26  
7:00-9:00 AM

**Balboa Park**

Wednesday, February 27  
5:00-7:00 PM

**Fruitvale**

Thursday, February 28  
5:00-7:00 PM

**Fremont**

Tuesday, March 5  
7:00-9:00 AM

**16th Street Mission**

Wednesday, March 6  
7:00-9:00 AM

**El Cerrito del Norte**

Thursday, March 7  
5:00-7:00 PM

Take the survey online Feb. 26–Mar. 15, 2019 at [bart.gov/faresurvey](http://bart.gov/faresurvey)

If you need language assistance services, please call (510) 464-6752. 통역이 필요하신 분은, 510-464-6752 로 문의하십시오. Kung kailangan mo ang tulong ng mga serbisyo ng wika, pakì tawagan ang (510) 464-6752. Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.



## ¡BART QUIERE CONOCER SU OPINIÓN!

BART se encuentra estudiando las opciones referentes a las tarifas a fin de ayudar a encauzar fondos a proyectos de capital clave y mejoras al sistema.

Díganos qué piensa en los eventos que se llevarán a cabo en las siguientes estaciones de BART:

### **Pittsburg/Bay Point**

Martes 26 de febrero, 7–9am

### **Balboa Park**

Miércoles 27 de febrero, 5–7pm

### **Fruitvale**

Jueves 28 de febrero, 5–7pm

### **Fremont**

Martes 5 de marzo, 7–9am

### **16th Street Mission**

Miércoles 6 de marzo, 7–9am

### **El Cerrito del Norte**

Jueves 7 de marzo, 5–7pm

Responda la encuesta por Internet del 26 de febrero al 15 de marzo de 2019 en

**[bart.gov/faresurvey](http://bart.gov/faresurvey)**

Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.

## BART 希望聽取您的意見！

舊金山灣區捷運處 (BART) 正在研究票價備選方案，以期籌資幫助進行重要基本建設工程和系統改善工程

請到以下 BART 捷運站參加活動，讓我們知道您的想法：

### **Pittsburg/Bay Point**

2 月 26 日星期二上午 7:00 – 上午 9:00

### **Balboa Park**

2 月 27 日星期三下午 5:00 – 晚上 7:00

### **Fruitvale**

2 月 28 日星期四下午 5:00 – 晚上 7:00

### **Fremont**

3 月 5 日星期二上午 7:00 – 上午 9:00

### **16th Street Mission**

3 月 6 日星期三上午 7:00 – 上午 9:00

### **El Cerrito del Norte**

3 月 7 日星期四下午 5:00 – 晚上 7:00

若要了解更多關於票價和外展活動，並進行線上問卷調查，請上網站

**[bart.gov/faresurvey](http://bart.gov/faresurvey)**

如需語言協助服務，請致電 (510) 464-6752。

# BART is Moving to Clipper-only



We are expanding the number of stations where the only fare product available for purchase is the reusable, reloadable, and regionally accepted Clipper card. We're starting at four pilot stations: **Downtown Berkeley, 19th Street, Powell, and Embarcadero** in Summer 2019 and rolling out systemwide in 2020.

- **Clipper saves money. Adult paper tickets have a \$.50 surcharge on every trip.**
- **Clipper is reusable and long-lasting.**
- **Clipper has balance protection when registered in case you lose it.**
- **Clipper is accepted by all transit agencies in the region.**

To learn more, go to **[www.bart.gov/clipper](http://www.bart.gov/clipper)**



# BART solo aceptará Clipper

Estamos expandiendo el número de estaciones en las que el único producto que podrá adquirirse para viajar es la tarjeta Clipper, que es reutilizable, recargable y aceptada a nivel regional. En el verano de 2019 comenzaremos a implementar esta medida en cuatro estaciones piloto: **Downtown Berkeley, 19th Street, Powell y Embarcadero**. Para el 2020, la medida se aplicará en todo el sistema.

- Clipper permite ahorrar dinero Los boletos impresos para adultos tienen un recargo de \$0.50 en cada viaje.
- La tarjeta Clipper es reutilizable y es de larga duración.
- Cuando se la registra, Clipper ofrece protección de saldo en caso de pérdida.
- Clipper es aceptada por todas las agencias de transporte público de la región.

Para obtener más detalles, acuda a [www.bart.gov/clipper](http://www.bart.gov/clipper)

## 舊金山灣區捷運處 (BART) 即將只採用 Clipper 卡

我們正擴大在更多車站只出售可重複使用、可再充值且全地區都接受的 Clipper 卡。我們現於 2019 年夏季開始在四個捷運站試辦，分別為：Downtown Berkeley、19th Street, Powell 和 Embarcadero；然後，2020 年起將在捷運系統全面展開這項措施。

- Clipper 卡可為您省錢。使用成人紙質車票，每次車程需付 \$.50 附加費。
- Clipper 卡可重複且持久使用。
- 若經過註冊，Clipper 卡會提供餘額保障功能，以防卡丟失的狀況。
- 本地區所有運輸機構都接受 Clipper 卡。

若要了解更多，請瀏覽 [www.bart.gov/clipper](http://www.bart.gov/clipper)



Appendix 6a:  
Subrecipients Monitoring Checklist

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**Bay Area Rapid Transit (BART)  
Sub-Recipient Pre-Authorization/Assurance Checklist  
2017-2019**

**Name of Sub-grant recipient:** \_\_\_\_\_

Title 49 CFR Section 21.9(b) states that if “a *primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.*” As a subrecipient of BART, you are required to provide general reporting requirements under the Department of Transportation (DOT).

This assurance checklist must be completed, signed, and returned to BART’s Office of Civil Rights ([tmassey@bart.gov](mailto:tmassey@bart.gov)) as part of your sub-grant recipient funding process. In order to receive federal financial assistance, sub-grant recipients must agree to provide the following information when required. This checklist also serves to document that the sub-grant recipient currently has in place, or will be able to implement, where applicable, the required processes and procedures.

This checklist covers the most recent reporting period of \_\_\_\_\_ through \_\_\_\_\_. A “No” answer does not necessarily mean that the sub-grant recipient is “non-compliant,” but a written explanation must be provided for any “No or “N/A” responses. A compliance or non-compliance determination will be made by BART after submittal of the checklist and the narrative explanations relative to “No” or “N/A” responses. Copies of this information along with a copy of your agencies Affirmative Action Plan and Title VI Plan must be provided with this checklist.

For any questions regarding this checklist please contact Terrance Massey at [tmassey@bart.gov](mailto:tmassey@bart.gov) or (510) 464-6189.

**EMPLOYMENT**

#	Questions	Yes	No	N/A	Narrative explanation for “No”, N/A responses or additional information
1.	Does the sub-grant recipient employ 50 or more transit related employees and receive capital operating assistance in excess of 1 million dollars?				
2.	Does the sub-grant recipient receive planning assistance in excess of \$250,000?				
3.	Can the sub-grant recipient produce a current copy of its Annual EEO-4 Report on employees?				
	a. Is equal opportunity considered when appointments are made?				
4.	Can the sub-grant recipient produce a current copy of its Affirmative Action Plan?				
	a. Does the documentation include the race and sex of applicants?				
	b. Does the documentation include the race and sex of the persons hired or promoted?				
	c. Are recruitment efforts made to hire minority or female applicants?				
	• If yes, are these efforts documented?				
	d. Are vacancies advertised both internally and externally?				

**TITLE VI PLAN, ASSURANCES, AND POLICY STATEMENT**

#	Questions	Yes	No	N/A	Narrative explanation for “No”, N/A responses or additional information
5.	Does the sub-grant recipient have a written Title VI Plan?				
	a. Can the sub-grant recipient provide documentation demonstrating dissemination of the Title VI Plan both internally to employees and externally to the public?				
	b. Does the sub-grant recipient have a Title VI Coordinator?				
	c. <b>Is the Title VI Coordinator’s name, address, phone number and email address posted both internally and externally?</b>				
	d. In consideration of the demographics in the sub-grant recipient’s service area, <b>is the Title VI Plan posted in languages other than English?</b>				
6.	Can the sub-grant recipient produce a list showing members of commissions, councils, boards or committees, by race and sex?				
	a. Does the list show if the members are appointed or elected?				

**LIMITED ENGLISH PROFICIENCY (LEP)**

#	Questions	Yes	No	N/A	Narrative explanation for “No”, N/A responses or additional information
	b. Can the sub-grant recipient provide documentation demonstrating that the agency’s Title VI policy is disseminated in languages other than English?				
7.	Does the sub-grant recipient have a written Limited English Proficiency (LEP) Plan?				
8.	Using the most current data (US Census), can the sub-grant recipient provide the population demographics within their service area?				
	Resources: <ul style="list-style-type: none"> <li>• See <a href="http://factfinder2.census.gov">http://factfinder2.census.gov</a> for decennial Census data and American Community Survey (ACS) data.</li> <li>• The ACS collects information such as age, race, income, commute time to work, home value, veteran status, and other important data annually and provides 1-year estimates for geographic areas with a population of 65,000 or more and 3-year estimates annually for geographic areas with a population of 20,000 or more.</li> <li>• See <a href="http://www.lep.gov">www.lep.gov</a>. Click on “Resources by Subject” for numerous planning tools, specifically “Accessing and Using Language Data from the</li> </ul>				

	<b>Census Bureau” and “Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs.</b>				
	a. Has the sub-grant recipient conducted any activities and/or studies that provide data relative to minority persons, neighborhoods, income levels, physical environment and travel habits within the sub-grant recipient’s service area(s)?				
	<ul style="list-style-type: none"> <li>If yes, can the sub-grant recipient provide documentation?</li> </ul>				
	b. Has anyone else conducted a study that covers the sub-grant recipient’s service area?				
	<ul style="list-style-type: none"> <li>If yes, can the sub-grant recipient provide documentation?</li> </ul>				

**PUBLIC OUTREACH**

#	Questions	Yes	No	N/A	Narrative explanation for “No”, N/A responses or additional information
9.	Can the sub-grant recipient provide documentation describing any public outreach activities related to activities conducted for federally funded transportation project(s)/programs undertaken during the reporting period? (For example: public announcements and/or communications regarding meetings, hearings, and project notices directed by a sub-grant recipient representative?)				
	a. Were special language needs assessed?				
	<ul style="list-style-type: none"> <li>If yes, can the sub-grant recipient provide documentation listing the special language needs assessment(s) conducted and examples of those assessment(s)?</li> </ul>				
	b. Were outreach efforts made to insure that minority, women, elderly, individuals with disabilities, low income, and LEP population groups were provided an equal opportunity to participate in outreach activities? (For example, provided written materials in languages other than English, met with local social services agencies, or advertised in a minority publication.)				
	c. When special languages services are requested, can the sub-grant recipient provide a list of these services to include: the service provided, date, number of persons served, and any other relevant information?				
	d. Are demographics gathered from attendees at public meetings, hearings, etc.?				
	e. Can the sub-grant recipient provide documentation regarding the demographics gathered?				
	f. Do public meeting ads, public notices, or posters have a contact person and number, for attendees to contact, when accommodations are needed?				

	g. Is an effort made to hold meetings in ADA compliant facilities?				
	h. Are offices from which sub-grant recipient services are provided ADA compliant?				

**MONITORING AND COMPLIANCE**

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
10.	Does the sub-grant recipient have monitoring and compliance procedures in place to monitor Title VI activities and responsibilities for their organization?				
	a. Does the sub-grant recipient have sub-grant recipient(s) of federal aid transportation funds?				
	<ul style="list-style-type: none"> <li>If yes, does the sub-grant recipient have monitoring and compliance procedures in place to monitor Title VI activities and responsibilities of its sub-grant recipient(s)?</li> </ul>				

**TITLE VI COMPLAINTS**

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
11.	Does the sub-grant recipient have a Title VI complaint form and procedure for filing a complaint?				
	a. Can the sub-grant recipient describe how the complaint form and procedures are disseminated to employees and the public?				
	b. Does the sub-grant recipient maintain records of Title VI complaint investigations and lawsuits, including Title VI complaint logs, which list and describe any Title VI related complaints as a result of transportation activities, projects and programs?				
	c. Do the Title VI complaint logs contain information regarding: Name and address of complainant, status of complainant (race, color, national origin, income status), nature of complaint, date filed, date investigation completed, recipient (processor of complaint), date of disposition, and disposition?				

**TRAINING**

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
12.	Have sub-grant recipient employees received Title VI training?				
	<ul style="list-style-type: none"> <li>• If no, is training planned within the next 3 months?</li> <li>• If yes, list any Title VI training taken by or provided to staff: Attendee's Name, Name of Training, and Date of training.</li> </ul>				

**Person(s) who submitted information for the checklist, please indicate by signing below. By signing this document, you are stating that the answers above are true and accurate.**

---

Name Title Date

---

Name Title Date



# Appendix 6b: Subrecipients Workshop

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# San Francisco Bay Area Rapid Transit District Title VI Subrecipient Workshop

Office of Civil Rights  
August 20, 2019



# Overview



- Title VI
- Title VI Requirements
- BART's Title VI Process
- Subrecipient Compliance
- Title VI Subrecipient Requirements
- BART's Title VI Subrecipient Monitoring
- Next Steps/Questions

# Title VI

Title VI of the Civil Rights Act of 1964 requires that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

- Executive Order 12898 (1994) “Addressing Environmental Justice in Minority Populations and Low-Income Populations.”
- DOT Order 5610.2 (1997) “To Address Environmental Justice in Minority Populations and Low-Income Populations.”
- Executive Order 13166 (2000) “Improving Access to Services for Persons with Limited English Proficiency.”
- FTA Circular 4702.1B (2012) “Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients.”

# Title VI Requirements

## Title VI requires BART to:

- Evaluate equity impacts of its decisions related to fare changes, major service changes, service standards, and service policies, on minority and low-income populations.
- Ensure that important programs and activities normally provided in English are accessible to persons with limited English proficiency (LEP).
- Ensure meaningful access to the transportation decision-making process, including minority, low-income, and LEP populations.
- Submit a Title VI Triennial Update to the FTA.

# Title VI Requirements (cont.)

## FTA Circular 4702.1B, Ch. 3 General Requirements and Guidelines:

- Notification to Beneficiaries of Protection under Title VI.
- Title VI Complaint Procedures and Complaint Form.
- Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits.
- Promoting Inclusive Public Participation.
- Providing Meaningful Access to LEP Persons.
- Encouraging and Documenting Minority Representation on Planning and Advisory Bodies.
- Assisting and Monitoring Subrecipients.
- Evaluation of Equity Impacts for Facility Siting.
- Develop a Title VI Program.
- Board Approval of Title VI Program.

# Title VI Requirements (cont.)

Language Assistance Plan (LAP) contains several elements to ensure that BART provides access services and benefits for LEP persons.

- Monitor frequently encountered languages: Spanish, Chinese.
- Identify and translate vital documents.
- Maintain ongoing language assistance measures.
- Implement new language assistance measures.

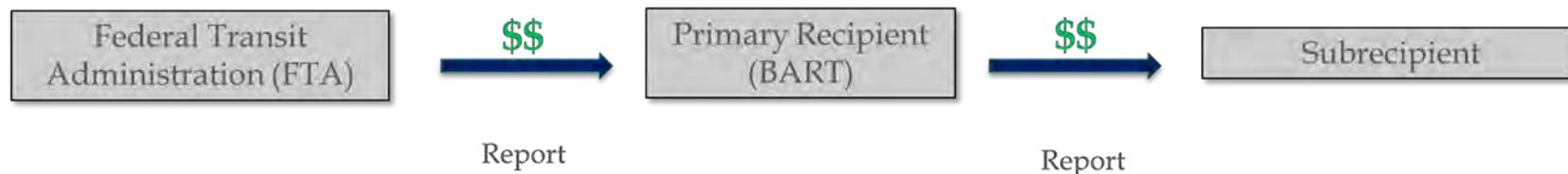
# BART's Title VI Process

- At BART, the Office of Civil Rights (OCR) is the lead department responsible for identifying and disseminating specific Title VI information.
- All BART funded projects and transportation-related decisions are required to comply with Title VI regulations, regardless of the project's funding source.
- Subrecipients and Contractors must comply with Title VI regulations.

# Subrecipient Compliance

A Subrecipient receives pass-through FTA funding.

- Primary Recipients report Title VI compliance directly to FTA every 3 years.
- Subrecipients report Title VI compliance to the Primary Recipient as requested by the Primary Recipient.



# Subrecipient Non-Compliance



- A subrecipient found non-compliant with Title VI could result in:
  1. A breach of the funding agreement; and
  2. BART can seek subrecipient return of funds.
- A finding of non-compliance puts BART and its subrecipients at risk of losing federal financial assistance.
- Please note, subrecipients may be subject to compliance with the District's Disadvantaged Business Enterprise (DBE) Program. For more information on the District's DBE Program, please contact:
  - Maceo Wiggins, Dept. Manager, Office of Civil Rights at (510) 464-7194 or [mwiggin@bart.gov](mailto:mwiggin@bart.gov).

# Title VI Subrecipient Requirements



- FTA Circular 4702.1B, Ch. 3, requires subrecipients to provide BART with compliance reports documenting general Title VI reporting requirements.
- Compliance Reports Include:
  - Notice to beneficiaries.
  - Title VI complaint procedures and complaint form.
    - (Please notify BART OCR whenever you receive a Title VI related complaint.)
  - Public Participation Plan.
  - Language Assistance Plan.
  - Racial breakdown of non-elected advisory committees, if any.

# BART's Title VI Subrecipient Monitoring

- BART will provide assistance to its subrecipients by:
  - Providing sample documents, forms, and data necessary to create a Title VI Program.
  - Providing a Subrecipient Monitoring Checklist to guide Title VI compliance efforts.
  - Conducting Title VI Training Program to subrecipients, including information regarding Title VI Program due dates.
  - Reviewing subrecipient's Title VI Program Update Title VI compliance.
- Subrecipients may choose to adopt BART's Title VI Program.
  - Operational differences between BART and the subrecipient may require the subrecipient to tailor their compliance documents as necessary.

# Next Steps/Questions

- BART will review pending Title VI programs before issuing letter of compliance.
- Reporting period: January 1, 2017 - December 31, 2019.
- Due Date for Draft Subrecipient Title VI Program:
  - August 30, 2019.
- Due date for Final Subrecipient Title VI Program:
  - November 29, 2019.
- Questions?

Appendix 6c:

Subrecipients Letters of Compliance

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**

300 Lakeside Drive, P.O. Box 12688  
Oakland, CA 94604-2688  
(510) 464-6000

June 24, 2019

2019

Bevan Dufty  
PRESIDENT

Rebecca Saltzman  
VICE PRESIDENT

Grace Crunican  
GENERAL MANAGER

**DIRECTORS**

Debora Allen  
1ST DISTRICT

Mark Foley  
2ND DISTRICT

Rebecca Saltzman  
3RD DISTRICT

Robert Raburn, Ph.D.  
4TH DISTRICT

John McPartland  
5TH DISTRICT

Elizabeth Ames  
6TH DISTRICT

Lateefah Simon  
7TH DISTRICT

Janice Li  
8TH DISTRICT

Bevan Dufty  
9TH DISTRICT

TransForm  
ATTN: Kathleen Yip & Jo Ann Prompongsatorn Farrant  
436 14th Street  
Oakland, CA 94612

Dear Kathleen and Jo Ann,

The San Francisco Bay Area Rapid Transit District (BART), as a federal grant recipient, is required by the Federal Transit Administration to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations, and Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. BART is also required to monitor its subrecipients to ensure compliance with the Department of Transportation Title VI regulations.

BART's Office of Civil Rights (OCR) has conducted a review of TransForm's compliance with the FTA Circular 4702.1B. The review included an analysis of TransForm's response to the Subrecipient Monitoring Checklist and additional materials submitted. Based on our review, we have determined that TransForm's Title VI Program is in compliance.

Please note that BART will continue to take appropriate measures necessary to ensure subrecipients comply with all applicable federal requirements, including periodic site visits to monitor programs and ensure compliance with Title VI.

If you have any further questions, you may contact me at (510) 464-7580 or via email at [smoore@bart.gov](mailto:smoore@bart.gov).

Sincerely,

Sharon C. Moore  
Program Manager II, Workforce and Policy Compliance  
Office of Civil Rights, San Francisco Bay Area Rapid Transit District



**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**

300 Lakeside Drive, P.O. Box 12688  
Oakland, CA 94604-2688  
(510) 464-6000

May 29, 2019

2019

Bevan Dufty  
PRESIDENT

Rebecca Saltzman  
VICE PRESIDENT

Grace Crunican  
GENERAL MANAGER

**DIRECTORS**

Debora Allen  
1ST DISTRICT

Mark Foley  
2ND DISTRICT

Rebecca Saltzman  
3RD DISTRICT

Robert Raburn, Ph.D.  
4TH DISTRICT

John McPartland  
5TH DISTRICT

Elizabeth Ames  
6TH DISTRICT

Lateefah Simon  
7TH DISTRICT

Janice Li  
8TH DISTRICT

Bevan Dufty  
9TH DISTRICT

Scoop Technologies, Inc.  
ATTN: Jonathan Sousa and Evan Twomey  
22 4th Street, Suite 9  
San Francisco, CA 94107

Dear Jonathan and Evan,

The San Francisco Bay Area Rapid Transit District (BART), as a federal grant recipient, is required by the Federal Transit Administration to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations, and Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. BART is also required to monitor its subrecipients to ensure compliance with the Department of Transportation Title VI regulations.

BART's Office of Civil Rights (OCR) has conducted a review of Scoop Technologies, Inc.'s compliance with the FTA Circular 4702.1B. The review included an analysis of Scoop's response to the Subrecipient Monitoring Checklist and additional materials submitted. Based on our review, we have determined that Scoop's Title VI Program is in compliance.

Please note that BART will continue to take appropriate measures necessary to ensure subrecipients comply with all applicable federal requirements, including periodic site visits to monitor programs and ensure compliance with Title VI.

If you have any further questions, you may contact me at (510) 464-7580 or via email at [smoore@bart.gov](mailto:smoore@bart.gov)

Sincerely,

Sharon C. Moore

Program Manager II, Workforce and Policy Compliance

Office of Civil Rights, San Francisco Bay Area Rapid Transit District



**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
 300 Lakeside Drive, P.O. Box 12688  
 Oakland, CA 94604-2688  
 (510) 464-6000

December 23, 2019

2019

Bevan Dufty  
 PRESIDENT

Rebecca Saltzman  
 VICE PRESIDENT

Robert Powers  
 GENERAL MANAGER

**DIRECTORS**

Debora Allen  
 1ST DISTRICT

Mark Foley  
 2ND DISTRICT

Rebecca Saltzman  
 3RD DISTRICT

Robert Raburn, Ph.D.  
 4TH DISTRICT

John McPartland  
 5TH DISTRICT

Elizabeth Ames  
 6TH DISTRICT

Lateefah Simon  
 7TH DISTRICT

Janice Li  
 8TH DISTRICT

Bevan Dufty  
 9TH DISTRICT

City of Alameda  
 ATTN: Rochelle Wheeler  
 City Hall - Ground Floor  
 2263 Santa Clara Avenue, Room 190  
 Alameda, CA 94501

Dear Rochelle,

The San Francisco Bay Area Rapid Transit District (BART), as a federal grant recipient, is required by the Federal Transit Administration to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations, and Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. BART is also required to monitor its subrecipients to ensure compliance with the Department of Transportation Title VI regulations.

BART's Office of Civil Rights (OCR) has conducted a review of the City of Alameda's compliance with the FTA Circular 4702.1B. The review included an analysis of the City of Alameda's response to the Subrecipient Monitoring Checklist and additional materials submitted. Based on our review, we have determined that the City of Alameda's Title VI Program is in compliance.

Please note that BART will continue to take appropriate measures necessary to ensure subrecipients comply with all applicable federal requirements, including periodic site visits to monitor programs and ensure compliance with Title VI.

If you have any further questions, you may contact me at (510) 464-7580 or via email at [smoore@bart.gov](mailto:smoore@bart.gov).

Sincerely,

Sharon C. Moore  
 Senior Manager, Workforce and Policy Compliance  
 Office of Civil Rights, San Francisco Bay Area Rapid Transit District



**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**

300 Lakeside Drive, P.O. Box 12688  
Oakland, CA 94604-2688  
(510) 464-6000

December 23, 2019

2019

Bevan Dufty  
PRESIDENT

Rebecca Saltzman  
VICE PRESIDENT

Robert Powers  
GENERAL MANAGER

**DIRECTORS**

Debora Allen  
1ST DISTRICT

Mark Foley  
2ND DISTRICT

Rebecca Saltzman  
3RD DISTRICT

Robert Raburn, Ph.D.  
4TH DISTRICT

John McPartland  
5TH DISTRICT

Elizabeth Ames  
6TH DISTRICT

Lateefah Simon  
7TH DISTRICT

Janice Li  
8TH DISTRICT

Bevan Dufty  
9TH DISTRICT

City of Oakland  
ATTN: Artisha McCullough  
150 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor  
Oakland, CA 94612

Dear Artisha,

The San Francisco Bay Area Rapid Transit District (BART), as a federal grant recipient, is required by the Federal Transit Administration to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations, and Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency. BART is also required to monitor its subrecipients to ensure compliance with the Department of Transportation Title VI regulations.

BART's Office of Civil Rights (OCR) has conducted a review of the City of Oakland's compliance with the FTA Circular 4702.1B. The review included an analysis of the City of Oakland's response to the Subrecipient Monitoring Checklist and additional materials submitted. Based on our review, we have determined that the City of Oakland's Title VI Program is in compliance.

Please note that BART will continue to take appropriate measures necessary to ensure subrecipients comply with all applicable federal requirements, including periodic site visits to monitor programs and ensure compliance with Title VI.

If you have any further questions, you may contact me at (510) 464-7580 or via email at [smoore@bart.gov](mailto:smoore@bart.gov).

Sincerely,

Sharon C. Moore  
Senior Manager, Workforce and Policy Compliance  
Office of Civil Rights, San Francisco Bay Area Rapid Transit District

Appendix 7:  
Major Service Change Policy, PP Report, and  
Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,773rd Meeting  
October 13, 2016

A regular meeting of the Board of Directors was held October 13, 2016, convening at 9:04 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Radulovich presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: Director Keller. Director Blalock entered the Meeting later.

Director Blalock entered the Meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of September 22, 2016.
2. Updates to Title VI Major Service Change Policy.
3. Audit of Directors' Use of District Property for Fiscal Year 2016.
4. Award of Contract No. 15TK-190, for Station Agent's Booth Dutch Doors and Hardened Polycarbonate and Laminated Security Glass, Phase II.
5. Award of Invitation for Bid No. 9013, Interlocking Track Components.
6. Lease of Warehouse Space at 31775 Hayman Street, Hayward.
7. Sale of Low Carbon Fuel Standard Credits.
8. Appointment of BART Police Citizen Review Board Member.

Director Saltzman requested that Item 2-C, Audit of Directors' Use of District Property for Fiscal Year 2016, and Item 2-H, Appointment of BART Police Citizen Review Board Member, be removed from Consent Calendar.

Director Mallett requested that Item 2-G, Sale of Low Carbon Fuel Standard Credits, be removed from Consent Calendar.

Clarence Fischer addressed the Board.

Director Saltzman made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

1. That the Minutes of the Meeting of September 22, 2016, be approved.
2. Adoption of the amended District Major Service Change Policy. (The Policy is attached and hereby made a part of these Minutes.)
3. That the General Manager be authorized to award Contract No. 15TK-190 to Bullet Guard Corporation, for the Bid Price of \$1,256,440.00, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures.
4. That the General Manager be authorized to award Invitation for Bid No. 9013, for the procurement of Interlocking Track Components, to Voestalpine Nortrak, of Cheyenne, Wyoming, in the amount of \$153,397.20, including applicable sales taxes, pursuant to notification to be issued by the General Manager, subject to compliance with the District's protest procedures and the Federal Transit Administration's requirements related to protest procedures.

(The foregoing motion was made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

5. That the General Manager or her designee be authorized to execute a lease agreement, with L.A. Specialty Produce Co., for approximately 75,328 square feet of warehouse space at 31775 Hayman Street, Hayward, California, for a three year term, for a total lease amount not to exceed \$2,161,915.00.

President Radulovich brought the matter of Audit of Directors' Use of District Property for Fiscal Year 2016 before the Board. The item was briefly discussed. Director Saltzman moved that the Board accept the Audit report. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich brought the matter of Sale of Low Carbon Fuel Standard Credits before the Board. Director Mallett requested additional language be incorporated into the motion, and moved that the General Manager or her designee be authorized to sell Low Carbon Fuel Standard credits on behalf of the District, with no use of revenues from such sales to occur prior to allocation direction from the Board of Directors. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich brought the matter of Appointment of BART Police Citizen Review Board Member before the Board. The item was briefly discussed. Director McPartland moved that the

Board ratify the appointment of Robert Maginnis to the BART Police Citizen Review Board, to fill the vacancy that exists in the seat representing BART District 5, with a term that expires on June 30, 2018. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich called for Public Comment. The following individuals addressed the Board.

Randall Glock  
Clarence Fischer

Director Saltzman, Chairperson of the Administration Committee, brought the matter of Fiscal Year 2016 Year-End Budget Revision before the Board. Mr. Robert Umbreit, Department Manager, Budget Department, presented the item. The item was discussed. Director Murray moved adoption of Resolution No. 5329, In the Matter of Amending Resolution No. 5296 regarding Fiscal Year 2016 Annual Budget. Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

Director Saltzman brought the matter of Open Data Policy before the Board. Mr. Timothy Moore, Supervisor, Business Systems Operations, presented the item. The item was discussed.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Change Order to Contract No. 79HM-120, SFTS MB, with Manson Construction Co. Inc., for Added Bolts at End Plate Splice (C.O. No. 39), before the Board.

Directors Raburn and Radulovich exited the Meeting.

Mr. Thomas Horton, Group Manager, Earthquake Safety Program, presented the item. Director Blalock moved that the General Manager be authorized to execute Change Order No. 39, Added Bolts at End Plate Splice, in the not-to-exceed amount of \$512,000.00, to Contract No. 79HM-120, SFTS MB, with Manson Construction Company, Inc. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes – 6: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, and Saltzman. Noes - 0. Absent – 3: Directors Keller, Raburn, and Radulovich.

Director McPartland brought the matter of Change Order to Power Purchase Agreement at Warm Springs Station, with SolarCity, for Electric Vehicle Charging Stations (C.O. No. 1), before the Board.

Director Raburn re-entered the Meeting.

Ms. Holly Gordon, Sustainability Group Manager, presented the item.

President Radulovich re-entered the Meeting.

Director Blalock moved that the General Manager be authorized to execute Change Order No. 1, Electric Vehicle Charging Stations, in an amount not to exceed \$578,985.00, with SolarCity.

Director Murray seconded the motion. The item was discussed. The motion carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Amendment to Late Night Bus Core Service Agreement before the Board. Ms. Mariana Parreiras, Access Coordinator, Transit & Shuttles, presented the item. Clarence Fischer addressed the Board.

The item was discussed. Director Saltzman moved that the General Manager or her designee be authorized to execute an amendment to the Agreement between Alameda Contra Costa Transit District and the San Francisco Bay Area Rapid Transit District in Connection with the Late Night Bus Core Service Project. Director Blalock seconded the motion. Discussion continued. The motion carried by electronic vote. Ayes – 7: Directors Blalock, Josefowitz, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Abstain – 1: Director Mallett. Absent - 1: Director Keller.

Director Raburn brought the matter of 2016 Legislative Update before the Board. Mr. Roddrick Lee, Department Manager, Government and Community Relations; Mr. Paul Fadelli, Legislative Officer; Ms. Amanda Cruz, Senior Government & Community Relations Representative; Mr. Tim Schott, Schott & Lites Advocates Inc.; Mr. Jim Lites, Schott & Lites; and Mr. James Copeland, CJ Lake, LLC, presented the item. The item was discussed.

President Radulovich called for the General Manager’s Report. General Manager Grace Crunican reported on the District’s participation in the Rail~Volution conference earlier in the week, and she reported on steps she had taken and activities and meetings she had participated in, outstanding Roll Call for Introductions items, and reminded the Board of upcoming events.

Mr. Carter Mau, Assistant General Manager, Administration and Budgets, announced the U.S. Department of Transportation had awarded a Mobility on Demand grant to the Metropolitan Transportation Commission, the District, and Scoop to set up a real time carpooling program.

President Radulovich called for the Quarterly Report of the Office of the Independent Police Auditor. Mr. Russell Bloom, Independent Police Auditor, presented the report.

President Radulovich called for Board Member Reports and Roll Call for Introductions.

Director Raburn reported he had attended the Rail~Volution conference.

Director Raburn requested a report on the status and strategy to acquire the Union Pacific Railroad right of way. Director Josefowitz seconded the request.

Director Raburn requested a report on automatic fare collection modifications currently underway by Clipper®, including impacts on availability, re-boot time, and types of errors seen by Station Agents. Director Josefowitz seconded the request.

Director Saltzman reported she had attended the Rail~Volution conference and previewed an artwork entitled “Light Rail.”

Director Murray reported she had attended the Rail~Volution conference and an event at the Contra Costa Centre Transit Village.

President Radulovich reported he had attended the Rail~Volution conference.

Director Blalock reported he had attended a South Hayward BART Station Access Authority meeting, a Livermore extension update meeting, the Alameda County Mayors' Conference.

Director McPartland reported he had attended the Livermore extension update meeting and a press conference for the California Early Earthquake Warning System.

Director Mallett announced that he did not agree with the recruitment of an Assistant General Manager of Human Resources rather than a department manager, as had been authorized in a previous Board action.

President Radulovich called for In Memoriam, and noted that several Directors had requested the Meeting be adjourned in honor of Christine Apple, former District Secretary; Phillip O. Ormsbee, former District Secretary; and Teresa Murphy, former Assistant General Manager, Administration.

Director McPartland requested the Meeting be adjourned in memory of the two police officers who had been killed in Palm Springs.

President Radulovich called for Public Comment. No comments were received.

President Radulovich announced that the Board would enter into closed session under Item 11-A (Conference with Labor Negotiators) of the regular Meeting agenda, and that the Board would reconvene in open session at the conclusion of that closed session.

The Board Meeting recessed at 12:20 p.m.

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The Board Meeting reconvened in closed session at 12:31 p.m.

Directors present: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: Director Keller.

The Board Meeting recessed at 2:11 p.m.

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The Board Meeting reconvened in open session at 2:12 p.m.

Directors present: President Radulovich.

Absent: Directors Blalock, Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, and Saltzman.

President Radulovich announced that there were no announcements to be made.

The Meeting was adjourned at 2:13 p.m. in honor of Christine Apple, Phillip O. Ormsbee, Teresa Murphy, Jose Vega, and Lesley Zerebny.

Kenneth A. Duron  
District Secretary



## MAJOR SERVICE CHANGE POLICY

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FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients (October 2012), requires FTA grant recipients to evaluate whether planned “major service changes” will have a discriminatory impact. Transit operators may establish a guideline or threshold for what they consider to be a “major service change.” The circular goes on to suggest a numerical standard, such as “a change which affects 25 percent of the service hours of a route.” If an operator determines that a planned service change exceeds their threshold, then that service change must be evaluated for whether it will have a disproportionately high and adverse impact on minority and low income populations. Such adverse impacts must be justified based on a “substantial need that is in the public interest” and a demonstration that alternatives would have more severe adverse effects than the preferred alternatives.

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### Definitions:

For the purpose of establishing this threshold, the following definitions shall apply:

“Transit Service” shall mean any regularly scheduled passenger service on BART’s fixed guideway rail systems.

“Transit Line” is defined as a “grade separated right-of-way served by BART train consists.”<sup>1</sup> In BART’s specific case “Transit Line” shall mean any of the following:

Yellow Line: Pittsburg/Bay Point to San Francisco Airport (SFO)/Millbrae

Blue Line: Dublin/Pleasanton to Daly City

Orange Line: Richmond to Fremont

Green Line: Fremont to Daly City

Red-Line: Richmond to Millbrae

*(see attached map for the locations of these lines)*

<sup>1</sup> Instead of using the bus-based term “route”, BART’s “Major Service Change” Threshold is based on “Transit Lines.”

**“Major Service Change” Threshold:**

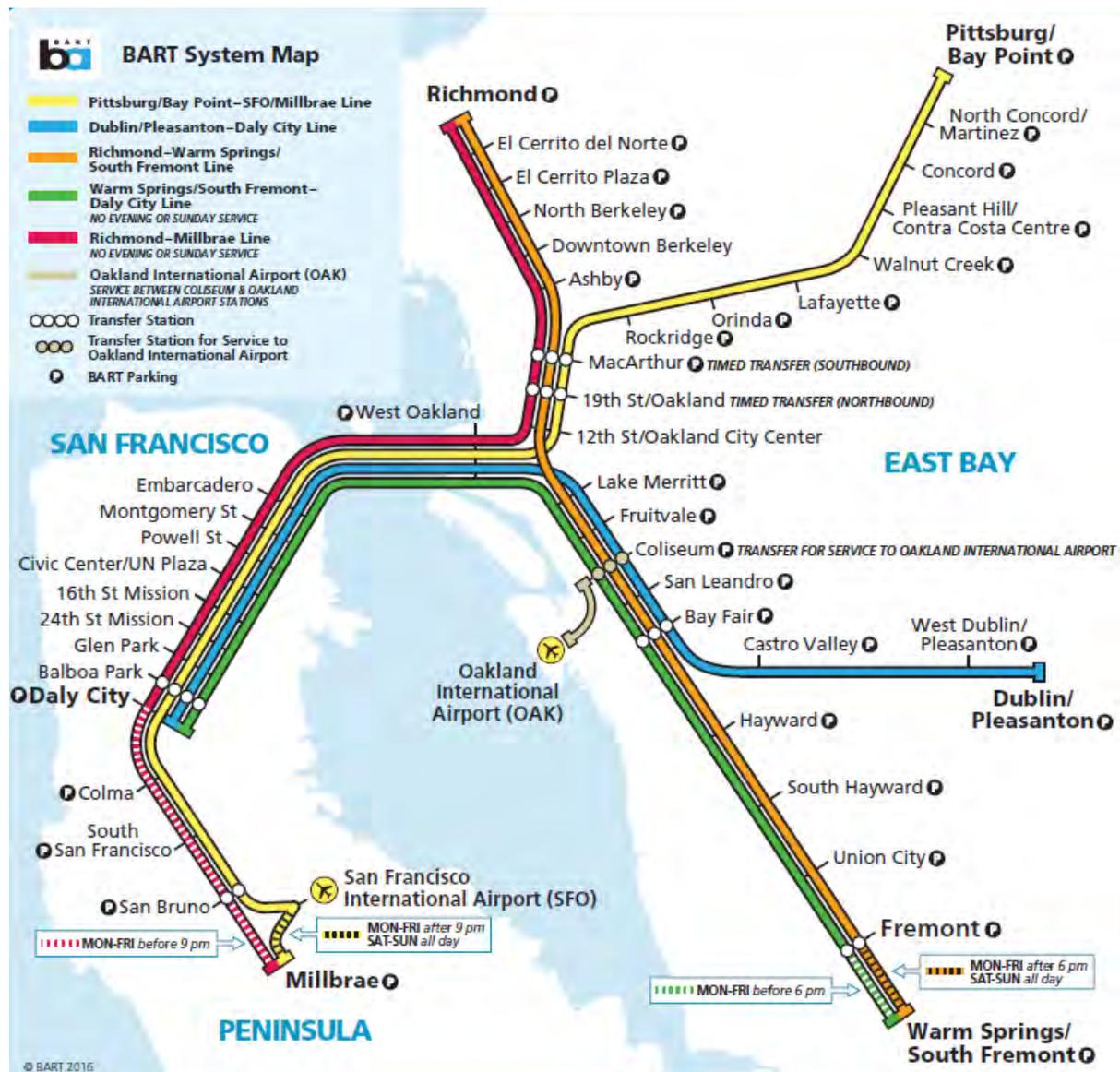
“Major Service Change” shall apply to:

- (1) New Lines, Extensions, and Stations: the establishment of new Transit Lines, Line Extensions (involving one or more stations) or Infill Stations, where construction of the project is approved (including completion of environmental review pursuant to CEQA or NEPA) subsequent to May 2007; or
- (2) Line Length: increases or decreases of more than 25 percent in the length (in revenue miles) of an existing transit line; or
- (3) Service Levels (Amount of Service Operated on a Line): increases or decreases of more than 25 percent in the annual transit revenue vehicle miles operated on a Transit Line; or
- (4) Service Hours (Hours of Operation): increases or decreases of more than 25 percent in the annual number of service hours scheduled on a Transit Line or at an individual station, or
- (5) Aggregate Changes Across All the Lines on the BART System: annual net increases or decreases to Line Length, Service Levels, or Service Hours which exceed 20 percent in aggregate when combined over all the lines on the BART system, or
- (6) Cumulative Changes within a Three Year Period: net increases or decreases to Line Length, annual Service Levels, and annual Service Hours on a Transit Line which exceed 25 percent cumulatively within a three year period.

“Major Service Changes” shall exclude any changes to service which are caused by:

- (1) Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 12 months; or
- (2) Maintenance: temporary service change or service interruption as a result of urgent or necessary maintenance activities.
- (3) New Line “Break-In” Period: an adjustment to service levels for new Transit Lines which have been in revenue service for less than 1 year (allowing BART to respond to actual ridership levels observed on those new transit lines); or
- (4) Other Agencies: acts of other governmental agencies; or
- (5) Forces of Nature: forces of nature such as earthquakes and wildfires; or
- (6) Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways; or
- (7) Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset by an increase in transit revenue vehicle miles on the overlapping section of an alternative line (An overlapping section is where two or more lines share the same track and stations).

## Current BART System Service Map:



### General Description of Service:

The BART system operates peak period, weekday service on five lines, all of which intersect in the center of the system. Base peak service headways on all lines are currently 15 minutes, with rush trains inserted between base headways on the Yellow Line during service peaks. Four of the five lines connect outlying areas with San Francisco, the system's primary destination, by traveling under the San Francisco Bay in a two-track tunnel. The fifth (Orange) line provides north-south service essentially perpendicular to the others. Service is operated 365 days each year. On weekdays, the first trains are dispatched around 4 AM and the last around midnight, with the last arrivals around 1:30 AM. This operating policy leaves a window of 3-4 hours each weeknight, depending on location, in which necessary track and wayside maintenance may be conducted.

June 25, 2010



# Major Service Change Threshold Public Participation Summary Report

San Francisco Bay Area Rapid Transit District



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## I. Introduction

### *Purpose*

The Federal Transit Agency (FTA), as outlined in FTA Circular 4702.1A, requires BART to evaluate service and fare changes. In order to comply with 49 CFR Section 21.5(b)(a), 49 CFR Section 21.5 (b)(7) and Appendix C to 49 CFR part 21, recipients shall "evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to "major service changes" only. The recipient should have established guidelines or threshold for what it considers a "major" change to be."

This report describes the process BART used to establish the major service change threshold (Threshold) and documents the process for collecting public input; reports the comments and questions received; and summarizes the results of community opinion and how those opinions were considered in revising the Threshold.

### *San Francisco Bay Area Rapid Transit District (BART)*

The San Francisco Bay Area Rapid Transit District (BART) is a rapid transit system that travels through 26 cities in San Francisco, San Mateo, Alameda and Contra Costa counties. BART's five service lines cover 104 miles, comprising 43 stations, and serve an average weekday ridership of 340,000 passengers. BART provides discounted fares for seniors, persons with disabilities, students and qualified educational groups. Children ages 4 and under ride free.

Opened in 1972, BART is operated by the San Francisco Bay Area Rapid Transit District, which is governed by a directly-elected nine-member Board of Directors serving four year terms. The District includes three counties: Alameda, Contra Costa and San Francisco. While San Mateo County is not within the BART District, it is served by six BART stations and various BART Board members act as liaisons to the County.

### *Establishing a Major Service Change Threshold*

To establish a threshold or "upper limit" for a service change, BART must first define these terms so they can be communicated to and discussed with the public. The term "major" relates to how BART proposes to measure its service.

In advance of soliciting community input, BART staff researched best practices from major transit agencies throughout the United States to inform its approach. The FTA Circular 4702.1A states that a numerical standard

## II. Process for Soliciting Public Comment

Consistent with BART's Public Participation Plan completed in May 2010, BART conducted outreach and hosted 18 multi-lingual community meetings throughout its service region to solicit feedback from the public. For those unable to attend the community meetings, BART conducted an online survey hosted on the BART website at [www.bart.gov](http://www.bart.gov).

BART conducted outreach for the meetings using a variety of methods including:

- CBO Newsletters and Communications
- Targeted e-mails
- Targeted phone calls
- BART website, including applications and social networking sites
- Bay Area Media, both print and online
- Ethnic Media
- Flyer distribution at BART Stations
- Flyer placement on BART Car Seats
- Flyer posting within the community

The following is a complete list of the meetings conducted. Meetings were held at a variety of times and locations to accommodate a wide range of participants. Translated materials and interpretive services were available for all meetings.

Location	Address	Date and Time	Translation Services Requested
San Francisco - Chinatown	Chinatown Community Dev. Ctr. 663 Clay Street, SF	Tuesday, June 8 11:30 a.m.-1:00 p.m.	Cantonese
Oakland	Lao Family Community Ctr., 2325 E. 12th St, Oakland	Thursday, June 10 4:00-5:30 p.m.	<i>None requested</i>
Hayward	City Hall, Room 2A, 777 B St, Hayward	Monday, June 14 6:30-8:00 p.m.	<i>None requested</i>
Dublin	Dublin Public Library, 200 Civic Plaza, Dublin	Monday, June 14 6:30-8:00 p.m.	<i>None requested</i>
San Francisco	SF Senior Center, 481 O'Farrell St, SF	Tuesday, June 15 1:00-2:30 p.m.	Cantonese, Mandarin, Spanish

such as a change that affects 25% of service hours of a route can serve as a dividing line between minor and major service changes. Transit agencies in New York, Houston, San Jose, Portland, Chicago, Sacramento, and Atlanta have adopted this industry standard of 25% per line.

### *Proposed Major Service Change Threshold*

BART proposes that "Major Service Change" shall apply to:

- 1) New Lines: the establishment of a new transit line, or
- 2) Line Length: increases or decreases of more than 25 percent in the length (in revenue miles) of an existing transit line, or
- 3) Service Levels (Amount of Service Operated on a Line): increases or decreases of more than 25 percent in the annual transit revenue vehicle miles operated on a transit line, or
- 4) Service Hours (Hours of Operation): increases or decreases of more than 25 percent in the annual number of service hours scheduled on a transit line, or
- 5) Aggregate Changes Across All the Lines on the BART System: annual net increases or decreases to Line Length, Service Levels, or Service Hours which exceed 20 percent in aggregate when combined over all the lines on the BART system, or
- 6) Cumulative Changes Within a Three Year Period: net increases or decreases to Line Length, annual Service Levels, and annual Service Hours on a transit line which exceed 25 percent cumulatively within a three year period.

"Major Service Changes" shall exclude any changes to service which are caused by:

- 1) Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 180 days, or
- 2) New Line "Break-In" Period: an adjustment to service levels for new transit lines which have been in revenue service for less than 1 year (allowing BART to respond to actual ridership levels observed on those new transit lines), or
- 3) Other Agencies: acts of other governmental agencies, or
- 4) Forces of Nature: forces of nature such as earthquakes and wildfires, or
- 5) Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways, or
- 6) Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset equally by an increase in transit revenue vehicle miles on the overlapping section of another line where there is a timed-transfer station at the intersection point of the two lines. (An overlapping section is where 2 or more lines share the same track and stations).

Location	Address	Date and Time	Translation Services Requested
Oakland	Claridge Hotel - Ballroom, 634 15th St, Oakland	Tuesday, June 15 6:30-8:00 p.m.	<i>None requested</i>
Pittsburg	Senior Center, 300 Presidio Lane, Pittsburg	Tuesday, June 15 6:30-8:00 p.m.	Cantonese
San Francisco - Excelsior	Excelsior Family Connections, 49 Ocean Avenue, SF	Wednesday, June 16 10:00-11:30 a.m.	Cantonese, Spanish
Oakland	Youth Uprising, 8711 Macarthur Blvd., Oakland	Wednesday, June 16 5:00-6:30 p.m.	<i>None requested</i>
Concord	El Rancho Restaurant, 1450 Monument Blvd., Concord	Wednesday, June 16 6:30-8:00 p.m.	<i>None requested</i>
Richmond	Nevin Center, 598 Nevin Avenue, Richmond	Thursday, June 17 4:00-5:30 p.m.	<i>None requested</i>
San Francisco - Bayview	Bayview YMCA, 1601 Lane Street, SF	Thursday, June 17 6:30-8:00 p.m.	<i>None requested</i>
Union City	Community Center, 1333 Decoto Road, Union City	Thursday, June 17 6:30-8:00 p.m.	<i>None requested</i>
San Francisco - Mission	Chavita's #2, 3161 24th St, SF	Monday, June 21 6:30-8:00 p.m.	Spanish
Lafayette	Veterans' Memorial Bldg., 3780 Mt. Diablo Blvd., Lafayette	Monday, June 21 6:30-8:00 p.m.	<i>None requested</i>
South San Francisco	Municipal Service Bldg., 33 Arroyo Drive, So. SF	Monday, June 21 6:30-8:00 p.m.	<i>None requested</i>
Berkeley	So. Berkeley Senior Ctr, 2939 Ellis St., Berkeley	Tuesday, June 22 6:30-8:00 p.m.	<i>None requested</i>
San Pablo	City Hall - Maple Hall, 13831 San Pablo Ave., San Pablo	Wednesday, June 23 6:30-8:00 p.m.	<i>None requested</i>

At each meeting, participants were asked to sign in and were provided a copy of the agenda and survey. BART staff opened the meeting with welcoming remarks and introduced the presenters. They also recognized CBO partners who assisted with the meeting. BART staff briefly reviewed the agenda and meeting purpose, followed by a presentation which focused on explaining key terms and describing BART's proposed Threshold and how it would be measured and applied.

BART staff explained how a major service change is defined and the definition and need for an established Threshold. The Threshold for a major service change would be applied and measured based on:

- The addition of a new line;
- Length of a transit line;
- Service levels of a line; and
- Service hours on a line.

BART staff then described how the 25% Threshold would be applied on an annual basis. Cumulative changes within a three year period in Line Length, Service Levels, and Service Hours would also have a Threshold of 25%. For example, if BART were to reduce a Line's Service Levels by 20% a year over each of 2 years, that 40% cumulative reduction would be considered a "Major Service Change."

BART's proposal also includes a more stringent annual Threshold of 20% when there are combined changes across all BART lines in Line Length, Service Levels, and Service Hours.

BART's proposal includes six exclusions for service changes. BART staff explained the exclusions and why they are needed. These exclusions are:

- Temporary services in place for less than 180 days
- Changes in the first year of service on a new line
- Changes in response to actions of other agencies (e.g., Caltrans)
- Changes in response to forces of nature (e.g., earthquakes)
- Changes in response to failures of competing infrastructure (e.g., Bay Bridge)
- Changes to rationalize overlapping services

They also explained what BART must do when a service change exceeds the Threshold.

Following the presentation, the presenters opened the meeting for questions and comments. A graphic recorder took notes and recorded comments and questions on large scale wallgraphic paper. In several meetings, the BART

presenters worked closely with interpreters who translated the proceedings. All comments received verbally or in writing in languages other than English were translated and transcribed and included in the comments. Below is a summary of the key questions and comments received at the 18 meetings.

### III. Public Comments

#### *Comments on Threshold Level*

Meeting participants asked a variety of questions regarding the Threshold level and the impact studies to be carried out when it is determined that a service change exceeds the Threshold. They were curious to know how the 25% Threshold was determined, and how other agencies arrived at the use of this figure. There were also concerns expressed about how needed studies would delay necessary service changes, as well as the cost of the studies and how they would be funded. There were also questions asked regarding the timeframe and who would conduct the studies.

The major concern expressed by several participants was a belief that the 25% Threshold based on Line Length, Service Levels and Service Hours was too simplistic and did not adequately take into account the impacts of service changes on riders. It was noted that if it takes a 25% service change to trigger a study, some impacts may be missed. While the study may satisfy FTA requirements, they did not believe it served BART's constituents well. Some participants noted that a service change might affect less than 25% of a line or service hours but would impact a considerably higher percentage of riders. A change to length of service, such as reductions in hours or schedule changes, could have a significant impact resulting in a community no longer being served. For instance, some participants suggested that a 25% reduction in length of day could eliminate service after 8:00 p.m. Another suggested example was that a 25% reduction in line length could eliminate 3 or 4 stations from the Richmond-Fremont line.

Schedule changes, even when not eliminating services, could still have a noticeable impact. Participants noted that a short extra wait could make a big difference for riders, making them late for work. Those with disabilities may have a difficult time waiting, especially when there is limited seating in a station. Riders may feel unsafe waiting during off hours when the stations are underpopulated. Several respondents suggested a lower percentage, such as 20%, would be more inclusive. Other suggestions included using alternative metrics such as considering a major service change in terms of the percentage of riders impacted, rather than miles, particularly at a station level.

Also, some participants expressed concern regarding the effectiveness or thoroughness of the studies determining the potential discriminatory effects of a service change. An example given was that if changes occur over a two-three year period and changes in the first two years result in a 20% change, a five percent change in the third year might not be adequately tracked or measured.

Finally, several participants suggested that BART communicate with and seek input on proposed service changes whether or not they exceed the Threshold. One suggestion was that for changes between ten and twenty percent, town hall meetings should be held in lieu of a more extensive outreach study.

### ***Comments on Proposed Exclusions to Threshold***

#### **Exclusion for Temporary Services and the First Year of Service**

No comments were made during the meetings regarding the proposed exclusions for temporary services and for changes in service during the first year of a new line, but several comments were submitted via the written surveys and are summarized in the "Survey" section.

#### **Exclusion for the Actions of Other Agencies**

Meeting participants asked whether the exclusion for the actions of other agencies would apply to a change in cost of services made by another agency, which nonetheless would affect the cost of travel via BART.

#### **Exclusion for Forces of Nature**

Meeting participants inquired how "forces of nature" would be defined.

#### **Exclusion for Failures of Competing Infrastructure**

No comments were made during the meetings addressing the exclusion for failures of competing infrastructure.

#### **Exclusion for Overlapping Services**

Several participants expressed concern about the exclusion for overlapping services, and felt it should be eliminated. These participants observed that the timed transfers stipulated under this exclusion are a hardship and inconvenience to passengers in wheelchairs or with bicycles.

BART received additional explanation regarding participant concerns in the survey responses, which are described in the next section.

## *Comments on Public Participation Process*

Meeting participants made a number of comments on the effectiveness of the public participation process. They were glad to see that BART was continuing to conduct public involvement activities, and would like to see more regularly scheduled opportunities to provide input. Participants felt it is important to reach out to diverse populations, particularly youth, low income, and minorities, and to conduct bilingual outreach for those with limited proficiency in English. Numerous community-based organizations were suggested as outreach partners who could assist in reaching these communities. Some participants noted that meetings must be conveniently scheduled and well publicized. Care must be taken to ensure that everyone at the meeting can hear and understand explanations of BART policy. Another suggestion was to provide clear information at stations and on the BART website. Finally, participants requested that BART be responsive to community input, and that the Board be provided with all opinions expressed.

A complete database of public comments received at the community meetings is included as Appendix A to this report.

The meetings combined discussion of the Threshold with another topic, a proposed temporary fare decrease. Much of the discussion at the meetings focused on the proposed fare decrease or an alternative use of the funds. Meeting participants also took the opportunity to share their issues and concerns with BART on a variety of topics. Issues raised included the cost of fares; the availability of discounts or subsidies for seniors, students, families, the disabled and economically disadvantaged, etc.; service improvements such as increases in hours or line extensions; and improvements to and maintenance of stations and trains.

## *Survey*

Following the question and comment period, participants were asked to complete a brief survey. Translated copies of the survey were available in several languages, including: Chinese, Khmer, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

The survey, which also covered the proposed temporary fare decrease, included four questions related to the Threshold. Meeting participants were asked to provide feedback on how well they felt BART staff explained the Threshold and for their opinion on whether the 25% Threshold is fair, too high or too low and whether each of the six exclusions were reasonable or if they should be eliminated. The survey also provided space for written comments. A total of 195 surveys were completed at the community

meetings. A complete summary of the printed survey results is included as Appendix B.

### **Question 1: Did You Hear the Full Presentation?**

Since the topic was complex, and a respondent's understanding of the topic would likely benefit from hearing the explanation provided by BART staff, the first question on the print survey asked whether meeting participants had heard the full presentation on the Threshold. Seventy-three percent of respondents had done so, and an additional twenty-two percent heard at least part of it. A few respondents missed the presentation, were unsure or failed to answer the question.

### **Question 2: How Well Do You Feel BART Staff Explained the Threshold?**

Next, the survey asked participants how well they felt BART staff had explained the Threshold. About eighty-nine percent responded that they felt BART staff explained the Threshold fairly well or well, with all or most of their questions answered. Less than ten percent of survey respondents described the explanation as poor, leaving them unclear on some points. It was noted that the translation provided was appreciated and suggested that pictures or slides would have been helpful as well.

### **Question 3: Opinion of 25% Threshold for Service Changes**

The third question on the survey solicited participants' opinions on whether the Threshold should be set at 25% as a dividing line between minor and major service changes. About a quarter of respondents felt that 25% was too high. The remaining seventy-four percent thought that the Threshold was either a fair level (38%), too low (6%), did not know as the presentation was unclear to them (5%), or had no opinion (25%).

Respondents who thought that 25% is a fair level appeared satisfied with BART's explanation of the Threshold. Those who felt that a 25% Threshold is too high echoed the concerns expressed by participants in the meetings that it would not adequately take impacts of service changes on riders into account. One suggestion was to set different levels for different criteria, including ten percent for a change in hours of service, and zero for any change in length of the line – respondents felt that BART must do a study of impacts in those cases.

### **Question 4: Responses Regarding Exclusions to Threshold**

The final question on the survey regarding the Threshold asked about the six types of service changes that would be excluded from the Threshold. Respondents were asked whether they found all six exclusions to be reasonable, or whether they thought some of them should be eliminated.

Forty-three percent responded that all six exclusions are reasonable. However, smaller percentages of survey respondents expressed interest in eliminating each of the six exclusions.

#### ***Survey Responses: Exclusion for Temporary Services***

Eleven percent supported eliminating the exclusion for temporary services. Respondents commented that 180 days is too high a number to use to define “temporary service” as an exception.

#### ***Survey Responses: Exclusion for the First Year of Service***

Although only eight percent responded that the exclusion for the first year of service should be eliminated, it drew the most commentary of any of the exclusions. Respondents suggested that the period should be shortened to six months, 90 days (possibly with the exclusion of temporary services lasting 180 days), or to even as little as 30 days. The question was asked as to when a study would be done if it wasn’t conducted during the first year.

#### ***Survey Responses: Exclusion for the Actions of Other Agencies***

Eleven percent wanted to eliminate the exclusion for the actions of other agencies. It was noted that this should be well defined, as it seems that it could provide an opportunity for BART to avoid doing a necessary study.

#### ***Survey Responses: Exclusion for Forces of Nature***

Only three percent of respondents felt that the exclusion for forces of nature should be eliminated, and no further comment was made.

#### ***Survey Responses: Exclusion for Failures of Competing Infrastructure***

Seven percent voted to eliminate the exclusion for failures of competing infrastructure, but made no further comment.

#### ***Survey Responses: Exclusion for Overlapping Services***

Seventeen percent of respondents thought that the exclusion for overlapping services should be eliminated. It was noted that this exclusion was problematic because trains are crowded at peak times with the disabled, bikers, and riders (with luggage) trying to get to San Francisco Airport, and coverage is needed. Respondents also commented that service changes proposed in response to overlapping services should be studied at a lower threshold than 25%, particularly if a station closing is involved. It was expressed that it is necessary to do studies in all such cases in order to assess the change’s effect on the elderly and handicapped.

Eighteen percent of respondents replied that they had no opinion regarding the exclusions. Eight percent of respondents found the presentation unclear and they did not know how to respond to the question.

### *Web Survey*

A modified version of the survey (which omitted questions related to the presentation) was available online at [www.bart.gov](http://www.bart.gov) to allow input from participants unable to attend the community meetings. Twitter users received a "tweet" on the availability of the survey and were encouraged to respond. BART reviewed the survey results by source (print copy distributed at community meeting versus online survey).

177 surveys were submitted online. Safeguards were in place to ensure that only one survey response could be submitted per respondent but since there was no other data collected as to the source or the opportunity, these respondents had to review information on the Threshold. These results were not considered to be statistically valid and were not combined with results from the print survey. However, these responses were a useful source of additional input and are listed below.

- Thirty-one percent of web survey respondents felt that the 25% Threshold was a fair level.
- Forty-two percent thought the 25% Threshold was too high.
- Four percent expressed that the 25% Threshold was too low.
- Sixteen percent did not know, having found the online presentation of the concepts unclear.
- Seven percent responded that they had no opinion.

Regarding the six proposed exclusions to the Threshold:

- Thirty-two percent of web survey respondents found all six exclusions to be reasonable.
- Fourteen percent voted to eliminate the exclusion for temporary services.
- The exclusions for first year of service and actions of other agencies each received a twenty percent vote for elimination.
- Ten percent of respondents wanted to eliminate the exclusion for forces of nature.
- Ten percent voted to eliminate the exclusion for failures of competing infrastructure.
- Twenty-five percent wished to eliminate the exclusion for overlapping services.
- Fourteen percent found the online presentation unclear and did not know their opinion.
- Six percent indicated that they had no opinion.

### *Other Comments Received*

BART's outreach efforts were successful at attracting interest from online media to promote the workshops, and most online media allows readers to comment. This section reports the results of feedback received online between June 8, 2010 and June 23, 2010.

Only one online comment was specific to the Threshold or public participation process. The commenter agreed with many meeting participants that a percentage basis is not an appropriate determinant of service change impacts. The commenter further suggested that a major service change should be defined based on the type of service change, including scheduled hours or frequency of trains and destinations or stops along lines.

BART also received comments sent directly to staff or Directors via email and Twitter. These comments largely addressed a proposed temporary fare decrease rather than the Threshold and closely echoed input already received in the community meetings.

## **IV. Revisions to the Threshold in Response to Public Comments**

BART has revised its Major Service Change Threshold to respond to the comments received at the 18 public participation meetings. As you will be able to reference in the "Community Comments" section of this report, only 26% of those surveyed at these meetings thought the proposed BART Threshold was too high. The 74% balance thought it was "reasonable", "too low," something they had "no opinion" about, or were "unclear".

Many of those participants who expressed the opinion that the Threshold was too high were concerned that it allowed BART to close an individual station entirely without having to conduct a service equity analysis. To respond to this concern BART has amended Threshold Item 4 to read that a "major service change" shall apply to:

- **Service Hours (Hours of Operation):** increases or decreases of more than 25 percent in the annual number of service hours scheduled on a transit line or at an individual station.

As far as the six exclusions to the Threshold are concerned, only 31% of those surveyed thought that they needed to be revised or eliminated. The 69% balance thought that they were "reasonable," something they had "no opinion" about, or were unclear.

Given that the one exclusion which generated the most responses (17%) in favor of its elimination was that for overlapping services, BART has narrowed its definition significantly. These community meeting participants expressed that having to make a timed transfer was not equivalent to having direct service to their destination. BART has, therefore, revised the overlapping services exclusion to apply only to situations where passengers have an alternative line available to them, as follows:

- **Overlapping Services:** a reduction in transit revenue vehicle miles on one line which is offset by an increase in transit revenue vehicle miles on the overlapping section of an alternative line (an overlapping section is where 2 or more lines share the same track and stations).

A copy of this report will be provided to the BART Board of Directors and posted on the BART website at [www.bart.gov](http://www.bart.gov).

Appendix 8:

Disparate Impact and Disproportionate Burden  
Policy, PP Report, and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,682nd Meeting  
July 11, 2013

A regular meeting of the Board of Directors was held July 11, 2013, convening at 9:07 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Radulovich presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None.

President Radulovich announced that the Meeting would be adjourned in honor of former Director Willie B. Kennedy.

President Radulovich announced that the item on Agreement with Athens Administrators for Workers' Compensation Third Party Administration Service for the District's Workers' Compensation Program (Agreement No. 6M4257) would be continued to a future meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special).
2. Agreement with MuniServices, LLC, for Sales and Use Tax (Sales Tax) Revenue Collection Services (Agreement No. 6M5059).

Director Murray made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0.

1. That the Minutes of the Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special), be approved.
2. That the General Manager be authorized to award Agreement No. 6M5059, to MuniServices, LLC, to provide sales tax revenue collection services, pursuant to the notice to be issued by the General Manager, and subject to the District's protest procedures; the Agreement covers an initial term of three years with options for two additional one-year terms; and a contingency fee of 20 percent will be paid to MuniServices, LLC, based upon the amount of tax revenue recovered.

Director Murray, Chairperson of the Administration Committee, brought the matter of Agreement with San Francisco Municipal Transportation Agency for Fast Pass Payments for the

Period January 1, 2010, through June 30, 2014, before the Board. Ms. Pamela Herhold, Financial Planning, presented the item. The item was discussed. Director Saltzman moved that the General Manager be authorized to execute the Special Transit Fare (Fast Pass®) Agreement between the City and County of San Francisco and the San Francisco Bay Area Rapid Transit District for the period January 1, 2010, through June 30, 2014. Director Blalock seconded the motion. Director Mallett requested that the motion be amended to include direction previously given to staff to perform additional analysis and bring the results back to the Board. Directors Saltzman and Blalock accepted the amendment. The motion, as amended, carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes – 0.

Director Murray brought the matter of Title VI Policies: Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy, before the Board. Mr. Wayne Wong, Department Manager, Office of Civil Rights, Mr. Robert Mitroff, Manager of Fleet and Capacity Planning, and Ms. Herhold presented the item. The item was discussed.

Mr. Guillermo Mayer addressed the Board.

Director Raburn moved that the Board approve the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. Directors Saltzman and Mallett seconded the motion.

Discussion continued. The motion carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0.

Director Murray brought the matter of Draft Amendment to the District's Code of Conduct Policies before the Board. Ms. Marcia deVaughn, Deputy General Manager, and Mr. Benson Fairrow, Deputy Chief of Police, presented the item. The item was discussed.

Director Murray brought the matter of Draft District Whistleblower Policy before the Board. Ms. deVaughn and Ms. Darlene Cummins, Department Manager of Internal Audit, presented the item. The item was discussed.

Director Fang, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation before the Board. Mr. Paul Oversier, Assistant General Manager, Operations, presented the item. Director Mallett moved that the General Manager be authorized to award Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation, to Shimmick Construction Company, Inc., for the Bid amount of \$2,761,000.00, pursuant to notification to be issued by the General Manager, subject to compliance with the District's protest procedures and Federal Transit Administration's requirements related to protest procedures. Director Blalock seconded the motion. Discussion continued.

Director McPartland exited the Meeting.

The motion carried by unanimous electronic vote. Ayes - 8: Directors Blalock, Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director McPartland.

Director Fang brought the matter of Change Order to Contract No. 15PJ-110B, Earthquake Safety Program Four Station Structures – A Line, with Robert A. Bothman, for Seismic Retrofit of Pier P-238 (C.O. No. 2), before the Board. Mr. Thomas Horton, Manager of Earthquake Safety Programs, presented the item.

Director Keller exited the Meeting.

The item was discussed. Director Murray moved that the General Manager be authorized to execute Change Order No. 2 to Contract No. 15PJ-110B, BART Earthquake Safety Program Station Structures – A Line, for the retrofit of Pier P-238, in an amount not to exceed \$1,300,000.00. Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes - 7: Directors Blalock, Fang, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 2: Directors Keller and McPartland.

Director Fang brought the matter of Response to Request for Proposals for Management and Administrative Services for the San Joaquin Joint Powers Authority before the Board. Director Blalock recused himself from the discussion, stating that he sat on the San Joaquin Joint Powers Authority, the awarding body.

Mr. David Kutrosky, Managing Director, Capitol Corridor, presented the item.

Director Keller re-entered the Meeting.

The item was discussed. Director Raburn moved that the General Manager be authorized to submit a response to the Request for Proposals for Management and Administrative Services for the San Joaquin intercity passenger trains, on behalf of the District, to the San Joaquin Joint Powers Authority. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes - 7: Directors Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 2: Directors Blalock and McPartland.

Director Blalock re-entered the Meeting.

Director Blalock, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, had no report.

President Radulovich called for the General Manager's report. General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in.

President Radulovich called for Board Member Reports.

Director Mallett reported he had attended Hercules Planning Commission meetings, a Democratic Central Committee meeting, the opening of the Richmond Station parking garage, meetings with staff and Directors, West Contra Costa Transportation Advisory Committee meetings, a meeting with a prospective developer, and a Richmond neighborhood council meeting.

Director Blalock reported he had attended a meeting of the South Hayward BART Station Access Authority and had visited the Fremont Station to speak with employees and riders.

Director Murray reported she had attended a small business presentation for the Hispanic Chamber of Commerce and had met with a constituent about Capitol Corridor.

Director Keller reported he had visited three stations to speak with employees and riders.

Director Raburn reported he had attended a briefing with police leadership on crime reduction strategies in the Coliseum parking area and the Citizens Review Board meeting.

Director Saltzman reported she had attended the South Hayward BART Station Access Authority meeting and had visited the Rockridge Station to speak with employees and riders.

President Radulovich called for Roll Call for Introductions.

Director Saltzman requested a discussion of evening Board Meetings be agendaized.

Director Saltzman requested the verbal announcement of Board votes when there is other than unanimity, to include at a minimum identification of those voting in the minority, in order to better inform those in the overflow room and those monitoring meetings via streaming or on demand.

Director Blalock requested the District evaluate the feasibility of installing windmills at stations for power generation, with the report to include costs and potential revenue sources for acquisition/installation/operation.

President Radulovich called for Public Comment. The following individuals addressed the Board.

Mr. Saul Almanza  
Mr. Anthony Zielonka  
Mr. Oscar David  
Mr. Kewal Singh  
Ms. Rose Sandoval  
Mr. Andrew Shaifer  
Ms. Gailene Gaines  
Ms. Carmen Williams  
Mr. Joe Bomberger  
Mr. Robert Fernandez  
Ms. Rhea Davis  
Mr. John Arantes  
Mr. James Riddle  
Ms. C. J. Hirschfield  
Ms. Jean Gomez  
Mr. Michael Parker  
Mr. Steve Arhontes  
Mr. Chris Daly  
Mr. Rickey Rideout

Ms. Jennifer Smith-Camejo  
Mr. Maurie Peaslee  
Mr. Paul Junge  
Ms. Roxanne Sanchez  
Ms. Sarah Bump  
Mr. Ken Hargreaves  
Mr. Alan Hollie  
Mr. Chris Finn  
Ms. Antonette Bryant  
Ms. Yuri Hollie

The Board Meeting was adjourned at 12:27 p.m. in honor of Willie B. Kennedy.

Kenneth A. Duron  
District Secretary



## DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

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The Federal Transit Administration (FTA) Title VI Circular 4702.1B requires BART to develop a Disparate Impact and Disproportionate Burden Policy for use in the assessment of proposed Major Service Changes or fare changes.

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### **Statement of Policy:**

The purpose of the Disparate Impact and Disproportionate Burden Policy is to establish a threshold that defines when impacts of a Major Service Change (see BART's Major Service Change Threshold) or a fare change result in disproportionate impacts on protected populations or riders, defined as minority<sup>1</sup> or low-income<sup>2</sup> populations or riders. A finding of disproportionate impacts would determine whether BART may need to take additional steps, as defined in this Policy.

### **Definitions:**

A Disparate Impact refers to a facially neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. A Disproportionate Burden refers to a neutral policy or practice that disproportionately and adversely affects low-income populations. The thresholds, established by this Policy, will be used to assess adverse impacts on protected populations or riders.

### **Disproportionate Impact:**

The following definitions of disproportionate will apply to determine Disparate Impact and Disproportionate Burden on protected populations or riders.

1. For across-the-board fare changes, BART will compare the percent changes in the average fare for protected riders and non-protected riders. A fare change will be

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<sup>1</sup> Minority persons: For the purposes of this Policy, Minority persons include the following: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

<sup>2</sup> Low-income person: BART defines low income as 200% of the federal poverty level. This definition takes into account the high cost of living in the Bay Area and is consistent with the Metropolitan Transportation Commission's definition. For reference, this threshold categorizes a four-person household with an annual income under \$47,100 as low income. When compiling information about the low-income populations within the BART service area using census data, this 200% threshold is used. When compiling information specifically about BART riders using survey data, the low-income definition is expanded to include all riders with annual household incomes under \$50,000. This modified definition approximates the 200% threshold definition using existing survey income categories.

considered to have a disproportionate impact when the difference between the changes for protected riders and non-protected riders is equal to or greater than 5%.

2. For fare type changes, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media. Impacts will be considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's protected ridership share is greater than 10%. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART will collect additional data.
3. Adverse effects of a Major Service Change to the existing system are borne disproportionately by protected populations or riders when either (a) the difference between the affected service's protected ridership share and the overall system's protected ridership share is equal to or greater than 5%, or (b) the difference between the percent change in travel times for protected populations or riders is equal to or greater than 5% when compared to the percent change in travel time for non-protected populations or riders.
4. New service and new fares, including for new modes, media, or service, will be considered to have a disproportionate impact when the applicable difference is equal to or greater than 10%.

**Cumulative Impacts:**

1. The cumulative impacts of similar, major service changes or similar fare changes occurring during a three-year Title VI triennial reporting period will be analyzed as part of an equity analysis.

**Finding a Disparate Impact:**

Should BART find that minority populations or riders experience disproportionate impacts from the proposed change, BART should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority populations, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed major service or fare change only if BART can show that:

- A substantial legitimate justification for the proposed major service or fare change exists and,
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on minority populations.

**Finding a Disproportionate Burden:**

Should BART find that low-income populations or riders experience disproportionate impacts from proposed major service or fare changes, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by service or fare changes.



## Disparate Impact and Disproportionate Burden Public Participation Report

July 2013



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## **I. Introduction:**

### ***San Francisco Bay Area Rapid Transit District (BART):***

The San Francisco Bay Area Transit District (BART) is a rapid transit system that travels through 26 cities in Alameda, Contra Costa, San Francisco, and San Mateo counties. BART's five service lines cover 104 miles, comprising 43 stations, and serve an average weekday ridership of 340,000 passengers.

Recipients of federal financial assistance are required to ensure meaningful access to their programs, activities, and services by minority and low-income populations. As such, BART supports the goals of the following Title VI and Environmental Justice laws, regulatory requirements, and agency mandates (will herein be referred to as Regulations):

- Title VI of the Civil Rights Act of 1964 (as amended);
- Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations";
- United States Department of Transportation's Order 5610.2, "Order to Address Environmental Justice in Minority Populations and Low-Income Populations"; and
- Federal Transit Administration's Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."
- Federal Transit Administration's Circular 4703.1, "Environmental Justice Policy Guidance for Federal Transit Administration Recipients."

Public participation is a fundamental principle of Title VI of the Civil Rights Act of 1964 and Environmental Justice. In accordance with these Regulations, BART has taken reasonable steps to develop and use focused public engagement efforts to encourage minority and low-income populations to participate during the planning and implementation of transit projects.

### ***Purpose:***

The Federal Transit Administration (FTA), as outlined in FTA Circular 4702.1B, requires BART to develop a Disparate Impact and Disproportionate Burden Policy for use in the assessment of proposed major service changes or fare changes.

The purpose of the Disparate Impact and Disproportionate Burden Policy is to establish a threshold that defines when impacts of a Major Service Change (see BART's Major Service Change Threshold) or a fare change result in disproportionate impacts on protected populations or riders, defined as minority<sup>1</sup> or low-income<sup>2</sup> populations or riders. A finding of disproportionate

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<sup>1</sup> Minority persons: For the purposes of this Policy, Minority persons include the following: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

impacts would determine whether BART may need to take additional steps, as defined in the Disparate Impact and Disproportionate Burden Policy.

This report describes the process BART used to establish the Disparate Impact and Disproportionate Burden Policy (Policy) and documents the process for collecting public input; reports the comments and questions received; and summarizes the results of community opinion and how those opinions were considered in developing the Policy.

### **Establishing a Disparate Impact and Disproportionate Burden Threshold:**

To establish a threshold used to assess disproportionate impacts of Major Service Changes or fare changes on protected populations, BART must first define the terms Disparate Impact and Disproportionate Burden so they can be communicated to and discussed with the public. A Disparate Impact refers to a facially neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. A Disproportionate Burden refers to a neutral policy or practice that disproportionately and adversely affects low-income populations.

In advance of soliciting public input, BART staff reviewed historical data on BART's past major service changes and fare changes. BART staff also researched best practices from major transit agencies, throughout the United States to inform its approach. Transit Agencies in the San Francisco Bay Area, Austin, Los Angeles and Minneapolis have all adopted percentage thresholds ranging from 2% to 20%.

## **II. Process for Soliciting Public Input**

BART's service area is comprised of an ethnically and economically diverse, multi-national population. Therefore, a crucial component of the public participation process is offering a variety of ways for community members to participate in the public process.

Consistent with BART's Public Participation Plan, the Office of Civil Rights (OCR) with the support of staff from Operations, Financial Planning and the Office of General Council, conducted outreach with the Office of Civil Rights Title VI/Environmental Justice Advisory Committee (Advisory Committee), transportation equity advocacy groups and interested Board of Directors during June and July of 2013. Additionally, the Disparate Impact and Disproportionate Burden Policy, was posted on bart.gov, social media outlets such as Facebook

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<sup>2</sup> Low-income person: BART defines low income as 200% of the federal poverty level. This definition takes into account the high cost of living in the Bay Area and is consistent with the Metropolitan Transportation Commission's definition. For reference, this threshold categorizes a four-person household with an annual income under \$47,100 as low income. When compiling information about the low-income populations within the BART service area using census data, this 200% threshold is used. When compiling information specifically about BART riders using survey data, the low-income definition is expanded to include all riders with annual household incomes under \$50,000. This modified definition approximates the 200% threshold definition using existing survey income categories.

and Twitter, and a corresponding webinar was available on BART TV via YouTube. Meetings, web posting and social media allowed BART staff to seek the public's input on the Policy.

Revisions requested by the Advisory Committee, the transportation equity advocacy groups, the Board of Directors and the public via BART's web-based outreach were taken into consideration and used in the development of the Disparate Impact and Disproportionate Burden Policy. The final Policy will be presented to the Board for approval on July 11, 2013.

In total, BART conducted eight outreach meetings: one meeting with the Advisory Committee, two meetings with transportation equity advocacy groups and five meetings with interested Board of Directors. A webinar was also made available on BART TV via YouTube and received 80 views. Comments were documented by BART Staff during all meetings. The Advisory Committee meeting was noticed 72 hours in advance in accordance with the Brown Act and was accessible to members of the public. The public was also able to provide written comments via US Mail, fax, phone or email. In compliance with the District's Language Assistance Plan, the Policy was translated into Chinese and Spanish and also available in additional languages upon request.

***Outreach:***

*Office of Civil Rights' Title VI/Environmental Justice Advisory Committee (Advisory Committee) Meeting:*

The Advisory Committee consists of members of community-based organizations that serve Title VI and Environmental Justice populations within the BART service area. Members represent the following community based organizations: Communities for a Better Environment, Greenlining Institute, Urban Habitat, Transform, Alameda Office of Education, Center on Race, Poverty and the Environment, West County Toxics Coalition, and San Francisco Planning and Urban Research Center.

BART advertised and conducted outreach for the meetings using the following methods:

- Noticing at BART stations through posters, Destination Sign System (DSS) and BART Times
- Website notice posted on [www.bart.gov](http://www.bart.gov)

The meeting notice included instructions for requesting translation services and/or meeting interpreters.

*Transportation Equity Advocacy Groups Focus Group Meetings:*

BART works closely with transportation equity advocacy groups serving limited English proficient, low-income and minority populations. Transportation equity advocacy groups that

participated in the focus group meeting include: Public Advocates, Urban Habitat, and TransForm. BART reached out to transportation equity advocacy groups to participate in focus groups using the following methods:

- Targeted e-mails
- Targeted phone calls

***Meeting Format:***

*Office of Civil Rights' Title VI/Environmental Justice Advisory Committee (Advisory Committee) Meeting:*

A public meeting of the Advisory Committee was held on June 3, 2013, at 2:00 p.m. The Advisory Committee meeting was held in the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, California.

During the meeting, participants were asked to sign in and were provided meeting material including a copy of the agenda and draft Disparate Impact and Disproportionate Burden Policy. An OCR staff member acted as meeting Chair. BART Board of Director's are invited to attend the Advisory Committee Meetings and provided remarks. The BART meeting Chair briefly reviewed the agenda and meeting purpose and introduced each speaker.

OCR with support from BART Financial Planning and BART Operations presented a power point presentation to the Advisory Committee.

The presentation elaborated on five main topics:

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors Considered in development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts

Following the presentation, the speakers opened the floor for questions and comments. Comments were documented by OCR staff. See Appendix A for the Advisory Committee meeting notes.

*Transportation Equity Advocacy Groups Focus Group Meetings:*

BART conducted two focus group meetings with local transportation equity advocacy groups to seek their input on the Policy. Meetings were held at BART's Lakeside Administration Building in Oakland, CA on June 13 and June 26, 2013. In addition to the in-person meetings, on June 24<sup>th</sup> OCR and Office of the General Counsel held a conference call with members of the

advocacy group to answer additional questions. A comment letter expressing support for BART's thresholds was submitted to BART on behalf of the transportation equity advocacy groups.

A hard copy of the Policy was distributed. The meetings opened with welcoming remarks, staff introductions, and review of the meeting agenda. Meeting participants were invited to offer comments throughout the course of the presentation.

A power point presentation was presented during the June 13<sup>th</sup> meeting with the transportation equity advocacy groups.

The presentation elaborated on five main topics:

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors considered in the development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts

OCR staff conducted the meeting with support from BART Financial Planning, BART Operations and Office of General Council. Comments were documented by OCR staff during the meeting. See Appendix B for a copy of the comment letter submitted on behalf of the transportation equity advocacy groups.

*Interested Board of Directors Outreach Meeting:*

Outreach meetings with interested Board of Directors were held at BART's Lakeside Administration Building in Oakland CA between May 29 and July 2nd 2013. Information about the Policy was presented to the Directors. Additionally, a hard copy of the Policy was distributed.

The meeting opened with welcoming remarks, staff introductions, and review of the meeting agenda. The Directors were invited to offer comments throughout the course of the presentation.

The presentation elaborated on eight main topics:

- Background on BART's Major Service Change Policy (see BART's Major Service Change Policy)
- Proposed Major Service Change Thresholds and Exclusions

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors considered in development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts
- Public Participation

OCR staff conducted the meeting with support from BART Financial Planning, BART Operations. Comments were documented by OCR staff.

*Web-based Outreach:*

Additionally, the Disparate Impact and Disproportionate Burden Policy was posted on bart.gov and social media outlets such as Facebook and Twitter, and a corresponding webinar was available on BART TV via YouTube. The Policy and webinar were available to the public on June 5<sup>th</sup>. The public comment period began on June 5<sup>th</sup> and closed on June 21<sup>st</sup>. Fourteen (14) individual comments were received in response to BART's web-based outreach. See Appendix C for a copy of the web-posting available on bart.gov

***Benefits of the Process:***

The Office of Civil Rights values its public participation efforts as an opportunity to build and strengthen relationships within the community. The Advisory Committee and focus group meetings with transportation equity advocacy groups offers a constructive setting for productive discussion of technical subjects such as the Disparate Impact and Disproportionate Burden Policy and allows BART staff to build partnerships with local CBOs and the community. The web-based public participation process also allows the community to gain a better understanding of BART's services and activities and answer questions without requiring their attendance at a meeting.

***Lessons for the Future:***

Based on successful interactions that occurred during BART's outreach meetings, BART will continue to reach out to these communities to maintain and nurture these relationships.

**III. Participant Responses**

Appendix D contains a summary of public comments received during the public participation process. While the comments can be compiled, generally categorized, and reviewed for popular themes, they should not be quantified and analyzed numerically. Doing so would give the

opinions of those who responded to what many consider to be an optional question undue weight in the process. Therefore, it is not possible to quantify opinions expressed via comments. However, categorizing the comments allowed BART to get a general indication of the points that public outreach participants wished to emphasize. Key findings from outreach process are summarized below:

***Title VI/Environmental Justice Advisory Committee:***

*Comments and Questions:*

- In terms of how BART access minority, non-minority and low-income, non-low income populations are survey respondents all self reporting?
- What data sources are used to calculate minority riders? What are the sample sizes for the fare type usage? What are the methods that are used to collect survey data? Why is the sample size different for each survey used?
- Are seniors included in the Disabled fare type example?
- It would be helpful to have a narrative around how BART does fare increases and why BART has increases. It will be helpful in understanding the context around this Policy.
- BART's website is a very user-friendly tool, maybe adding examples on the website adding, pictures or pop out examples would be helpful.
- Appreciated the slide with the other agencies but there needs to be more context on the stories about how other agencies came up with their thresholds.
- BART should articulate that this work is new and not set in stone.

***Transportation Equity Advocacy Meetings:***

*Comments and Questions:*

- Does BART consider personal income and ability to pay fares in the equity analysis?
- Is impact on travel time the only service impact BART analyzes?
- Does BART break down analysis of minorities into subgroups and then compare the subgroups to the overall groups. It's a small disparity but one group could be more impacted. There should be a category by category analysis.
- What are new fare and new service thresholds?
- Supports BART applying the service methodology outlined in the circular, in addition to conducting the travel time analysis.
- Will BART consider a cumulative impact threshold?
- BART should collaborate with Community Based Organizations to conduct surveys will deepen relationships in the community and will allow BART to obtain additional survey data of minority, Limited English Proficient and low income populations.

### ***Interested Board of Directors Outreach Meeting:***

#### *Comments and Questions:*

- Does BART have to do an equity analysis for new service?
- Examples of business considerations should be provided.
- For new service would like to see an internal process to analyze ridership 1 year after opening a new station to see if there are any disproportionate impacts once we know the true ridership.
- The name of the Policy is overwhelming next time OCR should try to think more about how to message the Policy to the public to make sure it is easy to understand by non-professionals.
- The thresholds would apply differently for potential joint BART/Sam Trams projects. There could be an impact according to BART but would not have an impact according to Sam Trams threshold since the agencies are applying different thresholds.
- There should be an effort throughout the region to ensure transit agencies are collecting the correct survey data.

### ***Web-based Outreach:***

#### *Comments and Questions:*

- Does this Policy include senior and disabled riders?
- BART should expand and improve its definition of disproportionate impact.
- The Policy needs more examples of how to find a disproportionate impact.
- This is a good idea.
- Seniors and disabled riders are being disproportionately impacted by the removal of seats to accommodate bikes on BART.

## **IV. Changes Made to the Disparate Impact and Disproportionate Burden Policy**

Based on the input received from the Advisory Committee, transportation equity advocacy groups, interested Board of Directors and the public via BART's web-based outreach, BART made the following changes to its Disparate Impact and Disproportionate Burden Policy:

- As recommended by the transportation equity advocacy groups an analysis of cumulative impacts will be considered over a three-year Title VI Triennial reporting period.
- The majority of changes made to the Policy were made to the description of the Policy to clarify the thresholds. Language added or amended to the Policy includes:

- The addition of the word “only” to reflect the language provided in the FTA Circular 4702.1B.
- The replacement of the word “may” to the word “should” to reflect the language provided in the FTA Circular 4702.1B.
- For major service changes to existing service BART will apply the methodology outlined in the Circular as well as analyzing travel time savings.

## **V. Future Steps**

Based on the feedback received from its public participation efforts, BART has updated its Disparate Impact and Disproportionate Burden Policy. OCR will conduct additional outreach meetings with its Board of Directors to present the final version of the Policy. BART will present the final version of the Disparate Impact and Disproportionate Burden Policy to its Board for approval on July 11, 2013.

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

**NOTICE OF MEETING AND AGENDA**  
**OFFICE OF CIVIL RIGHTS**  
**TITLE VI/ENVIRONMENTAL JUSTICE ADVISORY COMMITTEE**

June 3, 2013  
2:00 p.m. – 4:30 p.m.

A meeting of the Title VI/Environmental Justice Advisory Committee will be held on June 3, 2013, at 2:00 p.m. The meeting will be held in the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, California.

**AGENDA**

1. Review of BART's draft Disparate Impact and Disproportionate Burden Policy.  
This item is continued from the April 16, 2013, Title VI/Environmental Justice Advisory Committee meeting. BART staff seeks comment on its final draft Policy, prior to presentation for adoption by the Board. This Policy defines a threshold for determining when BART's proposed major service or fare changes will have a disproportionate impact on minority populations and/or low-income populations. Disproportionate impact findings would then require that BART undertake additional measures to justify or lessen impacts. The draft Policy is attached to this agenda. The draft Policy will be posted and available for public comment on BART's website. For discussion.
2. Draft Title VI/Environmental Justice Advisory Committee Rules, Procedures and By-Laws. For Discussion and Action.
3. New Business
4. General Discussion and Public Comment.
5. Next Committee Meeting Date.
6. Adjournment.

**Title VI and Environmental Justice Advisory Committee  
Meeting Minutes**

**Date:** Monday, June 3, 2013

**Time:** 2:00pm – 4:30pm

**Location:** BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall, 3<sup>rd</sup> Floor, Conference Room 303 344 20<sup>th</sup> Street, Oakland, CA 94604

**Agenda:**

**1. Review of BART's draft Disparate Impact and Disproportionate Burden Policy**

Meeting attendees were provided copy of the draft Disparate Impact and Disproportionate Burden Policy (Policy).

BART staff is seeking comments on the draft Policy, prior its adoption by the Board. The Policy will define a threshold for determining when BART's proposed major service or fare changes will have a disproportionate impact on minority populations and/or low-income populations. Disproportionate impact findings would then require that BART undertake additional measures to justify or lessen impacts. Presenters for the agenda item will be Seema Parameswaran. Bob Mitroff, Pam Herhold.

***Committee Comments and Questions:***

- Would the percentages result in negative numbers for the fare changes? Would those differences be considered benefits?
- In terms of how you access minority, non-minority and low-income, non-low income are they all self reporting?
- Are seniors included in the Disabled fare?
- What data sources are used to calculate minority riders? What are the sample sizes for the fare type usage? What are the methods that are used to collect survey data? Why is the sample size for Customer stat smaller than the sample sizes for the Station Profile Survey?
- If you ran the numbers with different studies would we get different numbers?
- Are the surveys available in different languages?
- Who did we hire to do surveying? Where they uniformed staff? There may be reluctance from vulnerable populations from taking surveys from people in uniforms with clip boards.
- It may be helpful to have Marketing and Research staff on the agenda to talk about our surveying methods.
- What data was used for calculating existing service?
- Is there any way to capture the impact of fare changes on low income riders? Is there a way to figure out the impact on a person's household income? Percentage spent on transportation out of the household income. As fares increase the burden of paying for transportation can still impact low income folks before it reaches the Disproportionate Burden threshold.
- Are you using the 200% definition to determine low income?
- Will there be a discount program from employees at Oakland Airport Connector? BART should collect data from AC Transit 13 bus to figure out who our potential riders of the OAC may be and

## Appendix A: Title VI/Environmental Justice Advisory Committee Meeting Notes

who is low income and who are working at OAC. Encourage BART staff to talk with Unite 2 Union workers to obtain more data on OAC.

- NYMTA's 95% threshold method is not really clear. Will NYMTA have to establish a new threshold each time they do an equity analysis? Will they have to collect more data to establish their threshold each time if they don't have a large enough sample size?
- Will BART's Disparate Impact and Disproportionate Burden Policy be placed online?
- How will the link to the website be disseminated?
- Do we survey riders after a major service change or fare change has occurred to see how people were impacted by the change?
- It would be helpful to have a narrative around how we do fare increases and why BART has increases. It will be helpful in understanding the context around this policy.
  
- Do we know what those additional steps may be if a disparate impact or disproportionate burden is found? The language sounds evasive. BART should provide a more descriptive language around what the next steps are if an impact is found. It may be helpful to provide examples like the Late Night Service example.
- Do we post this type of data (technical data re: fare change and service change) on the website with the policy?
- Will this policy also apply to parking?
- Title VI applies to all racial groups, but when reading the policy you can be confused because BART is only measuring minority and communities of color. Might consider adding a sentence that clarifies who we are calculating impacts for and the comparison groups. Define what BART considers as minority, maybe add as footer.
- Regarding the finding a disproportionate impact slide it may be helpful to give an example of some of those steps, that BART is likely to take maybe add as footer.
- Maybe add another document that explains the numbers in the presentation (examples) maybe add more explanation in the presentation.
- BART's website is a very user-friendly tool, maybe adding examples on the website adding, pictures or pop out examples would be helpful.
- Appreciated the slide with the other agencies but there needs to be more context on the stories about how other agencies came up with their thresholds.
- BART should articulate that this work is new and not set in stone.

### TEN MINUTE BREAK

- 2. Draft Title VI/Environmental Justice Advisory Committee Rules, Procedures and By-Laws. For Discussion and Action.**
- 3. New Business**
- 4. General Discussion and Public Comment.** None.
- 5. Next Committee Meeting Date.** Monday, August 19<sup>th</sup> 2013, 2:00pm-4:30pm, BART Board Room. Kaiser Center 20<sup>th</sup> Street Mall, 3<sup>rd</sup> Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, CA.
- 6. Adjournment.** 4:00 p.m.

June 27, 2013

Mr. Wayne Wong  
BART Office of Civil Rights  
300 Lakeside Drive, Suite 1800  
Oakland, CA 94612

RE: Comments on BART's Disparate Impact and Disproportionate Burden Policy

Dear Mr. Wong,

We submit these comments on behalf of Public Advocates Inc., TransForm and Urban Habitat in response to BART's proposed Disparate Impact and Disproportionate Burden Policy. First, we would like to thank BART staff for meeting with us in person on June 13 and 26 to discuss our views and questions about the policy. These conversations were very productive and helped address many of our initial concerns. Second, we commend staff for going above and beyond what FTA's Title VI Circular ("Circular") requires on at least two occasions in order to more effectively evaluate the impacts of fare and service changes on minority and low income populations in the BART service area. Such steps serve as model policies for other transit agencies. Finally, while we were unable to reach agreement on all of our recommendations, which we summarize below for the record, we look forward to working with staff and the Board in the future to address them.

**1. Addressing cumulative impacts of fare and service changes.** We thank staff for agreeing to analyze the cumulative impacts of fare and service changes as part of its Title VI Program submitted to the FTA on a triennial basis. The Circular encourages, but does not require, transit agencies to conduct cumulative analyses of such changes. By evaluating changes over a 3-year period, BART will be able to identify disparities along racial and income lines that might not be readily apparent from evaluating only one year of data. We recommend that staff work with the Title VI/Environmental Justice Advisory Committee and other interested stakeholders to define the disparity thresholds for cumulative impacts.

**2. Setting thresholds and reporting disparities.** We thank staff for agreeing to report, as appropriate, the results of its service and fare equity analysis not only by percentage differences between the compared populations but also by standard deviations from the expected mean for each group. Courts generally recognize a disparity to be statistically significant where the observed outcome is two or more standard deviations from the expected rates.<sup>1</sup> *See Hazelwood School District v. United States*, 433 U.S. 299 (1977); *see also Castaneda v. Partida*, 430 U.S.

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<sup>1</sup> In the Title VII context, tests for determining whether a disparity establishes a prima facie case of disparate impact include the statistical significance test and the four-fifths rule adopted by the Equal Opportunity Employment Commission. We do not take a position here as to which test should be used, nor do we take a position on whether the statistical significance test provides an accurate framework for measuring disparities in the transit and Title VI context. However, we recommend that staff explore how their application can be useful in measuring disparities.

482, 496 n.17 (1997). The Circular gives transit providers the option to present the disparity threshold as a statistical percentage, and we recognize that setting 5% or 10% disparity thresholds may be helpful as a general rule of thumb. However, we recommend reassessing these thresholds every three years in order to ensure they are sufficiently sensitive to protect minority and low income populations from adverse impacts. This is particularly true for the 5% threshold for across the board fare changes since the examples provided by staff reveal that it is highly unlikely that any future changes would ever meet or exceed the threshold.<sup>2</sup>

**3. Methodologies for assessing fare changes and service extensions.** We thank staff for agreeing to improve the methodology for analyzing changes to individual fare elements (e.g., minimum fare, distance-based fares, etc.) by calculating differences in fare payment frequency between the comparison populations. This methodology, which is similar to the one proposed for analyzing changes in fare type, will allow for a more accurate assessment of whether minority and low income populations bear a disproportionate share of an increase. Further, BART's methodology for assessing across the board fare increases also appears to be an improvement from what the Circular requires, although (as stated above) the threshold should be reassessed at a later date to determine whether it is sufficiently sensitive to pick up real disparities. Finally, we thank staff for agreeing to use the methodology called for in the Circular for evaluating BART extensions to areas not previously served by the system. This requires a comparison of the population in the Census blocks or block groups served by the proposed route with the population of the system's overall service area. *See* FTA C 4702.1B Chapt. IV-14, 15.

**4. Impacts should be compared and disaggregated by race, ethnicity and income levels.** FTA guidelines require BART to compare service and fare change impacts between minority and non-minority groups. Because low income minorities may be particularly sensitive to fare and service changes, we recommend that BART also compare impacts on low income minorities with non-low income minorities and the overall population. In addition, because Title VI also protects individual racial and ethnic groups from discrimination, service and fare change impacts should be disaggregated by race and ethnicity, not just by minority and non-minority status. Similarly, BART should disaggregate the findings of its disproportionate burden analyses by income levels. We recommend that staff work with the Title VI/Environmental Justice Advisory Committee and other stakeholders to develop a methodology for conducting such comparisons.

**5. Improving passenger data collection.** In order to maximize participation by minority, Limited English Proficient and low income populations in efforts to gather relevant passenger data, BART should partner with community-based groups when carrying out surveys or other data-collection activities. This will help ensure that BART obtains a sufficiently large sample size for carrying out service and fare equity analyses and measuring disparities.

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<sup>2</sup> For instance, a difference of .32 percent was identified in the average fare increase between low income riders and non-low income riders in 2009. This was the largest difference identified in the 2009, 2012 and 2014 fare change analyses, yet it amounted to less than 1/15 of the difference needed to reach the 5 percent threshold. It is entirely plausible that across the board fare increases, particularly when combined with other increases to BART's complex fare structure over time, can result in fare payment disparities along racial and income lines. See slide 6 of staff presentation, available at <http://www.youtube.com/watch?v=Y2-XXjFzM-A&feature=youtu.be>.

Again, we thank you for the opportunity to submit these comments and to discuss these issues with your staff. We are pleased that staff have been attentive to our concerns. Please feel free to contact us if you have any questions.

Sincerely,



Guillermo Mayer  
Senior Staff Attorney  
Public Advocates Inc.



Clarrissa Cabansagan  
Transportation Advocate  
TransForm



Marybelle Nzegwu  
Staff Attorney  
Public Advocates Inc.

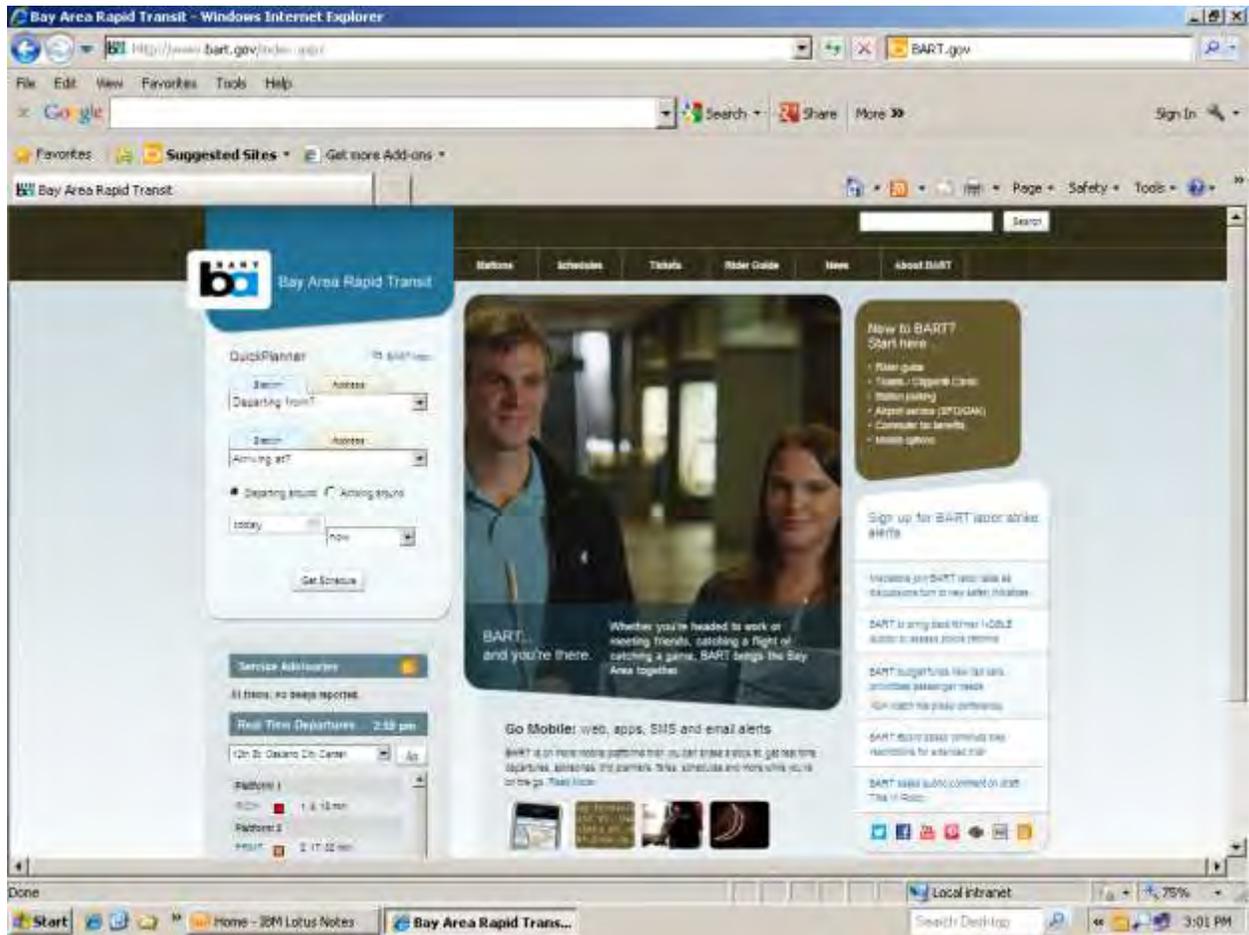


Bob Allen  
Director, Transportation Justice Program  
Urban Habitat

# Appendix C: Web-based Outreach Web-posting



Appendix C: Web-based Outreach Web-posting



	Source	Date/Time Comment Recieved	Language	Comment	Category	Sub-Category	Action
1	EM	6/5/2013 19:22	English	I don't know whether seniors and disabled are covered by "disparate impact," but in order to provide space for bicycles, half of the BART seats near doors have disappeared. Seniors and disabled are "disparately impacted" by the taking away of seats in which seniors and disabled have priority. It is harder now to get a seat because they are often already filled with these special category people.	Question- Policy	Bicycles on BART	Addressed in Policy
2	EM	June 6, 2013, 4:35:51 PM	English	Hello to you both – saw couple of errors in notice for disp burden/disp impact. Says "disproportionate impact", should be disparate impact, word missing in first sentence after the DI section. We were looking at your public notice and the typos are on the actual policy, sorry so rushed, have to get back into meeting!	Comment-Policy	Policy Language	Addressed in Policy
3	EM	6/6/2013 8:35	English	Hi. I would just like to comment on the upcoming parking fee increases. I don't understand or see the point why parking fees are being increased at the stations who are already charging fees when some other stations still have free parking. It would make more sense if parking fees will be implemented on all Bart stations first before increasing fees on the ones that are already charging now. I think this is a bit unfair for us riders who regularly pay for parking now. I talked to some riders I regularly ride with and we all feel the same way about it. I get on Bart at the Bayfair station in San Leandro and the daily parking fee at this station will be increased by .50 starting June 17. I think a .50 cents parking increase is a bit too much. A .25 cents increase will be more doable for many. An increase in parking fees on top of frequent fare increases is a bit of a burden to us riders who only makes average wages.	Question-Parking	Parking Fees	N/A
4	EM	6/6/2013 10:34	English	I like this idea.	Policy-Comment	N/A	N/A
5	EM	6/5/2013 19:22	English	I don't know whether seniors and disabled are covered by "disparate impact," but in order to provide space for bicycles, half of the BART seats near doors have disappeared. Seniors and disabled are "disparately impacted" by the taking away of seats in which seniors and disabled have priority. It is harder now to get a seat because they are often already filled with these special category people.	Policy-Comment	Disabled and Senior fares	Addressed in Policy
6	FB	Wednesday at 4:19pm via mobile	English	What exactly is the average BART rider supposed to see from this document? Nothing could be more disproportionate. AC transit is continually funded far less than BART and BART continues to fund projects which are self serving and not cost effective(Oakland airport connector) the low income riders are not taking BART unless they absolutely have to. So this document is more of a joke than anything.	Policy-Comment	N/A	Addressed in Policy
7	EM	6/8/2013 16:32	English	First of all, the policy needs more examples of how to find disparate impacts, like the example on pg 45 of FTA C 4702.1B, or the examples in appendix K. Second of all, the BART DIDB Policy should explicitly take into account the relative nature of the price of a fare (relative, that is, to the rider's overall income) and therefore the relative nature of a fare increase. For instance, if you earn \$10/ hour, then a dollar is equivalent to 6 minutes. If you earn \$30/ hour, than a dollar is 2 minutes. That means if fares increase by, say, \$10/ month, (5% of a monthly BART bill of \$200) and you earn \$10/ hour, then your fare increase is equivalent to an hour of your time. If you earn \$30/ hour, the fare increase is 20 minutes. Measured in dollars, the increases appear to be the same for the two riders, but measured in man-hours, the poorer rider is facing an increase that is 300% bigger than the fare increase for the less poor rider. That is a disparate impact, so the policy should reflect that. Thanks for your attn in this matter.	Policy-Comment	Examples on how to find disproportionate Impacts	Addressed in Policy and webinar
8	FB			5 "Likes" as June 12, 2013 10:00am	N/A	N/A	N/A
9	FB	June 5 at 6:41pm	English	The price we pay does not equal the quality of service we receive. BART is always late and there's always something that delays my commute. I would boycott BART forever if I had another way to get to work	Comment- Fares and	N/A	N/A
11	TW	6/5/2013 15:11		1 "Favorite" as of June 12, 2013 10:11am	N/A	N/A	N/A
12	EM	6/11/2013 22:40	English	To Whom it May Concern, I have read the draft document on the Bart website and I have some comments.First of all, I found it difficult to understand what actually defined disparate impact and disproportionate burden. For example: "A fare change will be considered to have a disproportionate impact when the difference between the changes for protected riders and non-protected riders is equal to or greater than 5%" How would the changes be different for protected riders and non-protected riders? Does this include some kind of calculation of how often at-risk groups ride the train as opposed to other groups? Or how much further they ride? What does facially mean? I am glad that Bart will attempt to get more data when sample sizes are too small. I am also glad that there will be channels through which Bart will attempt to find ways to reduce or eliminate disproportionate burden/disparate impact of service changes. But who will be the one determining what is a 'legitimate objective'? Who will determine if a sample size is too small? Who will determine if there are no viable alternatives? Who does the oversight for these policies? My main concern is that I found it hard to be clear how Bart will determine these impacts, and I am a graduate student in statistics. If I can't figure out how you'd tell the difference between the changes for protected riders and non-protected riders, how will people with significantly less quantitative training understand it? My worry is that the people who are to be protected by this policy may not understand it and therefore may not be in a position to actually evaluate whether they think the protection is adequate. Even if it's translated into Spanish and Chinese, will it be clear enough? And what about Vietnamese? Have demographics been looked into for other languages? Thank you for posting this and seeking public comment. I am aware of Bart's research into extending service hours later at night on Fridays at the expense of early morning hours on Saturdays; I believe there was a disproportionate impact found there and I was glad that Bart did the legwork to check. Knowing that there is oversight for these things makes me feel even better about using the service. Thank you for all your hard work,	Policy-Comment-Question	Examples on how to find disproportionate Impacts. Collection of Survey data	Addressed in the Policy
13	EM	6/20/2013 19:24	English	Potential "Title VI"Discrimination To Who It May Concern:To Who It May Concern: I wish to address, for draft policy, what I feel is a potential "Title VI" discrimination. When BART first opened, BART based it's fares on "distance traveled". Along the way, things changed, to where today, lower fares (minimum fares) are given to folks living in "the burbs", while charging "inner - city" residents, who are generally facing financial challenges high fares. For example: "Inner City Fares" of "Short / Minimum Distance": Mac Arthur - Coliseum = \$2.05 West Oakland - Coliseum = \$2.00 "Burbs Fares" of "Longer Distance Traveled": Orinda - Concord = \$1.75 Walnut Creek - Bay Point = \$1.75 Bay Fair - Fremont = \$1.75 Bay Fair - Dublin = \$1.75 Can you say "DISCRIMINATION" ??? Can you say "Title VI - DISCRIMINATION" ??? There are more examples that I can give, but I want to keep this e-mail short.	Fares- Accessibility	N/A	Comment has been addressed by email.

14	EM	6/21/2013 14:02	English	<p>Dear Sir or Madam:</p> <p>We write to provide comments on BART's draft disparate impact and disproportionate burden policy dated 5/30/2013. We recommend that BART explain its definition of disproportionate impact in a manner that is consistent with Federal Transit Administration (FTA) guidance, and revise its policy to better reflect FTA guidance on what BART will do upon a finding of disparate impact or disproportionate burden. The stated purpose of BART's policy is to establish a threshold that defines when impacts of a major service change or a fare change "result in disproportionate impacts on minority or low-income populations or riders." It discusses "disparate impact" as applying to minority populations and riders and "disproportionate burden" as applying to low-income populations or riders.</p> <p><b>A. The BART Policy Should Expand and Improve its Definition of Disproportionate Impact</b>          BART first defines disproportionate impact, which applies to a finding of disparate impact or disproportionate burden. BART defines the threshold for disproportionate impact as a 5% or greater difference between protected and non-protected riders for some types of changes and a 10% or greater difference for other types of changes, including new services. We recommend that BART explain how it chose the thresholds that define disproportionate impact in a manner that is consistent with FTA guidance. FTA's Title VI Circular 4702.1B ("FTA Circular") states that the "disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations." Federal Transit Administration, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, FTA C 4702.1B, Chap. IV-13 (Oct. 1, 2012). We believe the BART policy is deficient in the following respects. First, FTA does not limit disparate impacts to specific percentages, but instead directs transit providers to define "statistically significant disparities." Though a bright line rule may be helpful administratively, BART should acknowledge and include the possibility that there can be a disproportionate impact even when those percentage thresholds are not met. Second, BART does not explain how it chose the percentage thresholds. In order for the public to participate meaningfully, BART should explain how it determined that its proposed thresholds are appropriate. Further, BART does not explain why the threshold for disproportionate impact is a 5% or greater difference between protected and non-protected riders for some types of changes and a 10% or greater difference for other types of changes, including new services. Changes of even 5% can have devastating consequences for populations disproportionately impacted by them. Lastly, BART should make clear that each service change analysis "must compare existing service to proposed changes, and calculate the absolute change as well as the percent change" and compare "the proportion of minorities adversely affected to the proportion of non-minorities adversely affected," per the FTA Circular. FTA C 4702.1B, Chap. IV-15.</p> <p><b>B. BART Should Implement FTA Guidance on Actions Upon a Finding of Disparate Impact</b>          BART should revise its draft policy by including the word "only" to fully implement FTA guidance on agency action upon a finding of disparate impact. The draft policy states that if BART finds that there would be a disproportionate impact from a proposed change, "BART may proceed with the proposed major service or fare change if BART can show that: A substantial legitimate justification for the proposed major service or fare change exists; and, There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on minority or low-income riders. The FTA Circular specifically states that if there is a disparate impact, "the transit provider may implement the service change only if [there is a substantial legitimate justification for the proposed change and there are no alternatives that would have a less disproportionate impact]." FTA C 4702.1B, Chap. IV-16 (italics in original). We ask that BART's policy reflect the FTA language and add the word "only" to its policy. Adding the word "only" would make clear that a proposed change with a disparate impact would only be allowed when the listed criteria are met and not for any other reason.</p> <p><b>C. BART Policy Should Reflect FTA Guidance on Action Upon a Finding of Disproportionate Burden</b>          BART's draft policy states that if BART finds a disproportionate burden on low-income populations, "BART may take steps to avoid, minimize, or mitigate impacts where practicable." Italics added). In contrast, the FTA Circular states that "the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable." (Italics added). We recommend that BART's policy use the word "will" instead of "may." The word "may" implies that BART has the option of not taking steps to avoid, minimize, or mitigate disproportionate adverse impacts. The word "will" means that BART will take such steps where practicable. The phrase should read: "pursuant to FTA Circular 4702.1B, BART will take steps to avoid, minimize, or mitigate impacts where practicable." Thank you for your consideration.</p>	Policy-Comment	Definition of disproportionate impact and Policy language	Addressed in Policy and will be addressed by email.
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Appendix 9:

Title VI Service Standards and Policies Board  
Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,698th Meeting  
January 9, 2014

A regular meeting of the Board of Directors was held January 9, 2014, convening at 9:01 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Keller presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Fang, Keller, Mallett, McPartland, Murray, Saltzman, and Radulovich.

Absent: None. Directors Raburn and Blalock arrived later.

President Keller brought Introduction of Special Guests before the Board, and welcomed and introduced Mr. Jeffrey Upton, the Grand Prize Winner of the \$1000 “Take BART Holiday Shopping Sweepstake” sponsored by Westfield San Francisco Center.

Mr. Upton addressed the Board.

Director Blalock entered the meeting.

Director Mallett requested that Item 2.A. 2014 Standing Committee and Special Appointment be removed from Consent Calendar

Director McPartland requested that Item 2.E. Award of Contract No. 79HA-110, Coliseum Station Security Fence be removed from the Consent Calendar.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of December 5, 2013 (Special), and December 5, 2013 (Regular).
2. Agreement No. 6M4269A, with Nor-Cal Moving Services, for On-Call Moving Services at Various District Locations
3. Agreement with Autodesk, Inc., for Software Enterprise License.
4. Award of Contract No. 79HA-110, Coliseum Station Security Fence.

Director Murray made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous acclamation. Ayes - 8: Directors Blalock, Fang, Mallett, McPartland Murray, Radulovich, Saltzman, and Keller. Noes - 0. Absent – 1: Director Raburn.

1. That the Minutes of the Meetings of December 5, 2013 (Special), and December 5, 2013 (Regular), be approved.

2. That the General Manager is authorized to award Agreement No. 6M4269A for On-Call Moving Services to Nor-Cal Moving Services for a period of three (3) years for the proposed price of \$138,000.00, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures. The General Manager is further authorized to exercise two (2) options to extend the Agreement for one (1) year, each under the same terms and conditions at a cost of \$47,305 and \$48,610.00, respectively.
3. That the General Manager is authorized to execute an Enterprise License Agreement with CAD Masters, Inc. for Autodesk software & support services in an amount of \$159,000, plus applicable taxes.
4. That the General Manager is authorized to award Contract No. 79HA-110, Coliseum Station Security Fences, to Crusader Fence of Vallejo, CA, for the total Bid price of \$226,732.42, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures.

Director Raburn entered the Meeting.

President Keller brought the matter of 2014 Standing Committee and Special Appointments, before the Board. The item was discussed. Director Mallett moved that the proposed Standing Committee and Special Appointments for 2014 be ratified. Director Saltzman seconded the motion which carried by unanimous acclamation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland Murray, Raburn, Radulovich, Saltzman, and Keller. Noes - 0.

President Keller brought the matter of Award of Contract No. 15SV-110 Earthquake Safety Program Site Restoration at Various Locations, before the Board. The item was discussed and continued to a future meeting.

Director Saltzman, Chairperson of the Administration Committee, brought the matter of Agreement No. 6M4282, with Frasco, Inc., for Investigative Services for the District's Self-insured Workers' Compensation Program, before the Board. Ms. Diane Iwata, Human Resources Program Manager HRIS & Benefits, presented the item. Director Mallett moved that the General Manager is authorized to award Agreement No. 6M4282, Investigative Services for the District's self-insured Worker's Compensation Program, to Frasco, Inc. for an amount not to exceed the base Proposal Price of \$840,375 for the base three-year period pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures. The General Manager is also authorized to exercise Option Year 1 for an amount not to exceed \$300,750 and Option Year 2 for an amount not to exceed \$300,750. Director Raburn seconded the motion, which carried by unanimous acclamation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Director Saltzman brought the matter of Amended and Restated San Francisco Bay Area Rapid Transit District Flexible Benefits Plan, before the Board. Ms. Iwata presented the item. Director Blalock moved adoption of Resolution No. 5242 Amended and restated Plan effective January 1, 2014. Director Radulovich seconded the motion, which carried by unanimous acclamation.

Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Director Saltzman brought the matter of Title VI of the Civil Rights Act of 1964: District Service Standards and Policies, before the Board. Mr. Wayne Wong, Department Manager, Civil Rights and Mr. Robert Mitroff, Manager, Fleet and Capacity Planning, presented the item. The item was discussed. Director Mallett moved that the Board of Directors adopt the proposed Title VI Service Standards and Policies as described in attached Exhibit A. Director Blalock seconded the motion which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland Murray, Raburn, Radulovich, Saltzman, and Keller. Noes - 0.

Mr. Jerry Grace addressed the Board.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter Award of Contract No. 07EA-110, 19<sup>th</sup> Street Station Entrance Enclosure. Mr. Paul Oversier, Assistant General Manager, Operations, and Mr. Tian Feng, District Architect presented the item. The item was discussed. Director Raburn moved that the General Manager is authorized to award Contract No. 07EA-110, 19<sup>th</sup> Street Station Entrance Enclosure, to Blocka Construction, Inc., for the Bid of \$969,000, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures. Director Murray seconded the motion, which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

The following individuals addressed the Board.

Ms. Antonnette Bryant  
Mr. Jerry Grace

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter Award of Contract No. 15IK-120, Replacement of Motorized Station Security Access Grilles Phase 2. Mr. Paul Oversier, Assistant General Manager, Operations, and Mr. Mark Pfeiffer, Group Manager, Electrical Mechanical Engineering presented the item. The item was discussed. Director Blalock moved that the General Manager is authorized to award Contract No. 15IK-120 for Replacement of Motorized Station Security Access Grilles Phase 2 to Rodan Builders, Inc., for the bid price of \$2,495,000.00, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures and Department of Homeland Security requirements related to protests. Director Saltzman seconded the motion, which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Ms. Antonette Bryant addressed the Board

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Fleet of the Future: New Rail Car Design and Public Outreach, before the Board. Mr. Paul Oversier, Assistant General Manager, Operations, Mr. Aaron Weinstein, Department Manager, Marketing and Research and Mr. John Garnham, Group Manager, Rail Vehicle Capital Program presented the item. The item was discussed

The following individuals addressed the Board.  
Mr. Alan Smith

Ms. Marilyn Wann  
Ms. Natalie Boero  
Mr. Robert Prinz  
Mr. Jerry Grace

Director Fang exited the Meeting.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, had no report.

Director McPartland exited the meeting.

President Keller called for the General Manager's report.

General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in. Ms. Crunican reported that she attended a meet and greet at West Oakland Station and a farewell celebration for VTA General Manager Michael Burns. Mr. Crunican reported that the Union President's meetings have resumed, acknowledged the BART Police for the food drive and Officer Retirements. Ms. Crunican reported that the Board and Union Presidents will be invited to Oakland Airport Connector Tours in the future. Ms. Crunican reported that she would be visiting Sacramento to meet with delegates. Ms. Crunican reported that BART would be issuing free Flash passes to non-profits to attend the Martin Luther King Day Celebration in San Francisco, January 20, 2014. Mr. Oversier gave a report on New Year's Eve service and ridership.

President Keller called for Board Member Reports and Roll Call for Introductions.

Director Mallett reported that a State Legislature is interested in authoring a bill for Metropolitan Transportation Commission (MTC) re-organization. Mr. Mallett reported that MTC is also considering using Cap & Trade funds for the Fleet of the Future.

Director Mallett requested the Procurement Department submit reports to the Board only when there is a change in Contract Activity. Mr. Mallett requested the incorporation of route colors into destination announcements at platforms and on trains.

Director Raburn reported that the BART Police participated in the Three (3) Wiseman event at Fruitvale Station giving out toys to the children.

Director Saltzman requested a public presentation on Budget & Legislation.

Director McPartland entered the meeting.

Director Blalock reported on a City of Fremont tour of the city and Warm Springs Extension project to the California Secretary of Transportation, Brian Kelly.

Director Raburn exited the meeting.

Director Murray requests a report on the interdependency between the successful deployment of the new rail fleet, including expansion cars, and the proposed new train control system

President Keller called for Public Comment. The following individuals addressed the Board.

Mr. Robert S. Allen

Mr. Jerry Grace

The Board Meeting was adjourned at 12:41 p.m.

Kenneth A. Duron  
District Secretary

## Exhibit A: Title VI Service Standards and Policies

### Service Standards

Unless otherwise noted, BART monitors its Service Standards and Policies on a line-by-line basis for each of its five lines. As shown in the system map below, BART's five lines are coded by the following colors Yellow (Pittsburg/Bay Point to SFO/Millbrae), Blue (Dublin/Pleasanton to Daly City), Orange (Richmond to Fremont), Green (Fremont to Daly City), and Red (Richmond to Millbrae).



### Minority and Non-Minority BART Lines

Chapter IV, Section 6.a. of *Federal Transit Administration (FTA) Circular 4702.1b* defines a minority transit route (or line) as one in which at least one-third of the line's revenue miles are located within areas where the percentage minority population exceeds the percentage minority population of the transit provider's service area. In order to make this determination, BART has calculated the minority populations and non-minority for the catchment areas for each of its stations using Census 2010 data. (The determination of which census tracts within the four

county BART service area are assigned to which BART station was made in the development of the BART Ridership Model (BRM), and is based on the 2008 home origin of surveyed BART station users.) Those stations whose catchment area's minority population share exceeds BART's Census 2010 service area average of 59.4% are considered "minority stations."

The next step is to add up the revenue vehicle miles serving minority stations. The result is shown in Table 1 below, which documents the minority revenue miles for each of BART's five lines and then compares it to the total revenue miles of those lines.

**Table 1: Minority and Non-Minority BART Lines  
Census 2010 Data**

Line	Minority Revenue Miles	Total Revenue Miles	Minority Share of Revenue Miles	Line Determination
Yellow	16.5	53.1	31.1%	Non-Minority
Blue	20.2	38.8	52.1%	Minority
Orange	29.8	37.7	79.1%	Minority
Green	31.5	38.6	81.7%	Minority
Red	18.5	37.7	49.1%	Minority

As shown in Table 1 above, the Yellow-Line is the only BART line which has a less than one-third minority share of its total revenue miles. This line, is therefore, determined to be a non-minority line, while the other four lines are determined to be minority lines.

It is suggested in the FTA Circular that transit providers may supplement the Census 2010 determination of minority and non-minority lines with ridership survey data to see if there is a different demographic profile for a station's ridership compared to its catchment area population. Using data from BART's **2008 Station Profile Study**, it was determined that three stations (12<sup>th</sup> Street/Oakland City Center, 19<sup>th</sup> Street/Oakland, and West Oakland) would see their status change from minority to non-minority. Contrariwise, one station, San Bruno, would see its status change from non-minority to minority if the ridership survey data were used instead of the Census 2010 data. Lastly, the San Francisco Airport Station does not have a Census 2010 station catchment area to allow it to be determined as either a minority or non-minority station. The 2008 **Station Profile** Study of the station's ridership, on the other hand, does allow it to be clearly defined as a non-minority station. As shown in Table 2 below, using ridership survey data instead of Census 2010 data would not affect which lines are determined to be minority versus non-minority.

**Table 2: Minority and Non-Minority BART Lines**

**BART 2008 Station Profile Survey Data**

Line	Minority Revenue Miles	Total Revenue Miles	Minority Share of Revenue Miles	Line Determination
Yellow	10.8	53.1	20.3%	Non-Minority
Blue	16.4	38.8	42.3%	Minority
Orange	26.7	37.7	70.7%	Minority
Green	27.7	38.6	71.8%	Minority
Red	14.4	37.7	38.3%	Minority

**1. Vehicle Load:**

BART's Vehicle Load levels are measured at the maximum crowding points on its AM peak inbound (towards Oakland and San Francisco from the outlying areas of the Eastbay) train runs and its PM peak outbound (from Oakland and San Francisco to the outlying areas of the Eastbay) train runs. BART does not use the traditional Load Factor calculation (passengers per seat per revenue vehicle) since BART cars are equipped with a variety of seating options to accommodate bicyclists, passengers with luggage, and disabled passengers. BART's Vehicle Load standard is, instead, expressed in terms of the average number of passengers per revenue vehicle or "car". Another reason for using the number of passengers per car Vehicle Load standard is that the average number of seats per BART car has been changing over the past several years to make the accommodations noted above, declining from 67 seats per car in 2008 to 63 in 2012.

*Peak Period Peak Direction Vehicle Load Standard*

BART's Peak Period consists of its busiest three hours in the morning in terms of exiting activity at its key Central Business District Stations in San Francisco and the Eastbay (currently between 7:00AM and 10:00AM) and its busiest three hours in the afternoon (currently between 4:00PM and 7:00PM). BART's **Fleet Management Plan** disaggregates this Peak Period into a one-hour Peak-of-the Peak and the two remaining "Shoulder Hours."

When setting a Vehicle Load Standard it should be acknowledged that passenger comfort levels are not a linear function of the average number of passengers per car. There is, more accurately, a discontinuous "step function" relationship between passenger comfort and vehicle crowding. For a typical 63 seat BART car, the first major step relating passenger comfort to vehicle crowding is that which occurs at 63 passengers per car, i.e., where every passenger has a seat. The next step would be where standee crowding space goes from being comfortable to being uncomfortable.

Given that a 63 seat BART car has, on average, approximately 285 square feet of standee space, BART sets its one hour Peak-of-the-Peak Vehicle Load Standard at 107 passengers per

car since this provides 6.5 square feet of floor space for each of the 44 standees in a car. These 6.5 square feet of standee space can be compared to the **Transit Capacity and Quality of Service Manual**, published by the Transit Cooperative Research Program (TCRP) which regards a crowding level of 5.4 square feet per standee as representing “a comfortable level without body contact, reasonably easy circulation, and similar space allocation as seated passengers.”

Since the BART system has four lines converging on the Market Street subway corridor in San Francisco its peak period peak direction headways there are as low as 2.5 minutes per train. These short headways elevate the importance of free passenger circulation so that station dwell times can be kept as low as possible. For service planning and scheduling purposes, BART, therefore, uses a 6.5 square feet per passenger crowding level even though it exceeds the TCRP recommended 5.4 square feet level.

As far as the Peak Shoulder Hours are concerned, BART uses a lower Vehicle Load standard of 90 passengers per revenue vehicle in order to meet the greater space requirements of disabled passengers, passengers with bicycles, and passengers with luggage. This Vehicle Load level yields 10.5 square feet of standee space for the 27 standees per car.

Combining the 107 passengers per car one hour Peak-of-the Peak Vehicle Load Standard with the 90 passengers per car two hour hour Peak-Shoulder Vehicle Load Standard, yields a three-hour Peak Period Vehicle Load Standard for both the AM and PM of 98 passengers per car.<sup>1</sup> Adding to this combined Peak Vehicle Load Standard a growth factor to account for projected ridership increases through FY16 yields a final peak period Vehicle Load Standard of **100 passengers per car**.

#### *Off Peak Vehicle Load Standards*

During the Off Peak period (and the Off Peak Direction during the Peak Period), BART’s objective is to provide a seat for every passenger, plus have space in each car for disabled passengers, passengers with bicycles, and passengers with luggage. Consequently the Off Peak Vehicle Load standard is **63 passengers per car**.

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<sup>1</sup> A ridership weighted average calculation is used to arrive at the 98 passengers per car Peak Period Vehicle Load Standard. The one-hour Peak-of-the-Peak accounts for 43% of Peak Period Peak Direction ridership at BART’s Central Business District stations, while the two hour Peak Shoulder accounts for 57% of these trips. The former percentage was multiplied by 107 passengers per car and the latter was multiplied by 90 passengers per car. The sum of these two figures, when rounded up to the nearest whole number, is 98 passengers per car.

### BART's Vehicle Load Standard

Period-Direction	Vehicle Load Standard
AM/PM Peak Period-Peak Direction	<b>100</b> passengers per car
Off Peak	<b>63</b> passengers per car

#### ***Disparate Impact Test for Vehicle Load Levels***

Using as guidance BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Load Levels.

During the six hour daily Peak Hour and Peak Shoulder Periods, a disparate impact on minority passengers would, therefore, exist when the average passengers per car on all minority lines in the Peak Direction is both 5% greater in aggregate than it is on non-minority lines and exceeds the 100 passengers per car Peak Vehicle Load Standard.

The same test would apply for Off Peak train runs; therefore, a disparate impact on minority passengers would exist when the average passengers per car on all minority lines is 5% greater in aggregate than it is on non-minority lines and exceeds the 63 passengers per car Off Peak Vehicle Load Standard.

## **2. Vehicle Headways**

BART's base headway standard for each of its five lines is **15 minutes** during the early morning, mid-day, and AM/PM peak period and 20 minutes during the evening and weekend periods. There are several areas on the interior of BART system where multiple lines run through the same stations. These areas enjoy lower base headways than outlying parts of the system, as follows:

#### **Base Headways on the Interior Part of the BART System**

Line Section	Lines Serving Section	AM/PM Peak base headway	Off-Peak Base Headway
MacArthur to 12 <sup>th</sup> Street	3 Yellow/Red/Orange	5 minutes	10 minutes
Bay Fair to Lake Merritt	3 Red/Orange/Blue	5 minutes	10 minutes
West Oakland to Daly City	4 Yellow/Red/Green/Blue	3.75 minutes	10 minutes

Beyond these base levels, additional trains may be added, subject to vehicle availability constraints, where necessary to balance passenger loading across all lines.

### ***Disparate Impact Test for Vehicle Headways***

Using as guidance, BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Headways.

A disparate impact on minority riders would, therefore, exist when minority lines receive less than the level of service provided by BART's base headway standard: 15 minutes during early morning, mid-day, and peak service and 20 minutes during evening and weekend service.

A disparate impact on minority riders would also exist when Vehicle Headways are reduced on non-minority line by more than could be justified by those lines' ridership relative to non-minority lines. Thus, if Peak Period Peak Direction average passengers per train (when measured at each line's maximum load point) are 5% or greater in aggregate on all minority lines than they are on non-minority lines, then a disparate impact exists.

### **3. On-Time Performance**

BART measures on-time performance in two ways: Train On-Time and Customer On-Time. Train On-Time is a measure of train runs completed as scheduled. It is measured as the percentage of scheduled train runs that dispatch from the proper start station, provide service at all stations along planned routes without any run-throughs, and finish at the planned end station no more than 5 minutes beyond the scheduled arrival time. The performance goal for Train On-Time is set in the current operating budget at **94%**.

Customer On-Time is a measure of timely passenger arrivals relative to their scheduled arrival time. It is measured as the percentage of riders who arrive at their destination station neither one minute before, nor five minutes after, the scheduled arrival time for their respective stations. The performance goal for Customer On-Time is currently set at **96%**.

BART tracks its monthly and annual On-Time performance against these two metrics for system-wide performance. The performance of each line, on the other hand, is evaluated against the Train On-Time standard alone since there is a large measure of imprecision involved in tracking customer arrival times by each line when there are so many Line-to-Line transfer points on the BART system.

### ***Disparate Impact Test for On-Time Performance***

BART's DI/DB Policy also guides the analysis of its On-Time Performance

A disparate impact on minority riders would exist when the average aggregate Train On-Time Performance for minority lines is both below BART's system-wide standard and is 5% lower than the average aggregate Train On-Time Performance for non-minority lines

#### **4. Service Availability**

BART's service area includes all of the census tracts in the four counties which it serves (Alameda, Contra Costa, San Francisco, and San Mateo). The reason BART considers this as its service area, as opposed to only census tracts which provide the highest levels of BART ridership, is that BART is financed by a combination of sales tax and property tax levies which are imposed on the former three counties listed above in their entirety. As far as San Mateo County is concerned, while it is not a formal voting member of the BART District, it made a buy-in contribution to BART during the 1990's and early 2000's to BART of over \$400 million which was paid with a county-wide sales tax. In addition San Mateo County residents contribute to the ongoing expenses of BART service within the County's boundaries through another county-wide sales tax.

BART's Service Availability can be represented by the distribution of its 5 lines and 44 stations across this four-county service area. To develop a quantitative measure of this distribution BART calculates the linear distance in miles from the population-centroid of each census tract within these four counties to their nearest BART station.

#### ***Disparate Impact Test for Service Availability***

Using as guidance BART's DI/DB Policy, BART applies a 5% threshold to the analysis of its Service Availability.

A disparate impact on minority riders would exist when minority census tracts have on average a 5% greater linear distance to their nearest BART station than non-minority census tracts

## **Service Policies**

### **1. Distribution of Transit Amenities**

Except as noted below or otherwise precluded by station design considerations, the following amenities shall be distributed equitably across all stations on the BART system, and generally be in proportion to each station's ridership:

- Customer Information Services (a combination of brochures, time tables, public address systems, digital information systems, and station agents which is in proportion to ridership, station size, and passenger flow density)
- Restrooms (where appropriate given the security needs of BART patrons and the BART system)
- Platform Area Benches
- Trash receptacles
- Platform Canopies
- Route maps
- Arrival Information Systems
- Ticket Vending Machines, Addfares, and Change Machines
- Emergency (Courtesy) Telephones
- Elevators and Escalators
- Parking Spaces (unless otherwise limited by local geographic, planning, and funding considerations)
- Bicycle Parking and Storage
- Bus Access Facilities (where space is available on BART station property and service is provided by local bus operators).

BART uses the same Census 2010 station catchment area analysis that was used in the determination of minority and non-minority lines to identify minority and non-minority stations. That is, a station is considered a minority station when the minority share of its catchment area population exceeds the 59.4% minority share of the population of the BART four-county service area. Tables 3 and 4 below show these results:

**Table 3**  
**Minority BART Stations**

(Census 2010 Minority Population Exceeds 59.4%)

Richmond	Lake Merritt	Bay Fair	Fremont	Daly City
El Cerrito del Norte	Fruitvale	Hayward	West Oakland	Colma
19th Street/ Oakland	Coliseum	South Hayward	Glen Park	Pittsburg/Bay Point
12th Street/ Oakland	San Leandro	Union City	Balboa Park	South San Francisco

**Table 4  
Non-Minority BART Stations**

(Census 2010 Minority Population is Equal to or Less Than 59.4%)

El Cerrito Plaza	Concord	Rockridge	16th Street	San Bruno
North Berkeley	Pleasant Hill	Embarcadero	24th Street	San Francisco Airport*
Berkeley	Walnut Creek	Montgomery	Castro Valley	Millbrae
Ashby	Lafayette	Powell	Dublin/Pleasanton	
Macarthur	Orinda	Civic Center	N. Concord/Martinez	

\*San Francisco Airport station's determination is based on 2008 Ridership Survey since it has no catchment area

***Disparate Impact Test for Station Amenities***

A disparate impact on minority riders would exist when, taking into account the limitations identified in section 1. above, minority stations have fewer transit amenities than non-minority stations in a majority of the amenity categories evaluated. For example, if BART has 21 amenity categories, then a disparate impact would exist if, among the majority of stations sampled, the minority stations had fewer amenities than non-minority stations in 11 or more categories.

**2. Vehicle Assignment**

BART's proposed policy for vehicle assignment is to assure that all of its heavy rail cars are identical and interchangeable across all of its lines. Consequently, BART's three major car types (A/B/C) all have similar performance characteristics, amenities, and interior space.

One area where there are slight, but measurable differences among BART's rail cars is age. A simple comparison of the average age of the fleet serving each of BART's five lines is problematic because the original 439 car BART A&B Car fleet was delivered in the early 1970's and then renovated between 1998 and 2002. The C-Car fleet was delivered in two phases, with 150 C1 vehicles entering revenue service between 1987 and 1990 and the 80 C2 vehicles entering revenue service between 1995 and 1996. Since it is difficult to say which are older cars the 40 year old, but recently renovated A&B Cars, or the 16 to 26 year old C-Cars, another concept must be utilized: their remaining minimum useful life.

Grant agreements between BART and FTA established that the renovation of the A&B Car Fleet would add a minimum of 15 years of useful life to these cars. As of 2013 the average remaining minimum useful life for these renovated cars is 3.5 years for the 59 A-Cars and 2.5 years for the 380 B- Cars. FTA Circular 5010.1D establishes that the minimum useful life for a new rail vehicle is 25 years. This yields a combined average remaining minimum useful life for the un-renovated 230 vehicle C-Car fleet of 3.0 years.

It is important at this time for focus on the allocation of the rail car fleet based on remaining useful life because starting in 2017 BART will start receiving its Fleet of the Future. This new fleet will be used to replace the entire existing 669 cars as well as add additional cars to service both extensions and core system growth.

### ***Disparate Impact Test for Vehicle Assignment***

Using as guidance, BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Assignment.

A disparate impact on minority riders would exist when vehicles used on minority lines in aggregate have 5% less average remaining useful life per rail car than vehicles used on non-minority lines.



Appendix 10a:

Fiscal Year 2018 Fare Changes Title VI Fare  
Equity Analysis and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,788th Meeting  
May 25, 2017

A regular meeting of the Board of Directors was held May 25, 2017, convening at 9:00 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Saltzman presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Blalock, Keller, McPartland, Raburn, Simon, and Saltzman.

Absent: None. Directors Allen and Josefowitz entered the Meeting later.

Director Saltzman called for Introduction of Special Guests. Director Saltzman welcomed members of the Police Citizens Review Board and BART Accessibility Task Force.

President Saltzman brought the matter of Oath of Office: Carlos Rojas, BART Chief of Police, before the Board. General Manger Grace Crunican administered the Oath of Office to Chief Rojas.

Chief Rojas addressed the Board.

President Saltzman announced that under the provisions of the Rules of the Board of Directors of the San Francisco Bay Area Rapid Transit District, this was the time set to hold a public hearing on Fiscal Year 2018 Budget, that staff would give a brief presentation on the item, and that the meeting would then be opened for comments from the public.

Mr. Rob Umbreit, Department Manager, Budget Department and Pamela Herhold, Manager Financial Planning, presented the item.

Directors Josefowitz and Allen entered the Meeting

The following individuals addressed the Board:

Mr. James Robinson

Mr. Alan Smith

Ms. Aleta Dupree

There being no further public comment, the Public Hearing was closed.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of May 11, 2017.
2. Fiscal Year 2018 Proposition 4 Appropriations Limit.

3. Professional Services Agreement with Cubic Transportation Systems, Inc. to Modify Addfare Machine Software to Implement Credit Card Processing Functionality on East Contra Costa Extension.

Consent Calendar report brought before the Board was:

1. Fiscal Year 2017 Third Quarter Financial Report.

Director Blalock made the following motions as a unit. Director McPartland seconded the motions, which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes - 0.

1. That the Minutes of the Meeting of May 11, 2017, be approved.
2. That the Board adopt Resolution No. 5343, In the Matter of the Establishment of the Fiscal Year 2018 Appropriations Limit.
3. That the General Manager is authorized to enter into direct negotiations and to execute a professional services agreement with Cubic Transportation Systems, Inc. to modify Addfare Machine (AFM) Software for credit card processing functionality, in an amount not to exceed \$240,000, subject to certification by the Controller/Treasurer that funding is available.

President Saltzman called for Public Comment. The following individuals addressed the Board:

Mr. Darrel Carey  
Mr. Cephus Johnson  
Mr. Rick Perez  
Ms. Jetta Robertson  
Ms. Kat Brooks

President Saltzman announced that the order of agenda items would be changed.

Director Josefowitz, Chairperson of the Finance, Budget, and Bond Oversight Committee, brought the matter of Safety, Reliability and Traffic Relief Program: Bond Oversight Committee Membership, before the Board. Ms. Kerry Hamill, Assistant General Manager, External Affairs and Ms. Maisha Everhart, Division Manager of Government and Community Relations, presented the item.

Ms. Alexandra Starr addressed the Board.

The item was discussed.

Director Blalock moved that the Board establish Bond Oversight Committee and appoint the following people to serve a two-year term, which will begin on July 1, 2017:

1. Darren Gee
2. Mike McGill
3. Michael Day

4. Marian Breitbart
5. John Post
6. Anu Natarajan
7. Christine Johnson

Director McPartland seconded the motion which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

President Saltzman announced that the Board would enter into closed session under Item 5-A (Conference with Labor Negotiators) of the regular Meeting agenda, and that the Board would reconvene in open session upon conclusion of the closed session.

The Board Meeting recessed at 9:58 a.m.

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The Board Meeting reconvened in closed session at 10:07 a.m..

Directors present: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon and Saltzman.

Absent: None.

The Board Meeting recessed at 11:30 a.m.

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The Board Meeting reconvened in open session at 11:34 a.m.

Directors present: Directors Allen, Blalock, Josefowitz, Keller, McPartland, Raburn, Simon and Saltzman.

Absent: None. Director Dufty entered the meeting later.

President Saltzman announced that the Board had concluded its closed session and that there were no announcements to be made.

Director Josefowitz, Chairperson of the Finance, Budget, and Bond Oversight Committee, brought the matter of Fiscal Year 2018 Annual Budget before the Board. Mr. Carter Mau, Assistant General Manager, Administration and Budget, Mr. Rob Umbreit, Department Manager, Budget Department and Pamela Herhold, Manager Financial Planning, presented the item. The item was discussed.

Director Dufty entered the meeting.

Director McPartland, Chairperson of the Administration, Workforce, and Legislation Committee, brought the matter of State and Federal Legislative Update, before the Board. Mr. Roddrick Lee,

Department Manager, Government and Community Relations, and Ms. Amanda Cruz, Acting Program Manager of Legislative Affairs, presented the item.

The item was discussed.

President Saltzman moved that the Board support Assembly Bill (AB) 399 (Grayson – Autonomous Vehicles: Contra Costa Transportation Authority: Pilot Project), AB 1444 (Baker – Livermore Amador Valley Transit Authority: Demonstration Project), SB 22 (Hill – Firearms: Law Enforcement Agencies: Agency Firearm Accounting), SB 595 (Beall – Metropolitan Transportation Commission: Toll Bridge Revenues), S. 862 (Klobuchar – The American Apprenticeship Act) and House Resolution 1670 (Delaney – The Infrastructure 2.0 Act). Director Allen seconded the motion, which carried by voice vote. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

President Saltzman moved that the Board support Assembly Bill (AB) 54 (de Leon – Law Enforcement: Data Sharing). Director Raburn seconded the motion, which carried by electronic vote. Ayes - 8: Directors Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 1: Director Allen.

Directors Dufty and Keller exited the meeting.

Director McPartland brought the matter of Amendment to Concession Permit M342-12 with Imperial Parking Corporation for Administration of Parking Permit Programs, before the Board. Mr. Robert Franklin, Department Manager, Customer Access and Mr. Ravri Misra, Chief Information Officer, presented the item.

Director Blalock moved that the General Manager or her designee be authorized to execute an amendment to Concession Permit M342-2 with Imperial Parking Corporation extending the term of the permit for up to two years and establishing new rates for the provision of services during the extension term. Director Raburn seconded the motion, which carried by unanimous acclamation. Ayes – 7: Directors Allen, Blalock, Josefowitz, McPartland, Raburn, Simon, and Saltzman. Noes – 0. Absent – 2: Directors Dufty and Keller.

Director Josefowitz Chairperson of the Finance, Budget, and Bond Oversight Committee, brought the matter of Alameda County Transportation Affordable Student Transit Pass Pilot Report, before the Board. Ms. Kerry Hamill Assistant General Manager, External Affairs and Ms. Donna Lee, Principal Planner, presented the item.

Directors Dufty and Keller entered the meeting.

The item was discussed.

Director Saltzman moved that the General Manager is authorized to execute an agreement with Alameda County Transportation Commission for BART to participate in the Affordable Student Transit Pass Pilot for the 2017/18 and 2018/19 school years. Director Dufty seconded the motion, which carried by electronic vote. Ayes - 8: Directors Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 1: Director Allen.

Directors Saltzman moved that the vote authorizing the General Manager to execute an agreement with Alameda County Transportation Commission for BART to participate in the Affordable Student Transit Pass Pilot for the 2017/18 and 2018/19 school years be rescinded. Director Dufty seconded the motion which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

Mr. Jerry Grace addressed the Board.

Director Saltzman moved that the General Manager be authorized to execute an agreement with Alameda County Transportation Commission for BART to participate in the Affordable Student Transit Pass Pilot for the 2017/18 and 2018/19 school years. Director Dufty seconded the motion, which carried by electronic vote. Ayes - 8: Directors Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 1: Director Allen.

Director Simon exited the meeting.

Director Josefowitz brought the matter of the Revised Investment Policy before the Board. Ms. Rosemarie Poblete, Controller/Treasurer presented the item. The item was discussed. Director Raburn moved the adoption of the revised Investment Policy. Directors Blalock and McPartland seconded the motion, which carried by unanimous acclamation. Ayes – 8: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, and Saltzman. Noes – 0. Absent – 1: Director Simon.

Director Simon entered the meeting.

Director Josefowitz brought the matter of the Independent Auditor's Report on Audit of Federal Awards under the Office of Management and Budget Uniform Guidance for the Fiscal Year Ended June 30, 2016, before the Board. Ms. Rosemarie Poblete, Controller/Treasurer presented the item. The item was discussed.

Directors Dufty, McPartland, and Simon exited the meeting.

Director Josefowitz brought the matter of the Title VI Fare Equity Analysis of Potential Changes to the Fare Discount Offered Youth Riders and the Title VI Fare Equity Analysis of Proposed Productivity-Adjusted Inflation-Based Fare Increase and FY18 Fare Changes Effective January 1, 2018, before the Board. Mr. Carter Mau, Assistant General Manager, Administration and Budgets; Ms. Sharon Moore, Program Manager, Workforce and Policy Compliance; and Ms. Pam Herhold, Manager Financial Planning, presented the item. The item was discussed.

Directors Dufty and McPartland entered the meeting.

Mr. Jerry Grace addressed the Board.

Director McPartland exited the meeting.

Ms. Aleta Dupree addressed the Board.

Director Blalock exited the meeting.

Director Keller, Chairperson of the Operations and Safety Committee, brought the matter of Quarterly Performance Report, Third Quarter Fiscal Year 2017 - Service Performance Review, before the Board. Mr. Paul Oversier, Assistant General Manager, Operations and Mr. Jeffrey Jennings, Deputy Chief of Police, presented the item. The item was discussed.

President Saltzman exited the meeting.

Mr. Jerry Grace addressed the Board.

Vice President Raburn called for the General Managers Report. Mr. Robert Powers, Deputy General Manager, reported on the steps taken by the General Manager and activities and meetings she had participated in and reminded the Board of the thirteen outstanding Roll Call for Introductions items.

Vice President Raburn called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director Dufty reported he participated in the Policy Committee for Lead San Francisco to address low-level drug offense and criminal activity behavior around the Powell and Civic Center BART Stations for a 26-month Diversion program.

Director Simon exited the meeting.

Director Raburn reported attendance at the Silicon Valley leadership group, Hayward Maintenance Complex Tour for Cal State East Bay Environmental Studies students and the Transit Oriented Development celebration for the 24<sup>th</sup> Street Tower in the City of Oakland.

Vice President Raburn called for Public Comment. No comments were received.

The Board meeting adjourned at 2:08 p.m.

Kenneth A. Duron  
District Secretary

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**

**Title VI Fare Equity Analysis  
for the Proposed Productivity-Adjusted Inflation-  
Based Fare Increase and  
Fiscal Year 2018 Fare Changes  
effective January 1, 2018**

**May 31, 2017**

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## EXECUTIVE SUMMARY

To ensure compliance with federal and state civil rights regulations, including but not limited to, Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B [October 1, 2012 (Title VI Circular)], and FTA Circular 4703.1 [August 15, 2012 (Environmental Justice Circular)], BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Title VI Circular, disparate impact and disproportionate burden thresholds are defined in a Disparate Impact and Disproportionate Burden Policy (DI/DB Policy), adopted by the BART Board on July 11, 2013.

Pursuant to the Title VI Circular, BART is also required to conduct public outreach to provide information to the public about potential fare changes under consideration and solicit feedback on these potential fare changes. A key component of Title VI outreach is to seek meaningful input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART uses established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members.

This report includes an analysis of the following proposed fare changes:

- A. Implementing a productivity-adjusted inflation-based fare increase of 2.7%.
- B. Increasing fares that are paid for with magnetic stripe paper tickets; fares paid with the regional Clipper smart card would be unchanged. The following two options have been analyzed:
  - 1. A flat surcharge on fares paid with magnetic stripe paper tickets of up to \$0.50, and
  - 2. A percentage increase to fares paid with magnetic stripe paper tickets of up to 10%.
- C. Reducing the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%.

For each proposed fare change, the next sections provide a description of the change; analysis findings; public input; the option's equity findings, which consider both the analysis findings and public input; and mitigation proposals where applicable.

### **A. Implement a Productivity-Adjusted Inflation-Based Fare increase of 2.7%**

This fare change would be the third in BART's second series of productivity-adjusted inflation-based fare increases. The proposed fare increase would generate revenue that goes into a separate account dedicated to funding BART's highest priority capital reinvestment projects, including new rail cars, a new automated train control system, and design and construction of the Hayward Maintenance Complex. Implementation of each increase is subject to Board approval of the corresponding and finalized Title VI fare equity analysis, which will comply with federal and state laws and regulations in effect at the time.

In January 2017, the Bureau of Labor Statistics released the final inflation data for 2016, which allowed for actual calculation of the 2018 increase. This calculation results in overall inflation of 3.2% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented in 2018 will be 2.7%.

**Analysis Findings.** This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. The table below summarizes the findings.

	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>A. 2.7% CPI-Based Fare Increase</b>	No	No
<b>Cumulative Impact</b>	No	No

**Public Outreach.** Survey respondents were asked to provide feedback regarding this biennial increase by answering survey Question 1: “Do you have any comments about the planned fare increase?” More than half (55%) of survey respondents, or 734 respondents, chose not to comment regarding the inflation-based fare increase. Approximately 68% of the 602 respondents who did give feedback directly concerning this increase expressed opposition, while approximately 32% were in favor.

**Equity Finding.** The fare change analysis shows no disproportionate impact on protected riders, and the majority of survey respondents did not express any feedback or concerns about this fare change.

The next two fare changes were proposed to generate revenue to help address BART’s operating budget shortfall of \$31 million forecast for Fiscal Year 2018 (FY18), which begins on July 1, 2017. The revenue shortfall is due to declines in ridership, especially on the weekends, and sales tax revenues.

**B. Increase fares paid for with magnetic stripe paper tickets compared to fares paid with the Clipper smart card**

The two options below are variations on a proposal to increase fares paid by the approximately one-third of riders who use magnetic stripe paper tickets (paper tickets); the rest of BART riders pay with the regional Clipper smart card. Making paper ticket fares more expensive than fares paid with the Clipper card would help shift riders to Clipper in support of the regional goal of optimizing Clipper use as well as generate

revenue. Other Bay Area transit agencies that accept Clipper have already implemented such surcharges.

**B1. Fares paid with magnetic stripe paper tickets increase by a flat rate of up to \$0.50**

For example, a fare of \$2.00 or \$3.50 paid with Clipper would be, respectively, \$2.50 or \$4.00 when paid for with a paper ticket.

**B2. Fares paid with magnetic stripe paper tickets increase by a rate of up to 10%**

For example, a fare of \$2.00 or \$3.50 paid with Clipper would be, respectively, \$2.20 or \$3.85 when paid for with a paper ticket.

**Analysis Findings.** The assessment for changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. Per the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare media and the protected ridership of the overall system is greater than 10%. The table below shows the results of applying the threshold to survey data:

	Minority Disparate Impact	Low-Income Disproportionate Burden
B. Paper Ticket Surcharge	No	Yes

**Public Outreach.** Survey respondents were asked to rate the option by indicating their level of agreement with it by selecting a number from 1 (Strongly Disagree) through 5 (Strongly Agree). Respondents expressed similar levels of agreement and disagreement for an up to \$0.50 flat surcharge, but a greater percentage of respondents expressed disagreement with an up to 10% increase. Almost 130 comments were received that gave a preference about the surcharge, and of those, approximately 59% were not in favor

**Equity Finding.** The fare change analysis shows that a paper ticket surcharge may place a disproportionate burden on low-income riders and as public comment was generally not in favor, the equity finding is that a flat or percentage surcharge on fares paid with paper tickets would be disproportionately borne by low-income riders.

**Mitigation Proposal.** Per BART’s DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available.

Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card instead of a paper ticket. As of January 2018, Clipper cards will be available at ticket vending machines at all BART stations. However, the rider will be charged a one-time \$3 card acquisition fee as payment for the card itself. This \$3 card acquisition fee could be considered a barrier to low-income riders wishing to use a Clipper card to avoid the paper ticket surcharge.

To mitigate this barrier to acquiring a Clipper card for low-income riders, BART staff will work with BART’s Title VI/Environmental Justice Advisory Committee (Title VI/EJ

Committee) and Limited English Proficiency Advisory Committee (LEP Committee) to develop and implement an action plan to ensure that low-income riders have access to free Clipper cards. This action plan will be implemented by December 1, 2017, and may include, but not be limited to, distributing free Clipper cards at stations that have more low-income riders than the systemwide average and handing out free Clipper cards through community-based organizations serving low-income BART riders.

Members of the Title VI/EJ and LEP Advisory Committees have expressed support for this mitigation proposal, emphasizing that the most effective and efficient way to get free Clipper cards to low-income riders would be for BART to collaborate with community-based organizations, especially those located near BART stations that have higher low-income ridership. Some members also noted that educating low-income riders about how to use Clipper, and the fare savings available with Clipper, would be very important

**C. Reduce the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%**

BART offers an all-day discount of 62.5% to riders who are seniors age 65 and older, people with disabilities, or youth age 5 through 12 years. This option would reduce the discount to 50%, which is equivalent to a 33% fare increase. For example, a \$3.50 regular fare at a 50% discount would be \$1.75 instead of \$1.30 (rounded down to the nearest nickel) at a 62.5% discount. Other Bay Area transit agencies already offer a 50% discount.

**Analysis Findings.** For changes to a fare type, the assessment determines whether protected riders are disproportionately more likely to use the affected fare type. Per the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare media and the protected ridership of the overall system is greater than 10%. Applying the threshold to survey data results in the following findings regarding disparate impact on minority riders and disproportionate burden on low-income riders:

	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>C. 62.5% Discount Reduced to 50%</b>		
Seniors	No	No
People with Disabilities	No	Yes
Youth 5-12	Yes	Yes

**Public Outreach.** Survey respondents were asked to rate the option by indicating their agreement with it by selecting a number from 1 (Strongly Disagree) through 5 (Strongly Agree). More than half of respondents disagreed (by selecting 1 or 2) with this option, while 87% of the 403 commenters were opposed.

**Equity Finding.** The fare change analysis shows that people with disabilities are disproportionately low-income and that youth age 5 through 12 are disproportionately minority and low-income compared to BART’s systemwide riders. Public comment did not support this option. The equity finding is that a reduction in the discount would be

disproportionately borne by riders with disabilities who are disproportionately low-income and have a disproportionate impact on youth age 5 through 12 who are disproportionately minority and low-income.

**Mitigation Proposal.** After this Title VI analysis and outreach was initiated, BART was informed by the State of California that it would receive additional funding in FY18, and so the option to reduce the discount for people with disabilities is no longer needed to generate revenue to help address the projected FY18 budget shortfall. Thus, this proposal only addresses mitigating adverse impacts on riders age 5 through 12 who are disproportionately minority and low-income.

Should BART find that a fare change results in a disproportionate impact on both minority and low-income riders, then BART shall follow the mitigation requirements for addressing a finding of disparate impact on minority riders, which is to take steps to avoid, minimize, or mitigate such impacts. Per the Title VI Circular, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

BART is considering offering a 50% discount to riders through age 18, as documented in the “Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders” prepared by BART. Currently, only youth riders through age 12 receive a discount. Should the BART Board approve the Title VI Fare Equity Analysis and subsequently implement a 50% discount for riders through age 18, BART is proposing that this extension of the age at which youths receive the discount is sufficient mitigation of the adverse impact of the discount reduction, as children age 5 through 12 who now get the 62.5% discount will benefit from a significant 50% discount for an additional six years.

The above-referenced “Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders” reports that almost two-thirds of surveyed parents of 5 through 12-year-old protected riders surveyed expressed support for an option that would increase fares when their children were age 5 through 12 but would also, once these children turned 13, provide a benefit to them of six additional years of a significant 50% discount. In addition, staff has consulted with members of the Title VI/EJ and LEP Advisory Committees; members expressed support for the proposed mitigation, including noting that offering a 50% discount through age 18 would benefit immigrant youth.

## 1. Introduction

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B [October 1, 2012 (Title VI Circular)], and FTA Circular 4703.1 [August 15, 2012 (Environmental Justice Circular)], BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Title VI Circular, BART makes this determination by comparing the analysis results against a threshold, as defined in its Disparate Impact and Disproportionate Burden Policy (DI/DB Policy), which was adopted by the BART Board on July 11, 2013. Disproportionate impact analysis results are provided in Section 2 of this report.

Pursuant to the Title VI Circular, BART is to conduct public outreach to provide information to the public about potential fare changes under consideration and solicit feedback on these potential fare changes. A key component of Title VI outreach is to seek input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART uses established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members. Public outreach and public input received are described in Section 3 of this report.

BART makes an equity finding regarding any fare change by considering both the results of the disproportionate impact analysis and public input, and these results are found in Section 4. Should a fare change be found to have a disproportionate impact, Section 5 provides proposed mitigations of those impacts.

The following proposed fare changes have been analyzed for this report:

- A. Implementing a productivity-adjusted inflation-based fare increase of 2.7%.
- B. Increasing fares that are paid for with magnetic stripe paper tickets; fares paid with the regional Clipper smart card would be unchanged. The following two options have been analyzed:
  - 1. A flat surcharge on fares paid with mag stripe paper tickets of up to \$0.50, and
  - 2. A percentage increase to fares paid with mag stripe paper tickets of up to 10%.
- C. Reducing the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%.

### **A. Implement a Productivity-Adjusted Inflation-Based Fare Increase of 2.7%**

In 2003, the BART Board approved the productivity-adjusted inflation-based fare increase program to increase fares by small, inflation-based amounts every two years between 2006 and 2012. In February 2013, with Resolution 5208, the Board approved extending the productivity-adjusted inflation-based fare increase program for four more increases, in 2014, 2016, 2018, and 2020, subject to final Title VI analysis.

The formula to calculate the amount of the increase is based on the average of national and local inflation over a two-year period, less one-half percent to account for

improvements in BART productivity. Fare revenue from the second series of increases by Resolution 5208, as confirmed by Board motion passed on March 28, 2013, goes into a separate fund that can only be used to help fund BART's highest priority capital reinvestment projects, including new rail cars, a new automated train control system, and the Hayward Maintenance Complex. In addition, by Resolution 5261, the current \$6.00 fare for trips to or from the Oakland International Airport Station was to remain at \$6.00 through December 31, 2017 in order to encourage ridership growth; thus, January 2018 would be the first time that the Oakland International Airport \$6.00 fare would increase, by the proposed inflation-based 2.7%.

BART staff used estimated future inflation-based percentage increases to perform preliminary analyses of the second series of proposed fare increases to determine if any of the increases has a disparate impact on minority riders or places a disproportionate burden on low-income riders. These analyses and public comment are documented in the February 2013 reports, "Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-based Fare Increase Program" and "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-based Fare Increase Program." The preliminary analyses showed that the four biennial inflation-based fare increases would not likely result in a disproportionate impact on minority or low-income riders under BART's DI/DB Policy since the proposed changes would increase fares by virtually identical amounts for minority riders and non-minority riders when compared to overall users. These findings were subject to the application of thresholds contained in the then-under development DI/DB Policy, which the BART Board adopted on July 11, 2013.

In October 2013, the Board approved findings for the 2014 fare increase, as documented in the report "Final Title VI Assessment for the 2014 Inflation-Based Fare Increase, An Update to the February 13, 2013 Draft Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program." In July 2015, the Board approved findings for the 2016 fare increase, as documented in the report "Final Title VI Assessment for the Proposed Productivity-Adjusted Inflation-Based Fare Increase effective January 1, 2016." The findings for both reports demonstrated that the proposed 2014 and 2016 increases would increase fares by virtually identical amounts for minority riders and low-income riders when compared respectively to non-minority riders and non-low income riders. Therefore, the calculated differences between the fare increases for protected groups and nonprotected groups fall below the 5% DI/DB Policy threshold. In addition, the proposed fare changes apply to all fares and fare types and the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.

The fare change discussed in this report is the fare increase scheduled to be implemented on January 1, 2018, which is the third of the current series of four productivity-adjusted inflation-based fare increases. As stated in Resolution 5208, "Title VI analyses for the 2016, 2018, and 2020 fare increases will be updated and finalized, once the inflation percentage increase is known for those years and public input is solicited. Implementation of each of the future year increases in 2016, 2018, and 2020, will be subject to Board approval of the corresponding and finalized Title VI analysis, which will be in compliance with federal and state law in effect at the time."

In January 2017, the Bureau of Labor Statistics released the final inflation data for 2016, which allowed for actual calculation of the 2018 increase. This calculation results in overall inflation of 3.2% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented in 2018 will be 2.7%.

The next two fare changes were proposed to generate revenue to help address BART's operating budget shortfall of \$31 million forecast for Fiscal Year 2018 (FY18), which begins on July 1, 2017. The revenue shortfall is due to declines in both ridership, especially on the weekends, and sales tax revenues. Decreases in these key funding sources, which make up 85% of BART's operating revenues, significantly impact funding for a system dealing with aging infrastructure and still carrying near capacity peak-period ridership.

**B. Increase fares paid for with magnetic stripe paper tickets compared to fares paid with the Clipper smart card**

The two options below are variations on a proposal to increase fares paid by riders using magnetic stripe paper tickets (paper tickets). Currently, about one-third of BART trips are made with paper tickets and the remaining two-thirds with the regional Clipper smart card. Making paper ticket fares more expensive when compared to fares paid with the Clipper card would help shift riders to Clipper in support of the regional goal of optimizing Clipper use as well as generate revenue. Other Bay Area transit agencies that accept Clipper have already implemented such surcharges.

**B1. Fares paid with magnetic stripe paper tickets increase by a flat rate of up to \$0.50**

The fare a rider pays with a paper ticket would be up to \$0.50 more expensive than the fare a Clipper user would pay. For example, for a flat rate of \$0.50, a fare of \$2.00 or \$3.50 paid with Clipper would be, respectively, \$2.50 or \$4.00 when paid for with a paper ticket.

**B2. Fares paid for with magnetic stripe paper tickets increase by a rate of up to 10%**

The fare a rider pays with a paper ticket would be up to 10% more expensive than the fare a Clipper user would pay. For example, if the fare differential were 10%, a fare of \$2.00 or \$3.50 paid with Clipper would be, respectively, \$2.20 or \$3.85 when paid for with a paper ticket.

**C. Reduce the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%**

BART offers an all-day discount of 62.5% to riders who are seniors age 65 and older, people with disabilities, or youth age 5 through 12 years; federal regulations require a transit agency to offer seniors and people with disabilities a 50% discount in the off-peak. This option would reduce the 62.5% discount to 50%, which is equivalent to a 33% fare increase. For example, a \$2.00 regular fare at a 50% discount would be \$1.00 instead of \$0.75 at a 62.5% discount, and a \$3.50 regular fare at a 50% discount would be \$1.75 instead of \$1.30 (rounded down to the nearest nickel) at a 62.5% discount. Other Bay Area transit agencies already offer a 50% discount.

In addition, BART has undertaken extensive public outreach to receive public input on the proposed fare increases from low-income, minority, and LEP populations, in accordance with BART's Public Participation Plan, completed in May 2010 and revised in July 2011, and FTA Title VI Circular 4702.1B. Public outreach results are reported in Section 3 of this report.

## **2. Minority Disparate Impact Analyses and Low-Income Disproportionate Burden Analyses**

### **2.1. Assessing Fare Change Effects**

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income riders, in accordance with the fare equity analysis procedures in FTA Title VI Circular 4702.1B and BART's DI/DB Policy.

Data analysis shall include the following steps as outlined in Chap. IV-19 of the Title VI Circular:

- i. Determine the number and percent of users of each fare media being changed;
- ii. Review fares before the change and after the change;
- iii. Compare the differences between minority users and non-minority users; and
- iv. Compare the differences for each particular fare media between low-income users and non-low-income users.

As stated in Title VI Circular App. K-11, comparing protected riders and nonprotected riders can "yield even clearer depictions of differences." For purposes of **across-the-board fare changes**, BART's DI/DB Policy follows this guidance. Once the comparison analysis is completed, the appropriate threshold from the DI/DB Policy is applied to the difference in fare change between (a) minority and non-minority riders and (b) low-income and non-low income riders.

For **fare type changes**, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accordance with the DI/DB Policy, impacts will be considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's protected ridership share is greater than 10%. When the survey sample size of the ridership for the affected fare type is too small to permit a finding of statistical significance, BART will collect additional data if viable. If the resulting survey sample size is also too small to permit a finding of statistical significance, BART may conclude that a finding of disparate impact and/or disproportionate burden cannot be determined based on the available data. According to BART's Marketing and Research Department, as a guideline, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents. Larger sample sizes will have lower margins of error, and thus be more likely to be representative of the population.

Non-minority includes only those who are White alone (single race) and non-Hispanic. Minority persons include American Indian and Alaska Native, Asian, Black or African

American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. According to the 2016 Customer Satisfaction Survey responses, 63.3% of BART riders are minority.

Consistent with BART’s Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. Approximating 200% of the federal poverty level is done by considering both household size and household income of respondents to the 2016 Customer Satisfaction Survey. The table to the right shows the household size and household income combinations that comprise “low-income.”

LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

As an example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2016 Customer Satisfaction Survey responses, 26.4% of BART riders are considered low income.

Should BART find that minority riders experience disparate impacts from the proposed change, BART should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority riders, pursuant to FTA Title VI Circular 4702.1B, BART may proceed with the proposed fare change if BART can show that:

- A substantial legitimate justification for the proposed fare change exists; and,
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on minority populations.

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to non-low income riders, BART will take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the fare change.

Should BART find that a fare option results in a disproportionate impact on both minority and low-income riders, then BART shall follow the requirements as described above for addressing a finding of disparate impact on minority riders. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

The next sections describe the data and methodology used and analysis findings for each of the proposed options.

## **2.2. Productivity-Adjusted Inflation-Based Fare increase of 2.7%**

### **2.2.1. Data**

The primary data used to analyze the proposed across-the-board productivity-adjusted inflation-based fare increase of 2.7% are the following:

- 2016 BART Customer Satisfaction Study. Conducted every other September, the Customer Satisfaction Study allows BART to track trends in rider satisfaction,

demographics, and BART usage across the system. The 2016 study had a sample size of 5,342, including weekday peak, off-peak, and weekend riders.

- Current and projected BART fares. The projected fares are based on an actual inflation-based increase of 2.7% in 2018; these are the full fares and do not reflect the various discounts available to riders.
- Actual 2016 BART ridership by station as recorded by BART's automated fare collection system.

BART uses its FTA-approved methodology to assess the effects of a fare increase. The methodology compares the weighted average fare increase between (a) minority and non-minority riders and (b) low-income and non-low income riders to determine if any of the increases would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders. In accordance with FTA Title VI Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the DI/DB Policy. Fare change data for overall users continues to be provided for information purposes. In addition, pursuant to the DI/DB Policy, staff reported the cumulative impacts over its three-year triennial reporting period<sup>1</sup>, as well as for the productivity-adjusted inflation based increases in 2014, 2016, and 2018.

Actual 2016 Customer Satisfaction Survey responses are used to determine the percent of riders at each station that are minority and that are low-income. Since BART has a distance-based fare structure, determining this information by station rather than systemwide allows for the development of weighted average fares. Both home-based origin and non-home origin responses are used to assign demographics to a station. Non-home origins at a station include all trips starting from locations other than home, such as work, school or shopping. Thus, using both home-based and non-home origin responses is more encompassing than using only home-based origins because it reflects all riders at a station.

### **2.2.2. Methodology**

The steps used to assess the effects of an across-the-board fare change are described in Appendix A. Warm Springs/South Fremont Station trips are not included in this analysis because the station opened after the 2016 Customer Satisfaction Survey was completed. Oakland International Airport trips are not included in this analysis because fewer than 20 riders at this station responded to the 2016 Customer Satisfaction Survey, which is too few to be able to accurately determine the percentage of the station's riders who are minority or low-income. Future stations or expansion projects, such as eBART, are not included in this analysis as fares for those projects have not yet been adopted.

### **2.2.3. Analysis Findings**

Systemwide weighted average fares for (a) minority and non-minority riders and (b) low-income and non-low income riders, as well as for overall users, have been calculated using the methodology described in Appendix A. This process was performed to

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<sup>1</sup> BART's last reporting period, approved by FTA, includes changes for the period from January 1, 2014 through December 31, 2016. BART's next triennial reporting period will include all changes occurring as of January 1, 2017.

determine if the proposed fare increase would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

Note that the percent fare changes shown may not exactly equal the proposed percent fare change since BART's fares paid by passengers are rounded to the nearest nickel and the data below represent an average across riders. Also note that the percentage and dollar changes as published in the following tables may not add up as the figures are not rounded to the nearest hundredth- or thousandth-decimal place.

The proposed inflation-based fare increase of 2.7% is an across-the-board fare increase. BART's DI/DB Policy provides that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%.

#### **2.2.4. Minority Disparate Impact Analysis Finding**

The table below presents the results for minority riders of the calculation for the proposed inflation-based increase of 2.7% in 2018. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disparate impact on minority riders because the difference in the increase for minority riders and non-minority riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disparate impact on minority riders because the difference in the percent increase between minority and non-minority riders is less than 5%.

**Disparate Impact Analysis: Inflation-Based Fare Increase**

	2012 Fares	Current 2016 Fares	Proposed 2018 Fares +2.7%	Cumulative Change 2012 to 2018 <sup>1</sup>
<b>Fare Increase %</b>				
<b>Minority</b>	\$ 3.652	\$ 3.992	\$ 4.092	\$ 0.440
<b>Non-Minority</b>	\$ 3.693	\$ 4.039	\$ 4.140	\$ 0.447
<b>Overall</b>	\$ 3.655	\$ 4.010	\$ 4.110	\$ 0.456
<b>Minority</b>		% Change	2.51%	12.05%
<b>Non-Minority</b>		% Change	2.51%	12.10%
		<b>DIFFERENCE</b>	<b>0.00%</b>	<b>-0.06%</b>
<b>Overall</b>		% Change	2.51%	12.47%
<b>Minority</b>		\$ Change	\$ 0.100	\$ 0.440
<b>Non-Minority</b>		\$ Change	\$ 0.101	\$ 0.447
<b>Overall</b>		\$ Change	\$ 0.101	\$ 0.456

<sup>1</sup>To ensure consistency in calculating cumulative impact, the 2016 average weekday trip table was used to calculate 2012, 2016, and 2018 weighted fares.

**2.2.5. Low-Income Disproportionate Burden Analysis Finding**

The table below presents the results for low-income riders of the calculation for the proposed inflation-based increase of 2.7% in 2018. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disproportionate burden on low-income riders because the difference in the increase for low-income riders and non-low income riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disproportionate burden on low-income riders because the difference in the percent increase between low-income and non-low income riders is less than 5%.

**Disproportionate Burden Analysis: Inflation-based Fare Increase**

	2012 Fares	Current 2016 Fares	Proposed 2018 Fares +2.7%	Cumulative Change 2012 to 2018 <sup>1</sup>
<b>Fare Increase %</b>				
<b>Low Income</b>	\$ 3.481	\$ 3.806	\$ 3.901	\$ 0.420
<b>Non-Low Income</b>	\$ 3.731	\$ 4.079	\$ 4.181	\$ 0.450
<b>Overall</b>	\$ 3.655	\$ 4.010	\$ 4.110	\$ 0.456
<b>Low Income</b>		% Change	2.50%	12.06%
<b>Non-Low Income</b>		% Change	2.51%	12.07%
		<b>DIFFERENCE</b>	<b>-0.01%</b>	<b>-0.01%</b>
		<b>Disproportionate Burden?</b>	<b>No</b>	<b>No</b>
<b>Overall</b>		% Change	2.51%	12.47%
<b>Low Income</b>		\$ Change	\$ 0.095	\$ 0.420
<b>Non-Low Income</b>		\$ Change	\$ 0.102	\$ 0.450
<b>Overall</b>		\$ Change	\$ 0.101	\$ 0.456

<sup>1</sup>To ensure consistency in calculating cumulative impact, the 2016 average weekday trip table was used to calculate 2012, 2016, and 2018 weighted fares.

**2.3. Magnetic Stripe Paper Ticket Fare Increase**

**2.3.1. Data**

The most recent BART survey, the 2016 Customer Satisfaction Survey conducted in September 2016, was used as the data source for this analysis. The definitions for minority and low-income for this dataset are described in Section 2.1 above.

**2.3.2. Methodology**

BART uses FTA-approved methodology to assess the effects of a fare type or fare media change.

The methodology for fare type or fare media changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination, in this case, the 2016 Customer Satisfaction Survey. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type or fare media and the protected ridership of the overall system is greater than 10%.

**2.3.3. Analysis Findings**

The methodology for fare media changes assesses whether protected riders are disproportionately more likely to use the affected fare media by using recent rider survey data, in this case, the 2016 Customer Satisfaction Survey. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected

ridership using the affected fare media and the protected ridership of the overall system is greater than 10%.

**2.3.4. Minority Disparate Impact Analysis Finding**

The table below shows disparate impact results for minority riders. The portion of paper ticket users that are minority is very similar to BART’s overall ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed paper ticket fare increase would not result in a disparate impact on minority riders because the difference between the affected fare type’s minority ridership share and the overall system’s minority ridership share is not greater than 10%.

	<b>Minority</b>
<b>All Riders</b>	<b>63.3%</b>
<b>Paper Ticket Riders</b>	<b>65.3%</b>
<b>Difference from All Riders</b>	<b>2.0%</b>
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>No</b>

**2.3.5. Low-Income Disproportionate Burden Analysis Finding**

The table below shows disproportionate burden results for low-income riders. The portion of paper ticket users that are low-income is higher than BART’s overall ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed paper ticket fare increase would result in a disproportionate burden on low-income riders because the difference between the affected fare type’s low-income ridership share and the overall system’s low-income ridership share is greater than 10%.

	<b>Low-Income</b>
<b>All Riders</b>	<b>26.4%</b>
<b>Paper Ticket Riders</b>	<b>40.2%</b>
<b>Difference from All Riders</b>	<b>13.8%</b>
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>Yes</b>

Since BART’s last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare media, including magnetic stripe paper ticket media; therefore, there are no cumulative impacts associated with increasing fares paid for with paper tickets to analyze.

## **2.4. Discount Reduction for Seniors, People with Disabilities, and Youth age 5 through 12**

### **2.4.1. Data**

The most recent BART survey, the 2016 Customer Satisfaction Survey conducted in September 2016, was used as the data source for this analysis. The definitions for minority and low-income for this dataset are described in Section 2.1 above.

### **2.4.2. Methodology**

BART uses FTA-approved methodology to assess the effects of a fare type or fare media change.

The methodology for fare type or fare media changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination, in this case, the 2016 Customer Satisfaction Survey. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type or fare media and the protected ridership of the overall system is greater than 10%.

### **2.4.3. Analysis Findings**

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type by using recent rider survey data, in this case, the 2016 Customer Satisfaction Survey. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

### **2.4.4. Minority Disparate Impact Analysis Findings**

The table below shows disparate impact results for minority riders who are seniors, people with disabilities, and youth age 5 through 12.

	<b>Minority</b>
<b>All Riders</b>	<b>63.3%</b>
<b>Seniors</b>	<b>41.7%</b>
<b>Difference from All Riders</b>	-21.6%
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>No</b>
<b>People with Disabilities</b>	<b>70.0%</b>
<b>Difference from All Riders</b>	6.7%
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>No</b>
<b>Youth age 5-12</b>	<b>81.0%</b>
<b>Difference from All Riders</b>	17.7%
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>Yes</b>

Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed discount reduction would result in the following for minority riders:

- Seniors: No disparate impact as the calculated difference does not exceed the 10% threshold
- People with disabilities: No disparate impact as the calculated difference does not exceed the 10% threshold
- Youth age 5 through 12: A disparate impact is present as the calculated difference exceeds the 10% threshold

#### 2.4.5. Low-Income Disproportionate Burden Analysis Findings

The table below shows disproportionate burden results for low-income riders who are seniors, people with disabilities, and youth age 5 through 12.

	<b>Low-Income</b>
<b>All Riders</b>	<b>26.4%</b>
<b>Seniors</b>	<b>22.1%</b>
<b>Difference from All Riders</b>	-4.3%
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>No</b>
<b>People with Disabilities</b>	<b>53.0%</b>
<b>Difference from All Riders</b>	26.6%
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>Yes</b>
<b>Youth age 5-12</b>	<b>51.2%</b>
<b>Difference from All Riders</b>	24.8%
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>Yes</b>

Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed discount reduction would result in the following for low-income riders:

- Seniors: No disproportionate burden as the calculated difference does not exceed the 10% threshold
- People with disabilities: A disproportionate burden is present as the calculated difference does exceed the 10% threshold
- Youth age 5 through 12: A disproportionate burden is present as the calculated difference does exceed the 10% threshold

Since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare types, including discounted fare types; therefore, there are no cumulative impacts associated with reducing the discount to analyze.

## **2.5. Alternatives Available for People Affected by the Proposed Fare Changes**

This section analyzes alternative transit modes, fare payment types, and fare payment media available for people who could be affected by the proposed fare changes. The analysis compares fares increased by the inflation-based amount, reduced discount fares, and increased fares paid with mag stripe paper tickets to fares paid through available alternatives. The section also includes a demographic profile of users by BART fare payment type.

### **2.5.1. Alternative Transit Modes including Fare Payment Types**

BART operates a heavy rail system and an automated people mover that links the BART Coliseum Station and Oakland International Airport. There are four major operators in the BART service area that provide service parallel to some segments of the BART system:

- AC Transit: Bus operator with service in Alameda County and parts of Contra Costa County, and between parts of Alameda County and downtown San Francisco.
- Caltrain: Commuter rail with service from Gilroy in the South Bay through to downtown San Francisco.
- SamTrans: Bus operator with service in San Mateo County.
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco.

For fare change Option A (across-the-board fare increase) and Option B (mag stripe ticket surcharges), the table below compares BART fares and the cash and Clipper fares of operators providing service in parts of the BART service area.

BART	Adult, Cash & Clipper	Option B. Mag Stripe Minimum Fares	
		B1. up to \$0.50 flat surcharge	B2. up to 10% fare increase
Current minimum fare	\$1.95	\$1.95 Clipper, \$2.45 mag stripe	\$1.95 Clipper, \$2.15 mag stripe
Option A. Inflation-based 2.7% increase Minimum fare effective Jan 2018	\$2.00	\$2.00 Clipper, \$2.50 mag stripe	\$2.00 Clipper, \$2.20 mag stripe

Other Operator Fares	Adult Local		Adult Pass Price	
	Cash Fare	Clipper Fare	Cash	Clipper
AC Transit	\$2.10	\$2.00	\$5.00 Day Pass	\$75.00 Monthly
Caltrain (zone-based)	\$3.75-\$13.75	\$3.20-\$13.20	\$7.50-\$27.50 Day Pass	\$84.80-\$349.80 Monthly
SamTrans	\$2.25	\$2.05	\$5.50 Day Pass	\$65.60 Monthly
San Francisco Muni (Fares effective 7/1/17)	\$2.75	\$2.50	Passes available only on Clipper	\$75.00 Monthly (Muni-only)

**Option A. Across-the-Board Inflation-Based Fare Increase.**

In comparing the other operators' fares to BART fares with the scheduled 2.7% inflation-based fare increase, their local cash fares are higher than BART's minimum fare, and their Clipper fares are the same or higher than BART's minimum fare. A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2018 \$2.00 BART fare under the following circumstances:

- AC Transit: Rider takes more than 38 trips per month.
- Caltrain: Rider takes more than 43 trips per month (based on \$84.80 pass).
- SamTrans: Rider takes more than 33 trips per month.
- San Francisco Muni: Rider takes more than 38 trips per month.

**Option B1. Mag Stripe Paper Ticket Flat Surcharge up to \$0.50.**

In comparing the other operators' cash fares to the BART paper ticket minimum fare increased by the inflation-based 2.7% plus an up to \$0.50 surcharge, the BART fare is less expensive than SF Muni and Caltrain, but is costlier than AC Transit and SamTrans.

A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2018 \$2.50 BART paper ticket fare under the following circumstances:

- AC Transit: Rider takes more than 30 trips per month.
- Caltrain: Rider takes more than 34 trips per month (based on \$84.80 pass).
- SamTrans: Rider takes more than 27 trips per month.
- San Francisco Muni: Rider takes more than 30 trips per month.

**Option B2. Mag Stripe Paper Ticket Surcharge up to 10%.**

The comparison between the other operators' cash fares and the BART paper ticket minimum fare increased by the inflation-based 2.7% plus an up to 10% additional

surcharge shows that the resulting BART fare is less expensive than the other operators' fares, except for AC Transit, which is \$0.10 cheaper.

A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2018 \$2.20 BART paper ticket fare under the following circumstances:

- AC Transit: Rider takes more than 34 trips per month.
- Caltrain: Rider takes more than 39 trips per month (based on \$84.80 pass).
- SamTrans: Rider takes more than 30 trips per month.
- San Francisco Muni: Rider takes more than 34 trips per month.

**Option C. Discount Reduction from 62.5% to 50%.**

For fare change Option C, reducing the discount for seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%, the table below compares BART fares and the cash and Clipper fares for these groups offered by operators providing service in parts of the BART service area.

	Senior/Disabled/Youth	
	62.5% Discount	Option C. 50% Discount
<b>BART</b>		
Current minimum fare	\$0.70	\$0.95
Option A. Inflation-based 2.7% increase Minimum fare effective Jan 2018	\$0.75	\$1.00

Other Operator Fares	Senior/Disabled/Youth			
	Local Fare		Pass Price	
	Cash	Clipper	Cash	Clipper
AC Transit	\$1.05	\$1.00	\$2.50 Day Pass	\$20.00 Monthly
Caltrain (zone-based)	\$1.75-\$6.75	\$1.60-\$6.60	\$3.75-\$13.75 Day Pass	\$42.40-\$174.90 Monthly
SamTrans	\$1.10	\$1.00	\$2.75 Day Pass	\$27.00 Monthly
San Francisco Muni (Fares effective 7/1/17)	\$1.35	\$1.25	Passes available only on Clipper	\$38.00

The BART minimum fare increased by the inflation-based 2.7% and then discounted by 50% is less expensive than all other operators' cash fares. When comparing the other operators' Clipper fares to the BART fare, the BART fare is either equal to or less expensive than the fares of the other operators.

A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2018 \$1.00 BART fare under the following circumstances:

- AC Transit: Rider takes more than 21 trips per month.
- Caltrain: Rider takes more than 42 trips per month (based on \$42.40 pass).
- SamTrans: Rider takes more than 27 trips per month.
- San Francisco Muni: Rider takes more than 38 trips per month.

### 2.5.2. BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group

The demographic profile of each fare type user from BART’s 2016 Customer Satisfaction Survey data is shown in the table below. Those data show minority riders are similar to overall riders in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted fare media for seniors. Compared to overall riders, low-income riders are much more likely to use the regular fare paper ticket and are more likely to use the 62.5% discounted fare media for people with disabilities, while they are less likely to use the high-value 6.25% discount (HVD) fare product.

Fare Type	Fare Media	Payment Method	Estimated Trips					
			Minority	%	Low-Income	%	All Trips	%
Mag Stripe regular fare	Paper ticket	Cash, credit/debit, check, transit benefit payments	71,094	25.9%	45,627	39.9%	111,426	25.7%
Clipper regular fare	Smart card		139,411	50.8%	50,277	44.0%	217,824	50.3%
High Value Discount	Mag stripe, Clipper		40,773	14.9%	5,944	5.2%	62,660	14.5%
Senior			7,537	2.7%	3,772	3.3%	18,286	4.2%
Disabled		5,981	2.2%	4,687	4.1%	8,663	2.0%	
Muni Fast Pass*	Clipper only		6,394	2.3%	2,400	2.1%	9,660	2.2%
Student	Mag stripe only	Cash, credit/debit, check	1,865	0.7%	1,143	1.0%	2,488	0.6%
Other	No fare type reported	--	1,444	0.5%	457	0.4%	2,387	0.6%
<b>Total</b>			<b>274,501</b>	<b>100.0%</b>	<b>114,307</b>	<b>100.0%</b>	<b>433,394</b>	<b>100.0%</b>

\*San Francisco Muni Fast Pass (monthly pass) accepted on BART within San Francisco.

For Options A, B1, B2, and C, the following table details the percentages and values of the proposed increases by fare type. These changes do not apply to the Muni Fast Pass, which is the San Francisco Municipal Transportation Agency’s fare instrument. The proposed fare change under Option A applies to all BART fares and fare types and so the fare types are projected to increase at the same percentage; although each fare type has differing constituencies, all fare types are affected equally. Because Option B1 is a flat surcharge, the percentage change for the High Value Discount product is slightly higher than the percentage change for BART’s regular fare, but the dollar changes are identical. As Option B2 applies the same percentage increase to all fare types, the percentage increase is identical across all fare types. Option C affects only one fare type, the discount for seniors, people with disabilities, and youth age 5-12.

Fare Type	Average Fare				Change from 2016	Average Fare				Change in Mag Stripe from 2016		
	Existing	Option A. 2.7%				Option A. +2.7% & Option B1. +\$0.50			Option A. +2.7% & Option B2. +10%			
	2016	2018	%	\$		2018	%	\$	2018			
Regular BART Fare	\$4.05	\$4.15	2.5%	\$0.10	\$4.15	\$4.65	14.9%	\$0.60	\$4.15	\$4.57	12.8%	\$0.52
High Value Discount	\$3.80	\$3.89	2.5%	\$0.10	\$3.89	\$4.39	15.7%	\$0.60	\$3.89	\$4.28	12.8%	\$0.48
Senior/Disabled/Youth												
62.5% discount	\$1.52	\$1.56	2.5%	\$0.04	\$1.56	\$1.74	14.9%	\$0.23	\$1.56	\$1.71	12.8%	\$0.19
Option C. 50% discount	\$2.02	\$2.08	2.5%	\$0.05	\$2.08	\$2.33	14.9%	\$0.30	\$2.08	\$2.28	12.8%	\$0.26
Muni Fast Pass	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Student Discount	\$2.02	\$2.08	2.5%	\$0.05	\$2.08	\$2.33	14.9%	\$0.30	\$2.08	\$2.28	12.8%	\$0.26

## 2.6. Analysis Findings Summary

This section provides summaries of the analysis findings from Sections 2.2, 2.3, and 2.4, as shown in the table below:

	Minority	Low-Income
<b>A. Productivity-Adjusted Inflation-Based Fare Increase</b>		
Disproportionate Impact?	No	No
<b>B. Paper Ticket Fare Increase</b>		
Disproportionate Impact?	No	Yes
<b>C. 62.5% Discount Reduced to 50%</b>		
<b>Seniors</b> Disproportionate Impact?	No	No
<b>People with Disabilities</b> Disproportionate Impact?	No	Yes
<b>Youth age 5-12</b> Disproportionate Impact?	Yes	Yes

### 2.6.1. Option A. Implement Productivity-Adjusted Inflation Based Fare Increase

The across-the-board fare increase methodology compares the weighted average fare increase for protected and nonprotected riders to determine if the difference between the two exceeds the DI/DB Policy threshold of 5%. The analysis results for the proposed 2018 biennial productivity-adjusted inflation-based fare increase are as follows:

#### Option A. Minority Disparate Impact Analysis Findings

- This report finds that the proposed inflation-based fare increase would not result in a disparate impact on minority riders under BART's DI/DB Policy since the difference between the changes for minority riders and non-minority riders is less than the 5% threshold. Minority riders would experience virtually the same percentage increase (2.51%) and a slightly lower dollar fare increase compared to non-minority riders (10.0 cents compared to 10.1 cents).
- In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disparate impact on minority riders under BART's DI/DB Policy since the difference in the percent increases between minority and non-minority riders is less than 5%.

#### Option A. Low-Income Disproportionate Burden Impact Analysis Findings

- This report finds that the proposed inflation-based fare increase would not result in a disproportionate burden on low-income riders under BART's DI/DB Policy

since the difference in the increase for low-income riders and non-low income riders is less than the DI/DB Policy threshold of 5%. Low-income riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-low income riders (9.5 cents compared to 10.2 cents).

- In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disproportionate burden on low-income riders under BART's DI/DB Policy since the difference in the percent increase between low-income and non-low income riders is less than 5%.

### **2.6.2. Option B. Increase Fares Paid for with Magnetic Stripe Paper Tickets**

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type by using recent rider survey data, in this case, the 2016 Customer Satisfaction Survey. The analysis results for the proposed increase to fares paid with paper ticket fare media--through either a flat surcharge of up to \$0.50 or a fare increase of up to 10%--compared to the DI/DB Policy's 10% threshold are as follows:

#### **Option B. Minority Disparate Impact Analysis Findings**

- This report finds that the proposed paper ticket fare increase would not result in a disparate impact on minority riders under BART's DI/DB Policy since the difference between the affected fare type's minority ridership share and the overall system's minority ridership share is not greater than 10%. The portion of paper ticket users that are minority is very similar to BART's overall ridership.
- Since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare media, including magnetic stripe paper ticket media; therefore, there are no cumulative impacts associated with increasing fares paid for with paper tickets to analyze.

#### **Option B. Low-Income Disproportionate Burden Impact Analysis Findings**

- This report finds that the proposed paper ticket fare increase would result in a disproportionate burden on low-income riders under BART's DI/DB Policy since the difference of 13.8% between the affected fare type's low-income ridership share and the overall system's low-income ridership share is greater than the 10% threshold.
- However, the finding is made that there are no cumulative impacts associated with increasing fares paid for with paper tickets to analyze, as there have been no similar changes made to BART fare media, including magnetic stripe paper ticket media, since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016).

### **2.6.3. Option C. Reduce the Discount Offered to Seniors, People with Disabilities and Youth Age 5 through 12 from 62.5% to 50%**

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type by using recent rider survey data, in this case, the 2016 Customer Satisfaction Survey. The analysis results for the proposed discount reduction compared to the DI/DB Policy's 10% threshold are as follows:

#### **Option C. Minority Disparate Impact Analysis Findings**

- This report finds that the proposed discount reduction would result in the following for minority riders:
  - Seniors: No disparate impact under BART's DI/DB Policy since the calculated difference does not exceed the 10% threshold
  - People with disabilities: No disparate impact under BART's DI/DB Policy since the calculated difference does not exceed the 10% threshold
  - Youth age 5 through 12: A disparate impact may be present when applying BART's DI/DB Policy since the calculated difference is 17.7%, which exceeds the 10% threshold
- Since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare types, including discounted fare types; therefore, there are no cumulative impacts associated with reducing the discount to analyze.

#### **Option C. Low-Income Disproportionate Burden Analysis Findings**

- This report finds that the proposed discount reduction would result in the following for low-income riders:
  - Seniors: No disproportionate burden under BART's DI/DB Policy since the calculated difference does not exceed the 10% threshold
  - People with disabilities: A disproportionate burden may be present under BART's DI/DB Policy since the calculated difference of 26.6% exceeds the 10% threshold
  - Youth age 5 through 12: A disproportionate burden may be present under BART's DI/DB Policy since the calculated difference of 24.8% exceeds the 10% threshold
- Since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare types, including discounted fare types; therefore, there are no cumulative impacts associated with reducing the discount to analyze.

### 3. Public Participation

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted public outreach to provide information to the public about potential fare changes under consideration and solicit feedback on these potential fare changes. A key component of Title VI outreach is to seek input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members. The following sections provide a summary of the Title VI outreach and engagement conducted for the “Title VI Fare Equity Analysis for the Proposed Productivity-Adjusted Inflation-Based Fare Increase and Fiscal Year 2018 Fare Changes effective January 1, 2018” project.

#### 3.1 Process for Soliciting Public Input

In spring 2017, BART conducted public participation activities throughout the BART system to gather input on three potential systemwide fare changes. Activities included station outreach, community meetings, mailings to community-based organizations, survey delivery to senior centers, email distributions to disability and access groups, a webpage with information and survey links on BART.gov, and advertisements in non-English newspapers. Paper and online surveys were available in English, Spanish, and Chinese. A copy of the survey in English is provided in Appendix C. Feedback regarding these fare change options was collected between March 27th and April 28th through online and paper surveys and assessed on the basis of whether respondents were for or against fare modifications, and the strength of those preferences.

Staff presented the options at an additional public meeting held on May 2nd at the request of a BART Title VI/Environmental Justice Advisory Committee member, but as the meeting was held after the official closure of the survey, input is not included in the quantitative section of this report. Comments, however, that were received at this meeting are included.

The fare change options about which input was sought are as follows:

<b>Paper Tickets Option A</b>	Paper ticket fares would cost up to \$0.50 more per trip than Clipper Card fares.
<b>Paper Tickets Option B</b>	Paper ticket fares would cost up to 10% more per trip than Clipper Card fares.
<b>Discount Change</b>	Seniors, people with disabilities, and youth age 5 through 12 would receive a 50% discount instead of the current 62.5% discount.

##### 3.1.1. Station Outreach

In advance of public outreach events at seven stations throughout the BART system, BART hung banners at all of its 46 stations advertising the [bart.gov/faresurvey](http://bart.gov/faresurvey) link. The seven stations where events were held had banners specifically advertising the upcoming outreach event at the station. At the outreach events, the project team distributed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with links to an online survey to provide input on the fare modification

options. The postcards included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.<sup>2</sup>

Hard copy surveys were available at each in-station event for riders who preferred to provide feedback in person. BART blue comment cards were available primarily for comments that were unrelated to the outreach, allowing riders to submit a blue comment card if they preferred. Outreach events were held at the following stations on the specified dates from 4 pm-7 pm:

- Daly City BART ..... Tuesday, April 4
- 16<sup>th</sup> Street Mission BART ..... Wednesday, April 5
- West Oakland BART ..... Thursday, April 6
- Lake Merritt BART ..... Wednesday, April 12
- Fruitvale BART ..... Thursday, April 13
- El Cerrito del Norte BART ..... Tuesday, April 18
- Pittsburg/Bay Point BART ..... Wednesday, April 19

Based on a demographic and frequency of contacts at stations analysis, interpreters and bilingual BART staff were placed as necessary at specific stations, as shown below.

<b>BART Station</b>	<b>Language</b>
West Oakland	BART staff: Spanish
Lake Merritt	Interpreter: Chinese (Cantonese & Mandarin)
Fruitvale	Interpreter: Spanish
Pittsburg/Bay Point	BART staff: Spanish

<sup>2</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART’s four-county service area (BART Title VI Language Assistance Plan, January 2017).

**BART Riders fill out surveys at the Fruitvale BART Station in Oakland on Thursday, April 13th**



**3.1.2. Public Meeting Outreach**

Along with station outreach events, BART hosted informational sessions at the Ed Roberts Campus in Berkeley and the North Richmond Municipal Advisory Council; presented to a special joint meeting of the BART Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees; and met with the BART Accessibility Task Force (BATF).

The LEP Advisory Committee consists of members of community-based organizations that serve LEP populations within the BART service area. The committee assists in the development of the District’s language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability. The Title VI/EJ Advisory Committee, which also consists of members of community-based organizations, ensures that the District is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions. The BATF advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to and useable by people regardless of disability or age.

Presentations regarding the Fiscal Year 2018 budget and the potential fare changes were presented at each public meeting, followed by a question-and-answer period. Attendees had the opportunity to fill out a survey at the meeting or were provided the online [bart.gov](http://bart.gov) webpage and survey link. BART committees were sent the surveys beforehand to distribute to members of their CBO and some returned completed surveys to staff at the meetings.

To ensure that data was collected from individuals that were most likely to be affected by potential fare changes, additional specialized outreach was conducted to reach people with disabilities by holding one of BART’s public meetings at the Ed Roberts Campus.

Targeted email invitations were sent to the BATF mailing list, transit access advisory committees, Ed Roberts Campus partners, independent living programs, and paratransit coordinating councils. An accommodations request for on-site captioning was provided at the Ed Roberts Campus meeting.

Special Joint BART Title VI/Environmental  
and LEP Advisory Committees..... Tuesday, April 11  
Ed Roberts Campus ..... Monday, April 17  
BART Accessibility Task Force..... Thursday, April 27  
North Richmond Municipal Advisory Council..... Tuesday, May 2

**Participants at the North Richmond Municipal Advisory Council meeting**



### 3.1.3. Community-Based Organization (CBO) Outreach

To ensure that data was collected from a wide range of minority, low-income, and limited English proficient (LEP) populations, the project team mailed introductory letters and surveys to 434 community-based organizations in Alameda, Contra Costa, San Francisco, and San Mateo counties. The list of organizations came from BART’s Government and Community Relations and Office of Civil Rights community-based organizations database. The introductory letters included a dedicated phone number at which input could be left, and this number was checked daily. A list of contacted community-based organizations is in Appendix G.

#### Community-Based Organization Mailing Summary

<b>Category</b>	<b>Number of Mailings</b>
Alameda County	190
Contra Costa County	129
San Francisco County	98
San Mateo County	17
<b>Total number of Title VI CBOs</b>	<b>429</b>
<b>Total number of LEP CBOs</b>	<b>405</b>

### 3.1.4. Senior Center Outreach

To confirm that data was collected from individuals who are most likely to be affected by potential fare changes, the project team delivered packets of paper surveys to senior centers in Alameda, Contra Costa, San Francisco, and San Mateo counties. A list of targeted senior center organizations was provided by BART’s Customer Service Department. Surveys were hand-delivered and picked up within a two-week period. The list of participating senior centers is in Appendix H.

#### Senior Center Survey Distribution by County

<b>Counties</b>	<b>Number of Senior Centers</b>
Alameda	5
Contra Costa	7
San Francisco	6
San Mateo	3
<b>Total number of Senior Centers</b>	<b>22</b>
<b>Total number of Surveys Received</b>	<b>182</b>

### 3.1.5. Additional Outreach

#### Networking

The project team also delivered paper surveys on request to the Independent Living Resource Center of San Francisco. In addition, the project team networked and referred

stakeholders to the online survey via email with senior organizations and travel trainers who work with people with disabilities.

### **Ethnic Newspaper Advertisements**

Translated ads were placed in local ethnic newspapers. These included La Opinión de la Bahía (Spanish), Visión Hispana (Spanish), India West (in English), Philippine News (in English), Viet Nam Daily News (Vietnamese), Korea Times and Daily News (Korean), Sing Tao (Chinese), and World Journal (Chinese). The ads ran two to three times depending on the newspaper's publication schedule and advertised the upcoming in-station outreach events and a link to the BART webpage and survey.

#### **'BART Wants to Hear from You' Advertisement in Sing Tao**

**BART 希望聽取您的意見**

BART 現正積極研究捷運票價選項，以因應明年營運預算預計短缺情況。

請在下列日期下午 4:00 至晚上 7:00，親臨這些 BART 車站 提出您的想法：

4 月 4 日星期二	.....	Daly City BART
4 月 5 日星期三	.....	16th Street Mission BART
4 月 6 日星期四	.....	West Oakland BART
4 月 12 日星期三	.....	Lake Merritt BART
4 月 13 日星期四	.....	Fruitvale BART
4 月 18 日星期二	.....	El Cerrito del Norte BART
4 月 19 日星期三	.....	Pittsburg/Bay Point BART

若要了解更多關於票價和外展活動，並進行線上問卷調查，請上網站 [bart.gov/faresurvey](http://bart.gov/faresurvey)。

### **Electronic Destination Sign System**

On all BART station platforms, there are multiple electronic destination signs that inform riders of train arrivals and display other important information BART needs to communicate. Throughout the month of April, these electronic destination signs regularly displayed the [bart.gov/faresurvey](http://bart.gov/faresurvey) link to alert riders to take the survey.

### 3.2 Survey Results

Following survey outreach and collection, the project team analyzed respondents' feedback to the questionnaire.

#### 3.2.1. Survey Response Rate

As noted above, surveys were collected through multiple avenues—online, at station outreach events, during public meetings, and senior center outreach. Collectively, surveys received from these distribution methods specifically designed to reach minority and low-income populations are the dataset for analysis and herein will be referenced as Title VI Outreach Surveys. BART also conducted an online survey of randomly selected BART riders; these riders were contacted to take the survey via email invitation and surveys returned by this method will be referenced herein as E-mail Invitation Surveys. This report relies on the survey rating results from respondents to the targeted Title VI Outreach Surveys. Comments from both surveys are provided in Appendices D, E and F.

#### Survey Distribution Totals

<i>Survey Distribution Method</i>	<i>Number of Surveys with Answers to Question 2*</i>
<b>Title VI Outreach Surveys</b>	
Online bart.gov/faresurvey	876
Paper Surveys from BART Station outreach events	271
Paper Surveys from Senior Centers	182
Surveys received via email/fax/USPS	7
<b>Total Title VI Outreach Surveys</b>	<b>1,336</b>
<b>E-mail Invitation Surveys</b>	716
<b>Total, All Surveys Received</b>	<b>2,052</b>

\*Online survey closed on April 28th. All surveys received following this date were not included in the quantitative analysis. Comments were reviewed, however, and are included in Appendices D, E, and F.

#### 3.2.2. Survey Options Ratings Results

Question 1 regarding the inflation-based fare increase was qualitative, “Do you have any comments about this planned fare increase?” and is addressed in this report’s Public Comments section. Question 2, the text of which is provided below, asked for input on the other potential fare modifications.

*“To help balance its operating budget, BART is considering a few options described below, as well as expense reductions. These would be in addition to the inflation-based fare increase described in question 1. If approved, any fare options would take effect in January 2018. Please read each statement and circle the number 1 to 5, where 1 means you Disagree Strongly and 5 means you Agree Strongly.”*

**PAPER TICKETS: OPTION A** – BART should charge more for trips made with paper BART tickets by adding up to \$0.50 to the paper ticket fare. Fares for trips made with Clipper cards would not have this amount added. For example, a trip that costs \$4 with a Clipper card would cost up to \$4.50 with a paper BART ticket. This is estimated to reduce the shortfall by up to \$11 million annually. (Clipper cards would be available from ticket vending machines in all BART stations by January 2018.)

Disagree strongly					Agree strongly	Don't Know
1	2	3	4	5		0

**PAPER TICKETS: OPTION B** – BART should charge more for trips made with paper BART tickets by adding up to 10% to the paper ticket fare. Fares for trips made with Clipper cards would not have this amount added. For example, a trip that costs \$4 with a Clipper card would cost up to \$4.40 with a paper BART ticket. This is estimated to reduce the shortfall by up to \$7 million annually. (Clipper cards would be available from ticket vending machines in all BART stations by January 2018.)

Disagree strongly					Agree strongly	Don't Know
1	2	3	4	5		0

**DISCOUNT CHANGE** – BART should reduce the fare discount for seniors (65+), people with disabilities, and youth ages 5 through 12 from 62.5% to 50%. For example, a trip that currently costs \$1.50 at a 62.5% discount would then cost \$2.00 at a 50% discount. This is estimated to reduce the shortfall by approximately \$3 million annually.

Disagree strongly					Agree strongly	Don't Know
1	2	3	4	5		0

Respondents were asked to rate the paper ticket surcharge and discount reduction fare change options by marking their sentiment on a scale of 1 through 5, with 1 representing “Disagree Strongly” and 5 representing “Agree Strongly.” The tables below show the percentage of respondents who selected each number in the scale, as well as the percentage who selected “Don’t Know.” For analysis purposes, this report considers a “3” rating as a neutral response and makes use of the following groupings:

- Ratings of 1 and 2 taken together indicate respondents had some level of disagreement.
- Ratings of 4 and 5 taken together indicate respondents had some level of agreement.

## Paper Ticket Surcharge

**Option A.** Results show that most respondents either strongly disagreed or strongly agreed with the option, with a greater percentage of minority respondents strongly disagreeing (32.7%) compared to non-minority (26.4%), and a lower percentage of minority respondents strongly agreeing (27.8%) compared to non-minority (30.9%). A similar distribution is represented for respondents based on income, as a higher percentage of low-income respondents expressed strong disagreement compared to non-low-income (32.1% vs. 28.9%) and a lower percentage reported strong agreement (25.6% vs. 31.3%). When ratings of 4 and 5 are combined, almost 45% of both minority and low-income respondents “agreed” with the option, slightly higher than the combined ratings of 1 and 2.

### Paper Ticket Option A Ratings

		Disagree Strongly		3	Agree Strongly		Don't Know	Total	Sample Size
		1	2		4	5			
Paper Tickets: Option A	All Respondents	31.6%	9.3%	11.5%	16.3%	28.8%	2.5%	100.0%	1316
	Minority	32.7%	8.8%	10.8%	16.7%	27.8%	3.2%	100.0%	277
	Non-Minority	26.4%	10.5%	13.5%	17.2%	30.9%	1.6%	100.0%	887
	Low Income	32.1%	7.9%	11.2%	18.8%	25.6%	4.3%	100.0%	627
	Non-Low Income	28.9%	9.8%	11.6%	16.8%	31.3%	1.6%	100.0%	564

**Option B.** Looking at the combined ratings of 1 and 2, which represent disagreement, almost half (47.7%) of minority respondents reported disagreement with Option B, compared to 40.1% of non-minority. 36.7% of minority respondents indicated “agreement” by selecting 4 or 5, which is a lower approval rating than minority respondents recorded for Option A, and is lower than the 45.1% of non-minority who agreed with Option B.

A similar percentage of low-income and non-low income respondents disagreed with Option B when combining ratings of 1 and 2 (45.5% and 42.9% respectively). The difference between the two groups in terms of agreement with Option B was much wider, with low-income respondents reporting less agreement than non-low income when combining ratings of 1 and 2, at 33.8% and 43.7% respectively.

**Paper Ticket Option B Ratings**

		Disagree Strongly		3	Agree Strongly		Don't Know	Total	Sample Size
		1	2		4	5			
Paper Tickets: Option B	All Respondents	33.4%	12.2%	12.3%	16.1%	23.4%	2.6%	100.0%	1304
	Minority	35.3%	12.4%	11.9%	13.7%	23.1%	3.7%	100.0%	629
	Non-Minority	27.4%	12.6%	13.4%	20.4%	24.7%	1.4%	100.0%	554
	Low Income	33.1%	12.4%	16.7%	14.2%	19.6%	4.0%	100.0%	275
	Non-Low Income	30.7%	12.2%	11.4%	17.8%	25.9%	1.9%	100.0%	883

**Discount Reduction**

The following sections separately report ratings from respondents who would be affected by a reduction to the discount: seniors, people with disabilities, and those with children age 5 to 12. When reviewing the results, it is worth noting that some sample sizes for these groups are small, for example, there were nine respondents who were minority people with disabilities and 32 respondents who were low-income with children age five through twelve.

**Seniors.** Approximately 66%, or two-thirds, of non-minority seniors strongly disagreed with the discount reduction, which is a higher percentage than the 47.6% of minority seniors who strongly disagreed. Minority seniors also showed higher strong agreement with the option at 29.3% compared to non-minority seniors at 16.9%. Thus, overall, minority seniors were less opposed to the discount reduction.

Approximately 65%, or nearly two-thirds, of non-low income seniors strongly disagreed with the discount reduction compared to 43.9% of low-income seniors who strongly disagreed. By selecting a rating of 4 or 5, low-income seniors expressed a significantly higher percentage of agreement at 40.3% compared to 25.9% of non-low income seniors indicating agreement. Thus, overall, low-income seniors were more supportive of the discount reduction.

**People with Disabilities.** Non-minority people with disabilities had higher levels of strong disagreement with the discount reduction than minority people with disabilities, at 50.0% and 33.3% respectively. More minority people with disabilities than non-minority agreed with the option by giving the reduction a rating of 4 or 5, at 33.3% and 25.9% respectively.

About the same percentages of low-income and non-low income people with disabilities strongly disagreed with the reduction (50.7% and 49.2% respectively). However, more non-low income people with disabilities expressed strong agreement with the reduction at 35.6% compared to 22.4%.

**Respondents with Children Age 5-12.** Minority and non-minority respondents with children expressed almost equal agreement with the reduction (by selecting a rating of 4

or 5), at 37.1% and 37.8% respectively. Minority respondents, however, expressed a higher level of strong disagreement than non-minority, at 45.2% compared to 37.8%.

More than half, or 56.3%, of low-income respondents with children strongly disagreed with the reduction, compared to 35.8% of non-low income respondents who disagreed strongly. Very few low-income respondents (9.4%) strongly agreed with the reduction, while more than 25% of non-low income respondents strongly agreed.

**Discount Reduction Option Ratings**

		Disagree Strongly			Agree Strongly		Don't Know	Total	Sample Size
		1	2	3	4	5			
Discount Change	All Respondents	41.1%	10.2%	10.5%	11.6%	25.2%	1.4%	100.0%	1322
	Minority (total)	40.3%	9.2%	10.4%	10.7%	28.0%	1.4%	100.0%	633
	Non-Minority (total)	40.3%	12.4%	10.6%	13.1%	22.8%	0.9%	100.0%	566
	Minority Seniors	47.6%	3.7%	9.8%	8.5%	29.3%	1.2%	100.0%	82
	Non-Minority Seniors	66.2%	6.5%	3.9%	5.2%	16.9%	1.3%	100.0%	77
	Minority Persons with Disability	33.3%	11.1%	11.1%	22.2%	11.1%	11.1%	100.0%	9
	Non-Minority Persons with Disability	50.0%	18.5%	3.7%	5.6%	20.4%	1.9%	100.0%	54
	Minority with Children Ages 5-12	45.2%	9.7%	6.5%	14.5%	22.6%	1.6%	100.0%	62
	Non-Minority with Children Ages 5-12	37.8%	10.8%	10.8%	21.6%	16.2%	2.7%	100.0%	37
	Low Income (total)	42.3%	11.8%	10.4%	11.5%	22.2%	1.8%	100.0%	279
	Non-Low Income (total)	39.1%	10.3%	10.7%	12.2%	26.6%	1.1%	100.0%	892
	Low Income Seniors	43.9%	7.0%	7.0%	14.0%	26.3%	1.8%	100.0%	57
	Non-Low Income Seniors	64.7%	4.7%	4.7%	4.7%	21.2%	0.0%	100.0%	85
	Low Income Persons with Disability	50.7%	14.9%	3.0%	7.5%	22.4%	1.5%	100.0%	67
	Non-Low Income Persons with Disability	49.2%	8.5%	5.1%	1.7%	35.6%	0.0%	100.0%	59
	Low Income with Children Ages 5-12	56.3%	6.3%	6.3%	15.6%	9.4%	6.3%	100.0%	32
	Non-Low Income with Children Ages 5-12	35.8%	10.4%	9.0%	17.9%	26.9%	0.0%	100.0%	67

**3.3 Title VI Outreach Survey Respondent Demographics**

The following table presents a demographic profile of Title VI Outreach Survey respondents who filled out and submitted an online or paper survey between March 27th and April 28th. Note that totals reported in the tables below may not equal 100.0% due to rounding.

**Demographic Profile of Title VI Outreach Survey Respondents**

	<i>All Respondents</i>	
	<b>Percent</b>	<b>Sample Size</b>
<b>Gender</b>		
Female	54.9%	
Male	43.2%	
Other	1.9%	
<b>Total</b>	<b>100%</b>	<b>1252</b>
<b>Ethnicity</b>		
White alone, non-Hispanic	47.0%	
African American alone, non-Hispanic	8.4%	
Asian/Pacific Islander alone, non-Hispanic	22.1%	
American Indian alone, non-Hispanic	0.7%	
Other or Mixed, Non-Hispanic	8.9%	
Hispanic, any race	12.8%	
<b>Total</b>	<b>100%</b>	<b>1207</b>
<b>Annual Household Income</b>		
Under \$25,000	13.7%	
\$25,000 - \$34,999	8.0%	
\$35,000 - \$39,999	4.7%	
\$40,000 - \$49,999	7.3%	
\$50,000 - \$59,999	7.8%	
\$60,000 or more	58.5%	
<b>Total</b>	<b>100%</b>	<b>1180</b>
<b>Limited English Proficiency (LEP) Status</b>		
Speak English less than very well	6.5%	
Speak English very well (or do not speak another language)	93.5%	
<b>Total</b>	<b>100%</b>	<b>1290</b>
<i>Unknown</i>		<i>46</i>

**3.4 Public Comments**

The survey had three questions that gave respondents the opportunity to comment on potential fare changes as well as provide other ideas for balancing next fiscal year’s budget. Comments received from Title VI Outreach Survey respondents in answer to each question are described in the next sections and have been generally grouped into those “against” and “in support” of the change. Example comments have been included that highlight general themes. The complete set of comments, including those from the E-mail Invitation Survey, are provided in Appendix D (Question 1), Appendix E (Question 3), and Appendix F (Question 4). All comments have been transcribed exactly as respondents wrote them on their surveys.

### 3.4.1. Comments on Inflation-Based Fare Increase

To help fund systemwide capital improvement projects, BART has a program of biennial less-than-inflation-based fare increases. The next inflation-based increase valued at 2.7% is scheduled for January 1, 2018. Respondents were asked to provide feedback regarding this biennial increase by answering survey Question 1.

- Do you have any comments about the planned fare increase?

More than half of survey respondents, or 734 respondents, chose not to comment regarding the inflation-based fare increase, while 602 respondents did give feedback directly concerning this increase. Respondents' comments were separated into two classifications—in support of or against the 2.7% fare increase.

There were 798 comments in response to question 1: “Do you have comments about the planned 2.7% fare increase?” Of these comments, 602 were actually related to the inflation-based fare increase.

#### **Inflation-Based Fare Increase: Against**

There were 409 respondents, or 68% of respondents who provided comment, who did not support the increase, with the majority of them remarking that an increase would make a daily commute by BART cost-prohibitive. Other concerns included, but were not limited to, apprehensions regarding the management of funds and a disparity between the quality of the system and fare costs. Below, a selection of comments are provided to underscore the sentiments of those against the biennial increase. Appendix D contain all comments submitted in response to the inflation-based fare increase.

- *“It's very unfair and worsen the burden on regular workers who commute to work on BART daily. We, regular workers never get any increase in salary, but fare is increased rapidly. How about lower the wage of all the BART management? Limit the unnecessary OT?”*
- *“Please don't increase the fare, BART is already expensive and even parking is expensive. Instead please control costs”*
- *“I thought we just approved an increased tax to cover most urgent BART capital expense needs, so I am not thrilled by the idea of "paying twice". I disagree with the rate increase. The "value" of the system is not good. For the price we pay compared to the system overall, is not a fair balance.”*
- *“For what we pay, the system should operate with better train service, cleaner stations, and nicer... much nicer station agents”*

#### **Inflation-Based Fare Increase: Support**

32%, or 193 respondents, provided comments that supported the 2.7% inflation-based increase; however, this support was often paired with stipulations regarding how funds should be allocated across the BART system in the future. Respondents called attention to the following improvement areas: maintenance, service quality, enforcement, and capital improvements. Below, a selection of comments are provided to highlight these topic areas.

- *“With the fare increase, the budget needs to be redirected towards maintenance”*
- *“I support the fare increase, provided that it improves Bay Area infrastructure”*

- *“Willing to pay my way on BART but I would like to ride on a train that is clean”*
- *“I support the fare increase if you address fare evaders”*
- *“If the increase will facilitate new cars during peak commute hours, and a new control system”*

### **3.4.2. Comments on Fare Modification Options**

Question 3 asked respondents to provide comments on the paper ticket surcharge and/or the discount reduction:

- Do you have any comments about any of the above options? How would these potential changes impact you if at all?

There were 752 responses to Question 3. A comment analysis was performed to separate those that were in support of any increase from those that were firmly against any fare modification. The complete set of comments regarding the fare increase modifications can be found in Appendix E.

#### **3.4.2.1. Paper Ticket Surcharge**

Approximately 145 respondents, or 19% of those who answered Question 3, provided feedback about the paper ticket surcharge options. Although few respondents indicated whether they preferred a flat-rate surcharge or a percentage increase, many did convey their preference, either for or against, a surcharge, as described below.

##### **Paper Ticket Surcharge: Against**

Approximately 52% of those providing feedback on paper ticket surcharge options, or 75 respondents, were opposed, expressing concern that an additional fee would potentially penalize low-income populations. The following comments underscore their perspective.

- *“Increasing the cost of paper tickets would unfairly disadvantage low income residents. We should not reduce benefits to seniors, youth or people with disabilities.”*
- *“Don't implement the paper ticket surcharge until clippers are in vending machines at the stations. Some people especially low income folks probably don't have a bank account or flexible spending transit account that automatically loads the card.”*
- *“I don't think people who use paper tickets should be penalized. I have to use them sometimes in order to pay for parking. Why don't you phase out paper tickets and set up a ticket system for visitors or others who could purchase a book of tickets to use for a period of time. This way paper ticket users would not be penalized for buying a paper ticket”*

##### **Paper Ticket Surcharge: Support**

About 36% of comments, or 53 respondents, were agreeable to a paper ticket surcharge – noting that the system should follow the example of other cities and phase out paper ticketing.

- *“Nominal charge paper (option A) tickets is on par with other cities”*

- *“I really like the paper ticket surcharge, as it rewards regular riders, but you must make Clipper cards available at stations with a reloading option first. The change in discounts I like a bit less, but it is fair. I don't like the increased parking fees.”*
- *“I use a Clipper card, and think that it is better for the environment for everyone to use a re-loadable card; hence I agree with the idea to add a fee to paper cards. Parking doesn't impact me, but it does seem like adding \$2/day is a lot and benefits people who make more money.”*

The comments of the remaining 17 respondents, or 12%, did not expressly include a preference for or against the paper ticket surcharge.

#### **3.4.2.2. Discount Reduction**

This option would reduce the discount for seniors, people with disabilities, and youth age 5 through 12 and comments were received about possible impacts on those groups. Comments were provided by 403 respondents.

##### **Discount Reduction: Against**

The analysis shows that 87% of the 403 respondents oppose reducing discounts for seniors, people with disabilities, and youth ages 5-12. Many respondents felt that a fare increase could disproportionately affect low-income and marginalized populations. Sample comments reflecting these sentiments are provided below.

- *“These won't necessarily affect me financially I worry that 12.5% increase for some seniors and those with disabilities could be detrimental to other areas of their lives. Perhaps step increases would be more appropriate.”*
- *“Please don't increase costs for children, seniors, or those with disabilities”*
- *“Cutting the discounted ticket program is the least reasonable approach. All of these ideas (except raising the parking fee) disproportionately affect those most in need of BART.”*
- *“Concerned about how it affects local service economy”*

##### **Discount Reduction: Support**

13% of the 403 survey respondents, or 52 commenters, provided comments that support increasing fares by reducing the discount. Comments included the support for reducing the current discount of 62.5% to 50% for seniors, people with disabilities, and youth ages 5 to 12. Respondents who favor this option stated that a fare modification is reasonable to ensure that BART's quality of service improves and stays up-to-date. However, and as stated in prior comments, some respondents noted that fare increases must be redirected to systemwide improvements. Below, the following subset of comments highlights the perspective of those that support a discount reduction.

- *“The rate increases are justified in order to keep the system operating.”*
- *“As previously stated, there should be a major reduction for the senior discount. I'm okay with the lesser reduction in discount for youth and I appreciate the fact that the orange tickets are only sold by participating schools (so it says on your website). I live close enough that I don't have to drive to BART so parking*

*doesn't affect me but I don't agree with raising parking. People pay too much to ride BART and then also have to pay a lot for parking."*

### **3.4.3. Additional Comments and Suggestions**

Question 4 of the survey asked respondents the following question:

- Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?

There were 865 surveys with answers to Question 4. Alongside fare modifications at parking lots and at fare gates, respondents provided recommendations in the following areas: restructure and reallocate existing funding sources, impose stronger fare enforcement protocols, allow corporate sponsorship, and consider new pricing structures. Transcripts of these comments can be found in Appendix F.

#### **Restructure and Reallocate Funds**

32% of the additional comments recommended that BART reevaluate how funds are currently allocated and spent to reduce the agency's deficit without modifying riders' fares.

- *"Reallocate funds from capital improvements. Reduce costs internally before increasing costs to riders. Riders already see parking increases every six months, plus fare increases."*
- *"Stop increasing already high wages for station employees. In understand wanting to have competitive wages, but the job should merit the wage."*
- *"BART needs to do a better job of controlling costs. This should include managing overtime and labor costs. In addition, BART should eliminate free rides for anyone who is not a duty employee. Instead employees and others currently receiving this benefit should get discounted rides when off duty."*

#### **Enforcement and Fare Evasion**

14% of additional comments spoke to the system's enforcement and public safety protocols. It is important to note that at the in-station outreach events, the topic of fare evasion was one that riders commented on the most verbally to BART staff and when filling out blue comment cards. Many felt that it was unfair that they should have to pay full fares with an additional increase when they have seen so many people fare evading without any consequences or preventative measures.

- *"Have staff really pay attention to people who just run through the gates without payment. I see it all too often. That is where you are losing money"*
- *"Put officers out in the crossing areas during morning commute hours to issue tickets to the many drivers that go through the crosswalk while pedestrians are crossing."*
- *"I think fare evasion represents a significant loss of revenue. My continuing experience, although probably atypical (I regularly board & exit through Fruitvale Station) is that fare evasion is rampant. Collecting fare evasion fines would help in the short term (Enforcement would soon learn that it was expensive) and in the long term would result in more fares paid."*

### **Corporate Sponsorship**

Approximately 9% of the additional comments provided recommendations related to corporate sponsorship and advertising.

- *“I think raising revenue could include more advertising from bigger companies”*
- *“Partner with the employers in the area who benefit from having a working system to get their employees to work on time each day. These businesses should contribute towards the operating cost of BART.”*
- *“Definitely more (tasteful) advertising on trains, platforms and throughout the stations. You see much more of this among subway systems on the East Coast and in Europe.”*

### **Demand-Based Pricing**

4% of the additional comments recommended new pricing mechanisms.

- *“Introduce tiered pricing for peak and non-peak hours to minimize crowding during rush hours and increase revenue. Price sensitive commuters could save money by commuting at a different time.”*
- *“Charge higher fares, or introduce a surcharge, for train rides during peak commuting hours. This could also help reduce congestion.”*

## **3.5 Community and Advisory Committee Meetings**

BART staff held community and advisory committee meetings that included a presentation on the fare change options and a question-and-answer period. The next sections summarize feedback and questions from four meetings held in April and May 2017.

### **Special Joint Meeting of the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees: April 11, 2017**

On April 11th, a special joint meeting of the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees was held to gather comment on the possible fare modification options for 2018. At the meeting, committee members provided comments that were consistent with feedback provided by survey respondents. Members expressed concern that a fare increase would disproportionately impact low-income residents, particularly families who are required to pay multiple fares. Furthermore, committee members inquired about mitigations for communities that are generally impacted by fare increases. The following were some of the members’ comments:

- *“Inflation doesn’t match salary adjustments, if people receive any adjustment at all.”*
- *“Clipper cards have a cost that is another impact. BART is already so expensive, they try to avoid it, but when that is not possible, they buy a paper ticket.”*
- *“Thinking about cumulative costs...If we are thinking of someone who is commuting for their job, 5 days a week, what does that look like for someone living below the poverty line? That is a huge negative impact.”*
- *“Can the agency provide Clipper card training if and when the paper tickets are removed?”*

### **Ed Roberts Campus Meeting: April 17, 2017**

On April 17th, BART staff presented on the fare modifications options at the Ed Roberts Campus. Attendees expressed concerns on how fare modifications would affect existing discounts, enforcement and fare evasion, and system maintenance. Attendees were agreeable to increasing parking fare and charging for the use of a paper ticket. The following comments highlight perspectives of some of the meeting's attendees.

- *“If you come from another city and are senior or disabled you will not be able to get a discount on BART. You should consider that those need a discount too.”*
- *“You should implement the parking fee increase. Too many people drive and this would help get people out of their cars.”*
- *“Adding the accessible rate to Clipper cards would be beneficial.”*
- *“I agree with this last statement and have had people with disabilities pay out of pocket having too much of a process to get a Clipper and get reimbursement. It is very discouraging to have to go through this process. Can the process be easier or faster?”*

### **BART Accessibility Task Force Meeting: April 27, 2017**

The BART Accessibility Task Force meeting, held on April 27th, provided BART an opportunity to speak to members of the committee about the possible fare changes. BART staff noted that with the early April 2017 news that transit operators would receive additional state transit assistance, BART may not have to pursue the fare option to reduce the current 62.5% discount for seniors and people with disabilities, but they were still interested in receiving comment on all fare modification options. Input from the committee included questions about Clipper-dispensing locations, fare evasion concerns, and improved public safety. A selection of members' comments is provided below:

- *“Where will the clipper fare stations be located? Will you be able to choose what type of ticket is dispensed?”*
- *“How much money is allocated for fare evasion and would it make sense to fix gates?”*
- *“Replace highest risk assets to shift people out of regular maintenance to newer capital projects, greatly increasing track replacement.”*
- *“Any surcharges should only be assessed at the time of purchasing a paper ticket.”*

### **North Richmond Municipal Advisory Council: May 2, 2017<sup>3</sup>**

On May 2nd, BART staff joined the North Richmond Municipal Advisory Council to discuss potential fare change options with the Richmond community. BART staff noted that revenue from the inflation-based fare increase will help pay for new rail cars, the Hayward maintenance yard, and the new train control system. In response to BART's proposal, attendees asked about Measure RR, accessibility of Clipper if paper tickets are eliminated, and increased investment in enforcement and rider safety. Below are some of their comments.

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<sup>3</sup> As mentioned previously, survey comments from this meeting were not incorporated into the Public Participation Report as the meeting was held after surveys closed, but comments are included in Appendices D, E, and F.

- *“Will Clipper tickets be available to purchase at each station?”*
- *“I feel like this is good in theory, but it feels discriminatory. I’m going to get charged extra because I can’t afford the 3 dollars for an initial purchase.”*
- *“Title VI test: What mitigation would be put in place? How about we reduce discounts during off peak?”*
- *“Some of ridership is down, is that because of violence? Are you going to invest in BART Police? Safety is a concern, especially during the night at stations like Coliseum, West Oakland, etc.”*

## **4. Equity Findings**

This section provides equity findings for the proposed fare changes. An equity finding is made after considering both the fare change analysis results described in Section 2 and public comment received described in Section 3.

### **4.1 Option A. Implement Productivity-Adjusted Inflation Based Fare Increase**

This fare change analysis shows that the proposed inflation-based fare increase would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders under BART’s DI/DB Policy since protected and nonprotected riders would experience virtually the same percentage increase in their fares, and so the difference between the increases for protected and nonprotected is less than the DI/DB Policy 5% threshold. More than half of survey respondents, 55% or 734 respondents, chose not to comment regarding the inflation-based fare increase, which can indicate neutrality or potentially some level of acceptance. Of the 602 respondents who did give feedback directly concerning this increase, 68% were opposed and 32% were in favor.

In summary, the fare change analysis finding is that the inflation-based fare increase would not have a disproportionate impact on protected riders when applying BART’s DI/DB Policy.

### **4.2 Option B. Increase Fares Paid for with Magnetic Stripe Paper Tickets**

The findings of the fare change analysis are that the proposed paper ticket fare increase may result in a disproportionate burden on low-income riders when applying BART’s DI/DB Policy.

Survey respondents were asked to rate the option by indicating their level of agreement with it by selecting a number from 1 (Strongly Disagree) through 5 (Strongly Agree). Respondents expressed similar levels of agreement and disagreement for an up to \$0.50 flat surcharge, but a greater percentage of respondents expressed disagreement with an up to 10% increase. Almost 130 comments were received that gave a preference about the surcharge, and of those, approximately 59% were not in favor.

In summary, the fare change analysis shows that a paper ticket surcharge may place a disproportionate burden on low-income riders when applying the DI/DB Policy, and public comment was generally not in favor of this option.

#### **4.3 Option C. Reduce the Discount Offered to Seniors, People with Disabilities and Youth Age 5 through 12 from 62.5% to 50%**

The fare change analysis shows that the proposed discount reduction may result in a disparate impact on minority youth riders age 5 through 12 and a disproportionate burden on low-income riders of these ages, and may place a disproportionate burden on low-income riders who are people with disabilities, when applying BART's DI/DB Policy.

Survey respondents were asked to rate the option by indicating their level of agreement with it by selecting a number from 1 (Strongly Disagree) through 5 (Strongly Agree). More than half of respondents disagreed (by selecting 1 or 2) with this option, while 87% of the 403 respondents who chose to comment were opposed to it.

In summary, the fare change analysis shows, when applying the DI/DB Policy, that people with disabilities are disproportionately low-income and that youth age 5 through 12 are disproportionately minority and low-income compared to BART's systemwide riders. In addition, public comment did not support this option. Therefore, a reduction in the discount may be disproportionately borne by riders with disabilities who are disproportionately low-income and may have a disproportionate impact on youth age 5 through 12 who are disproportionately minority and low-income.

### **5. Mitigation**

Per BART's DI/DB Policy, for a disparate impact finding on minority riders, BART should take steps to avoid, minimize, or mitigate disparate impacts. Per the Title VI Circular, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

Per the DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available. Should BART find that a fare change results in a disproportionate impact on both minority and low-income riders, then BART shall follow the mitigation requirements as described above for addressing a finding of disparate impact on minority riders.

#### **5.1 Paper Ticket Surcharge Mitigation Proposal**

The equity finding of this report is that a flat or percentage surcharge on fares paid with paper tickets may be disproportionately borne by low-income riders.

Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card instead of a paper ticket. As of January 2018, Clipper cards will be available at ticket vending machines at all BART stations. However, the rider will be charged a one-time \$3 card acquisition fee as payment for the card itself. This \$3 card acquisition fee could be considered a barrier to low-income riders wishing to use a Clipper card to avoid the paper ticket surcharge.

To mitigate this potential barrier to acquiring a Clipper card for low-income riders, BART staff will work with BART's Title VI/Environmental Justice Advisory Committee and

Limited English Proficiency Advisory Committee, as well as service area counties and cities as needed, to develop and implement an action plan to ensure that low-income riders have access to free Clipper cards. Assistance in this effort will also be sought from the Metropolitan Transportation Commission, which oversees the Clipper card. The action plan will include a strategy to determine who qualifies as a low-income BART rider, the best way to provide Clipper cards to these riders, and an education component on how to use Clipper.

The action plan will be implemented by December 1, 2017, or one month in advance of the proposed implementation date for the paper ticket surcharge. The action plan may include, but not be limited to, collaborating with community-based organizations serving low-income riders to hand out free Clipper cards and distributing free Clipper cards at stations that have more low-income riders than the systemwide average. BART shall make these free Clipper cards available for at least the first three months of 2018, and during that time, will evaluate if additional time is needed to continue distributing free Clipper cards. Per FTA Circular 4702.1B (App. K-11), providing discounts on passes to social service agencies that serve impacted populations, in this case free Clipper cards for low-income individuals so they do not have to pay the \$3 acquisition fee, is a sufficient mitigation measure.

#### **Public Comment on Proposed Mitigation.**

Staff has consulted with members of the Title VI/EJ Advisory Committee and LEP Advisory Committee. Members expressed support for the proposed mitigation and emphasized that the most effective and efficient way to get the free Clipper cards to low-income riders would be for BART to collaborate with community-based organizations, especially those located near BART stations that have higher low-income ridership. Some members also noted that educating low-income riders about how to use Clipper, and the fare savings available with Clipper, would be very important.

#### **5.2 Discount Reduction Mitigation Proposal**

The equity finding of this report is that a reduction in the discount may be inequitable for riders with disabilities who are disproportionately low-income and youth age 5 through 12 who are disproportionately minority and low-income.

After this Title VI analysis and outreach was initiated, BART was informed by the State of California that it would receive additional funding in FY18, and so the option to reduce the discount for people with disabilities is no longer needed as a means to generate revenue to help address the projected FY18 budget shortfall. Thus, this proposal addresses mitigating adverse impacts on riders age 5 through 12.

BART is considering offering a 50% discount to riders through age 18, as documented in the “Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders” prepared by BART. Currently, the youth discount is only offered to youth ages 5-12. Should the BART Board approve offering a 50% discount to riders through age 18, BART is proposing that this extension of the age at which youths receive the discount is sufficient mitigation of the adverse impact of the discount reduction, as children age 5 through 12 who now get the 62.5% discount will benefit from a significant 50% discount for an additional six years.

**Public Comment on Proposed Mitigation.**

The above-referenced “Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders” reports that almost two-thirds of surveyed parents of 5 through 12-year-old protected riders rated this option as “Excellent” or “Good,” while fewer than one-third of these respondents rated it as “Only Fair” or “Poor.” Thus, the majority of parents of affected protected riders surveyed expressed support for an option that would increase fares when their children were age 5 through 12 but would also, once these children turned 13, provide a benefit to them of six additional years of a significant 50% discount.

In addition, staff has consulted with members of the Title VI/EJ Advisory Committee and LEP Advisory Committee. Support has been expressed for the proposed mitigation, including members’ noting that offering a 50% discount through age 18 would benefit immigrant youth.

## **APPENDICES**

- Appendix A Methodology Used to Assess the Effects of an Across-the-Board Fare Change**
- Appendix B Bart Wants to Hear From You' Postcard**
- Appendix C Fare Change-Budget Options Survey**
- Appendix D Comments Received - Question 1**
- Appendix E Comments Received - Question 3**
- Appendix F Comments Received - Question 4**
- Appendix G List of Contacted CBOs**
- Appendix H Senior Center Survey Drop-Off Locations**
- Appendix I Ethnic Newspaper Advertisements**

## **APPENDIX A**

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### **Methodology Used to Assess the Effects of an Across-the-Board Fare Change**

## Appendix A Methodology Used to Assess the Effects of an Across-the-Board Fare Change

The following steps outline the methodology BART uses to assess the effects of an across-the-board fare change, in this case, the proposed 2.7% productivity-adjusted inflation-based fare increase to take effect on January 1, 2018.

**Step 1: For the proposed productivity-adjusted inflation-based fare increase, estimate weighted average fares “Before Fare Increase” and “After Fare Increase” for each BART station.**

In Step 1, the weighted average fare paid by riders boarding at each of BART’s existing 44 stations is estimated. The Warm Springs/South Fremont Station is not included in this analysis because 2016 average weekday entries were used, and this station opened in March 2017. The Oakland International Airport Station is not included in this analysis because fewer than 20 riders at this station responded to the 2016 Customer Satisfaction Survey, and that number is too few to be able to accurately determine the percentage of the station’s riders who are minority or low-income. According to BART’s Marketing and Research Department, as a guideline, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents.

The more riders boarding at a station that pay a certain fare, the closer the weighted average fare will be to that more-often paid fare. This is in contrast to a simple average fare where each fare has the same weight. A sample of stations is shown below, with the “2016 Fares” reflecting BART’s current fares and the “2018 Fares” reflecting the proposed 2.7% inflation-based fare increase for 2016.

**Figure A-1 Sample of Weighted Average Fare Data for Proposed 2018 Increase**

Origin Station	2016 Fares	2018Fares
Richmond	\$3.76	\$3.86
El Cerrito del Norte	\$3.91	\$4.00
El Cerrito Plaza	\$3.51	\$3.61
North Berkeley	\$3.70	\$3.79
Downtown Berkeley	\$3.45	\$3.53

For each station, a station-to-station fare table is multiplied by the 2016 station-to-station average weekday trip table (composed of actual trip data recorded by BART’s automated fare collection system) and the results are then summed. That sum is divided by the total number of average weekday trips for that station. The resulting dividend is the weighted average fare for that station. This calculation is performed to obtain average weighted fares before and after the fare increase using the appropriate fare table. The following chart shows the fare tables that were used in the calculations for the proposed fare increase.

Fare Table used in "Before Fare Increase" Calculation	Fare Table used in "After Fare Increase" Calculation
Actual 2016 Fare Table	2016 Fare Table increased by 2.7% ("2018 Fare Table")

**Step 2: For the proposed productivity-adjusted inflation-based fare increase, estimate weighted average fares for minority, non-minority, low-income, non-low income, and overall riders.**

The percentage of minority and of low-income riders at each station is determined based upon reported responses in the 2016 Customer Satisfaction Survey. These percentages are then multiplied by the 2016 actual station-specific entries to estimate the number of minority and low-income riders at each station. A weighted average fare for minority riders systemwide is then calculated by multiplying, at the station level, the minority riders times the average fare, summing the total and dividing by the number of minority riders. This same step is repeated to calculate the average weighted fare for low-income riders and for non-minority and non-low income riders.

**Step 3: For the proposed productivity-adjusted inflation-based fare increase, calculate the percent increase paid by minority riders, non-minority riders, low-income riders, non-low income riders, and overall users.**

Using the systemwide weighted average fares calculated in Step 2 above, the percent increase in fares paid by minority riders, non-minority riders, low-income riders, non-low income riders, and overall riders is calculated "before" and "after" each proposed fare increase.

**Step 4: For the proposed productivity-adjusted inflation-based fare increase, to determine if the fare increase would have a disparate impact on minority riders or result in a disproportionate burden on low-income riders, apply to the differences in percent increases obtained in Step 3 above the appropriate Disparate Impact and Disproportionate Burden Policy threshold.**

The difference in percent increase in fares "before" and "after" the increase is calculated for (a) minority riders compared to non-minority riders and (b) low-income riders compared to non-low income riders. The proposed inflation-based fare increase is an across-the-board fare increase. BART's Disparate Impact and Disproportionate Burden Policy states that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the changes for protected riders and nonprotected riders is equal to or greater than 5%. Therefore, a 5% threshold is applied to the difference in percent increase in fares.

## **APPENDIX B**

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‘BART Wants to Hear From You’ Postcard

## Appendix B ‘BART Wants to Hear From You’ Postcard



**BART WANTS TO HEAR FROM YOU**

BART is studying fare options to help address next year's projected operating budget shortfall.

**Come tell us what you think,**  
4:00–7:00pm at these BART stations:

Tuesday, April 4.....Daly City BART  
 Wednesday, April 5.....16th Street Mission BART  
 Thursday, April 6.....West Oakland BART  
 Wednesday, April 12.....Lake Merritt BART  
 Thursday, April 13.....Fruitvale BART  
 Tuesday, April 18.....El Cerrito del Norte BART  
 Wednesday, April 19.....Pittsburg/Bay Point BART

For additional information on fares and outreach,  
and to take the survey online, please go to  
**bart.gov/faresurvey**

If you need language assistance services, please call (510) 464-6752. 如果您需要語言協助服務，請電 (510) 464-6752。如果您需要協助，請電 (510) 464-6752。如果您需要協助，請電 (510) 464-6752。

### ¡A BART LE GUSTARÍA CONOCER SUS OPINIONES!

### BART 希望聽取您的意見

BART se encuentra estudiando las opciones referentes a las tarifas para ayudar a hacer frente al déficit presupuestario operativo proyectado para el año entrante.

BART 現正積極研究推展候選項，以因應明年營運預算預計短缺情況。

Ayuda a darnos sus opiniones de 4:00 a 7:00pm a estas estaciones de BART:

請在下列日期下午 4:00 至晚上 7:00，親臨這些 BART 車站提出您的想法：

- Martes 4 de abril.....Daly City BART
- Miércoles 5 de abril.....16th Street Mission BART
- Jueves 6 de abril.....West Oakland BART
- Miércoles 12 de abril.....Lake Merritt BART
- Jueves 13 de abril.....Fruitvale BART
- Martes 18 de abril.....El Cerrito del Norte BART
- Miércoles 19 de abril.....Pittsburg/Bay Point BART

- 4月4日星期二.....Daly City BART
- 4月5日星期三.....16th Street Mission BART
- 4月6日星期四.....West Oakland BART
- 4月12日星期三.....Lake Merritt BART
- 4月13日星期四.....Fruitvale BART
- 4月18日星期二.....El Cerrito del Norte BART
- 4月19日星期三.....Pittsburg/Bay Point BART

Para obtener información adicional sobre las tarifas y la difusión que se realiza dentro de la comunidad, y para contestar la encuesta en Internet, por favor visite **bart.gov/faresurvey**.

若需了解更多關於票價額外展項，並進行線上問卷調查，請上網於 **bart.gov/faresurvey**。

Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.

如果您需要語言協助服務，請電 (510) 464-6752。

# **APPENDIX C**

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## **Fare Change/Budget Options Survey**



# Fare Change/Budget Options Survey

Please complete this survey to provide your input on BART fare changes and budget options.

## January 2018 fare increase (capital budget)

To help fund the system's extensive capital needs, BART has a program of small, inflation-based fare increases every two years, with the next increase of 2.7% scheduled for January 1, 2018. (All new revenue from the fare increase goes to BART's highest priority capital needs including new rail cars, a new automated train control system, and an expanded maintenance facility.)

### 1 Do you have any comments about this planned fare increase?

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## Budget shortfall (operating budget)

For the fiscal year starting July 1, 2017, BART is projecting a shortfall of approximately \$25-35 million to the budget for operating expenses. (Note that Measure RR, approved by voters last November, provides BART with funding only for capital projects, not for operating expenses.)

2 To help balance its operating budget, BART is considering a few options described below, as well as expense reductions. These would be in addition to the inflation-based fare increase described in question 1. If approved, any fare options would take effect in January 2018. Please read each statement and circle a number from 1 to 5, where 1 means you Disagree Strongly and 5 means you Agree Strongly.

**PAPER TICKETS: OPTION A**—BART should charge more for trips made with paper BART tickets by adding up to \$0.50 to the paper ticket fare. Fares for trips made with Clipper cards would not have this amount added. For example, a trip that costs \$4 with a Clipper card would cost up to \$4.50 with a paper BART ticket. This is estimated to reduce the shortfall by up to \$11 million annually. (Clipper cards would be available from ticket vending machines in all BART stations by January 2018.)

Disagree strongly			Agree strongly		Don't know
1	2	3	4	5	0

**PAPER TICKETS: OPTION B**—BART should charge more for trips made with paper BART tickets by adding up to 10% to the paper ticket fare. Fares for trips made with Clipper cards would not have this amount added. For example, a trip that costs \$4 with a Clipper card would cost up to \$4.40 with a paper BART ticket. This is estimated to reduce the shortfall by up to \$7 million annually. (Clipper cards would be available from ticket vending machines in all BART stations by January 2018.)

Disagree strongly			Agree strongly		Don't know
1	2	3	4	5	0

**DISCOUNT CHANGE**—BART should reduce the fare discount for seniors (65+), people with disabilities, and youth ages 5 through 12 from 62.5% to 50%. For example, a trip that currently costs \$1.50 at a 62.5% discount would then cost \$2.00 at a 50% discount. This is estimated to reduce the shortfall by approximately \$3 million annually.

Disagree strongly			Agree strongly		Don't know
1	2	3	4	5	0

**PARKING**—BART should increase the maximum daily parking fee from up to \$3 to up to \$5, depending on demand. Monthly permit parking fees would increase accordingly. This is expected to reduce the shortfall by approximately \$12–16 million annually when fully implemented. (Based on a station's parking demand, daily parking fees increase or decrease in \$0.50 increments every six months.)

Disagree strongly			Agree strongly		Don't know
1	2	3	4	5	0

### 3 Do you have any comments about any of the above options? How would these potential changes impact you, if at all?

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### 4 Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?

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## Your last BART trip

- 5 Please tell us about your last BART trip, starting from your home. At which BART stations did you enter and exit the system?

\_\_\_\_\_ *(Entry Station/Your Home Station)*

\_\_\_\_\_ *(Exit Station/Your Destination)*

- 6 What was the **primary** purpose of this trip?

*(Check only one)*

- Commute to/from work  
 School  
 Airplane trip  
 Sports event  
 Visit friends/family  
 Medical/Dental  
 Shopping  
 Restaurant  
 Theater/Concert  
 Other: \_\_\_\_\_

- 7 Did you use a **Clipper** card to pay for this BART trip?

- Yes  
 No

- 8 What **type of fare** did you pay for this BART trip?

*(Check one)*

- Regular BART fare  
 High Value Discount  
 (\$48 or \$64 value)  
 Senior discount  
 Disabled discount  
 Muni Fast Pass  
 Student discount  
 Other: \_\_\_\_\_

- 9 Did you park in a BART parking lot/garage?

- Yes

→ *If yes, what fee did you pay?*

- Daily fee  
 Monthly permit fee  
 None/free  
 Other: \_\_\_\_\_

- No

## Please tell us about yourself.

*(Your answers will help us evaluate how well we're reaching all the communities that we serve.)*

- 10 How often do you **currently** ride BART? *(Check one)*

- 5 days a week or more  
 3 – 4 days a week  
 1 – 2 days a week  
 1 – 3 days a month  
 Less than once a month, but at least once a year  
 Less than once a year

- 11 Age:

- 17 or younger  
 18 – 24  
 25 - 34  
 35 - 44  
 45 - 54  
 55 - 64  
 65 and older

- 12 Are you a person with a disability?

- Yes  
 No

- 13 Including yourself, how many people live in your household?

- 1    2    3    4    5    6+

- 14 Do you have any children ages 5-12 in your household who ride BART?

- Yes  
 No

- 15 What is your race or ethnic identification?

*(Check one or more)*

- American Indian or Alaska Native  
 Asian or Pacific Islander  
 Black/African American  
 Hispanic, Latino or Spanish  
 White  
 Other: \_\_\_\_\_

*(Categories are based on the U.S. Census)*

- 16 Do you personally speak a language other than English at home?

- Yes, I speak: \_\_\_\_\_  
 No

- 17 If you answered "Yes" to question 16, how well do you speak English?

- Very well    Well    Not well    Not at all

- 18 Gender:    Male    Female    \_\_\_\_\_

- 19 What is your total annual household income before taxes?

- Under \$25,000  
 \$25,000 - \$34,999  
 \$35,000 - \$39,999  
 \$40,000 - \$49,999  
 \$50,000 - \$59,999  
 \$60,000 or more

**Thank you for your input.**



# Encuesta sobre cambios en las tarifas y opciones de presupuesto

Por favor llene esta encuesta a fin de proporcionarnos sus opiniones acerca de los cambios en las tarifas y las opciones de presupuesto de BART.

## Aumento en las tarifas en enero de 2018 (presupuesto de capital)

Con el objetivo de financiar las amplias necesidades de capital del sistema, BART ha desarrollado un programa de pequeños aumentos en las tarifas basándose en la inflación cada dos años, y tiene programado el próximo aumento del 2.7% para el 1º de enero de 2018. (Todos los nuevos ingresos resultantes del aumento en las tarifas serán destinados a las necesidades de capital de más alta prioridad, incluyendo nuevos vagones, un nuevo sistema automatizado de control de trenes e instalaciones de mantenimiento más amplias.)

### 1 ¿Tiene usted algún comentario sobre este aumento de tarifas?

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## Déficit presupuestario (presupuesto de operación)

Para el año fiscal que da inicio el 1º de julio de 2017, BART ha proyectado un déficit de aproximadamente \$25 a \$35 millones en el presupuesto de gastos de operación. (Tenga presente que la Medida RR, aprobada por el electorado el pasado noviembre, le proporciona a BART financiamiento para proyectos de capital exclusivamente, no para gastos de operación.)

2 Para ayudar a equilibrar su presupuesto de operación, BART está considerando varias opciones descritas más adelante, así como reducciones en sus gastos. Estas opciones serían adicionales al aumento en las tarifas basado en la inflación que se describe en la pregunta 1. De ser aprobada, toda opción de aumento de tarifas entraría en vigor en enero de 2018. Por favor lea cada una de las afirmaciones y encierre en un círculo un número del 1 al 5, en el que 1 significa "Totalmente en desacuerdo" y 5 significa "Totalmente de acuerdo".

**BOLETOS DE PAPEL: OPCIÓN A**—BART debería cobrar más en los recorridos realizados con boletos de BART de papel añadiendo hasta \$0.50 a la tarifa del boleto de papel. A las tarifas de los recorridos pagados con la tarjeta Clipper no se les añadiría esta cantidad. Por ejemplo, un recorrido que cuesta \$4 con una tarjeta Clipper costaría hasta \$4.50 con un boleto de BART de papel. Se calcula que esta medida reduciría el déficit por hasta \$11 millones anualmente. (Las tarjetas Clipper estarían disponibles a través de máquinas expendedoras en todas las estaciones de BART para enero de 2018.)

Totalmente en desacuerdo			Totalmente de acuerdo		No sabe
1	2	3	4	5	0

**BOLETOS DE PAPEL: OPCIÓN B**—BART debería cobrar más en los recorridos realizados con boletos de BART de papel añadiendo hasta el 10% a la tarifa del boleto de papel. A las tarifas de los recorridos pagados con la tarjeta Clipper no se les añadiría esta cantidad. Por ejemplo, un recorrido que cuesta \$4 con una tarjeta Clipper costaría hasta \$4.40 con un boleto de BART de papel. Se calcula que esta medida reduciría el déficit por hasta \$7 millones anualmente. (Las tarjetas Clipper estarían disponibles a través de máquinas expendedoras en todas las estaciones de BART para enero de 2018.)

Totalmente en desacuerdo			Totalmente de acuerdo		No sabe
1	2	3	4	5	0

**CAMBIO EN LOS DESCUENTOS**—BART debería reducir el descuento en las tarifas para adultos mayores (65 años o más), personas con discapacidades y niños de 5 a 12 años del 62.5% al 50%. Por ejemplo, un recorrido que actualmente cuesta \$1.50 con un descuento del 62.5% costaría \$2.00 con un descuento del 50%. Se calcula que esta medida reduciría el déficit por hasta \$3 millones anualmente.

Totalmente en desacuerdo			Totalmente de acuerdo		No sabe
1	2	3	4	5	0

**ESTACIONAMIENTO**—BART debería aumentar la cuota máxima de estacionamiento de hasta \$3 a hasta \$5, dependiendo de la demanda. Las cuotas del permiso mensual de estacionamiento aumentarían de la misma manera. Se calcula que esta medida reduciría el déficit por hasta aproximadamente de \$12 a \$16 millones anualmente cuando sea implementada en su totalidad. (Basándose en la demanda de estacionamiento de una estación, las cuotas de estacionamiento subirían o bajarían en incrementos de \$0.50 cada seis meses.)

Totalmente en desacuerdo			Totalmente de acuerdo		No sabe
1	2	3	4	5	0

### 3 ¿Tiene usted algún comentario acerca de alguna de las opciones indicadas arriba? ¿De qué manera le afectarían a usted estos cambios potenciales, en caso de que le afectaran en algo?

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### 4 ¿Tiene usted alguna sugerencia con respecto a otros medios que podría utilizar BART para aumentar ingresos o reducir costos con el fin de equilibrar su presupuesto?

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**Su viaje más reciente en BART**

**5** Por favor hablemos de su viaje más reciente en BART, empezando desde su hogar. ¿En qué estaciones de BART se subió y se bajó usted de los trenes del sistema?

\_\_\_\_\_ (Estación en la que se subió/Su estación inicial)

\_\_\_\_\_ (Estación en la que se bajó/Su destino)

**6** ¿Cuál fue el propósito **principal** de este recorrido? (Marque sólo una respuesta)

- Transportarse al trabajo o a casa del trabajo
- Escuela
- Viaje en avión
- Evento deportivo
- Visitar amigos/familiares
- Médico/dental
- Compras
- Restaurante
- Teatro/concierto
- Otro: \_\_\_\_\_

**7** ¿Utilizó usted una tarjeta **Clipper** para pagar este recorrido en BART?

- Sí
- No

**8** ¿Qué **tipo de tarifa** pagó usted en este recorrido en BART? (Marque una respuesta)

- Tarifa normal de BART
- Descuento de alto valor (con valor de \$48 o \$64)
- Descuento para personas mayores
- Descuento para discapacitados
- Muni Fast Pass
- Descuento de estudiante
- Otro: \_\_\_\_\_

**9** ¿Se estacionó usted en un estacionamiento de BART?

- Sí
  - Si la respuesta es "Sí", ¿qué cuota pagó usted?
    - Cuota diaria
    - Cuota de permiso mensual
    - Ninguna/gratis
    - Otra: \_\_\_\_\_

No

**Por favor hablemos un poco acerca de usted.**

(Sus respuestas nos ayudarán a evaluar qué tan bien nos estamos comunicando con todas las comunidades a las que servimos.)

**10** ¿Con qué frecuencia viaja usted en BART **actualmente**? (Marque una respuesta)

- 5 días a la semana o más
- 3 a 4 días a la semana
- 1 a 2 días a la semana
- 1 a 3 días al mes
- Menos de una vez al mes, pero por lo menos una vez al año
- Menos de una vez al año

**11** Edad:

- 17 años de edad o menos
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 años o más

**12** ¿Tiene usted alguna discapacidad?

- Sí
- No

**13** Includyéndose a sí mismo, ¿cuántas personas viven en su hogar?

- 1
- 2
- 3
- 4
- 5
- 6 o más

**14** ¿Tiene usted en su hogar hijos de 5 a 12 años que viajen en BART?

- Sí
- No

**15** ¿Cuál es su raza o identificación étnica? (Marque una o más respuestas)

- Indígena norteamericano o nativo de Alaska
- Asiático o de las Islas del Pacífico
- Negro/afroamericano
- Hispano, latino o español
- Blanco
- Otro: \_\_\_\_\_

(Categorías en base al Censo de los Estados Unidos.)

**16** ¿Habla usted en el hogar algún otro idioma que no sea el inglés?

- Sí, hablo: \_\_\_\_\_
- No

**17** Si respondió "Sí" a la Pregunta 16, ¿qué tan bien habla inglés?

- Muy bien
- Bien
- Mal
- Nada

**18** Sexo:  Masculino  Femenino  \_\_\_\_\_

**19** ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?

- Menos de \$25,000
- \$25,000 a \$34,999
- \$35,000 a \$39,999
- \$40,000 a \$49,999
- \$50,000 a \$59,999
- \$60,000 o más

**Gracias por llenar la encuesta.**



# 車資變更 / 預算選項調查

請完成該項調查，提供您對 BART 車資變更和預算選項的意見和建議。

## 2018 年 1 月車資上調 (資本預算)

為了資助 BART 系統龐大的資本需求，BART 採取一項方案，每兩年依據通貨膨脹率將車資小幅上調，下一次計劃於 2018 年 1 月 1 日上調 2.7%。(因車資上調而產生的所有新收入都將用於滿足 BART 的首要優先資本需求，包括全新軌道列車，全新自動化列車控制系統，以及擴建的維護設施。)

### 1 您對此次計劃車資上調是否有任何意見？

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## 預算缺口 (營運預算)

針對從 2017 年 7 月 1 日開始的財政年度，BART 預計將產生約 \$2,500 - 3,500 萬的營運支出預算缺口。(請注意，由選民於去年 11 月批准的 Measure RR 僅為 BART 資本專案提供資金，而不為營運開銷提供資金。)

2 為了幫助平衡其營運預算，BART 正在考慮下列幾個選項，以及減少開支的措施。這些選項和措施是問題 1 中所述因應通貨膨脹而上調車資之外的措施。如果獲得批准，任何車資選項均將於 2018 年 1 月生效。請閱讀每項陳述並從 1 至 5 中圈選一個數字，1 表示您非常不同意，5 表示您非常同意。

**紙質車票：選項 A**—使用紙質 BART 車票搭乘列車時，BART 應透過加收最多 \$0.50 的紙質車票車資收取更多費用。使用 Clipper 卡搭乘列車時不會加收該筆金額。例如，如果使用 Clipper 卡搭乘列車需花費 \$4，而使用紙質 BART 車票則將花費最多 \$4.50。該項措施預計每年將縮小高達 \$1,100 萬的缺口。(於 2018 年 1 月以前，所有 BART 車站的自動售票機均將提供 Clipper 卡。)

非常不同意					非常同意	不知道
1	2	3	4	5		0

**紙質車票：選項 B**—使用紙質 BART 車票搭乘列車時，BART 應透過加收最多 10% 的紙質車票車資收取更多費用。使用 Clipper 卡搭乘列車時不會加收該筆金額。例如，如果使用 Clipper 卡搭乘列車需花費 \$4，而使用紙質 BART 車票則將花費最多 \$4.40。該項措施預計每年將縮小高達 \$700 萬的缺口。(於 2018 年 1 月以前，所有 BART 車站的自動售票機均將提供 Clipper 卡。)

非常不同意					非常同意	不知道
1	2	3	4	5		0

**折扣變更**—針對老人 (65 歲+)、殘障人士以及 5 至 12 歲的兒童，BART 應將折扣從 62.5% 下調至 50%。例如，目前搭乘列車享受 62.5% 折扣時的費用為 \$1.50，而享受 50% 折扣後的費用則將為 \$2.00。該項措施預計每年將縮小高達 \$300 萬的缺口。

非常不同意					非常同意	不知道
1	2	3	4	5		0

**停車**—BART 應依據需求將每日停車費上限從最多 \$3 上調至最多 \$5。每月停車證停車費將相應上調。該項措施全面實施時預計每年將縮小高達 \$1,200 萬 - \$1,600 萬的缺口。(依據車站停車需求，每日停車費於每六個月以 \$0.50 的幅度的上調或下調。)

非常不同意					非常同意	不知道
1	2	3	4	5		0

### 3 您是否對上列任何選項有任何意見？這些可能發生的變更將如何影響您 (如果的確會影響到您的話)？

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### 4 您是否有任何建議，可讓 BART 使用其他方式增加收入或降低成本，從而平衡預算？

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## 您上一次搭乘 BART 的情況

- 5 請告知我們您上一次搭乘 BART 的情況，從您出門開始。您是從什麼車站進入和離開 BART 系統的？

(進站車站/您家所在的車站)

(出站車站/您的目的地)

- 6 這次搭乘列車的主要目的是什麼？  
(限勾選一項)

- 上/下班通勤  
 上學  
 去機場  
 體育賽事  
 拜訪朋友/家人  
 看病/看牙醫  
 購物  
 外出就餐  
 看演出/聽音樂會  
 其他：\_\_\_\_\_

- 7 您是否使用了 Clipper 卡支付 BART 車資？

- 是  
 否

- 8 這次搭乘 BART，您所支付的車資類型為何？  
(勾選一項)

- 常規 BART 車資  
 High Value 折扣  
(價值 \$48 或 \$64)  
 老人折扣  
 殘障人士折扣  
 Muni Fast Pass  
 學生折扣  
 其他：\_\_\_\_\_

- 9 您是否使用了 BART 停車場 / 停車庫停車？

是

→ 如果是，您支付的是哪種費用？

- 每日費用  
 每月停車證費用  
 無/免費  
 其他：\_\_\_\_\_

否

## 請介紹一下自己。

(您的回答有助於我們評估對所服務的社群有多少影響力。)

- 10 您目前多常搭乘 BART? (勾選一項)

- 每週 5 天或更多  
 每週 3 - 4 天  
 每週 1 - 2 天  
 每月 1 - 3 天  
 每月不到一次，但每年至少一次  
 每年不到一次

- 11 年齡：

- 17 歲或以下  
 18 - 24 歲  
 25 - 34 歲  
 35 - 44 歲  
 45 - 54 歲  
 55 - 64 歲  
 65 歲及以上

- 12 您是否是殘障人士？

- 是  
 否

- 13 包括您在內，您家中共住了多少人？

- 1  2  3  4  5  6+

- 14 您家中是否有搭乘 BART 的 5-12 歲兒童？

- 是  
 否

- 15 您屬於哪個種族或民族？  
(勾選一項或多項)

- 美洲印第安人或阿拉斯加原住民  
 亞裔或太平洋島裔  
 黑人/非裔美國人  
 西班牙語裔/拉丁美洲裔/西班牙裔  
 白人  
 其他：\_\_\_\_\_

(類別以美國人口普查為依據)

- 16 您自己在家中說非英語的語言嗎？

- 是，我說：\_\_\_\_\_  
 否

- 17 如果 16 題回答「是」，您的英文程度有多好？

- 非常好  好  不怎麼好  完全不會說

- 18 性別： 男性  女性 ：\_\_\_\_\_

- 19 您的稅前家庭年度總收入為何？

- \$25,000 以下  
 \$25,000 - \$34,999  
 \$35,000 - \$39,999  
 \$40,000 - \$49,999  
 \$50,000 - \$59,999  
 \$60,000或以上

感謝您的寶貴意見。

# **APPENDIX D**

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## Comments Received – Question 1

## Appendix D Comments Received – Question 1

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1	Wasn't a bond measure passed last November for this same reason? A fare increase should not be necessary.	English	Title VI Outreach Online
2	Fare increase is understandable if it is on par with inflation rate and average salary increase of riders. I am guessing 2.7% is almost on par with current inflation but appreciate if BART could show exact reason and numbers to support the fare increase ratio when announcing it next time.	English	Title VI Outreach Online
3	Just the usual. I love paying more money for declining service! God bless public monopolies!	English	Title VI Outreach Online
4	Employee compensation, benefits, and retirement should be drastically cut and a freeze on all new increases in fares or taxes to subsidize BART. All savings from slashing employee costs should be dedicated 100% with the strictest oversight possible to fixing infrastructure and new rail cars. Hiring freeze too.	English	Title VI Outreach Online
5	I think these fare increases are appropriate and must be done to fund capital needs. They should be implemented asap to raise more revenue.	English	Title VI Outreach Online
6	On the surface, no. However, the agency needs to take a better look at the distribution of fares, similar to how WMATA has their fastpass system.	English	Title VI Outreach Online
7	Yes	English	Title VI Outreach Online
8	No, this is fine.	English	Title VI Outreach Online
9	No. The base fare is currently below your transit peers. So it is good to align it with your peers.	English	Title VI Outreach Online
10	why doesn't the record rider numbers also provide for record revenue?	English	Title VI Outreach Online
11	No, it is necessary.	English	Title VI Outreach Online
12	Raise the fares. If people complain, tell them to petition for higher (gas?) taxes to pay for it	English	Title VI Outreach Online
13	This fare increase is regressive and hurts low income people the most. Please streamline BART's management and operations before raising fares!	English	Title VI Outreach Online
14	I am glad that I don't have to rely on BART for commute travel. The fare increase seems a little too high for the lack of quality the rider gets.	English	Title VI Outreach Online
15	I do not like any additional fare increases other than the 2.7% every other year. Instead, BART should:  1) Stop fare evasions 2) Start asking IDs from those who use discounted senior tickets. Most of them are not seniors. 3) Enforce all parking violations. I know a lot of people abuse the carpool parking permits as well as not paying parking fees. 4) Stop giving discounts for the high value \$48 and \$64 tickets. 5) Reduce fares on weekends to encourage people to use BART on the weekends instead of Uber. Perhaps this will increase weekend ridership.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
16	I really do not mind paying a lot more for Bart's services as it is really convenient to get from one end of the bay to the other in under an hour but when the system is just completely unreliable and I am constantly ending up stranded in various East Bay stations and having to pay \$50+ to take an Uber home, I do not even think the prices now are fair. We need reliable service. We will pay for reliable service, please find a way to provide this. It seems like a domino effect is created when anything goes wrong. For instance, many times, one train will go out of service along the tracks causing everything to stop. This should not be able to happen. There needs to be a plan A, B, C for different situations that COMMONLY arise. I understand these changes will not be made asap, but as an avid Bart rider, it would be nice to know that these things are being thought about. Thank you,	English	Title VI Outreach Online
17	A surcharge on paper tickets penalizes tourists and people of limited means. Do not do this.  Please, please, PLEASE get your financial affairs in order. It is extremely difficult to stomach paying more for more crowded service and fewer seats when you are paying \$271k/year to a janitor who hangs out in a closet. This is a disgrace.	English	Title VI Outreach Online
18	I think that BART should decrease it's fares.	English	Title VI Outreach Online
19	Fare increase is absurd! BART needs to be running 10 car trains during morning/evening commute times and run more "Montgomery" trains as well. And a 10-minute delay due to "wet" weather conditions needs to be addressed. Also BART has been late due to equipment problems, person on the tracks has been all too frequent recently. If fares are raised, BART needs to run more trains during commute times and ridership is probably down because people are finding it unreliable now. Also, security needs to be stepped up. I see homeless people getting on trains and riders jumping fare gates. And more BART police needs to be present on trains especially ones where these annoying street musicians get on a train and make passengers clear a path so they can perform dance moves to very loud music! Quite annoying after working 8 hours when I just want some peace and quiet on my ride home.	English	Title VI Outreach Online
20	Not really.	English	Title VI Outreach Online
21	Ridiculous! Stop overpaying BART employees first.	English	Title VI Outreach Online
22	Please explore all other options before raising fares for seniors, the disabled, and youth. Seniors and the disabled, in particular, are least able to absorb a fare increase and are the most vulnerable populations.	English	Title VI Outreach Online
23	The main way to raise money for all the projects that are needed is to merely enforce the fare rules. Right now there are so so so many people who do not pay to ride and absolutely nothing is done to them because it would be "mean". Well what about those of us who go to work every day and pay hundreds of dollars a month in bart fares instead of staying home and smoking weed all day. Please please please please start enforcing rules at Bart. Please. I am so tempted to tear up my clipper card and save a couple hundred dollars a month and just start walking in and out of the emergency exits like so many others do. Do you not see the absurdity of what you are doing? You are raising the fares on your honest patrons while continuing to allow fare evaders to blatantly evade paying anything at all. You are a publicly funded company with public tax dollars; you are not a charity. I wish Bart would emulate the New York subway system. The transit cops there do not mess around and go after every fare evader they see. Not in the Bay Area cause our motto is Don't Be Mean; unless it's being mean to the honest citizens.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
24	The fare price is already higher than any other transportation system in the bay area. You keep adding new stations, costing the system more money for maintenance and yet it's not covering the costs of the fares. I spend over 15 dollars a day just to commute in. At this point with an increase it will be more affordable for me to drive or move to caltrain. You can't keep charging more for a failing and outdated system. What you need to be doing is finding ways to reduce operating costs. Put limitations on the amount of overtime your employees are working, find ways to reduce the use of paper tickets at all, stop expanding a failing system. There shouldn't be anymore expansions to the system until you can figure out how to reduce operational costs without passing the expense on to the riders.	English	Title VI Outreach Online
25	Keep senior fares as low as possible. Do not discriminate against seniors with paper tickets.	English	Title VI Outreach Online
26	Fares and parking are already too expensive. Try increasing ridership of off-peak hours by working with employers to shift start times, reduce fares for off-peak airport trips, let kids ride free during off-peak, keep homeless off trains and out of stations, and do a better job of cleaning trains and stations.	English	Title VI Outreach Online
27	Do not support this. This makes Bart unappealing, and more cost prohibitive. Will start driving more. Costs and service already at the cusp of decision whether to use Bart or other services. Level of service, dirty conditions, regular broken facilities, overloaded cars (practically at most hours), disgusting patronage without any security and high costs making Bart a less preferred and soon less used option.	English	Title VI Outreach Online
28	I don't see any improvements since BART charged for parking. Raising fares again is ridiculous.	English	Title VI Outreach Online
29	No	English	Title VI Outreach Online
30	You guys make enough money as it is. Stop milking the riders and filling your pockets. You keep raising fees and have nothing to show for it. I can't even believe you charge for handicap parking when it's free everywhere else. Mismanagement at it's finest.	English	Title VI Outreach Online
31	The BART fare is already too high, with the 2.7% increase is making the BART fare unaffordable for a lot of people. For example I'm currently paying \$12.40 per day/\$268.67 per month for BART fare plus \$65.00 for parking. Just for transportation on BART cost me over \$300.00 per month.	English	Title VI Outreach Online
32	Considering the safety and environmental burden imposed by driving, the fact that existing gasoline and registration taxes do not cover the costs of providing road infrastructure, and how generally wasteful it is to use land near a rapid transit station to store automobiles, raising parking prices should be considered alongside, if not before raising fares.	English	Title VI Outreach Online
33	This would be a hardship for riders. With the high cost of living, and last year fare increase, Bart has not shown it is fiscally sound or responsible. We have passed measure RR for capital improvements. Bart fails to run on time. Drivers are poorly trained, and past fare increase have done very little to improve Bart service.	English	Title VI Outreach Online
34	Sounds reasonable	English	Title VI Outreach Online
35	A little too much for students.	English	Title VI Outreach Online
36	Improve the service first because right now BART is delayed on daily basis and there is an obvious lack of communication and lack of transit options in case of any emergency. It is not OK that people have to spend over \$100 for Uber when you close West Oakland station and do not provide any options to get to the city	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
37	Rather than taxing the Commuter all the time, Bart should also look into it's expenses. If Bart Pay Quarter million in Pay including overtime to a janitorial Staff, I am how many other Bart employee are misusing over time. It should hire external auditor look in to it.	English	Title VI Outreach Online
38	If ridership is down I do not see how increasing fares is going to help that. If anything it will force more of us to reconsider BART as an option. I currently spend \$8 A DAY to commute to work from Powell Street to Berkeley. That is already too expensive.	English	Title VI Outreach Online
39	(1) Do not touch discounts for seniors, kids, or people with disabilities. The idea is repellent. (2) Do not raise parking fees. They are already punitive. (3) It is outrageous for BART to demand significant fare increases "for capital needs" right after winning a generous capital bond. Many voters/riders won't get fooled again. The responsible way to handle capital needs is to stop wasting money on trouble-plagued new cars – a prestige project that rewards contractors, while sticking riders with louder, less-comfortable cars with hard interior surfaces. Cut off this boondoggle, and do a deep rebuild of the fleet's 40-year-old workhorse cars, using regional labor and parts fabrication.	English	Title VI Outreach Online
40	Yes. Bart is too expensive for what it's worth.	English	Title VI Outreach Online
41	It would be nice to have zoned monthly passes rather than per ride single fares. For example, I commute daily from civic center to Pleasanton. I would be happy with a monthly pass for my zone to zone travel linked to my card. For non-zone to zone travel, I would continue to add balance to my card to have regular deductions.	English	Title VI Outreach Online
42	I understand the fare increases are necessary to keep up with unflation, however I am completely opposed to filling in the gaps of a poorly managed budget at the rider's expense. It is expensive enough to ride BART, (which has by the way, become completely unreliable since the 2013 strike) with the annual fare increases, but increasing the fee for parking in addition is just adding insult to injury. It is especially troublesome to learn that BART rider's are essentially punished for the use of the parking lots, as that is how the parking fee is determined, by volume of card parked in the lots. Lastly, some new construction project had begun at the Concord station, which has blocked off a huge portion of parking and walkways for virtually no reason (I can't find a single advisory or article on bart.gov that explains what this construction is for). Now taxi cabs are taking up valuable street parking because their hovering section has been blocked off. So now, not only are rider's being charged more for parking at the Concord station (which by the way, up until a little over a year ago I believe, was free of charge), but now they are paying for less parking availability. Its completely unacceptable and if things don't change soon, ridership is only going to plummet.	English	Title VI Outreach Online
43	Too high, Bart is already too expensive, need to find other ways than charging your customers. Will lose more riders the more expensive it becomes which in turn makes you lose more money.	English	Title VI Outreach Online
44	This fare increase will significantly increase my costs of getting to work. I moved from a job in the East Bay to one in San Francisco. The benefits of an increased salary has been negated by the high costs of transit for me every month. Given that BART has been hit by decreased ridership, the last place BART should seek revenue is from existing riders, especially seniors and youth.  In addition, BART just recently passed Measure BB, a significant investment in local transit systems. I myself helped campaign for it. While I know the funding sources are different, BART leadership must plan accordingly and put riders first. We cannot be asked again and again to pay more for the same service. In addition, cutting the frequency of trains will only decrease the appeal of taking BART compared to other transportation options.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
45	Bart is increasing the funding through measure and other ways for the same goal. Current Bart measure passed for new rail card and new automated train control system. So I don't think that it is justifiable to increase the fare. Bart has promised during measure passed for the goals listed. If Bart can able to increase the train frequency between 5 to 10 min then it is acceptable otherwise it is waste of time and money.	English	Title VI Outreach Online
46	This is reasonable and bearable for the long term health of the system.	English	Title VI Outreach Online
47	Seems reasonable	English	Title VI Outreach Online
48	Seems reasonable	English	Title VI Outreach Online
49	that's fine	English	Title VI Outreach Online
50	This will make BART even more unaffordable. Not everyone gets to work for a company that helps offset the cost of public transit. You have no right to raise fares when the number of assaults on BART continue to rise, the cars and stations are FILTHY, and the homeless use BART as a hotel and bathroom (and take up multiple seats during commute hours; asking them to move risks being assaulted)	English	Title VI Outreach Online
51	You can afford to pay the station agents more than a teacher and already charge more than other transit agencies in the country. This is ridiculous.	English	Title VI Outreach Online
52	Fair	English	Title VI Outreach Online
53	Not satisfied	English	Title VI Outreach Online
54	Do bart have to effect the consumer your trains are always breaking down. Bart needs to think of other ways to raise money instead of asking other people.	English	Title VI Outreach Online
55	The bart fares are already high. This is to encourage people to find another way for travelling.	English	Title VI Outreach Online
56	Please don't increase parking, it is expensive enough! Also, please stop reducing the number of seats while jacking up pricing. The two don't match.	English	Title VI Outreach Online
57	I wouldn't mind the increase if Bart had better security system. Sometimes it's scary walking through the parking lots.	English	Title VI Outreach Online
58	Expected	English	Title VI Outreach Online
59	Highest priority for Who??How come we have to pay more for that. Already the Bart is so much more expensive than let's say nymta or ratp in Paris	English	Title VI Outreach Online
60	1) Where is BART money currently being spent and what are those costs? What are the expenditures 2) What are the sources of BART income? What are the \$ costs?	English	Title VI Outreach Online
61	I understand the need for the increase of fares, however, I do hope the funds immediately go to repairing particular parts of BART tracks damaged by water and erosion.	English	Title VI Outreach Online
62	Why is there another increase? It keeps rising up but little to no improvements...	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
63	I understand the need for extra capital to allow bart to reach farther areas for servicing more of the Bay area but I as a student who already pays \$45 a week to commute from Downtown Berkeley to Daly City I am not in favor of this increase. I and many other SFSU students find it difficult at times to afford the commute from our homes to school. With this increase it would add much more to the expense we have to pay just to get and education. We as students aren't even provided with any discounts to use bart, which i find extremely surprising. In my opinion it would be great if you could introduce a small discount for students which verified school emails or verified enrollment status'. If you decide to do the increase then it would be great if you could allow students to still pay the same amount as right now. \$45 a week for about 4 months comes out to be around \$700 in commuting for me. I am a full time student working as close as possible to Full time to be able to afford my classes, rent and commuting. I am asking that there be mor e of an attention to students having to use Bart. And honestly if there is possoble another way to find these funds for Bart services rather than raising the fair. Thank you for listening	English	Title VI Outreach Online
64	I think it's reasonable.	English	Title VI Outreach Online
65	Instead of fare increases to the already high price fares commuters already pay, why don't BART operators, station agents and management take a pay cut or no raise to their already inflated and unjustified overpaid salaries	English	Title VI Outreach Online
66	Ok	English	Title VI Outreach Online
67	we see an increase in fares every other year and there has not been any change to the system delays, maintenance issues and all. we need gates at exits like they do in New York. Bart loses so much money round trip from those that just hop over around 7-10 people i see throughout my day 5 days a week. that is ALOT of money a year. the cost of living in the bay area is not getting any better and we rely on bart to get to and from work how much of a hardship does it have to be for bay area riders? do something to stop getting stuffed at the fare gates!	English	Title VI Outreach Online
68	I support fare increases but not the way you do it. I would instead support a peak and off-peak fare for two reasons. First, peak riders put the biggest strain on the system, requiring increased capital and operations cost in the few hours in the morning and evening. Second, peak riders are higher income, are more inelastic to fare changes, and often get transit benefits from work, which allows their willingness to pay to be a little higher. In contrast, off-peak riders are lower income and are more elastic to fare changes. There is a reason why off-peak ridership has gone down so significantly! It doesn't make sense to take BART in the off-peak any more! Washington DC does it to great success.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
69	<p>I vehemently oppose ANY fare increase. As an original BART rider beginning with the opening of the first station, Daly City, BART has done nothing to warrant a fare increase. Your trains are filthy, late 80% of the time and stink of urine. BART has no clue. You floated the idea of charging additional money for people that take up more than one seat; however, each morning I see homeless people camped out on trains taking up MULTIPLE seats. On a daily basis I see people coming in through the back gate at Daly City without paying. I have repeatedly brought this to the attention of station agents and BART police to no avail. You have to ask what's wrong with this picture. You want a fare increase yet you let fare evaders ride the trains for free. That is not fare to paying passengers. You could easily make up some of the additional revenue you want by cracking down on fare evaders. As a rider why should I be subject to homeless people on trains and in the stations. As it is BART is expensive. It is clear BART does not care about its passengers but money. No, until you start cracking down on homeless, fare evaders, clean up the trains and start running them on time, you do not deserve a single penny.</p> <p>Further, I have witnessed people smoking on the platform and on trains. I once brought this to the attention of the train operator who did nothing.</p>	English	Title VI Outreach Online
70	Do it.	English	Title VI Outreach Online
71	I would like Bart to consider different pricing models, including price changes around rush-hour (a decreased fare from 630-730a would encourage off peak ridership). Also, new cars are good but clean cars are even better and will last longer.	English	Title VI Outreach Online
72	how will you ensure affordability and accessibility for low income workers and college students who rely on BART for their main means of transportation?	English	Title VI Outreach Online
73	Don't change the parking fee for Daly City!	English	Title VI Outreach Online
74	You can increase fare in any amount as long as you upgrade the trains and those outdated noisy tracks to MagLev magnetic levitation trains. Bay Area is suppose to be the tech hub of the world but here we are using the same ancient track technology used 100 years ago. Go to Japan, Taiwan, Korea and you will realize we are lagging behind.	English	Title VI Outreach Online
75	I do not want to pay more. Your employees make a lot to sit at booths. And not bust fare avoiders. I am not getting pay raises. I am paying \$91 a month and could take busses and shared Uber.	English	Title VI Outreach Online
76	No problem, inflation is expected.	English	Title VI Outreach Online
77	While fare increases are expected, and in most cases relevant; as a daily BART rider for several years, I do not see the proper results from such increases. The BART system is well outdated, there are consistent delays, escalator outages etc...the money is not visibly being used properly.	English	Title VI Outreach Online
78	Keep the same discount fares	English	Title VI Outreach Online
79	I support regular, inflation-based fare increases. Please keep this concept in place.	English	Title VI Outreach Online
80	I am against the fare increase. We've only seen crowded trains, dirty cars, disengaged station agents	English	Title VI Outreach Online
81	WHY! I can barely get on and off trains now! You are making more than enough off of your rides and this just plain greedy!	English	Title VI Outreach Online
82	It is ridiculous. For people who take public transportation excessively like myself, every cent is another addition to my bills.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
83	DO NOT INCREASE PARKING FEES. THERE ARE NO BUS ROUTES FROM WHERE I LIVE TO THE BART STATION AT THE TIME I RIDE EARLY IN THE MORNING. I HAVE NO ALTERNATIVE. ALSO THE OVERTIME FOR JANITORS IS A DISGRACE, I SEE 2 HUDDLED TOGETHER DOING NOTHING ALL THE TIME AT THE DALY CITY STATION.	English	Title VI Outreach Online
84	I support it.	English	Title VI Outreach Online
85	As a BART commuter another fare increase would be a complete slap in the face. Not only do BART commuters continually face fare increases and other increases (parking) randomly we do not see any improvement to the system, stations or tracks. In my 5 years commuting on BART the service has deteriorated by the day.	English	Title VI Outreach Online
86	I would think after the Bay Area has already stepped up and approved the Bond measure they were asking for that another fare hike due to budget deficit is entirely unreasonable and just illustrates BART Board of Director's mismanagement and inability to prioritize requirements.	English	Title VI Outreach Online
87	Increasing the fare by 2.7% will make daily riders find other means of transportation that are more reliable. Large corporations are increasing private bus shuttles and shared carpool services are also increasing services. If you want to increase the fare by 2.7%, you will need to give something back to the riders (cleaner trains, faster services, and clear communication on delays). Instead of hiking fees up on daily rider that keep you employed, you should review who is on your payroll. A janitor at the Powell St. Station is making 6 figures a year. How is this possible when every station and car is filthy.	English	Title VI Outreach Online
88	It's absolutely ridiculous. You keep raising fares, but service keeps getting worse and worse. The most equitable solution to most problems is to tax the rich. Public transit benefits everyone, including those who don't use it (it de-congests highways), so everyone should pay for it, not just BART riders. Tax the rich, not the poor. Charging people to use paper tickets is a regressive way to raise money. Yes, Clipper Cards are more efficient, and yes, I have a Clipper Card, but poor people are more likely to use paper tickets because they don't have credit or debit cards with which to refill Clipper Cards. Not only is adding a paper-ticket surcharge wrong and unfair, it's actually discriminatory and could be against state and federal law.	English	Title VI Outreach Online
89	Costs are always passed to the consumers no matter what the reason. I travel from Daly City to Civic Center daily where escalators are always broken or inoperable.	English	Title VI Outreach Online
90	BART fare is already very expensive for most people. You need to observe the traffic congestion and ask yourself why a lot of people still wants to drive. First, there is a \$3.00 parking fee and RT \$650 Daly City to Civic Ctr (it's about 5 miles ride). BART services has gone down, trains are too dirty first thing in the morning I don't think Bart cars are serviced at the end of the day. Stations are filthy it is ashamed for out of state visitors to experienced this services. I will give you an example "Portland Oregon" \$5.00 all day to ride their trains and it includes bus ride, Seattle, Washington, same fare of \$5.00 all day. I am starting to car pool beginning next year and I will save \$\$ as compared to riding BART.	English	Title VI Outreach Online
91	Fare increases really hurt average citizens' wallets! At this pace, it will soon cost \$20.00 for round-trip tickets and this doesn't even include the cost of rising Bart parking fees (which used to be free and now cost \$3.00/day!).  If Bart fees continue to climb, I project that more citizens will opt to drive into places like San Francisco, thus worsening pollution and traffic!	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
92	Yes, as a loyal rider of BART for the last 20+ years I couldn't agree less with your proposed fare increases. You have continually signed poor contracts with your workers, continually caving in to their demands. Secondly, I can't tell you how many people get free rides each and everyday because your station agents either are not around or don't care. Your fare gates have always been too low and can easily be jumped over by young riders. They don't go low enough either and smaller children have no problem getting under them. Lastly your board seems to have complexly failed the riders of BART, needlessly squandering dollars on "improvement" that are laughable. Your escalators are terrible and take far to long to get fixed, how can an escalator take 6 months to fix? I will be a faithful rider of BART as long as I have to work in San Francisco and I will continue to pay my fare daily (for BART and Parking), but I will never vote for another Bond Measure for BART as long as you mismanage the dollars you currently have.	English	Title VI Outreach Online
93	Improvements to the system need to include track expansion and expanded hours. The BART system is much more highly valued than the city bus system and location to stations is driving up cost of housing. Public transit planning needs to be linked to affordable housing and greater access. For funding, there are many entities in the bay, tech corporations are one example, that use public infrastructure without paying their fair share of the tax burden to improve public transit for the rest of the population who are lower income.	English	Title VI Outreach Online
94	Please ABSOLUTELY no way should we have a fare increase.	English	Title VI Outreach Online
95	Bart is too expensive as it is, the fare increase is a bad idea.	English	Title VI Outreach Online
96	Don't do it. Kids living in poverty find transportation costs a tremendous barrier to getting to school and work.	English	Title VI Outreach Online
97	I think the extra charge for not having a clipper card is a good idea. I don't like the idea of rising the parking fee.	English	Title VI Outreach Online
98	It seems fair, maybe even too low.	English	Title VI Outreach Online
99	you can reduce weekend Bart service.	English	Title VI Outreach Online
100	Fair	English	Title VI Outreach Online
101	Bart is expensive and runs slow. Does not have restrooms in many of its stations. How can they think of raising fees without any value add. Bart should find the money in its budget.	English	Title VI Outreach Online
102	I want to see a difference in quality of service if fares will be increased. This includes train cars and BART stations.	English	Title VI Outreach Online
103	While I am never a price hikes I get that you need to adjust for inflation	English	Title VI Outreach Online
104	Although I find BART to a very convenient way to commute from Antioch, CA to San Francisco, CA for work, I feel it is my duty, obligation & responsibility as a paying customer to mention the things that concern me. Upon entering trains, I am most often than not, met with the stinch of urine, there are homeless people on the trains sleeping & sometimes taking up multiple seats along with dogs, the trains are always crowded & a round trip fare from Antioch to San Francisco including parking is already \$16.20 per day. I don't feel comfortable paying for fare increases until the service provided improves. It's not fare to the paying customers to incur an increase as many BART riders are not paying their fare share or no fare at all (I see people sneaking through the turnstile on a regular basis). On March 30, 2017 @ approximately 6:30 am, a BART rider was smoking (the flame from the lighter was visual then there was smoke & a strange odor)a substance on the train out an aluminum can. That behavior is absolutely unacceptable.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
105	This may be your reality of where these funds are going, but everyone understands that the real situation is connected to severely over compensated employees who we now all need to pay for. Without the consistent past failure of management to control costs we wouldn't be in the situation we're in. But, whatever justification you need to provide so you can all rest easier...	English	Title VI Outreach Online
106	Dump trump	English	Title VI Outreach Online
107	How 'bout you do like every other business does and manage your employees. If you have janitors making over 200K a year because they "want to work" and you do nothing about it you are not doing your job. For that salary you can have 4 full time janitors and then maybe the trains and stations would actually get clean. Don't come crying to us riders for more money when you can't even manage the amount you already have!	English	Title VI Outreach Online
108	I realize you've calculated what these three proposed changes would provide in revenue for BART, but have you calculated what these proposed changes would COST persons with disabilities, seniors, drivers parking in BART lots, the average daily commuter? That would be great to provide as well when taking our input, as opposed to simply projected generated revenue.	English	Title VI Outreach Online
109	Yes	English	Title VI Outreach Online
110	Honestly, having lived most of my life in Chicago and some New York, I can unequivocally say that BART is the worst metro system in the world. I'm not just hating, Bart seems to get worse year over year, like even in Chicago they can at least manage to stay consistently mediocre. The only real solution left is to completely destroy the BART system and just start over. Build a new system adjacent to the old BART tracks, and use normal damn gauge rails. Also everyone involved with the current BART system should be disavowed and blacklisted from ever being around any form of locomotive transport. In short I do not approve of any fare hike.	English	Title VI Outreach Online
111	Seems reasonable	English	Title VI Outreach Online
112	When are prices going to go DOWN. We have the most expensive system anywhere in the US. Disabled people should spend the same on a ticket as everybody else. Everyone knows that program is abused. Instead, create a three tier system with regular pricing higher, Bay Area residents with 50k+ middle and Bay Area residents with less than 50k income with the lowest fares. Our current system is very unfair to poor people without a car.	English	Title VI Outreach Online
113	If the increases will mean less train delays, I'm all for it.	English	Title VI Outreach Online
114	Fare increases are to be expected. Unfortunately, most people think its cheaper to drive.	English	Title VI Outreach Online
115	Anything under 3% is fair.	English	Title VI Outreach Online
116	Yes, I do have comments about this fare increase. WHAT BUDGET SHORTFALL? You just literally were handed BILLIONS of dollars and your ridership has YET to see any benefits. And now you're increasing fares? Are we going to see a new train before the fares are increased? Are you going to sudden start providing better, more reliable service? Are your stations going to be cleaner? Safer? Are you going to do anything about the MANY people who evade fares? Escalators would be nice, too. Maybe trains with AC that worked the way it was supposed to. Appropriate ventilation.  But sure, raise the fares. You guys deserve it.	English	Title VI Outreach Online
117	No, I understand the need to increase fares on a periodic basis in line with inflation.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
118	I am not happy with the new bart rate because even though "you" are calling it a small amount; however, that small amount adds up. It can be up to \$1.00 per day at the end of the week it can be up to \$5.00 and total of \$20.00 by the end of the month. It all adds up and you are removing seats from the cars which is very upsetting since some of us ride for about an hour and standing in one spot is very uncomfortable and stressful. It would be best if you ADDED more cars instead of removing seats!	English	Title VI Outreach Online
119	I'm very frustrated with BART. There is tons of TALK about how there are going to be new cars and services, but i have yet to see any of this talk turn into new cars or better schedules. The RR bond measure being approved, yet it is still far more expensive to ride BART than it is to ride te public transit in NYC. Why is it that there is no unlimited travel option for commuters like there is in NYC? That's \$120/mo there... and here, I'm paying well over \$150/mo to commute the short distance from Berkeley to the Mission. \$8.08 round trip daily. Unlimited options also exist in London- they have a max rate they will charge to your oystercard in a day. You don't have that. And why cannot BART and Muni consolidate their payment systems and reduce the strain for commuters going between the two forms of public transit? It is ridiculous that Muni and BART do not interface seamlessly when they are both essential forms of transit for the majority of SF. This puts financial strain and increase commute times. It really feels like BART is not focused on customer service.	English	Title VI Outreach Online
120	I am not a fan of fare increases. I would prefer to see reducing the discount for seniors, disabled and others not paying the High value rate or regular ticket machine rate. I would like to see a all for one rate where everyone pays the same rate since everyone takes up appropriately the same amount of space on a train.	English	Title VI Outreach Online
121	I don't mind paying extra (even though this is the most expensive transit system of any of the 6 major metropolitan cities I've live in), as long as it actually goes to improvements.	English	Title VI Outreach Online
122	Hard to argue against it.	English	Title VI Outreach Online
123	This is absurd. BART has gotten notably worse in the past several years in terms of reliability. There are now delays at least several days a week during commute hours. It's gotten to the point where I need to take a BART train that's 30 minutes earlier each morning, just to ensure that I won't be late because of an unexpected delay. In addition, BART just received millions of dollars in future funding. And yet you want to charge riders more money, for worse service? Absurd. In order to keep BART accountable, riders should be reimbursed partially for each ride that suffers an unexpected delay. I bet that would result in a marked reduction of delays, and increased convenience for riders - who, at the end of the day, are your paying customers. We deserve much better customer service and an improved customer experience.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
124	No fare increase unless you can improve conditions at 16th street BART station:It sometimes takes weeks for bird droppings, which turn into mounds of white mess on the stair handrails, gets cleaned up, and even then the quality of the job that was done most recently was very poor. The street elevator isn't cleaned daily. It has just become a moving outhouse.Take responsibility for controlling drug dealing and other violent behavior around the street elevator in the middle of the day, it's sometimes dangerous to wait there. Please work with SFPD and put forth a strong, and effective, effort to make the street level area, which all riders must use, safe to move through. Imagine that I'm your 70 year old mother or grandmother.The platform escalator should always run in the UP direction in order accommodate all riders to the greatest extent possible. When I started using BART in January of 2016, the down direction street escalator at 16th street wasn't operational for several months. Here we are one year later and the same escalator hasn't worked for several months. I was told at that time that parts had to be ordered and were difficult to obtain. Since there are other escalators of the same type within the system, please begin to anticipate and keep an inventory of parts. Careful analysis of needs based on what is already known about the equipment could be helpful in this process. PLEASE MAKE AN EFFORT AT THE BART STATIONS, EVEN THOSE THAT AREN'T IN THE NEIGHBORHOODS YOU MAY BELIEVE ARE IMPORTANT. - the lack of attention to this, and a few other, stations implies a negligent attitude. I don't see this level of negligence at all of the other stations. The opening of the new BART station is an insult to those of us who use stations that are not receiving appropriate attention.	English	Title VI Outreach Online
125	i support it	English	Title VI Outreach Online
126	If new cars, a new control system, and a new maintenance facility can add more capacity during peak commute hours (longer trains, more frequent trains) than yes I support that. It is really tiresome to jam onto packed cars every morning & evening. I know that BART has competition from Chariot, Lyft, Uber, etc and I think a big reason is the rider experience. When BART can run smoothly with few delays and enough space (not empty seats but at least room to stand without getting intimate with strangers bodies!), I think more riders will stay loyal to BART.	English	Title VI Outreach Online
127	Will this be the only 2.7% fare increase for a while, or will future fare increases of that percentage take hold down the line?	English	Title VI Outreach Online
129	Your fare structure is really bad and ill-thought. Before adjusting the fare and buying new cars, fix what's broken now! Seriously, no cars to SFO on Sunday before 8am? Why Europe and Asia can do it, and we can't?	English	Title VI Outreach Online
130	Increases are to be expected and is relatively understandable by most as long as it is to improve the overall system - trains, safety, infrastructure, etc. however much of the money that SHOULD HAVE been used for this is/was being wasted by the unnecessary strike a few years back and overall salary and pension funding. Bart management including its board members must overhaul the entire financial system that is bankrupting the agency, abolishing the archaic pension system and replacing it with a private retirement system instead. It must work harder to reduce union influence which drives costs to insurmountable levels. The multimillions it would save will save the entire BART organization for decades to come, increase ridership, reduce costs, and make it affordable for ALL income levels. Bart is becoming a travel system only for the few who can afford it. This can all be avoided by making strong and drastic changes internally.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
131	The rate increase is going to reduce ridership even more, causing more traffic and longer travel times. I also don't think raising the rates on low income individuals or youth is very fair. They should be exempt. Also, this is more of a structural issue about how there is not enough state, national, City, or regional funding for the infrastructure. There are so many capital needs with Bart and the cost should not be transferred back to the users or the individuals.	English	Title VI Outreach Online
132	Reduce the executives' high salary package; then we won't be even talking about this in the first place. There hasn't been any improvements, cleanliness=0, fare gate operator manners=0, delay=0 with the Bart system anyway. Please don't take this as an excuse to raise the fare.	English	Title VI Outreach Online
133	Sounds like it will be harder for me to afford BART. And, if the fares are being raised, will the stations from 24th-Powell be any cleaner? They are disgusting.	English	Title VI Outreach Online
134	My opinion is keep disabled cost lower during certain hours for those whom commute early. For those whom are in groups raise the cost. For those whom are homeless One way into Oakland or San Francisco but those who live on Bart issue tickets we pay a lot for this and it's quite discusting af times	English	Title VI Outreach Online
135	Commuting is already an added expense and with no employee commuter benefits it is becoming a financial burden to go to work. A bart fare increase would change my options dramatically.	English	Title VI Outreach Online
136	I feel as if there was a fare increase not too long ago and now there will be another one. I understand that Bart needs to keep raising the prices to keep opening new stations however, there is money being pulled in by Bart and there are a lot of issues with the system. For one is that there are always broken escalators and elevators making stations not disabled friendly. The escalator at the civic center and 16th and mission stations have been broken for months. Bart police does nothing about the homeless crowd hanging out right outside the 16th and Mission stations, they sometimes harass riders and the smell is intolerable. When I see lack of customer service like this, it makes me feel as if fare increases are unfair.	English	Title VI Outreach Online
137	Fine. Presumably bay area cost of living has increased by this much or more recently?	English	Title VI Outreach Online
138	Please do not increase parking fees or fees for youth, the disabled and the elderly.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
139	I've worked in San Francisco since late 2014 and commute from the East Bay. Since then I've seen an increase in fare and a parking increase. This is all within three years. I strongly oppose a fare increase, we as riders should not have to pay an increase because Barts board has not done a good job with their budgets. Arent Bart employees paid very well? Why are they paid 1st class salaries and we get third class service?Barts facilities are beyond unsanitary, the trains are not dirty they are disgusting and so are the stations. At the very least if the sites were clean and SAFE with police presence in the plazas we would be able to justify the increase however I feel unsafe in the station as well as at the plaza. Bart does not monitor the plazas enough, there are people sitting and loitering all over. Bathrooms at many stations are closed or unkept, the escalators never work. The elevators at El Cerrito del Norte are always out of order. Over a month to be exact now. Only recently has one began to operate. This would make me consider driving to work. I might pay a bit more commuting by car but at least I would not have to deal with the current conditions of the Bart trains and stations. I can document and have taken notes of the same filthy items sitting in the same exact location in both the trains and stations over two weeks. This strongly supports my conclusion that there is very minimal cleaning.I understand this is just a way to give our input and not rant however it is upsetting we keep seeing an increase while the BART service declines.BTW has anyone fixed the broken and chipped stairs in the 16th and Mission station before someone falls. This is a huge Liability and is someone slips and sues to guess who will have to pay? The rider.	English	Title VI Outreach Online
140	I know that improvements are needed but Bart is already unaffordable for many and more expensive than most major cities' metro systems. I live in (and am from) Oakland and though I have worked at my job in SF for over 10 years, I am looking for work in Oakland in large part because of my commute: it's short, but expensive, crowded, and full of delays. It seems that there are more and more riders without there being more trains and improvements. It's hard to understand why Bart isn't making enough money off of the way things have been the last couple years to save for needed improvements.	English	Title VI Outreach Online
141	It will make my 12\$ per weekday commute more expensive obviously.	English	Title VI Outreach Online
142	I think the fare increase is acceptable.	English	Title VI Outreach Online
143	Its already expensive, i dont understand how almost every other big city can have affordable public transportation expect SF	English	Title VI Outreach Online
144	yes	English	Title VI Outreach Online
145	1. Measure RR was approved. Measure RR is suppose to cover "Capital Projects". Now BART wants to increase fares for "capital needs". It's the same thing! 2. No Inflation-based fare increases. BART should have to get approval EVERY TIME it wants a rate increase. 3. If you keep raising fares, soon it will be cheaper for us to drive our cars rather than pay high BART fares. Gas prices are decreasing, so raising fares will only chase us back to our cars. 4. Budget Shortfall? If you think you don't have enough revenue to meet you budget, then the answer is to re-work your budget, not raise fares.	English	Title VI Outreach Online
146	The planned fare increase was passed in 2013 before the passing of Measure RR. With the funding from Measure RR for capital projects, why does BART need this fare increase?	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
147	I have a lot to say about this fare increase! We just recently voted to give BART over 3 million dollars of our tax money for upkeep and improvements. That is the money that should be used and there should be no need to increase the fares. Public transportation is primarily used by the lower to middle class families. Raising the fare will only make them struggle more. If BART cares about the communities in which it travels through, as it often claims to do, then they would realize a fare increase will only put a further burden on them. Instead of attempting to make it harder for the working class to ride the public transportation it needs to do things like go to work and run errands, how about they use some of the money we already gave them to post BART PD at every station at the toll booths to prevent people from fare evading. I use BART every week day to travel to and from work. On average I see at least three people a day fare evade. Typically they are also the same homeless people who cause many issues on the trains. Putting an end to fare evading would not only give BART the money they claim they so "desperately" need, but it will also help alleviate many of the issues that the drug using homeless people cause. I have nothing against the homeless community, but when I have to constantly fear for my safety due to their presence because BART PD is never there when they cause fights, then it is an issue. All this being said, my husband works for BART and I am all about support them and public transportation in general. However, I don't think that raising the fare by 2.7% each year is necessary when there are so many other things that can and HAVE been done to help them with improvements!	English	Title VI Outreach Online
148	I agree if it helps the daily commuter	English	Title VI Outreach Online
149	its becoming more and more expensive - and I haven't seen much improvement.	English	Title VI Outreach Online
150	against it	English	Title VI Outreach Online
151	no	English	Title VI Outreach Online
152	If you are having financial problems, why don't you stop paying your employees their outrageous salaries which are above many highly skilled professionals such as doctors. They are paid a lot and do not perform their duties efficiently. Use the money to clean the facilities and update the infrastructure.	English	Title VI Outreach Online
153	Yes. Please use this money to clean the cars, and stations as well as fixing the elevators and escalators so that they are in working order. And quit paying employees outrageous salaries which are above the local average, they are not lawyers or doctors.	English	Title VI Outreach Online
154	I think it's an abomination that you're increasing fares when trains are packed. I'm totally against it. Find cost savings and other areas to raise revenue.	English	Title VI Outreach Online
155	I think the increases are to much, I already pay \$15.40 a day = \$77 a week = aprox \$308 a month for ride and parking. The services is not that great. Employees are very rude and have met a handful that seem to want to help, the rest it's like you are bothering them. Some of the drivers (specially in the afternoon - SF to Dublin/Pleasanton) don't shut up. The think people want to hear their comments or jokes, we are tired after a long day and want a relaxing ride. So no - fix your staff and then when the ride is enjoyable the increase might not be so bad. Oh and don't have people waiting at the last stop in the rain/cold, just bring the train in and let us get on and wait inside.	English	Title VI Outreach Online
156	It's crap....increased fares but no increase in timelines of service, safety at your stations, or cleanliness of your trains.	English	Title VI Outreach Online
157	What happened to the \$3B bond measure approved by voters last November. Fare increase seems reasonable but you really need to focus on station escalators, elevators and cleanliness.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
158	BART really needs to use the revenue from the fare increase on MAINTENANCE. Elevators and escalators break down all the time and are out for weeks at a time. Every day I get 4 - 6 advisories about broken elevators. It's truly shameful.	English	Title VI Outreach Online
159	There have been many BART increases seemingly with a decreased level of service and support. I am a daily commuter who pays \$16 plus dollars per day for BART fare and parking. It's discouraging that BART has become the equivalent of a homeless shelter. Trains are more often than not, over crowded, dirty and stinky. If there is a choice to be made which most likely there is not, I don't want to pay more for an over crowded, dirty, stinky ride. I keep reading reports that BART's ridership is down. Where is that happening? If I felt like I was getting a quality service, I would not mind paying more.	English	Title VI Outreach Online
160	Think outside the box for a change. You should raise money by cutting down on waste and increasing efficiency. You have always been taking the shortcut view of your money issues. How long do you think you can keep doing this? You are already losing weekend travellers because of cheaper alternatives. Montgomery escalator down for the last 6 days and I see 3-4 people sitting and talking. A janitor spending hours inside a closet room and ending up earning in the 300000! Come on, think differently for a change and do the unthinkable. People will appreciate it and stop hating you guys for a change	English	Title VI Outreach Online
161	You are getting greedy	English	Title VI Outreach Online
162	BART needs to really consider the fact that it is ALREADY a very expensive transit system to begin with--raising the cost would make it more prohibitive for all.	English	Title VI Outreach Online
163	I voted for Measure RR with the understanding that would fund fixing the atrocious conditions and failing infrastructure. I find it absolutely unacceptable to raise fares due to BART trying to make up for fewer riders on the weekend. Daily commuters are already paying their share and have had to live with deplorable conditions including overcrowding, overheating, reliability and unhygienic conditions. Raising fares when Measure RR passed feels like riders were very much misled about why Measure RR was needed and where the money is going. Seriously, where is the money going?? Something is very wrong when BART got funding approved to address issues and is already asking for more. Super not cool. Not ok. Pretty annoyed regular rider. Come on BART. You're better than this.	English	Title VI Outreach Online
164	I am against the fare increase due to the following reasons: 1. Bart has the worst management, they need to control the cost. Cut off the unnecessary overtime. 2. They should have provide a better service before fare increase	English	Title VI Outreach Online
165	I have experience living in other countries and in the Bay Are for 6 years. The size of the budget \$1.8b+Fare increase + \$3.5b bond have to improve substantially the quality of service given soon. Now it is, by far, really bad.	English	Title VI Outreach Online
166	I'm okay with it	English	Title VI Outreach Online
167	I haven't seen much improvement in the past after fare increases. What can you do to convince me that this will help with the overcrowded commute and delays?	English	Title VI Outreach Online
168	If this money indeed goes towards improving BART, I'm all for it.	English	Title VI Outreach Online
169	My usual ride is between El Cerrito and 16th street sf. I have to admit that \$4.30 is a good value for that trip. I don't use the parking at the moment. I would hesitate raising senior fares.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
170	I don't see how the increase in fare will improve Bart. It cost more than \$10 to get work and Im constantly stuck on a with train mechanical problem, or not enough security(or police) in station, and most of all the sanitation on/off station isn't great. With the fare increase comes with the parking increase as well. There should be more discounted fare available not everyone can afford to pay for train and some of us work minimum wage jobs.	English	Title VI Outreach Online
171	Eliminate pay increases for the highest paid, surliest transit workers in the country	English	Title VI Outreach Online
172	More station maintenance. In and around stations. MAKE THEM CLEAN and SHINE!!! Remove more seats from railcars. Most people can stand. Just put benches under the windows, like in NY!!!	English	Title VI Outreach Online
173	Instead of raising fares every time there is a shortfall, BART management must look at renegotiating the employee contracts (including benefits and pension). The current pay model is not only some of the highest in the country, but it is clearly not sustainable.	English	Title VI Outreach Online
174	Crazy there is a budget shortfall with ridership as high as it is. Costs out of control? Mismanaged?	English	Title VI Outreach Online
175	Support the increase to support capital needs	English	Title VI Outreach Online
176	Please raise parking rather than cutting discounts to seniors and the disabled.	English	Title VI Outreach Online
177	How about cutting costs instead?	English	Title VI Outreach Online
178	if this goes directly towards improving the infrastructure for BART, then it's a good thing.	English	Title VI Outreach Online
179	I would be against the parking fare increase. I currently park at Daly City Bart. As of now, I pay about \$3 daily to park my vehicle there. If the fare was increase to \$5, or even \$4, I would consider driving instead of taking BART. My work offers a parking garage for a rate of \$60 per month. I pay less than \$10 a day to take BART. So even though I pay more for BART for the convenience of not driving or using gas, anymore than that and I would cease using it.	English	Title VI Outreach Online
180	no.	English	Title VI Outreach Online
181	BART is the most expensive subway system I've used in the US and the service is infrequent (comparitively) and prone to frequent delays. I'm having a hard time believing there aren't inefficiencies in the budget that could be addressed and redirected towards maintenance and service improvements. I hope that will happen in addition to the fare increase.	English	Title VI Outreach Online
182	Sounds reasonable as long as it goes towards improving service and escalator repairs.	English	Title VI Outreach Online
183	you need to clean up the stations. they are disgusting.	English	Title VI Outreach Online
184	I'd really like to see peak and off-peak prices to incentivize travel at alternative times. Just like they do at WMATA.	English	Title VI Outreach Online
185	Please use the fare increase to clean the trains and stations. Some of the stations and cars are filthy - and as a regular commuter - I rarely see anyone cleaning the stations - particularly Civic Center. Also, safety has become an issue. It seems that there are more panhandlers (some are aggressive) and folks that come on with dogs -that are very clearly not service animals. I would gladly pay a fare increase if it meant that the trains and stations would be cleaner and safer. As it is now though, unless the budget increase would address the issues of cleanliness and safety I would be opposed to any increase.Thank you for your attention to my concerns.	English	Title VI Outreach Online
186	from a rider perspective all I see are fare increases - there have been NO noticeable improvements at all if anything the system is getting worse - more frequent delays more crowded trains, dirtier trains and stations, out of service escalators and elevators...	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
187	increase the bridge fare to get more riders instead of increasing fare. NY fair is like \$2 to anywhere.	English	Title VI Outreach Online
188	BART can't build parking based on the need demonstrated by their rush period fare date and large waiting list and this is overshadowed by the loss in revenue they turn away from not having proper parking structures with available spaces. And BART wants to raise fares on the people they do eventually get into their stations? Seems like cart before the horse, why don't you fix the horse first and bring in more revenue by making the stations more accessible?	English	Title VI Outreach Online
189	The cost of parking and fare is already overpriced, lack of parking in the morning and packed trains in the morning and evening...a planned fare increase is pure insanity	English	Title VI Outreach Online
190	BART is already more expensive than driving, the ticket price shouldn't increase. The parking fee should increase, which will also (hopefully) encourage walking/biking/public transit to BART.	English	Title VI Outreach Online
191	Do NOT raise fares for Disabled people! Stop the fare gate jumpers!	English	Title VI Outreach Online
192	I understand the need	English	Title VI Outreach Online
193	It's ridiculous that it costs less for my wife and me to commute to SF from El Cerrito on BART then it does driving , still I BART every workday. It's regrettable that public transportation is not better subsidized by both state and federal governments. Given this I accept the fare increase and will continue to ride BART, it's simply a better way.	English	Title VI Outreach Online
194	please don't :( tax drivers more, especially ones who have Teslas.	English	Title VI Outreach Online
195	Sounds reasonable.	English	Title VI Outreach Online
196	BART service is the worst compared to any of the cities in the US e.g. LA in the same state. Just do an exercise and estimate how many times in a day during the peak hours BART service is on time (<5-7 mins delay) and how many such days do you have in a year. Some developing countries have better service than SF BART.  BART service is a disgrace to the administrators. Instead of increasing you should reduce the fee.	English	Title VI Outreach Online
197	I wouldn't mind fare increases if half of the BART trains I got on didn't smell like urine.	English	Title VI Outreach Online
198	Bart is already incredibly expensive for daily commuters and casual riders. I would rather see and hear more advertisements than get any sort of rate increase. What would be worthwhile is purchasing larger value tickets and getting a discount. So if you bought \$100 ticket/Clipper reload it would be \$90, so in essence casual users get charged more, but it doesn't look like it.	English	Title VI Outreach Online
199	I never like to see prices rise	English	Title VI Outreach Online
200	Seems weird that we just voted for RR and BART still needs money	English	Title VI Outreach Online
201	"highest priority capital needs"? Measure RR is suppose to cover ALL BART's 'capital' needs. BART, you are running a con job on the riders. I don't believe you are going to use revenue from a fare increase for 'capital needs'. You people have already made up your minds that you are going to increase fares. This is just some lame pretense to get riders to feel sorry for you.	English	Title VI Outreach Online
202	Bart has already enough funding and there is still not improvements on the aging systems. The trains are getting more crowded, hot and smelly. The ride is still bumpy and good luck not falling or "flying" if you do not hold on to something.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
203	Whenever Bart trains are significantly delayed, riders should be reimbursed for their fares	English	Title VI Outreach Online
204	Please look at fare evasion numbers; seeing too many people walking in/out of emergency exits or hopping the fare gates. Any numbers on citation counts in the last five years to see if there's been an increase in people who refuse to pay?  Also look at how Clipper and discount tickets are used? With the color coded magnetic tickets, you're able to quickly view those who should/should not be using the discount tickets. Clipper makes it too easy for people to use discounted fares and not be seen by police.	English	Title VI Outreach Online
205	BART was sold to us as a 234/7 system that would "ring the bay". In 40 years you STILL haven't done that. You've got JANITORS making a couple hundred thousand dollars a year an the filthiest bathrooms anywhere. No one can sit in the end seats on any car because they are the homeless people's bathrooms. Your ELEVATORS and ESCALATORS either don't work or REEK of piss and shit. Your "station agents do little more than read their newspapers all day and act resentful if you want to ask a question. Also, any vehicle that can pull out of a station while the "operator" is hanging his head out the window BSing with his buddies, is not being driven. You've been paying the warm springs staff for MONTHS and that station isn't even open yet. You should be MORTIFIED to ask for a fare increase.	English	Title VI Outreach Online
206	If fares increase, please rid the station and trains of vagrants and panhandlers.	English	Title VI Outreach Online
207	BART is already expensive for many people and a fare increase would make it much less accessible for everyone.	English	Title VI Outreach Online
208	You don't need it. You haven't made any improvements from the last increase. The bathrooms, elevators, escalotars all still stink. The escalotars are always broken a long with the elevators. The trains are always crowded and Bart is always late.	English	Title VI Outreach Online
209	I'm all for it. The cars are old and need a makeover. I don't mind paying a little more for it, provided I still live here when they do happen!	English	Title VI Outreach Online
210	I am against the increase as it is already expensive.	English	Title VI Outreach Online
211	Paper ticket surcharge will hurt casual riders and those not from the area. It might also affect those who are not comfortable with technology. Raising the price of parking hurts commuters, who don't really another transportation option. They will bite the bullet and grumble. I would advocate more advertising. Ads are annoying but we are all used to them.	English	Title VI Outreach Online
212	BART is an essential transportation service and must operate at standards that reflect its importance and to stimulate maximum use of mass transportation. It is disappointing that BART needs to pursue additional fare increases in light of the significant bond / capital funding it will be receiving, and given how much time BART has had to anticipate this. However, maximizing revenue to support a well run system is a legitimate goal, presuming it is done appropriately	English	Title VI Outreach Online
213	Bart is getting too expensive (fare-wise and parking-wise) and with no great return (trains are always delayed, too crowded, and slow in getting stations built). Figure other ways to generate money besides taking more money from Bart customers. It is way too costly already for the billions of us who use your system.	English	Title VI Outreach Online
214	Why are you subsidizing parking? People should pay to store their large piece of personal property on Bart property. Increase the cost of parking. It's way too cheap now. Increasing fares disproportionately affects those who use busses or walk.	English	Title VI Outreach Online
215	I'm not happy about it. I travel a lot and use public transit all over the country and cannot understand why Bart is so expensive.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
216	I don't see where the money is going. We keep getting raises and the service has only worsened. The trains constantly break down, it is becoming unreliable. The pace at which the increases have been made do not feel "small, inflation-based". Specially living in the bay area where it is already increasingly expensive to live, a fare increase puts a strain on an already weak financial situation for the majority of its riders.	English	Title VI Outreach Online
217	Although it's always annoying to have to pay more to commute, this seems like a reasonable, well-thought out fare increase.	English	Title VI Outreach Online
218	Bart should charge extra to the tech workers in the Bay Area who use the Clipper cards. Poor people in the Bay Area use paper tickets more often than Clipper cards so raising the cost will hurt the poor.  Instead of providing discounted Bart tickets just to the seniors, disabled, and youth, we need to provide discounted Bart tickets to poor people. Provide this option to nonprofits and government agencies who are helping the poor. They need discounted tickets too.  The Bay Area is facing major inequality and by raising the prices for low income people are hurting us. The tech workers use Clipper cards on a regular basis. Raise their prices but don't raise the prices on the low income workers who are barely getting by in this area of raising rent prices. These tech workers are making over 6 figure salaries, they can afford to pay more but poor people don't.	English	Title VI Outreach Online
219	All three of the proposed options for generating the needed extra revenue are fine with me. Additionally I would be in support of a more equalized revenue system where there is less of a disparity between short trip and long trip prices.	English	Title VI Outreach Online
220	This additional inflation should not be coming out of the pocket's of hard working everyday people who are already struggling to get to and from work. Why not have implement an option where the high executives take up pay-cuts to help supplement these changes.	English	Title VI Outreach Online
221	I really think is absurd!!! Public transportation is expensive as it is and the economy is putting more and more barriers for people to be able to go to work and transportation should not be one of those.	English	Title VI Outreach Online
222	The issue I have is spending money on useless things like advertising, marketing and "sustainability". I don't have an issue with the fare increase.	English	Title VI Outreach Online
223	This fare increase is OK, but eventually I would like BART to compare the wages it pays unionized BART employees with the wages and salaries that typical BART riders earn. I suspect that BART employees earn too much more than typical BART riders. That is unfair.	English	Title VI Outreach Online
224	If I could see improvements in new trains, tracks, fewer delays, working escalators, cleanliness I'd have no problem with increase. I pay for premium parking which has gone up from \$63 to \$100 in last 2 years. It's ridiculous. What's that money being used for?	English	Title VI Outreach Online
225	keep the discounts for seniors, people w disabilities and children the same, at or above 50%. they're already marginalized - they shouldn't be penalized due to unforeseen budget shortages.	English	Title VI Outreach Online
226	BART is already very expensive, but given the vital service it provides, I am ok with a 2.7% increase. Also, reduce the discounts to 50% (62.5% is way too generous). Paper ticket surcharge is visitor-unfriendly. What about a refund option (even a mail slot) at Oakland and SFO Airports? Parking at \$5 is painful, but would encourage less driving.	English	Title VI Outreach Online
227	This is ridiculous. I don't understand how the service cannot be improved (more seats on trains; more trains running during peak hours; continuous cancelled trains - yet fares and parking fees are going to be increased? These issues should be a priority, then maybe people will be more willing to pay higher fees.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
228	I feel like the commute fare is already high and we just passed measure RR a 3.5billion bond. I understand that fares need to be raised from time to time but when I hear the bonds and budget is not being utilized where it needs to it makes me and I'm sure all riders livid. BART was one of its kind in the country when it first started, but there has been zero forward thinking and just bonuses for management and bad deals with unions which has stalled the entire Bart system and the only mode of transport for lots of folks here in Bayarea.	English	Title VI Outreach Online
229	Yes. It has consistently increased since I started riding Bart several several years ago. I think with the extension of the Bart line into Antioch and further into Fremont the amount of folks taking Bart will increase and naturally raise your profits. Its unclear why the Bart is not a cash cow as is. Perhaps you could look at the income of the top 5 bosses of Bart and find an answer there. Also to increase the fare of the elderly, disabled and youth is completely ridiculous and embarrassing. Please do not do this to them. And also don't blame the folks who jump the gate either...if the prices weren't so high as is than everyone could afford to take Bart no problem, but the way sexism and racism are set up thats not gonna happen. As much as you want to change the seating and call it worth the price lets not and it will prevent an unneeded additional cost that isnt really serving anything. The NY Subway has metal seats and a billion riders and they are not going under...take a look at their system. Simplify. Relax and don't take down the folks who depend on you.	English	Title VI Outreach Online
230	I understand the need to raise more funds to pay for the system, so I will bite the bullet on this.	English	Title VI Outreach Online
231	Is this the same as BART's normal yearly increase? If so, then no additional comments.	English	Title VI Outreach Online
232	Raise the prices, but take out more seats so more people can board the trains during rush hour.	English	Title VI Outreach Online
233	Enforce fare evasion	English	Title VI Outreach Online
234	Don't increase fare. Already too expensive. More expensive than other transit system in the USA. Should have 1 flat rate fee, good for 2 hours.	English	Title VI Outreach Online
235	It seems like you need to find a way to increase ridership, which raising fares will not do.	English	Title VI Outreach Online
236	I am very against an increase because you're doing nothing to make my experience better. In the 10 years I've been riding BART, service has gotten way worse. The trains are not on time. They are overly crowded. The elevators and escalators are often out of service. Where is this money going?	English	Title VI Outreach Online
237	What about stopping and citing all the non paying people who walk through the gates, hop the fence or use senior or student tickets? What about checking every train at the end of the line for people sleeping on the train like it was their motel room? Paying more money for filthy trains with less seats.	English	Title VI Outreach Online
238	Can some of the increase go toward cleaning the interior of the cars and keeping the homeless from sleeping on the cars?	English	Title VI Outreach Online
239	I would rather adjust fares based on time a rider uses Bart (increased fare during typical commute times)	English	Title VI Outreach Online
240	Yes. Clean up the train system (stations and cars) before you even start asking for more money.	English	Title VI Outreach Online
241	cut back on the benefits for employees and stop raising the fares for a while. The fare is already too expensive. Sell monthly passes.	English	Title VI Outreach Online
242	I don't think the quality of service being delivered by BART justifies the need to raise fares. I've been stuck numerous times in lengthy BART delays ranging from 10 mins to 60 mins. I don't feel like I'm getting my money's worth riding BART because service sucks.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
243	Reduce executive salaries. Re Build trust in riders Increase safety for riders	English	Title VI Outreach Online
244	Bart is already expensive and having constant struggles. Where does all the money go?! Trains are constantly delayed, stations dirty and trashed, and employees rude and unhelpful. Fare increases do not make sense.	English	Title VI Outreach Online
245	No.	English	Title VI Outreach Online
246	I agree that capital expenses need to be the highest priority, especially for the core system. But, how about less grandiose stations? Warm Springs is beautiful, but strikes me as the kind of over-kill BART cannot afford. What's wrong with two platforms and a bridge?	English	Title VI Outreach Online
247	BART employees should not be receiving any bonuses of any kind if riders are being asked to pay more. Especially when service expectations are not being met with respect to cleanliness, timeliness, and rider safety.	English	Title VI Outreach Online
248	Bart prices seem to increase constantly, with only empty promises about increased safety, cleaner trains and fewer delays.	English	Title VI Outreach Online
249	The way current Bart train conditions are which is extremely dirty, lousy sitting chair, bums and druggists sleeping in train making it super smelly everyday, people traveling in train with dogs making it more foul smelly, Bart personal don't clean trains etc all this issues is presently visible and rising every year no end AND ON TOP OF THAT BART IS asking for raises Why You don't deserve a Raise.	English	Title VI Outreach Online
250	It makes sense, but I don't have to like it :/	English	Title VI Outreach Online
251	BART is overpriced to begin with. It's cheaper for me to drive my car! What a scam of a public tran system we have. It should never be cheaper for me to drive my own car! STOP INCREASING prices and stop paying your employees so much. This is a monopoly scam.	English	Title VI Outreach Online
252	The fare increases are not a parallel line with wage increases. Wages increase at a higher point than the fare increases would. With each fare increase, we get closer to breaking even if we were to drive, instead of taking BART, across the Bay Bridge, thus adding more convenience.	English	Title VI Outreach Online
253	I object to it. I don't get an inflation-based wage adjustment every two years. I don't understand why BART can't budget for its revenue with the current fares. It's not like these capital needs are a surprise.	English	Title VI Outreach Online
254	Don't do it!	English	Title VI Outreach Online
255	Every system has to adjust for inflation, so does Bart.	English	Title VI Outreach Online
256	The fare increase concerns me because the total cost of riding BART, including parking, is already difficult for people with low incomes and laborers who work in SF but live near the outer reaches of BART. They cannot afford to drive and park in SF, so BART is often their only option.	English	Title VI Outreach Online
257	No	English	Title VI Outreach Online
258	I think it's a joke. You guys keep raising prices and as a rider I have yet to see anything come of it. Where is this money going? You are all just paying janitors 300k while I'm struggling to get to my low paying job. It's ridiculous.	English	Title VI Outreach Online
259	As long as the fare increase is used to make improvements to the BART system via new trains, more frequent service, and keep the trains running and not towards labor, I support the fare increase.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
260	Yes. I believe that the most effective increases should be as follows: 1. parking fees. BART parking fees are currently way below market rate in most of the Bay Area. 2. fare increases for more suburban stations; the per-mile rate is far lower for the users whose rides are, infrastructurally, more expensive per-mile. Do _not_ reduce the discount for seniors and kids/students, please: these populations already have (in the aggregate) financial challenges and our duty as a society is to help keep them mobile. Please also do not increase the paper ticket surcharge for normal rides as it is a regressive tax for people who either cannot afford a clipper card or who are unbanked. A paper ticket surcharge for rides originating from airports, on the other hand, would appropriately tax visitors to the city. See the way that Venice (Italy) does it: the tourism surcharge for canal boat-buses is significant. Thank you for your attention.	English	Title VI Outreach Online
261	Do not increase Bart parking fees. We already pay enough in parking and ticket prices. Perhaps you should do like Muni and monitor people at the fare gates. I see a lot of people at the Montgomery station with multiple children all paying on one ticket. They clipper or insert the ticket and then 4 people go through the turnstiles. Perhaps offer some OT to Bart police to patrol this. There's an increase in revenue right there.	English	Title VI Outreach Online
262	El Bart es demasiado caro. Necesitan mejor administracion de los recursos en vez de tener tantos aumentos.	English	Title VI Outreach Online
263	En los ultimos años los incrementos a las tarifas han sido muy impactantes para mi como persona de bajos ingresos y no he visto que con el aumento se mejore el servicio e instalaciones.	English	Title VI Outreach Online
264	Why give the burden to riders? Reduce your overtime especially the custodians, or cut upper management salaries!	English	Title VI Outreach Online
265	I have an adult son with autism. He rides the BART everywhere. Your proposed increases will generate more revenue from him and the most disadvantaged population. Disabled and elderly live on a fixed income. Social Security payments have not gone up 2.7% if you total all the increases he has gotten over the past 5 years! Why can't you people balance your budget. I voted against the Bond in the election, but a bunch of other people didn't have enough sense to see that you underestimated your budget from the beginning. You over spent on salaries and benefits for 3 decades and neglected your infrastructure, and now you want us to scramble to pay for your mistakes and fund your upkeep that you ignored for 30 years. The Board should all be fired.	English	Title VI Outreach Online
266	No puede ser esto. Que no suba la targeta del Bart.	English	Title VI Outreach Online
267	Maybe instead of raising prices, Bart could do a better job of preventing those who bypass the fair gates from doing so, or make the punishment harsher or something.	English	Title VI Outreach Online
268	Keep senior and youth discounts!	English	Title VI Outreach Online
269	I'm all for forcing a clipper card conversion. Those paper tickets are absurd. Let the tourists use them.	English	Title VI Outreach Online
270	The morally sound option is to raise the parking fees. The paper ticket surcharge and reducing the fare discount for special groups are both options that have higher likelihood of impacting BART's neediest riders. It is more appropriate for park-and-ride commuters to bear the burden of the increase, because they are more likely to have stable income (and come equipped with their own alternative transportation if they don't want to pay to park at BART).	English	Title VI Outreach Online
271	Bart is incredibly expensive for those who are students and workers that are not provided any assistance from their work or school. The expense and lack of options for BART is a large part of the reason why I am moving away from the Bay Area as soon as possible.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
272	Bart is already very expensive and if two people in a family are traveling somewhere together, it works out cheaper to drive then to take Bart. Is it somewhat unjust to charge commuters an abnormally high amount just because they have no other options	English	Title VI Outreach Online
273	Didn't we just vote and pass a huge BART spending program?  Please don't pass extra costs onto customers. I already spend \$120 per month on BART.	English	Title VI Outreach Online
274	my comment is where is the money we are now paying going? If a janitor was making over 200k/year! Increase parking fee? Go to walnut creek or pleasanton..you cant even find a parking spot at 7am!	English	Title VI Outreach Online
275	Seems reasonable	English	Title VI Outreach Online
276	BART really need to think about cost saving and not allowing employees to work more over time and drawing twice their base salary. Considering options like manless operation of trains. People are suffering so much with the fare increase every year. BART has one of the highest rates in the country.	English	Title VI Outreach Online
277	I think public transportation should be paid for with tax revenue, particularly income tax and carbon tax. Everyone benefits from public transportation because it reduces traffic and greenhouse emissions, so everyone should pay for it. Fare increases are regressive, and people who take public transportation often can't afford the fare increases.	English	Title VI Outreach Online
278	I support it.	English	Title VI Outreach Online
279	This increase looks fair, except for the senior and disability they should not be touch. Minor price increase is fine. My biggest issue how Bart can mismanage the funds. So much waste and the only solution is to pass the cost to customers due to poor managing. All the overtime people are making and not hire more employees. I worry more you charged the consumer the more you just waste the money. I have taken pictures how dirty Bart station looks. I am not even talking about the high homeless location that can dirty the place up. The Lake Merritt Bart had spilled Starbucks coffee on the floor and it was not even clean up until 18 plus hours later. I take BART often, so I see things, first time I see coffee was around 3 pm, 7:30 pm still see it, 11:00 pm still there, 7:50 am next day still there and last known time still not done cleaning it up 8:55 am. So get your act straight before you think about increasing the price	English	Title VI Outreach Online
280	Yes	English	Title VI Outreach Online
281	Don't do it. Your PR info says it all:"400,000 riders per weekday" X \$10 ticket roundtrip = \$4,000,000 per dayX 5 business days = \$20,000,000 X 52 weeks per year = Over \$1 billion collected per year. 3,300 employees X \$100,000 salary/benefits = \$330,000,000 (or 1/3 of costs)Security cameras cost = \$12,000,000 (or 3 days of fares collected) ADA upgrades cost = \$19,000,000 (or less than 5 days of fares collected)On top of that, you're wasting money (and Federal funds) re-arranging so-called un-used seats. Well, since most people don't use all of their car seats, should they spend money to remove them? How about their left or right hands?	English	Title VI Outreach Online
282	I support it.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
283	Bart already feels like a rip off, I take Bart out of necessity which is sad. Even more saddening is that buying a cheap commuter car would be much cheaper and convenient for me. I'm not sure why a forward thinking and techno savvy center of the world can't have the greenest and most comprehensive public transportation system in the world. Anyway, public transportation is really the only feasible solution to the traffic crisis. I feel an "unlimited use ticket" would do a lot in terms of lessening the sting of using Bart which would increase the amount of riders.	English	Title VI Outreach Online
284	I don't support any fare increases or any wage increases for anyone working for BART or contractors doing work for BART. The BART stations are a total embarrassment.....they look like 3rd world facilities. I never observe the maintenance staff doing anything productive and the station agents are generally sitting down....doing god knows what. In my opinion, there needs to be a whole-sale housing cleaning at BART and start over. Sorry to be so negative, but it has been going on for sooooo long and the only change I see is increased fares and salaries, and new stations. The infracture at the core of the system is neglected.	English	Title VI Outreach Online
285	decrease the benefits you give to employees, stop charging the riders for you over paying the employees	English	Title VI Outreach Online
286	I thought bart was cheaper than driving but with all the increases, its starting to be cheaper to drive	English	Title VI Outreach Online
287	Give seniors a fare ride!	English	Title VI Outreach Online
288	I am a senior and do not want any increase in senior fare. When I ride Bart, I saw a lot of young people jumping fare gates and young people using red and green tickets. These people needs to be stopped.	English	Title VI Outreach Online
289	It seems that increase for capital needs is being used to pay exorbitant BART salary increases instead.	English	Title VI Outreach Online
290	Bart keep on raising fare because of fare invaders. Why do you let people/monkeys going in and out of the emergency gate and do nothing about it. Station agents are useless. Also riders were able to obtain disable, aged or children clipper and just pay \$1 something to ride through out the bay area. If you are going to increase fare please hire some fare inspectors. Many monkeys are on the train jumping out and in of the gate. Even jumping into some stations from the side wall. Shame on BART taking money from people that pay their fare properly.	English	Title VI Outreach Online
291	I am not prepared to pay more to commute into work. It already costs more than \$10 with parking and a round trip ticket for my short ride.	English	Title VI Outreach Online
292	There shouldn't be a fare increase. Lower salaries of your overpaid lazy-ass workers.	English	Title VI Outreach Online
293	Fare increases I understand. The parking increases. Boggle my mind! We are encouraged to take Bart but penalized for driving there...with continual increase in parking fees!! Smh	English	Title VI Outreach Online
294	Yes, the only options that should be looked at, which are not stated but everyone is thinking about, is to control labor costs of your union employees. Even though their hourly pay and benefits package exceeds 100k along with a generous pension for a just a high-school diploma job, that doesn't seem to be enough.(200k janitor is just one example). And fare hoppers, see them everyday at Pittsburg baypoint and just saw a study that said fare hoppers cost the system 1 million each year.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
295	Despite having a "program" of planned periodic fare increases, it is astounding that BART could justify yet another fare hike. It is hard to fathom that BART cannot operate and maintain this limited transit system with the already outrageously high fares. 2.7% may seem small to BART board members and consultant executives, and perhaps it is insignificant for some BART users, but for many, this is another hardship with little, if any, value added. The Bay Area is expensive enough, and for those that must depend on public transit, BART is a big contributor to "gentrification" and to making this region more and more unaffordable for so many working class residents.	English	Title VI Outreach Online
296	BART is one of the most expensive transit systems in the nation and the service and facilities is one of the lowest. Money has been thrown at the problem in the past to no result. I'd really like to see some value before releasing more money.	English	Title VI Outreach Online
297	It is hard to support a fare increase when the BART experience is so incredibly awful.	English	Title VI Outreach Online
298	Cut unnecessary spending at all levels, and update older technologies so that we can save money for their upkeep. That way we can have fare increases at a slower pace (or not at all). With costs in living in the Bay Area, this will disadvantage working people who are often BART riders.	English	Title VI Outreach Online
299	Seems fair as it is pegged to inflation and already scheduled to occur	English	Title VI Outreach Online
300	Yes. We just gave you bond money with a "blank check" loop hole.... What happens to the money from those fare evasion tickets you should be enforcing? And you get federal money.... Manage the money you have already and don't make your frontline employees the scapegoat!!! They are not the reason for your budget shortfall. What happened to that surplus money you said you had the other year. If you didn't open that airport thing that has you in the negative you would have your shortfall money. Stop giving upper management more money and they don't do anything. Stop acting like you really want to close a shortfall when you can't turn a profit to get your federal funding...and we all know BART makes money you just shuffle it around and hide it in other places. Put upper management on a budget and stop wasting money on dumb projects like Union City. Stop hiring subpar contractors with ties to BART to half ass do work. STOP WASTING MY TAX MONEY!!!!	English	Title VI Outreach Online
301	Bart is already more expensive than most major metro transit systems. I would like to understand where all the current money is going because the service seems to have declined in the last 3 years since I have started riding daily. I would also like to see what the RR bond will cover vs. what fare changes would cover.	English	Title VI Outreach Online
302	I heard that BART is considering locking the emergency gates and hiring personnel to monitor BART exits to eliminate fare jumpers that are causing millions of lost revenue per year. BART could take a lesson from New York City where they installed seven foot high fare turnstiles on all subway stations to eliminate fare jumpers. This solution would be a one time cost and BART would probably recoup the cost in one year.  Neil W. Mendel 499 Archcove Court San Jose, CA, 95111 (408) 362-0550	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
303	It is absolutely ridiculous an institution like Bart is unable to properly budget and then threaten their customers with constant fare and parking hikes. Why not increase the rates of youth or seniors? Most people don't get a 2% inflation hike in their salary- why punish us? Bart never should have built the OAK airport extension. The bus only cost \$3.00 and was very efficient. My property taxes are going up again in part due to ANOTHER Bart bond measure. I already pay \$15.30 per day to ride Bart to work. That's \$3,672 a year. Not sure what my parking fee goes to. The lot always has trash and weeds and my car always has a new ding or scratch because the stalls are so tight. If ridership is supposedly down on the weekend, then reduce weekend trains and LAY OFF workers. Quit shutting down stations on the weekends and then wonder why ridership on the weekend is down. Instead of building more stations, Bart should focus on security and cleanliness for the sake of their paying customers. There always seems to be garbage and vomit in the stations or a homeless person sleeping in cars or a mentally disturbed person causing a scene – including my 73 yr old co-worker who was recently randomly kicked in the head by one of these people. Also, dependability is too much of a constant issue. Even yesterday it took me an extra 20 minutes in my 1.5hr commute because of a train being stalled in the tube. I seriously consider driving to work because of all this. Also, I don't believe all the propoganda put out by Bart on where my money goes and I will never forgive Bart for that strike.	English	Title VI Outreach Online
304	If you would enforce your own fare evasion rules,that alone would fill the budget gap and then some.	English	Title VI Outreach Online
305	Fare is already high, not in favor of fare increase.	English	Title VI Outreach Online
306	Yes, I have been riding BART for 18 years. They keep hiking up the prices, but the BART is always crowded. We need longer BART cars especially in the morning and evening from the Fremont to Richmond Line and to Fremont which now also serves Warm Springs.	English	Title VI Outreach Online
307	Fare increases should impact those with the most resources who can bear the incremental changes with less financial pain.	English	Title VI Outreach Online
308	Not really, seems fair and expected. A little sad to see my fare leave a nice round \$5.00	English	Title VI Outreach Online
309	You're asking people to pay more for a rapidly declining, less dependable, more crowded service all after we voted to give you more tax money. Y approving bond measures. How about making an incentive. Asked fare system where people pay more if they get to their destinations on time, don't have to miss trains because they're too crowded, or get to ride on trains with air circulation.	English	Title VI Outreach Online
310	Yes, it's not fair	English	Title VI Outreach Online
311	Bart constantly increasing the fare. The trains never run on time, the AC is broken and can get very hot. You guys allow homeless people on the Bart that DO NOT PAY FARE and the harass you. I feel like Bart should improve what they have now before increasing the fares	English	Title VI Outreach Online
312	2.7 is a reasonable amount	English	Title VI Outreach Online
313	I have no sympathy for BARTs shortfall after years of fiscal irresponsibility. The past rate hikes didn't solve in crease of shorter and shorter trains, causing over-crowding that is both uncomfortable and at times, dangerous. BART management was asleep at the wheel as a janitor lied and cheated his way to an annual \$260K a year. Makes me wonder what where else finances have been bled dry.	English	Title VI Outreach Online
314	Ok, sure, raise the fares if you need the money	English	Title VI Outreach Online
315	I've been riding the Bart for 25 years. I have seen the ridership population expand beyond the capacity of the commuter hour trains. So why wouldn't the predicted 2.7% increase be adequate ? My commute between Fruitvale station and Daly City station.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
316	No	English	Title VI Outreach Online
317	No	English	Title VI Outreach Online
318	Fare increase is long overdue: traveling on BART (when practical) is cheaper than any alternative. If fares doubled tomorrow, my BART use wouldn't change a bit and I'd still be saving compared to my other choices.	English	Title VI Outreach Online
319	Why does BART continue to have shortfall? It seems Bart uses this as a reason to increase the fare.	English	Title VI Outreach Online
320	How did you get into this budget shortfall? The fare is being increased to cover poor planning and you can get away with it because BART riders have no reasonable alternative. The thought of paying more for the current poor service is appalling.	English	Title VI Outreach Online
321	i disagree with the fare increase	English	Title VI Outreach Online
322	The paper ticket surcharge is not a good idea. People that take BART infrequently, including Bay Area visitors would not have the chance to obtain a Clipper card. It is price discrimination towards those that choose not to BUY a clipper card just to save money later. Additionally, visitors may not even need a Clipper card nor are they able to get one during their visit to the Bay Area. The price of discounted seniors, disabled and youth should not change. These are groups that cannot afford to pay the expensive BART tickets, but still need to get around. BART needs to find alternatives that do not directly impact the ability and capability of riders. For more impact, work on advertisements and companies that can afford to shell out the money. Improve your strategy for getting companies on board to advertise. There are hundreds of thousands of BART riders each day. Tell those companies this is how they can advertise to a growing Bay Area population. Be strategic in the long run and don't rely on annual fare raises, especially because people are already struggling to pay for BART tickets.	English	Title VI Outreach Online
323	have you looked into fare jumpers? i take the bart everyday and i see at least one fare jumper a day. by increasing the fares will that also increase the number of people who do not pay?	English	Title VI Outreach Online
324	While fare raises are tied to inflation, the cost of Bart does not equate with the quality of the service. Bart has not created enough goodwill or transparency to justify fare increases. Measure RR was passed and the intent of that bond was for infrastructure improvements. To ask for more money after the funds have not been spent would be poor fiscal planning. Bart fares should not be raised until the Board and Bart operations can show that it is prudent in its current funds.	English	Title VI Outreach Online
325	Yes, do not change the disable fare.	English	Title VI Outreach Online
326	I'm not necessarily opposed to this fare increase, but to say that it's "inflation-based" seems disingenuous to me. Inflation isn't anywhere near 2.7%.	English	Title VI Outreach Online
327	BART is already so expensive. For the quality of the service, it seems completely overpriced, especially when compared to metro service in other major cities in the US and worldwide. But I understand that whatever the reasons for its costliness are, there's a need to raise fares to fill the gap in the budget, so a very incremental way to do this seems like a good idea.	English	Title VI Outreach Online
328	The reason you have less ridership on weekends is because your fares are now more expensive then driving. You may raise fares to generate additional revenue but you will continue to lose riders except during work times. You may or may not cover your shortfalls but you will find more and more people will look for alternatives to BART when the fare increases no longer make the ride worthwhile.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
329	No	English	Title VI Outreach Online
330	BART is already very expensive compared to other train systems around the country. It is unreliable, breaks all the time, does not run 24x7, parking is expensive and keeps climbing. If you increase the cost of traveling into the city I will simply switch offices and commute to San Jose three times a week on my electric car instead once a week. 2.7% increase will save me 75% of my commute cost instead of 25%.	English	Title VI Outreach Online
331	Hi I'm a commuter- I take BART every workday from Union City to Oakland. I'd rather not see a fare increase but I understand that it takes resources to maintain the trains and stations. And I think it's great that BART has extended to Warm Springs and continues to do so in Brentwood in the future.  I support public transit but if there can be a way to do that without increasing fare, then that would be preferable.  Thank you!	English	Title VI Outreach Online
332	If you are going to increase parking fee, please take the time and study utilization first. For example, at West Dublin bart station there are at least 2 floors of reserved parking that never get filled up. It's frustrating to trying to utilize public transportation if you can't get a parking spot after 8am and there are rows and rows of empty spots that never fill up in the morning. If the reserved parking program is unsuccessful, it's time to reevaluate and assign these spots to daily parkers!!	English	Title VI Outreach Online
333	No do not raise the fares	English	Title VI Outreach Online
334	This completely unreal. Bart just received a bond for 3.5 Billion to do this work. Just another sign of how mismanaged Bart is. But at least the employees continue to receive extremely high wages for jobs that do not deserve that high of pay. And all I ever hear about is how no one does squat and laugh about how much money they make. I ride Bart everyday and I am disgusted at thought of this price increase.	English	Title VI Outreach Online
335	I believe that the Bay Area Rapid Transit organization can find other ways to increase extensive capital needs to meet BART demands. Continuing effort to ask the working class people of the San Francisco Bay Area to pay by fare increases for new rail cars, new automated train control systems and the like are a slap in the face to the people the BART system serves. Until BART system provides the tax paying public with working/clean escalators, elevators, and trains cars. I will boycott the system entirely.	English	Title VI Outreach Online
336	i don't feel any changes with the fare increases and the other additional funds that go into bart. the only change we had so far was the seats. cleanliness (or dirtiness) is the same, bart is still always delayed and equipment is still not functioning well, still the same schedule and number of trains when there is indeed a need to extend trains to avoid overcrowding. where do these funds go?	English	Title VI Outreach Online
337	I am totally against to that much increase in the fare. You can reduce your costs from other things, such as instead of paying \$270,000 to a janitor, reduce that persons salary or do not let him take advantage of your overtime payment systems. Basically, stop the corruption that is happening within BART itself and then talk about increasing the fees that much. Also, are you still give out free tickets to your employees? If so, think about giving them at least reduced fare. Some of your employees get free tickets from you and sell it to others, which is not fair!!! Also, do not provide life time free ticket whomever worked for BART for at least 5 years and left the company already. Did you think about that option as well? If not, please do it!	English	Title VI Outreach Online
338	Why not charge for bikes. There's so many of them occupying spaces for people even during commute times	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
339	Please don't increase the the fare, BART is already expensive and even parking is expensive. Instead please control costs. Also probably create more parking at stations like Fremont and Dublin/Pleasanton since people turn back (by 7.30 am parking is full) and leave due to no parking being available. You are losing revenue because of that.	English	Title VI Outreach Online
340	Have you considered discounts in the off-peak and weekends?  I like to idea of reducing the senior, disabled, and youth discount. I would also like to see the youth discount age changed to 18.  It would be great to have more real-time parking charges. One day during spring break, our family tried to take the train to the City around 9am at Fruitvale. The reserved parking had 2 levels of parking available and all unreserved parking was full. It looked like two cars/people were waiting in reserved spaces until 10am. More daily parking could have been made available.	English	Title VI Outreach Online
341	No, but do the fare increases really all go to capital improvements? I have concerns.	English	Title VI Outreach Online
342	No, BART needs to start living within their budget and not run like a for profit company. You need to stop coming to the tax payers to bail you out all the time. Live within your means like everyone else.	English	Title VI Outreach Online
343	You need to stop coming to the taxpayers & riders to bail you out of your fiscal mismanagement. You extended BART to areas who never paid for it, ignoring the promise to tax base who supported you from the beginning. You didn't force the new areas to pay a "buy-in" which left our infrastructure in poor shape. When it came to the unions, you didn't negotiate and pay them far more than comparable systems. You allow a janitor to hide in a closet; you put station agents in an empty station. To compensate for your mismanagement, charge an entrance and exit fee to those new stations not part of the original system. Charge them MORE for parking. Act like the non-profit you are supposed to be.	English	Title VI Outreach Online
344	I don't like it but I understand to a point. So many issues with the new cars that should have been figured out before they were even ordered. Increasing parking fees isn't fair until you work with other transit agencies to increase their runs to BART stations.	English	Title VI Outreach Online
345	Start charging bicycle riders to offset the cost of raising senior fares	English	Title VI Outreach Online
346	How will you make BART more affordable for low income folks?	English	Title VI Outreach Online
347	Everybody needs a raise. Hoping this raise was studied so it will not have too much impact on ridership's income. Bart should not just be one-sided when increasing their cost; Bart should consider the ridership's income too.	English	Title VI Outreach Online
348	I am against it. I ride BART for the last 6 years and noticed that fare increases happen quietly, without any announcements, on a regular bases. Rate increase for BART parking increased from \$1 (one dollar) 5 years ago to \$3 (three dollars) now. That is not 2.7% increase, this is 200% increase.  Improve your operations, not raise fares for your riders. That way I will go back to driving instead of taking BART	English	Title VI Outreach Online
349	Would like more information on how Bart is managing costs. Also I would prefer a simpler fare system. A clipper card discount rather than paper ticket premium would also be better marketing	English	Title VI Outreach Online
350	Bart is always breaking down....I'm disabled... it's hard trying to get in and out of the stations cause of the escalator not working.... the parking lots need maintance.... security needs to be better.... I've been ride bart in the early AM for over a year...I never see patrol from Pittsburgh into SF..... but fixing bart is the most important	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
351	sounds reasonable	English	Title VI Outreach Online
352	yes, I am appalled that BART is thinking of raising prices again! As a regular rider, (I ride 5 days a week and have for the last 8 years) I have not seen that BART is worth more money. The service from the employees is minimal at best, the stations are filthy, the bathrooms worse, the trains are crowded, the young people sit in the priority seating and refuse to yield to those in need, the elevators and escalators and cars are ALWAYS breaking down and parking is TOO HIGH!!!! Major frustrations! If you hadn't spent all the money given to you on bonus's for the big wigs and lazy employees (such as overtime for the janitor who would hide in his closet!) then maybe you wouldn't have a budget shortfall. Learn to economize and don't punish the riders more.	English	Title VI Outreach Online
353	You guys should fund it from other money that isn't ours. If people take Bart its because they cant afford to keep up with the cost of a car so Bart is what they turn to. So raising the fare will hurt many people.	English	Title VI Outreach Online
354	Although BART claims that the fare increase will not be used for "salaries, benefits or operating the system"; it is hard to believe considering all these other items will probably have budgetary shortfalls as well.	English	Title VI Outreach Online
355	Yes, the inflation-based fare increases should be implemented every 3 years rather than every 2 years.	English	Title VI Outreach Online
356	As a rider I will need to see real improvements in service frequency, decreased breakdowns and delays, and cleaner and better kept cars. I haven't seen any improvement in a long time - just the same delays, breakdowns, and limited frequency, especially at night.	English	Title VI Outreach Online
357	You guys suck. Bart fares are among the highest in the country on a per-mile basis . It is already very expensive for people traveling 30+ miles on Bart. With the ever rising home rentals and fewer cost-effective public transportation options, you are making life miserable in the Bay Area.	English	Title VI Outreach Online
358	bart needs to do a better job at managing their money and they have to stop increasing their fares. we do not get raises and therefore if the cost of the fares to get to work continue to increase, it will make it even harder to make ends meet.	English	Title VI Outreach Online
359	I am not against the planned fare increase if it means that BART will be cleaner, safer, and more reliable for me and every other BART rider whom are appreciative.	English	Title VI Outreach Online
360	I feel that the fares are already high. There are other areas Bart can cut. As a bart rider, I am willing to pay my way on bart, but I would like to ride on a train that is clean and smells decent. Also there are always homeless people sleeping on the train in the AM. The train does not have proper ventilation. There are a lot of people using paper cards and do not want to pay for the clippers cards. We never see bart police on the train or at the station. Please think of better ways to get the revenue and not always using the consumers.	English	Title VI Outreach Online
361	Reduce the discount to the seniors and youth fares and start realistically catch fare evaders then you would have a smaller bigger short fall.	English	Title VI Outreach Online
362	BART does a great job setting aside what would otherwise be operating revenue for capital needs.	English	Title VI Outreach Online
363	Bart should do transfers and passes like sound transit in Seattle does.	English	Title VI Outreach Online
364	Address fare evaders. Responsible riders should not have to make up the difference because BART CHOOSES not to go after riders who walk right out the gates without paying. In a 30 minute period as many as 50 people EXITING ONE STATION don't pay. In the long run more personnel to enforce and insure safety and revenue is a common sense solution.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
365	It seems like fares always increase and there isn't anything we can do about it. Other big cities like New York have one price for travel each way no matter how far you go. Traveling on Bart especially long distances is already very expensive. Living in the Bay Area is very expensive too. I would suggest bart take all of this and the needs of their customers into consideration before raising fees any more.	English	Title VI Outreach Online
366	Cracking down on fare evasion -- rather than increasing fares for those of us who always pay -- might help BART achieve equal or greater increase in fares.	English	Title VI Outreach Online
367	I think this kind of simple predictable scheme is good.	English	Title VI Outreach Online
368	A greater increase in parking fees could cover this while also encouraging use of public transit instead of discouraging BART use	English	Title VI Outreach Online
369	Please refocus BART resources on repairing tracks, getting enough train cars, maintaining the escalators and elevators rather than extended the system. Loyal riders are tired of being crammed into too few cars, being tossed around the train because the tracks are in poor repair, not having enough places to hold on and then having to climb up multiple levels of stairs because the escalators and/or elevators are not working. The station agents, train drivers/conductors and other employees are wonderful. Please bring the trains and tracks up to the high level of the employees excellence. Thank you	English	Title VI Outreach Online
370	BART is already one of the most expensive transit systems in the country. Why is it that much older systems around the world are better maintained and less expensive than BART?	English	Title VI Outreach Online
371	BART is outrageously expensive relative to comparable transit organizations. BART must introduce the following: (1) Monthly Passes - The WMATA system in DC, BART's sister system, has introduced monthly passes. <a href="https://www.wmata.com/fares/selectpass.cfm">https://www.wmata.com/fares/selectpass.cfm</a>  Additionally, Seattle's new Link train system offers monthly passes even though the system has the same fare structure as BART. There is no reason BART cannot have monthly passes. This must happen!  (2) The passes must be reasonably priced. NYC's monthly passes are going up to \$121 a month for unlimited bus and train use, which is at least 10x as comprehensive of a system in a comparably expensive city. BART's high costs contribute more to people driving in the Bay Area, as people avoid using transit due to the high cost.	English	Title VI Outreach Online
372	It's tough when the fare keeps creeping up. I ride transbay on a regular basis, and often an AC Transit bus to BART, then it really adds up. There is no discount riding a bus to BART, only when riding a bus after BART. I notice very often people leaving through the emergency exits. I see it at Embarcadero because that's where I get off but it most likely occurs at all stations. No one questions or stops them. Once I told the attendant about it and she said "there's nothing I can do about it. I just work here." I think if security was tightened on people riding for free you would have a lot of extra revenue. And the employees should care, take some responsibility! I'm sure they aren't all like this but "I just work here"... wow.	English	Title VI Outreach Online
373	Raising prices due to inflation makes sense to me	English	Title VI Outreach Online
374	There is never enough room on the trains; many times there is no air flow as well. How is it after all the increase in ridership there is not enough funds to increase number of train cars and maintenance.	English	Title VI Outreach Online
375	My perception is that the fare Increase will, either directly or indirectly, support the already high employee salaries while the fare payers (me) suffer from crowded trains, dirty stations and sometimes poor BART service.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
376	Please do not increase fares. I take Bart to work and the roundtrip cost more than my lunch. With parking fees, my cost is close to \$13 (x5 is \$65/week).	English	Title VI Outreach Online
377	BART should not be doing this. They have squandered all their money given to them by taxpayers and yet they still need more money. Shame on BART. If you decrease the fares, you may get more people to go on BART trains.	English	Title VI Outreach Online
378	Bart should cut back on the salaries of the rude people who interact with the public and spend their money on making sure the fare gates and escalators and elevators work. Why keep increasing worker salaries when they're already the highest paid transportation workforce in the country?	English	Title VI Outreach Online
379	The fare system is already complicated as is.	English	Title VI Outreach Online
380	No. 2.7% is low considering all the rail cars that is needed. The board should consider higher increases. We are in the Bay Area where there are a lot of money. If you look at all the people that rides BART to San Francisco, you know that they can afford an increase of 10% or more per year. They all make over \$200K.	English	Title VI Outreach Online
381	BART fares are already high compared to other metro systems. If you're going to raise fares, adjust the fare calculation scheme. Currently, long trips are much cheaper per mile than short trips, even though they cause more strain to the system, especially during peak hours. Also, parking fees (and the cap on parking fees) should be increased before base fares are increased. Currently lots fill up extremely early, meaning that parking is underpriced. Having market-based parking fees will raise more money and make it easier to find a free space.	English	Title VI Outreach Online
382	I think it's too much of an increase. Our wages don't go up 2.7%, so why should the bart fairs?	English	Title VI Outreach Online
383	This is a large price hike that can potentially affect the riders usage. In my personal opinion I will use bart less after the price hike. I only used bart because it was a cheaper alternative to driving and now that will no longer be the case.	English	Title VI Outreach Online
384	I'd like to better understand what the 5-10 year plan is for BART to start being a symbol of great public transit rather than just catching up.	English	Title VI Outreach Online
385	BART's capital projects are desperately in need of acceleration. I will gladly pay more to help that happen, but I want to see results.	English	Title VI Outreach Online
386	Yes-unfair and unnecessary until you streamline, and reduce your overall expenses for salaries and bonuses If I performed at the level BART does I would have not received a salary increase and never a budget In fact I'd be fire Your service is so unreliable and continues to get worse each week. We the riders just have to put up with it and get nothing in return. If you would run efficient service, clean trains, clean stations with no homeless..yes this am at Pittsburg 7 homeless scattered around sleeping and one being taken off in an ambulance This is early I admit but at 5 am you should have the station clean and clear. Then there is the stupidity of removing sets really? When is the last time you rode from Montgomery to Orinda before getting a seat on a packed train. Manage the money you have better, don't increase fares and fire the board and Sr management, manage overtime and where the hell are the Bart police and don't expand service until you can mange the current infrastructure which obviously is a long way off considering the track record. I've ridden BART for 9 years and it has decline in every aspect each year and yet I pay more and for what?	English	Title VI Outreach Online
387	Implement a "Select Pass" type monthly pass for Clipper Users who regularly ride BART during a 30-day period.	English	Title VI Outreach Online
388	yes	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
389	<p>I'm fumed that BART would propose reducing the discount for seniors, people with disabilities, and youth. These groups of people are continually pushed out of the Bay Area due to the lack of affordability in this area. Place that difference on high-income earners, like me as a tech folk.</p> <p>I agree with the surcharge for Clipper cards so long as they are accessible to seniors, people with disabilities, and youth.</p> <p>I'm happy that the discount for youth riders goes up through age 18, again because people who grow up in the Bay Area deserve precedence.</p> <p>If the 2.7% increase will make my morning commute less of a Hell and get those beautiful new cars on the tracks sooner I'll happily take it.</p>	English	Title VI Outreach Online
390	<p>Riders who don't frequently use Bart shouldn't be penalized. What's wrong with 10 cents?</p> <p>Since I ride during commute hours, I tend not to see too many seniors or disabled...again why penalize those who are often on a fixed income.</p> <p>Increasing parking two dollars is too much of a jump. Try \$1. However parking structures (Colma for example) have way too many pigeons who crap on cars...why would I want to pay more money! I may as well UBER or LYFT.</p> <p>Bart is always advertising how ridership is up...so where's that money going? Try reducing salaries and bonuses for top level executives.</p>	English	Title VI Outreach Online
391	BART is already expensive enough as it is. It's gonna be hard to be able to afford it when the fare increases again.	English	Title VI Outreach Online
392	Bart should look into personnel reduction to save money instead of surcharge on paper tickets and fare increase.	English	Title VI Outreach Online
393	But money never seems to go to where it's supposed to go.	English	Title VI Outreach Online
394	This change is unfair and is not reflective of the service provided by BART. Seeing as how this money will be coming mostly from a growing lower class as tech companies continue to busy streets with uber's and exclusive buses, this money should be coming from San Francisco's upper tier tech companies.	English	Title VI Outreach Online
395	With recent approval for bonds and increases in fares and parking, there has yet to be any noticeable upgrades in the system. There are still mechanical delays every day, during rush hours in the a.m. and p.m., people are packed like sardines going in and out of S.F. No more increases.	English	Title VI Outreach Online
396	<p>Instead of raising fares, maybe start cutting expenses. I am not sure who the unions received additional raises if BART cannot meet current expenses.</p> <p>How is the capital improvement bonds not enough?</p>	English	Title VI Outreach Online
397	Don't increase the fare	English	Title VI Outreach Online
398	I have serious concerns about whether BART can scale to meet current (and projected future) demand. The new Warm Springs station has shifted scheduled on the Dublin Pleasanton line, increasing my commute time by over 30%. I'm not sure where the money has gone in the last 40 years, but it hasn't been successful towards sustaining the system. Any increase in ANY channel (fares, parking, taxes) needs to be applied to sustainability first, and operating costs second. Every effort needs to be made to reduce operating costs.	English	Title VI Outreach Online
399	BART is becoming too expensive! I may have to discontinue using BART as it is no longer affordable.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
400	As long as the money will be used for improvements, I think it is a reasonable increase. Perhaps every two years is a bit much. I suggest every 3-5 years.	English	Title VI Outreach Online
401	Regular fare increases are reasonable and predictable.	English	Title VI Outreach Online
402	Adding fees for BART users will reduce ridership. Implementing rush hour pricing similar to WMATA's system seems like the only approach that makes sense if you're going charge BART riders more. It's tough for people on fixed schedules but it might help spread out riders so at least rush hour people may get a better ride for their \$.	English	Title VI Outreach Online
403	Have the fares based similar to the WMATA, BART's sister subway system, via on-peak and off-peak fares. Peak fares would be a bit more expensive whereas off-peak fares would be at the scheduled rate.  The surcharge would be bad unless the current ticket machines are updated where they can dispense Clipper Cards similar to the Ventra Card system in Chicago.	English	Title VI Outreach Online
404	Fare increase comments:  Reducing fares for seniors and people with disabilities is a good plan.  I would also like to see more services to Martinez and Alameda. While it is not likely, these areas need additional access for BART. There is almost no service in the Martinez area available on weekends even by bus.	English	Title VI Outreach Online
405	I would like the fare increase not to happen if possible. I think funds for your capital needs should come from other sources.	English	Title VI Outreach Online
406	We can not have another fare increase. Our salary increase can not keep up with the cost of living increase. Please look for other ways to generate revenue, or reach out to people to understand why they are not taking BART to work.	English	Title VI Outreach Online
407	I'm absolutely in full support of a rate increase on anything other than tickets for the elderly or handicapped. Our system is in desperate need of continuing maintenance.	English	Title VI Outreach Online
408	I am opposed to this fare increase because as a college student who has a disability who also depends on BART to get to school in San Jose, it would be burdensome.	English	Title VI Outreach Online
409	I'm pleased to learn that this proposed fare increase would not be applied towards salary increases for your grossly over-compensated staff -- or else I would most definitely be against it.	English	Title VI Outreach Online
410	Your service is despicable - hardly warranting the current fare prices, let alone an increased fare. Trains are often breaking down, don't have air conditioning and are crammed full during commuting hours. Add pregnancy into the mix and my commute is one that I have dreaded before, but even more so. What is most frustrating is that voters actually agreed to pay taxes to help improve BART services, while the past and present show irresponsible use of funds.	English	Title VI Outreach Online
411	Bart fare is already a lot and doesn't need to be increased.	English	Title VI Outreach Online
412	I think the disability discount should be decreased (rates should be increased). The disability discount assumes all people with a disability are poor. This is a misguided assumption. While a disproportionate number of the disability community might live below poverty line, many people with disabilities do quite well, myself included, and those doing well should not get a discount.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
413	<p>Right now, BART schedules line up badly with Caltrain. I wonder if co-ordinating schedules more closely would bring more riders. I understand that the budget shortfall I'd mostly due to a decrease in off-peak (rather than rush hour) ridership, but I think that bringing in more rush hour riders would not only increase riders during those hours, but make people more used to including BART in all of their transportation plans, including irregular ones during the weekends.</p> <p>For example, I need to get to Balboa Park by 8:30. The latest BART train I could take is the 8:01 out of Millbrae. However, the only Caltrain into Millbrae around that time arrives at 8:03. It's not like this helps people make the opposite transfer to me - nobody's taking Bart SF-Millbrae and then Caltrain Millbrae-SF. Thus, I would have to take a 7:04 Caltrain instead. This significantly impacts not only my ability to use BART and Caltrain, but my overall opinion of the systems.</p> <p>I think most of the burden for this issue lies with Caltrain. Still, I'm sure BART could take action to help improve these transfers and enable people like me to actually use the systems effectively.</p>	English	Title VI Outreach Online
414	Services are poor-escalator or elevators are also broken. Delays often specially when it's raining. There are no BART ON NORTH BAY-- NEED BART FROM RICHMOND TO SACRAMENTO WILL EASE TRAFFIC AND ACCIDENTS ON HWY 80	English	Title VI Outreach Online
415	Bart provides a terrible quality of service, with terrible uptime and reliability. You've raised taxes through initiatives and still done nothing. Prove that you will actually do something with my money before you demand more.	English	Title VI Outreach Online
416	Considering the high taxes we pay and the amount we pay for tickets and parking and the filthy stations and cars, it would be nice if you looked at saving money internally. Paying wages for Warm Springs before it opened was an extreme waste of money.	English	Title VI Outreach Online
417	It's very hard hear that fares might be raised just after voting for a bond measure. I take Bart daily and almost everyday I struggle to fit into a train to get home, I spend 50% of my ride home each day so uncomfortable on the trains, sweating, packed like a sardine next to other riders. It's really hard to stomach paying more out of my pocket to endure the same uncomfortable conditions. I have lived on a Bart line for almost 30 years and it's become so unbearable on some days that I think about leaving. Leaving a place I've lived for my entire life because public transportation is so bad. I hope that Bart will improve someday soon, because it seems that things have gone so downhill that it will just get worse before better. If this fare increases is inevitable I hope that riders see some improvements, we need BART just as much as BART needs us.	English	Title VI Outreach Online
418	<p>Another Bart fare increase would eventually mean that riders will be changing their transportation options and select driving as their form of transportation.</p> <p>Every year, we pay more and more towards Bart's budget but have yet to reap the benefits. Escalators and elevators are out of service more than half the week and train malfunctions are becoming more and more frequent.</p> <p>There are always a plethora of promises when it comes to Bart. New stations (its been 20 years and the City of Hercules is still waiting), more trains, cleaner stations. All empty promises. Where is this money going?</p> <p>I as well as most of the Bart community am strongly against any type of fare increase until we see better money management and accountability from Bart.</p>	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
419	Makes sense	English	Title VI Outreach Online
420	It's fair as long as BART works to improve cleanliness of stations and to bring new trains on-line sooner rather than later.	English	Title VI Outreach Online
421	It would be great to fare dollars to repair escalators that are always broken (like Embarcadero station).	English	Title VI Outreach Online
422	Feel like you could cut costs elsewhere before raising fares--try to reduce unpaid ridership, cut back on overly elaborate station renovations [such as Downtown Berkeley's] and reduce labor costs such as overtime fraud.	English	Title VI Outreach Online
423	sucks, but absent more tax revenue it's a necessary evil. There should be more governmental/public support for BART.	English	Title VI Outreach Online
424	The Bart fares go up every year. We don't see much of improvement on BART except new BART station in South Bay which doesn't benefit commuters who live in West Contra Costa County along HWY 80 corridor. BART should expend to Hercules and beyond!! The planned fare increase should be used to decrease traffic congestion along HWY80 by expending BART to Hercules!!	English	Title VI Outreach Online
425	bart has deferred service/maintenance for so long, its too little too late	English	Title VI Outreach Online
426	There should be special discounts for students, seniors on a fixed income.	English	Title VI Outreach Online
427	No	English	Title VI Outreach Online
428	Yes, I do have comments about this fare increase. I will no longer pay my fare-share. I see far too many folks using the elevators and emergency gates (even those immediately by the station attendants) to not pay their fare-share. Why should I pay when I witness during my five minutes at two stations numerous people (ten to thirty depending on the time on weekdays) not paying? Or is it some sort of right or entitlement that I have not been informed of by BART? I choose the latter explanation and therefore I am inclined to no longer pay my fare. Thank you. That's a load off.	English	Title VI Outreach Online
429	My job does not increase my pay for such an increase	English	Title VI Outreach Online
430	BART just received a GIANT bond for addressing capital needs. Therefore, any fare increases should be used ONLY to offset other budget needs. It does not make any sense that after approving \$3.5 billion in bonds for capital expenses that you would also need to raise fares to fund capital expenses. Something is WRONG.	English	Title VI Outreach Online
431	It is expected.	English	Title VI Outreach Online
432	Fare increases should weigh less on daily commuters and more on one-off riders, such as visitors.	English	Title VI Outreach Online
433	Get rid of the lazy SEIU employees, all they do is sit around and get the big money for no work	English	Title VI Outreach Online
434	yes	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
435	Well, it's not ideal. I'm not getting raises but everything costs more money. But BART is important so I'll pay my fair share. What makes me the most angry is how many people I see riding BART daily who do not pay. I'm amazed at how many people go through the turnstiles every day without paying. Mostly because no BART employee or police are around, but also even if they are around. A good example, I'm a daily rider to and from el Cerrito Del Norte. There is always at least one station agent, sometimes as many as three. Yet people breeze right through the emergency exit at the opposite end and I've never seen a station agent look twice or even seem to care. It's extremely frustrating to know I'm spending hundreds of dollars a month to pay for BART, yet many, many people are permitted to ride free because BART clearly doesn't care, or refuses to implement basic measures to stop fare cheats.	English	Title VI Outreach Online
436	I voted for the BART tax in November 2016 and now you want to raise fares? I'm fortunate that I can work from home one day a week, but for those who must commute every day, to increase parking to \$5 from \$3 amounts to a \$500 pay deduction JUST TO GET TO WORK? Are you nuts? Figure out how to bolster infrastructure better! I've lived in the Bay Area for 5 years, and my parking has gone from \$1 to \$3 already, and I am privileged that I can absorb that amount, but you are penalizing those who have to take BART. This is disgusting to me. I had hoped that the tax for which I voted in November (which was supposed to pay for the items you indicate above) would help to improve BART but every damn day there are delays. This sucks and now you want us to pay more? Get the state of California to pay for it. This is absolutely disheartening and a reflection of poor management. Get new people in charge.	English	Title VI Outreach Online
437	It feels absurd to raise fares when the quality of of train cleanliness and the fact that they've been over crowded for years it's still a major concern. Also what about measure RR's 3.5 billion??	English	Title VI Outreach Online
438	Flat out ridiculous that you are coming to the riders, hat in hand, after asking the voters for \$billions more this past fall. Here's a suggestion, take an honest look at the decisions you make and the people you have managing your system. As it stands now, BART can't keep their trains and stations at a basic level of cleanliness, run enough trains during peak hours and manage capital projects effectively. For my commute to downtown Oakland, BART is barely worth it for me. If at some point, I'm given a parking card for my building, I'll be done with BART. It is so aggravating to give money to system that is on one hand very expensive for its riders and delivers such a poor product.	English	Title VI Outreach Online
439	Need to remain affordable particularly for vulnerable populations	English	Title VI Outreach Online
440	I think there are other, better methods than an across-the-board fare increase to address the budget shortfall. For example, BART could introduce a surcharge on paper tickets (offloading costs to tourists and some occasional riders), institute dynamic pricing during peak hours (it costs more if you want to ride between 7-9 and 5-7), and offer up BART train cars to advertisers for wrap promotions.	English	Title VI Outreach Online
441	BART will become unaffordable to me if the cost continues to increase. I will seriously consider other types of public transportation! BART should focus on ensuring ALL passengers pay for their ride. At El Cerrito Del Norte station, I constantly see people walk out of the side gate. There is rarely anyone there to enforce this. So people constantly get free rides.	English	Title VI Outreach Online
442	Yes	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
443	<p>I really think that is unfair that BART continues to raise fares and nickel and dime their costumers. I understand that BART has cost and maintenance , but over the past 10 years, Bart took advantage of raising fair when it wasn't needed, and now hat its needed they consistently have their hands out.</p> <p>We are already paying for parking ( which is not part of out daily fair), and on top of that , we just approved a property tax that BART receives.</p> <p>When is Bart going to start to take responsibility?? If this continues to happen, I think that you will see a drop in ridership and more people in their cars. Bart is a great service, and I value what the y bring to the Bay Area, but enough is enough.</p>	English	Title VI Outreach Online
444	While you say off-peak ridership is down, isn't on-peak up by quite a bit? Meanwhile you're not maintaining stations, you've closed bathrooms, and you're shutting down escalators. How can you possibly have a budget shortfall?	English	Title VI Outreach Online
445	Reasonable and expected.	English	Title VI Outreach Online
446	Yes.	English	Title VI Outreach Online
447	you got the bond approved in the last election....you have more than enough money! put that toward upgrades to the system instead of employee benefits which are so over the top!	English	Title VI Outreach Online
448	Bart is already financially an equal proposition lto driving. With gas prices fairly low and steady, and gas mileage of cars getting more efficient, and not to mention options for safer-carpooling are more readily available via smartphone apps, I do not see how this makes sense. Push legislation to tap into taxing drivers to pay for public transportation. Why does it feel like an "aging infrastructure and need to replace the train cars" is the surprise of the century?!Measure RR passed and yes it is for other expenses vs this proposed fare increase, but come on!Please, please please offer a different and up to date pricing model. Maybe a tiered pricing option that offers unlimited monthly rides? Many Bart riders I think find the fixed cost of public transportation convenient-- raising prices will have people revisit their transportation alternatives. The current payment model is as outdated as the the infrastructure. Spend some time, money, and effort into a revamped fare model that caters to the current and future state of Bay Area Bart riders. Thank you.	English	Title VI Outreach Online
449	Taking a Bart is already too expensive. If the fares are going to be increased, consumers can not effort it. The Bart has not provided the quality services to the passengers. All the cars of the bart are dirty. The clerks in the booths are impatient and temperamental. Also the trains are often delayed. If taking the Bart is more expensive than driving a car, people may choose to driving rather than taking the Bart. Increase to Bart fare is discouraging people to take Bart.	English	Title VI Outreach Online
450	This fare increase purpose duplicates the \$3.5B bond measure passed recently by voters. And it appears to duplicate the public transit funding which BART will receive in the recent "road repair bill" . That bond measure and legislation are specifically for capital improvements. BART should therefore cancel these every-two-year fare increases. BART does have a time-of-day/day-of-week capacity issue. And it has an affordability issue, as it charges about the highest fares in the nation for light-rail service. It should address these issues through measures which Washington D.C. Metro uses: monthly passes and discount fares for daily off-peak and weekend ridership, in order to incent riders to these periods when BART has ample capacity.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
451	I do not consider 2.7% a small inflation-based fare increase. BART has been promising new trains for years, I have yet to see a new BART train in service. I think BART should maintain the system that is in place instead of extending service for instance to Warm Springs.	English	Title VI Outreach Online
452	I would be in agreement if there was more control with riders who freely ride with no payment. We who pay get caught and fined, as I have witnessed. Unfair who occupy more space for sleeping/riding as the homeless. Also there are lots of beggars hustling for money. Performers who play loud music and dance and collect donations. We need more control in making Bart more inviting to ride.	English	Title VI Outreach Online
453	Please leave our Seniors alone!!	English	Title VI Outreach Online
454	Yes, if you're going to keep increasing fares you better make sure it's more reliable and no more strike threats.	English	Title VI Outreach Online
455	Provide flat rate monthly passes. Encourage a "bring a friend on BART" campaign to increase ridership. Sell more corporate advertising space on trains.	English	Title VI Outreach Online
456	No issues with the planned fare increase, but BART service must improve. You need to run more trains during rush hour. I think it's ridiculous to wait 15 mins for a train during rush hour. The trains are over crowded and it's a safety issue. We also need more police on trains.	English	Title VI Outreach Online
457	Every year BART has an increase in fares and parking, and you say its due to decreased ridership. I ride BART Monday - Friday and I do not see a decrease. Trains are still crowded and the parking lots are full. Trains are having issues daily the cause delays to the riders, or forced to find alternate transportation to their destinations. Where is the increased money going? I see new trains, but that's not impressive. You made space for bikes, and to jam more people in, but there isn't always a strap for people to hold on to so they don't fall when the train is moving. Also, my station's (El Cerrito Del Norte) parking lot elevators were down for 2 weeks, and was never listed on the website. It has also been down randomly quite frequently, leaving people who may be disabled to walk up flights of stairs.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
458	<p>I am absolutely opposed to further rate increases. In the last two or three years, parking rates have increased several times, while the stations continue to deteriorate, leading commuters to wonder where the money is actually going. For example, the Richmond BART station is one of the highest crime stations, with vehicles – mine included - broken into on a routine basis (over \$2,000 worth of damage on a car I had not even made the first payment for!) Trash, urine, excrement (human, animal and bird) make the stations unbearable. Additionally, I've called BART on numerous occasions regarding inadequate lighting in the del Norte parking garage. To date, probably 40% of the lights are STILL out, with some areas COMPLETELY dark at night. Needless to say, this poses a serious safety hazard, as lack of lighting leaves countless areas for someone to lie-in-wait for any unsuspecting or distracted person.</p> <p>To increase rates and/or parking fees AGAIN is not fair to the tens of thousands of riders who deal with packed trains, delays, soiled seats and floors, trains being taken out of service because a door doesn't operate correctly, and the myriad other issues the system has, on a daily basis. Again, in the last two or three years, rates for rider fares and/or parking have increased several times. Yet, nothing has benefitted the riders. For BART to say that part of the reason for proposing ANOTHER increase being attributed to lower weekend ridership is not convincing, especially given the fact that, as a daily weekday passenger, I ride in and witness cars that are generally so packed that the operators announce over the PA system that "There's another train a few minutes behind this one." There have also been numerous times wherein I will just wait for another train, rather than trying to squeeze on the one that is off-boarding and on-boarding.</p> <p>I humbly implore BART and its administration to explore other options. As soon as people such as myself receive an increase in pay on the job, that increase is quickly swallowed up by fare hikes.</p>	English	Title VI Outreach Online
459	bart fares and parking costs have steadily increased while service and delay are worse and worse daily. For those of us who have no alternatives for our daily commute, we are essentially held hostage by consistently HORRIBLE service.	English	Title VI Outreach Online
460	Please keep the discounted senior tickets- there are many low income seniors in the Bay Area who do not see increases in their fixed income that are commensurate with the rising costs of living here. BART is essential to preserve seniors' independence and dignity.	English	Title VI Outreach Online
461	I thought a bond passed to fund capital improvements? If it didn't I would be ok with small increases. I oppose any increases going towards labor union and retirement benefits though.	English	Title VI Outreach Online
462	Voters just approved a tax increase for BART in November. Now it wants more. BART should not be asking taxpayers or users for more money until it gets its fiscal house in order. Specifically, cut costs for salaries, pensions, benefits and overtime.	English	Title VI Outreach Online
463	As a daily BART rider who has to deal with jam packed cars and standing for my entire ride, I find it hard to believe that ridership is down. I've been riding BART for over 20 years and it has never been this crowded. How about making sure all riders actually pay their fares. Every day I see fare evaders at 16th street and Civic Center walk through the emergency exits with impunity.	English	Title VI Outreach Online
464	Yes, I already pay \$4.45 o/w from El Cerrito Del Norte BART to SF!!My r/t fare is almost \$9.00, \$45.00 for 1 Week!!	English	Title VI Outreach Online
465	Although 2.7% is a small number, the fares are no bargain to begin with, so an additional 2.7% becomes more significant. And, once I consider the cost of transporting family members, it becomes far cheaper to drive. Why not discount fares on off hours, or weekends?	English	Title VI Outreach Online
466	Dislike	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
467	Yes. Require Bart directors to take Bart and not be chaeuffered. Run more trains more frequently during commute hours. Waiting 15 minutes during commute hours is unconscionable. Prohibit Bart workers from being able to strike. Pay salaries that are commensurate for work performed. Unskilled jobs should not earn 6 figure annual salaries.	English	Title VI Outreach Online
468	Do not cut the senior discount from 62% to 50%! That's like taking away medicare when you have been looking forward to it for many years as their 65th birthday approaches. Instead, I suggest you take a hard look at some of the insane employee benefits offered at BART. For instance the very small amount employees are asked to contribute to their on healthcare and free ridership for not only employees, but their families! Margaret Schmitz, longtime BART rider	English	Title VI Outreach Online
469	Quit jacking up fares!	English	Title VI Outreach Online
470	Yes. It's unfair because you already got money from the bond measure.	English	Title VI Outreach Online
471	The way current dirty Bart is run it does not require a raise in any thing for this year or next till issues are resolved like cleanliness, getting rid of smelly bumbs riding Bart and plan to reduce ticket prices and put more trains to reduce traffic	English	Title VI Outreach Online
472	U shouldn't charge us more just because you guys decided to upgrade certain parts of bart . The bart fare is already high enough; people have troubles paying .	English	Title VI Outreach Online
473	I don't mind the increase but service needs to improve. Trains are always breaking down. Restrooms are filthy and there are homeless people all over bart sleeping and occupying seats.	English	Title VI Outreach Online
474	i will probably start driving to work when that happens.	English	Title VI Outreach Online
475	You people are terrible. The service is consistently lackluster and you continue to raise prices with no benefit to the riders. I am against this.	English	Title VI Outreach Online
476	It seems as though there's a fare increase almost every year but I haven't seen any improvement to back up the fare increases. It seems as though all monies are directed to the employees and higher ups. None go towards the passengers. There seems to be a constant delay, equipment problems, and/or power surges every other day. Let's not forget the homeless people on Bart. Bart security should be taking them out at the end of the line every time. That's a health issue. There were also reports suggesting rider decrease but I don't see that as we're still packed like sardines. There is also reports suggesting rider increase to increase the parking fines. So, which is it?	English	Title VI Outreach Online
477	Start by enforcing existing fares. Fare evasion is rampant. I'd estimate that at least 5% of riders exiting the fare gates at Pittsburg Bay Point station do not pay. I see them every single day and am often one of the people they run into as they dash through the fare gates behind me. There is absolutely zero enforcement against this.  Take an example from SF Muni, which stations officers inside fare gates during commute times to check for paid fares.	English	Title VI Outreach Online
478	Couple years back you raised parking fees and bart fare's know you want to do it again parking was\$1.50 now \$ 3.00 bart is still crowded homeless all the time on train cold trains the money machine don't work in pittsburgh train station can't even get that fixed	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
479	Are you serious? Instead of lowering the discount for the elderly & people with disabilities, you should cut out the FREEBIES for your employees & their dependents!!! The parking is already EXPENSIVE & very hard to find if one is not at your parking by the crack of dawn. On top of that, many people don't even pay (at least at the Bay Point Station), they just pay the fare & get on the BART as they know that no one checks & they rather pay the fine (if they get caught - unlikely). You should conduct parking audits to realize how much money you are losing & if you recoup this money it will probably give you the amount necessary vs. increasing fares. In addition, the stations are filthy as your custodians are doing a horrible job. I get off at the 12th St./City Center station in Oakland. Since the escalator has been broken for the past month, I've taken the 11th St. exit stairs & the SAME CRACKERS have been on the stairs since the escalator broke. Unbelievable that you are paying a custodian WHO DOESN'T DO HIS JOB a good salary (plus OT - I'm sure) & you are asking for more money!! It's ridiculous. Spend BART \$\$ as your own - with prudence & austerity.	English	Title VI Outreach Online
480	Instead of raising parking, start by citing fare evaders, people eating on trains, smoking in non-designated area, and bicyclists on escalators. You could also patrol the cars more frequently especially in the morning when the homeless are riding, as they are making a mess which I'm sure costs more to keep cleaning up after them. The fare increases will only drive people away from Bart and onto the freeways. You should also look at cutting labor costs. It's ridiculous that Bart workers received a bonus for ridership going up, but now suddenly ridership is down when no bonus is available.	English	Title VI Outreach Online
481	I am fairly new to the Bay Area but I believe that BART is one of the best transit systems I've encountered. An annual increase of 2.7% seems reasonable. However, I ride BART every day from Pittsburg/Bay Point to Oakland (at least) and that 2.7% can impact my wallet substantially. I am a student and transportation costs are, by far, a big portion of the meager income that I have while in school. I have no problem paying my fair share but maybe there is a way to increase fares along the most heavily trafficked routes and decrease them for others?	English	Title VI Outreach Online
482	I think it's ok. BART is a necessary means of transportation for the Bay Area.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
483	<p>Sure do. I am so tired of you taking your lack of management out on the riders, and holding the Bay Area hostage. Do you know that in New York, it would cost me 3.00 to take a trip that costs me more than twice that much here? Do you know that I am currently spending almost 20.00 a day to get to work and back. A DAMN DAY! And you have the audacity to whine at me about how you cant afford to operate? How is it that other cities manage it? And for the pleasure of this FARE INCREASE? What will you do? TAKE SEATS OUT OF THE CARS!! Let me tell you something. When people line up shoulder to shoulder at Pittsburg Bay Point at 6:00 am, they all want ONE THING!! A DAMN SEAT! And you think you're so smart taking seats OUT of the cars, and fricking pretending it's for US? It's not for us. It's for YOU, so you can make more damn money off the same cars, once again at our expense. You are taking 100.00 a week out of my pocket, and you want to tell me you cant manage basic operations? The problem is INTERNAL. It's not OUR fault!! If there were another way to get to work without driving, I would take it. As soon as there is, whatever that may be, I will take it. I am disgusted by the existing fares. THERE IS NO WAY YOU DESERVE MORE, just so I can deal with the same PATHETIC parking (I have to be up at 5:20 am so I can get a parking spot, and I dont have to be to work until 9 am!), the same overcrowded stations, the same escalators that work about 75% of the time....the same crap. And you deserve MORE for that? NO. You dont. You need to learn to manage your damn money and stop taking it out on the Bay Area. We are pretty tired of it.</p>	English	Title VI Outreach Online
484	<p>Fare Increase for what..? This is the lie I was told by one BART's Customer Service Reps about the new trains about the filth and crowding...!</p> <p>"In addition, to address crowding and the increase number of seats in the fleet, BART has set a goal to obtain funding to increase the number of cars purchased from 669 currently to 1,081 train cars in the future. This would increase the number of seats in the fleet by about 49%. We appreciate your patience until the new trains arrive.</p> <p>We do a top to bottom scrubbing and sanitization of our cars. This work is getting done every night of the year at our yards. To give you an idea of how thorough of a job we do - it takes a crew of two people one 8 hour shift to do a top to bottom cleaning of one car. We own 669 cars so the cycle for one car is about every 120 days. This isn't to say cars only get sanitized every 120 days. At the end of every single run, an employee walks the length of the train and picks up garbage. If they spot something that needs a wash, then the car is pulled and we sanitize it and take care of the mess."</p>	English	Title VI Outreach Online
485	Capital improvements are much needed. I support the proposed increases.	English	Title VI Outreach Online
486	I think this is reasonable. I have no problem with a fare increase to address capital improvements. I do not think that it would be unreasonable for an inflation-based fare increase to be used for operational issues like worker salary increases.	English	Title VI Outreach Online
487	No, fare increase! Riders deal with poor on time service 2 out 5 days weekly.	English	Title VI Outreach Online
488	BART receives revenues from other sources such as measure 'RR which I, as a property owner not renter, pay along with other bond measures that have been passed to fund BART. I understand the need for fare increases but BART has to be more fiscally responsible and transparent to the public. Trains should not be 40 years old nor should the infrastructure of the system that is failing with increasing frequency. Long term planning and budgeting must balance the needs of BART with the needs of its ridership.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
489	I hate it!	English	Title VI Outreach Online
490	Bart increasing fares is like the government taking more taxes then doing nothing with the money. Didn't we just do that to give Bart more money? When will people begin to realize that your problems aren't related to money, that your broken trains & facilities are due to incompetence?	English	Title VI Outreach Online
491	I have watched BART misuse funds over the last 20 years yet I still ride. What can I say? I must comply. I have no other choices unless Richmond brings back the ferry.	English	Title VI Outreach Online
492	A fare increase should guarantee the BART riders to have dependable, safe, clean rides to their destinations. BART should provide their riders with more security and people who actually do their jobs as BART employees. I do not understand why the rate is increasing when our ticket prices go towards employees who are abusing the system and getting paid for work they are not doing at all, or in a timely manner. Especially regarding the employee from the Powell Bart Station who was clocking in hours for time he spent in the break room, not working. As a BART rider Monday through Friday for work, I will be forced to pay these increased rates, but I expect to have a great deal of growth and production from BART's side to justify the change.	English	Title VI Outreach Online
493	Increasing parking fees is fine; making the disabled/elderly pay more is not.	English	Title VI Outreach Online
494	Didn't we just pass RR a couple of months ago? Why didn't the topic of an additional fare increase come up then? It's no wonder that ridership is decreasing. People are frustrated and this fare increase seems to be ill-timed. Maybe I'll support after the next labor negotiation and I can be convinced that the operating budget is getting under control.	English	Title VI Outreach Online
495	Frankly something is wrong when some of those inflationary pressures like compensation aren't captured in fare increases. Feels like a gimmick masking real cost pressures for Bart.	English	Title VI Outreach Online
496	There must be a system put in place for a monthly pass. There is absolutely no reason why a monthly pass would not help offset a lot of these low ridership issues on weekends / holidays. Many other major metropolitan areas use monthly pass systems, including Boston, and it works well.	English	Title VI Outreach Online
497	I believe that the money will be moved from capital needs to operations even though they say it will not. BART lies and moves money around all of the time and are highly untrustworthy	English	Title VI Outreach Online
498	If this fare increase does go into effect, does this mean that bart will become a transportation system that is moderately respectable? Because currently it cannot keep trains in service, maintain a decent temperature in the trains that do work, or get you anywhere on time.	English	Title VI Outreach Online
499	BART is a great system, and as a regular rider, I support a moderate fare increase; however, I ask that BART takes steps to address fare evasion at its stations beyond downtown San Francisco. The two elevators at El Cerrito del Norte, which are beyond the fare gates, are hemorrhaging money / revenue all day long. Take a look.	English	Title VI Outreach Online
500	Yes. I think it is unfair. I take Bart everyday Monday through Saturday and Sometimes Sunday. The service is terrible,m delays everyday. Bart police action at least twice a month at several Bart stations.	English	Title VI Outreach Online
501	Sounds like a standard thing... I don't love it, but it makes sense.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
502	<p>Unless the fare increase is going to fund a BART extension up the I-80 corridor to Hercules, NO MORE INCREASES!!! You need to MAKE SOME CHANGES INTERNALLY AND STOP PAYING YOUR EMPLOYEES SO MUCH!! A fare increase will change nothing...plus --- DIDN'T YOU JUST GET A MULTI-BILLION DOLLAR BOND? Use it to FIX THE INFRASTRUCTURE. I own a home and my property taxes go up every year because of BART!</p> <p>We, the riders, are incredibly sick and tired of the weekly delays!!</p> <p>Recoup your losses from fare evaders - etc.</p> <p>Do not make your customers pay for it!</p>	English	Title VI Outreach Online
503	Fine. But it better have a lot of it going towards repairing/upgrading the infrastructure of the BART railway system!! And it better have outside oversight of this process!	English	Title VI Outreach Online
504	BART already charges too much for fares and parking fees. Even a small 2.7% increase added up over time is a lot of money and can cause financial hardships, especially for those who travel the farthest stations.	English	Title VI Outreach Online
505	no	English	Title VI Outreach Online
506	Sounds like a modest increase. I hope it goes to addressing the broken escalators [Embarcadero!!], filthy [when operating] E.C. Del Norte garage elevators, and urine and bird poop everywhere!	English	Title VI Outreach Online
507	I support this.	English	Title VI Outreach Online
508	Find other ways to fund rather than increase the cost for riders.	English	Title VI Outreach Online
509	Too much fare increase but nothing has been done about time efficiency of bart trips (ridiculous parking fee increase)...always out of service, equipments & tracks malfunction, not on time, train doors can't open on some stations	English	Title VI Outreach Online
510	<p>Yes</p> <p>We can hardly afford the fares now, let alone an increase. We aren't getting a raise, therefore, we can't afford to give your employees' a raise.</p>	English	Title VI Outreach Online
511	Seems fair, to keep up with inflation	English	Title VI Outreach Online
512	SERIOUSLY AGAIN....you're robbing us.	English	Title VI Outreach Online
513	No one likes it but it would be nice if there were not always delays due to broken car doors, overcrowded cars, etc. It would also be nice to have a quieter ride with repairs to the tracks.	English	Title VI Outreach Online
514	A fair increase is not reasonable. Fares are already outrageous, with constant delays and limited train service. In addition, there are no monthly options unlike New York and other major cities. Monthly fares could be determined based on an individuals normal train stops like other cities. I personally avoid taking the train outside of my normal daily commute because I cant afford to pay the additional fares. A more efficient system needs to be put in place instead of constantly raising fares.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
515	I'm completely disagree with this increase. I ride everyday from Pittsburgh/Bay Point to Civic Center and the service is terrible. Always delays, problems in the tracks, homeless sleeping on the trains, trains dirty and more. Recently on one of the cars someone had defecated inside the train. This is really unhealthy for everyone. Parking at Pittsburgh it is a nightmare. I have to get up at 4:00 and leave my house at 5:00 am to find a parking space, ridiculous. I have seen huge trucks parked and occupying almost two parking spaces, and where is the BART police when we need it them. I always see the police cars, but no officers around for emergencies. Your highest priority should be our safe and a better service.	English	Title VI Outreach Online
516	It is too much	English	Title VI Outreach Online
517	While I semi-economics of inflation, I do not understand how this agency can blow through so much money - paying a janitor over \$250k	English	Title VI Outreach Online
518	The revenue should go to fixing the rails	English	Title VI Outreach Online
519	Seems too little.	English	Title VI Outreach Online
520	We are already paying high fares. Raising will effect ridership	English	Title VI Outreach Online
521	Didn't BART just win a ballot initiative that raised millions for capital upgrades? If so, why isn't BART talking about it, and how it affects the proposed fare increase.	English	Title VI Outreach Online
522	The fair is already to high especially if you not traveling within San Francisco	English	Title VI Outreach Online
523	It seems there is ALWAYS an excuse to raise the fares! Then a few years ago there were excuses as to why Bart riders had to pay for parking! Within a little over a year the parking fee jumped from \$1 a day to \$3 a day! Yet I have seen NO IMPROVEMENTS!!! The parking lot is ALWAYS littered with trash and debri. The same trash in the lot today will still be there tomorrow. The stations are filthy and dirty. At 5AM why is there trash in the station!?!?! It means no one cleaned the night before. The trains are filthy too! The windows are so dirty it looks like smoked glass, the stations STINK!!!	English	Title VI Outreach Online
524	Yes. I am against it. I live in Eastern Contra Costa County and, as a homeowner, have been paying a BART tax for years. Another tax bond was passed last year, so now I will be paying an additional tax. I ride BART daily from Pittsburg/Bay Point to downtown Oakland, and I see fare evaders at both stations daily. Station attendants, I understand, are not permitted to try to stop fare evaders so people just walk through or jump over the turnstiles. The problem is particularly out of control at the Pittsburg station.	English	Title VI Outreach Online
525	I am against a fare increase	English	Title VI Outreach Online
526	Didn't BART just get two bills passed in the last election to do exactly that (fix rails, etc.)? The fares are getting ridiculous... there must be other ways to balance the budget.	English	Title VI Outreach Online
527	As is BART is expensive for what one gets. The trains are filthy, riddled with homeless doing who knows what. Are trains going to stop having constant delays? Is increasing the fares going to make my commute better? Will trains actually be on time? Will you start cleaning the trains? Will you hire security for the trains?	English	Title VI Outreach Online
528	I don't like increases but I do understand sometimes they are necessary	English	Title VI Outreach Online
529	My dad was mayor of Walnut Creek when BART first went in. I was sixteen and I'm sixty now so I know how long the system has been in place. I believe it will take a lot of money to maintain and improve the system.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
530	In the spirit of transparency, a stronger case can be made if patrons are shown financial information related to the reason this fare increase is request.	English	Title VI Outreach Online
531	As a Bart rider of over 30 years I am truly concerned about how Bart is consisting to raise fares and decrease the cleanliness of the trains. Bart employees and police use to do a walk through the train at the end of the route to make sure no one was sleeping on the train and to see if someone left something behind to take to lost and found and clean the train from garbage etc. While the train itself has been upgraded the cleanliness has went so far below the trains are left with a nasty stench. Bart knows most of it's patrons solely rely on Bart for all of their transportation needs. I have a few friends that are Bart employees and I've been told that Bart managers don't care about the patrons just the money. That's really sad, I would think such a company would do better for its patrons. If every Bart employee had to take Bart for all their transportation needs for a year than maybe they would care much more.	English	Title VI Outreach Online
532	I feel like I need more information about the current budget and where BART is getting money from. BART should not be self sustaining and needs to be supported by the government. Without BART, we would not have the economy and climbing housing prices we have today. I feel that BART is already expensive.	English	Title VI Outreach Online
533	Even though I'm pretty close to being eligible for senior fares, I honestly think the discount given to seniors is ridiculous. Regular fare for me to go to San Francisco is \$4.50 but only \$1.65 for seniors??? Where else have you ever seen a discount of over 60%? Most of the seniors I know have more money than I do. Reduce the senior discount to something reasonable like 25%. Second suggestion: stop spending money on expanding the lines when the existing lines/trains/stations are in need of repair and maintenance. There are way too many problems with the system that are apparently due to a lack of upkeep - quit focusing on expansion for now. Third suggestion: make everyone who rides BART, pay to ride BART. Too many people tailgating through the turnstiles. Improve the turnstiles so fare evaders can't simply bump the gate with their knee to open it. Using BART as a mobile homeless shelter is not fair (pardon the pun) to those of who actually pay the fare to ride a public transportation system. I've been on trains where multiple seats are taken up by people sleeping with all their crap laying on the seats around them. Fourth suggestion: since the last strike revealed that the average BART employee gets paid more than probably 99% of the people riding the system, you really need to take a good look at salaries. Six digit income for a custodian who spends hours hiding from his job??? Yes, we all saw it on tv and yes, you should be embarrassed. The question is, has anything been done about situations like that? BART is too important to the BAY Area to be treated like a second class transportation system that rips off its paying passengers. And don't even think of going on strike again.	English	Title VI Outreach Online
534	I think BART should come up with other ways to make up for their capital needs. The riders to suffer through rate hikes and nothing really changes. Trains are a mess they smell and are very dirty. The homeless situation is a huge problem. The simple solution for BART is always to take it out on the riders. We are paying a huge amount now and are not getting the quality of service we should get for the price.	English	Title VI Outreach Online
535	A fare increase would cause me to evaluate other means of transportation, as BART is currently the cheapest alternative. A 2% increase is reasonable and small, but how about installing an alarm on the emergency exit at the gates to thwart free entry and exit? \$15 million is lost each year, how about doing something smart about it?	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
536	I'm good with 50% for seniors and a tax on using paper tix. I'm not good with raising the parking fee! One used to be able to park for free. \$5 Is ridiculous!	English	Title VI Outreach Online
537	I don't have an issue with fare increases if the service improves. But right now, it seems ridiculous to pay more for a service that runs late every single day, is constantly down, and is physically filthy.	English	Title VI Outreach Online
538	No BART increase this time around. The agency just had a measure passed last November giving them millions of dollars.. BART should worry about maintenance before expansion. BART should also monitor employee hours since there was recently a story on the local news about a janitor making in excess of \$100K.	English	Title VI Outreach Online
539	Don't reduce the discount for seniors, youth, and the disabled.	English	Title VI Outreach Online
540	This is OK with me.	English	Title VI Outreach Online
541	<p>Yes. At some point BART will need to consider what the cost effectiveness of their continued fare increases will be to it's riders. Many people take BART because of the monetary savings of taking public transit as opposed to driving in. They would rather deal with the inconvenience that riding BART really is, than have to hunt for parking, get stuck in traffic, or pay for bridge toll etc. on a daily basis by driving.</p> <p>But when BART starts increasing fares, adding additional fees, and charging for/increasing the cost of parking, a point will be reached when the inconvenience of riding public transit will not be worth it. What do I mean by the inconvenience? super crowded trains, lack of seating, broken air conditioning systems or lack of proper air circulation on trains, delays, delays, delays, lack of trains through out the day (too much time lapsing between trains, or not enough running in the weekends or evenings), and smelly crazy people sleeping or solicitation on the train.</p> <p>So I ask you, why would anyone want to ride BART when it's cost has now become just as high as the cost of driving in? Why would I deal with all of those BART inconveniences, when I can just drive in to work with my own vehicle, control my schedule and route, always have a seat, and never have to deal with crazy smelly homeless people?</p>	English	Title VI Outreach Online
542	FARE INCREASE SHOULD GO TO OPERATING COSTS. OPERATING COSTS DONOT STAY FROZEN ATTHE CURRENT RATES. HOW WOULD BART PAY FOR INCREASED OPERATING COSTS IF "ALL NEW REVENUE FRIM THE FARE INCREASE GOES TO BART'S HIGHEST PRIORITY CAPITAL NEEDS" AND NOT TO OPERATING COSTS. MEASURE RR APPROVED FOR CAPITAL COSTS.	English	Title VI Outreach Online
543	I don't think it's a good idea to raise the cost of BART for seniors, the disabled, and youth, by decreasing discounts for these riders.	English	Title VI Outreach Online
544	While I support and understand the need for fare increases, as an able-bodied adult I feel that the percentage increases for my fare should be at a higher rate than for youth, seniors and the disabled. These groups are not in the same financial situation as the public at large, and those more able should shoulder the larger percentage of this fare increase.	English	Title VI Outreach Online
545	Bart is already so expensive. I have a hybrid and it is cheaper for me to drive and park in SF than to take Bart. Increasing prices for those who can not afford it is not right.	English	Title VI Outreach Online
546	Fares are high enough. BART must manage its costs in other ways, instead of continually turning to the ridership.	English	Title VI Outreach Online
547	I know BART needs funds to operate, for maintenance, and for expansion but I think the funds over the years have been poorly spent. The union contracts are an albatross and prevent the money from being spent on infrastructure.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
548	Focus on fare evaders to increase revenues. It's not ok to penalize those of us who pay our fare daily. Also if you do plan to increase fares, BART needs to run longer and more frequently Richmond line trains. San Francisco is not the only location where people commute to work. These trains are always crowded	English	Title VI Outreach Online
549	No, this is a needed increase and it's good that it happens in incremental steps, i.e., every two years, than in one step, i.e., larger increase every 4 or 5 years.	English	Title VI Outreach Online
550	I don't care for any planned fare increases, but I understand the need. I would endorse a discount offered for commuters (most are Clipper card users), and an increase for the occasional rider. I would not support a parking increase. If there is a parking increase, I will probably not park at BART any longer.	English	Title VI Outreach Online
551	No es gusto que solo lo aumenten el bart cuando no hay buen servicio solo hay delays y también en los parqueos roban quiebran vidrios Ami asta el catalizador me robaron y eso salió de mi bolsa acosan a mujeres Otros no pagan bart se saltan la entrada y uno le suben siempre	English	Title VI Outreach Online
552	I am not happy about a fare increase. the stations in certain cities, rarely have work escalators, elevators, clean bathrooms. The stations in cities like Oakland, San Francisco (Civic stop) and Pittsburg are dirty. The trains are not always clean and more often than not late or in need of repair. I don't think the riders should see how our fare money has been used for improvements over the years.	English	Title VI Outreach Online
553	The last thing our most vulnerable population needs is more money out of their pockets. Please figure out another way to come up with funds without negatively affecting riders- especially seniors, the disabled, and low-income families.	English	Title VI Outreach Online
554	As a commuter/educator whose income is limited and a soon to be senior in may of this year I am truly disappointed that Bart would take away a long anticipated discount from those of us on fixed incomes. It does not seem fair to do that to loyal customers. I suspect there are other ways to get the funds you need. But this one is easy so that's the way you're doing it. Based on the online salary listings most of your employees earn more than I do as an educator. It does not seem right to take additional funds from seniors. This includes the daily parking rate raise. Please reconsider the sourcing of your "needed" funds. Thank you. W	English	Title VI Outreach Online
555	On par with cost of living index so ok with me	English	Title VI Outreach Online
556	Already expensive!	English	Title VI Outreach Online
557	What about measure RR funding?	English	Title VI Outreach Online
558	Don't increase it	English	Title VI Outreach Online
559	I think the fares should be lowered to encourage more people to use BART. More passengers will bring more riders and you'll make more money. Your thinking about raising prices is flawed. Look at the NYC system.	English	Title VI Outreach Online
560	I thought the bonds (which I voted in favor of) were supposed to cover this? BART fares are already high, eparticularly considering that it is public transit and many riders have no other real option.	English	Title VI Outreach Online
561	A fare increase should be tied to a union concession that outlaws strikes	English	Title VI Outreach Online
562	Fairs should not be increased.	English	Title VI Outreach Online
563	Please complete these critical capital improvements as soon as possible	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
564	<p>NO WAY!! fares are far to high at current rates. especially having to deal with stinky filthy stations and way overcrowded (sardine cans) cars. Some of the other ideas like raising the percentage of disabled and or senior to 50% sounds fair. I also would say that employees and all their families not be allowed to ride for free (except when on duty of course).</p> <p>And I would like to see personnel (at least two) standing at the gates and watching all the fare evaders, it is very blantant every day it almost seems to be one for one. one pay one free. I know personally that if they try to get in on my ticket I personally stand until gate closes. But most times the gates are open and don't shut. go figure??</p>	English	Title VI Outreach Online
565	On one hand I respect that you've come to the public for input regarding your budget shortfalls, and on the other hand I'm still shaking my head that the system is in such a state of disrepair (under your watch) and we are in this situation to begin with.	English	Title VI Outreach Online
566	No	English	Title VI Outreach Online
567	<p>Bart has now added Warm Spring to the route and running 5 cars, it does not make sense, more people less care.</p> <p>Bart is wanting to raise the fare, but will not provide the customer with new cars, makes no sense.</p> <p>Bart allows the homeless to take up an entire seat sleeping while others are having to stand long distances and the paid police do nothing, it makes no sense.</p> <p>Bart cars are over crowded and the drivers give the customer 2 to 3 seconds to get off and get on, but the drivers do no seem to care, it makes no sense.</p> <p>Bart needs to start improving its image of putting the customer First, that makes sense.</p>	English	Title VI Outreach Online
568	Dear BART board, We already pay through our nose for your services. Please trim your expenses and operate more efficiently; Every one else is being forced to do that in current economic enviroinment. Control your labor costs. Retired Seniors dont get pay raises every year so there is no point in punishing them by raising their fares ( which is what cutting their discounts for them mean). We are all forced to live within our means and so should BART. .	English	Title VI Outreach Online
569	With the fare increases the public has seen no changes in cleanliness in the trains, schedule improvement or any help with parking or discounts for loyal customers	English	Title VI Outreach Online
570	It's OK. You have to keep the system running and each year it gets more expensive.	English	Title VI Outreach Online
571	Yes, BART is notorious for soliciting public funds and then not making the investment into the projects as they said they would do. example upgraded security systems, and infrastructure improvements...	English	Title VI Outreach Online
572	Yes, this is preposterous that a system running as long as BART has can have a budget shortfall of any magnitude. BART stations are filthy, cars are equally as dirty. Employees are known to make large amounts of overtime - staff accordingly, stop overtime abuse and operate within BART's means for two years and then see what REALLY needs to be charged to operate the service effectively.	English	Title VI Outreach Online
573	The system needs the money.	English	Title VI Outreach Online
574	Do not increase fares. BART is always in a shortfall, with frequent fare increases, and in November 2016, Measure RR was passed.	English	Title VI Outreach Online
575	Disagree with fare increase!! Money is taken and taken, no benefitts are seen. Parking is horrible, problem with homeless travel on trains that smell. Stop giving bonuses out to management, they do nothing.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
576	Yes. Stop all the fare evaders. I see it every day. People just walk through the gates and don't pay a dime, and yet you are willing to raise our fares to cover for them. Stop this nonsense. Go after these people. Also, clean house. How could you possibly have paid a janitor over \$200k and not know he was not doing his job. Where was his supervisor? We as paying customers are asked to pay more when you don't have any accountability in your own shop. Learn to do what we all have to do BUDGET, and watch where the money is being spent and stop the bleeding.	English	Title VI Outreach Online
577	strongly against. i have been riding bart for years and i have not seen any improvements. delays after delays, trains are always dirty and crowded. unsure how previous fare increase has actually been beneficial for the riders.	English	Title VI Outreach Online
578	I understand that this is a planned increase and is based on inflation.	English	Title VI Outreach Online
579	I feel like each rate increase goes to the stated above but we see evidence that the money is actually going there!!! It's getting to the point it's almost cheaper to drive to work!!! Fire management and make employees pay for their healthcare and retirement like the people taking BART already do and have been for years!!	English	Title VI Outreach Online
580	I am not in favor of any increase. I feel that the level of service does not warrant an increase. Delayed trains, trains with limited to no seating, not running trains with enough cars especially during heavy commute times, do not warrant higher fares	English	Title VI Outreach Online
581	If anything, BART needs to just keep the fares at \$5. I pay a hefty amount to get to work while pangandlers and homeless people ride for \$2. NO TO FARE INCREASE	English	Title VI Outreach Online
582	The fare increases have become very frequent in the last few years. However, there is no marked improvement in some of the services. For instance, the restrooms at BART stations do not even compare with what is obtainable at retail stores. Often passengers will queue for upwards of 15 minutes to use restrooms and inside the restrooms, everything appears so rustic that only those that are hardly pressed use the restrooms. Moreover, hardly do you see paper napkins to dry your hands after using the restroom. In fact, BART restrooms are eyesores.	English	Title VI Outreach Online
583	The quality of the service definitely doesn't match the high price point. I would suggest the Bart thinking about increasing the frequency of the service instead of keep increasing the fare. Also, if you want to match the discount of other transportation system, how come you don't match the monthly pass programs that will benefit the commuters? Very disappointed with the rate right now already and will seek other transportation options.	English	Title VI Outreach Online
584	If operating costs were not so badly managed, money would be available for capital projects. With a master's degree and a job at a high tech company I don't make as much as some BART janitors. Unskilled labor should be compensated accordingly.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
585	<p>When</p> <p>BART has these fare increases there should also be an improvement in BART services delivered to the public. I have been riding BART for several years and the BART service has deteriorated to a disgrace.</p> <p>You should consider changing the acronym "BART" to "BADD" (Bay Area Daily Delays).</p> <p>Also when I started riding BART, there was a technician that would check the cars temperature setting daily but any more in the morning you can count on BART to be running the air conditions in the cars when it is already cool outside and then in the evening commute when the outside temperature is warm BART always runs the heaters making the internal car temperatures average about 90+ degrees. It is a total overall reflection of the BART SYSTEM attitude toward the BART riders.</p>	English	Title VI Outreach Online
586	<p>I certainly do. After Bond Measure RR passed in Nov., BART has gotten more than enough from the Bay Area Community. Please "unplan" this fare increase. Don't do it. Especially don't decrease discounts for the disabled, youth and seniors on a fixed income. No further pay increases for the generously-paid BART employees! Hire security to guard the underground restrooms so they can be used again. Have all BART representatives be polite, especially station agents. Have BART train operators speak slowly and clearly when making announcements. Thank you!</p>	English	Title VI Outreach Online
587	<p>I do NOT support any fare increases - especially for seniors and paper ticket holders. While I enjoy taking BART when going to San Francisco, parking is always a challenge and the fares are high enough. You will negatively impact your weekend ridership if you raise rates for paper ticket holders and seniors.</p>	English	Title VI Outreach Online
588	<p>Excuse me? Did not we just approve a huge spending bond for BART? You will just wind up wasting this money on your lazy, overpaid workers. I say absolutely not!</p>	English	Title VI Outreach Online
589	<p>Are you kidding me! I think BART has more pressing issues to deal with from top/down. This is basically kicking the can down the road and now we, as riders, are faced with this "ultimatum". Probably why folks will continue to drive in their cars, telecommute or just move out of the area. From security issues (swarm robbery) to declining ridership to outdated technology which should've have been upgraded awhile ago. I look forward to riding the new trains but since it's running on old technology, I won't be surprised if it has a power outage running. Fix your house internally before asking us riders to foot the bill.....again.</p>	English	Title VI Outreach Online
590	<p>The cost of public transportation in the Bay Area, particularly for BART, is one of the highest in the nation. Raising fares for everyone who already pays more than enough for BART service cannot be the solution for fixing BART's infrastructure.</p>	English	Title VI Outreach Online
591	<p>I'm from the Bay Area, and as long as I can remember riding BART since I was a teenager, the fares have increased but little has changed except the filthy seats. I have high doubts about these alleged changes to improve maintenance and new rail cars, for a system that squeaks along the tracks perpetually and is covered in bacteria. I am opposed to any increases seeing how there is little reasoning for BART to increase fares when ridership is at an all time high and beyond capacity, with little to no improvement of riding experience and safety. When I do try to ride BART, it is unreliable - unexpected maintenance delays, or sketchy activity that isn't being addressed.</p>	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
592	Clearly there needs to be sufficient revenue to support maintenance such as repairing tracks to eliminate the ear-splitting noise along some sections. Frankly, the quality of the trip (noise, cleanliness of cars, access to parking, station hygiene) is so poor now that on weekends I'd rather drive (a higher-cost option) to avoid the unpleasant experience of taking BART to, say, Civic Center for an SFO Symphony concert. I don't mind paying a bit more if the quality of the maintenance plan (tracks, escalators, station hygiene) were improved.	English	Title VI Outreach Online
593	I feel the current fare price for a day of My Travel in BART is over charged compared to the Occupancy of BART. Increasing in the fare further more is not satisfactory in my opinion	English	Title VI Outreach Online
594	While I understand the need to do this, I strongly feel that the people who are in leadership positions at BART need to be replaced. It is their fault that this has been mismanaged so badly. It is not the fault of the consumers or the workers. Yet the consumers are paying for these mistakes and the workers are the ones who will feel the brunt of the public's anger.	English	Title VI Outreach Online
595	Yeah, you morons are wasting money left and right and you want to make the passengers pay more for your incompetence? What ever happened to that janitor getting all that overtime, who was not actually working. And no one is every available to help when people have questions or concerns. You are paying thee people for NOTHING. You make poor financial decisions and waste a TON of tax money, and don't even do what it was you were supposed to do. Then you waste money on sign that make people laugh at your absurdity. You all need to be fired. I don't take BART anymore; it has become a joke.	English	Title VI Outreach Online
596	More money is not the answer when it's obvious the current budget is so poorly managed. Better management is needed! Parking fees have gone up significantly, the Alameda County voters recently passed a bond measure, and now you want to raise fees again? Ridership is up and the current fares are higher than most urban transit systems. Where is the money going? Your station agents sit around talking and laughing, the stations are dirty, homeless people are allowed to sleep on the trains, the escalators never work, you can't even figure out how to stop fare evaders, and now there's been a takeover robbery on a train. Asking riders to pay more when it's obvious the money from the last increase has been squandered is ridiculous.	English	Title VI Outreach Online
597	Cutting capital funding will elevate Danial Borenstein to that of Moses. He said you would do this after the Bart Bond was passed. Do not cut capital spending as proposed.	English	Title VI Outreach Online
598	BART is WAY too expensive for the poor service provided. If BART really wants MORE passengers REDUCE the fares for ALL riders. More people will ride if it wasn't so EXPENSIVE, plus it would give those on limited budgets more incentive to ride and ADD MORE TRAINS MORE OFTEN with MORE SEATS, stop removing seats. I feel in a few years time, BART will hire passenger pushers to push even more passengers onto cars and allow the doors to close. Get rid of the homeless stinking up the cars and not paying. It is frustrating to think there is a seat available but there is a homeless person taking up several seats stinking of months old urine. BART board should be ashamed of how poor the service and quality of the rides are with expensive as it is to ride - the most expensive in the NATION.	English	Title VI Outreach Online
599	I would not increase seniors as they are on fixed incomes that will not increase by 12.5% (62.5% - 50%).	English	Title VI Outreach Online
600	I am very upset	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
601	<p>Thank you for the potential fare increase. I think it is totally justified given the cleanliness of the cars and stations, the lack of elevators working, crime not being controlled at your stations and the lack of real security cameras, oh and let's not forget the complete ineffectiveness of your police. Can you say 40-60 people jumping the fare gate in Oakland robbing people?</p> <p>And BART's advice for riders is "Be Vigilant"!?</p> <p>"Oh look here comes 40-60 nice young men storming the train. Yup, I am vigilant and see them. Huh, now what... Can't call 911 they just stole my phone, dang now my wallet is gone and so is my BART ticket, can't exit the gate, oh no those nice young men just punched me in the face."</p> <p>Let's not forget the comparison between BART and any other system in US and World. The others are cheaper, cleaner and safer. As well as service more stations and areas that BART.</p> <p>Do us all a favor and get rid of all management. You spend too much and do too little.</p>	English	Title VI Outreach Online
602	<p>Please explain to the people where \$3.5 billion dollars that was approved is going because after stupidly approving that measure I feel used by Bart and now Bart wants more money ???!!? More transparency into the hierarchy of bart employees and pay. Bonus' and salary should not be increasing if there is so much shortfall in money. Let them strike again and you'll see how in demand their jobs are. Easily replaceable. Speaking of which, how do I apply to Bart? (if you can't beat em join em). Might as well get paid.</p>	English	Title VI Outreach Online
603	<p>Stop the gate evaders. Every day at Richmond I see 3/4 of the people just jump the gate. Entire families do it. Many just walk right through the handicapped entrance. Make these people pay.</p>	English	Title VI Outreach Online
604	<p>You are a joke, we just voted for RR and you continue to extort your riders that don't have any other choice. Remember, pigs get fat, hogs get slaughtered and the same reason that more people don't ride at night or weekends is the same reason people will start seeking alternative ways to get to SF.</p>	English	Title VI Outreach Online
605	<p>This will make it hard to still ride Bart, there are so many increases and it has become very expensive.</p>	English	Title VI Outreach Online
606	<p>Would make more sense to try to get increase in ridership. For example Monday ride for free and increase fares for Tuesday-Friday.</p>	English	Title VI Outreach Online
607	<p>As a Bart rider and Contra Costa tax payer I will be verify disappointed with this steep increase in fare and especially parking after just passing and receiving funds from measure RR. Bart hasn't show itself to manage its funds sufficiently so it makes it that much more frustrating to see you asking for more funding from the riders. From an inflation standpoint 1 to 2 percent increase every 2 years makes sense, but its already so expensive for daily commuters especially when you don't offer monthly unlimited passes. But raising parking fees so drastically could cost me an additional 500 per year! That is outrageous!</p>	English	Title VI Outreach Online
608	<p>this is ridiculous. BART is now basically housing for the homeless, the unwashed, the crazies, the masturbators ... first you take away our train schedules to make it so crowded after work on the concord platform, it literally takes 10 minutes just get downstairs. Then you take away our seats, Then you take away 115 of our parking spots to build a yellow brick road for the homeless to go directly to Todos Santos to camp out and ruin. Nobody monitors the overpriced parking lots while junkies are stealing our catalytic converters. If i wasn't forced to use BART to get to the City, i sure would NEVER use it again.</p>	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
609	We are already the most expensive public transit system in the country. Enough already! Not everyone lives in Silicon Valley making Silicon Valley wages. It's getting very difficult financially to commute to work.	English	Title VI Outreach Online
610	I live in Contra Costa County, and I am very disappointment !! I do not see improvements from previous increases. Trains are dirty, and crowded; also elevators are frequently "out of service" . I truly believe that BART doesn't care about the input from the customers, because there is no comparable competition; therefore no motivation to make true improvements. My colleagues are starting to use UBER and Lyft for commuting.	English	Title VI Outreach Online
611	I find this absolutely unacceptable. I find it very hard to understand how Bart takes in billions (I voted no on RR of course) and continues to charge more and ask for more money. The system is mismanaged. I'm a phd student at Berkeley who commutes daily to and from SF, and I feel that I already pay far too much for my commute.	English	Title VI Outreach Online
612	It's very unfair and worsen the burden on regular workers who commute to work on BART daily. We, regular workers never get any increase in salary, but fare is increased rapidly. :( How about lower the wage of all the BART management? Limit the unnecessary OT?	English	Title VI Outreach Online
613	Hi. All of these increases are unacceptable. You are punishing the people who use public transit. You should be figuring out a way to get the money from people who insist on driving cars. Get some of the bridge tolls, gas taxes, parking fees, tax Google et al buses, tech companies who get tax breaks. People who don't take BART, but benefit from having it need to pay toward it. Stop raising our fares while giving us worse service.	English	Title VI Outreach Online
614	Yes. Mag strip surcharges are unfair. And frankly BART does not deserve another fare increase Jan 2018. BART DOES NOT USE THEIR FUNDS WISELY.	English	Title VI Outreach Online
615	Riders who have more wealth and income should pay more. Increase fares all you want, and institute a discount for locals who are barely making ends meet.	English	Title VI Outreach Online
616	Increased fares will further reduce ridership	English	Title VI Outreach Online
617	Service isn't reliable, Bart trains are louder to where you have to wear ear protection!! Why would I pay more? I'll just start driving to work. Make improvements to the service and you'll see riders return. Otherwise you'll run yourselves into the ground.	English	Title VI Outreach Online
618	BART should NOT increase fares. The entire BART experience is a nightmare. The trains do not run often enough. They are always super crowded during commute hours which is especially uncomfortable for those of us who are short and do not have some place to hold on to. The drivers are not that good as the oftentimes overshoot the door stops or have to reposition the train. And there isn't a day that goes by that there isn't a delay. My commute has increased by at least 30 minutes more because of all of these delays, sometimes more so service is very unpredictable. There are homeless people essentially living on the trains. And we have passed numerous bonds for BART the last several years, where is all that money going? It is certainly not going to a better experience or more reliable service for commuters.	English	Title VI Outreach Online
619	Please seek all other means to raise funds including increased bridge tolls before asking riders to pay more	English	Title VI Outreach Online
620	Yes. Don't raise fairs. BART needs to do a better job managing the funds it already has. Start by renegotiating your labor contracts. People that cannot afford to live close to work in the City are held hostage by having very limited public transportation options.	English	Title VI Outreach Online
621	I thought we just approved an increased tax to cover most urgent BART capital expense needs, so I am not thrilled by the idea of "paying twice"	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
622	I thought it also goes to your employee salary increases as well.	English	Title VI Outreach Online
623	I don't like it...I think BART and miss managing funds for years and now it's finally catching up.	English	Title VI Outreach Online
624	The magnitude of BART's fare increases is completely misaligned with its capital expenditure needs. BART needs to begin a serious conversation about on-peak pricing, with a long-term (e.g., 10-year) fare increase of around 75-100% (6-7%/yr) for on-peak prices and an income-based system of vouchers or reduced fares. Many BART customers have the means and probably the willingness to pay significantly more for BART, and would do so if BART service were not available. Fare increases of this magnitude would need to be matched by significant and demonstrable improvements in BART service quality.	English	Title VI Outreach Online
625	Yes, I do not think it is fair that the people that used Bart to get to work or school should have to pay a higher Bart fare every year, and raise the cost of parking from three dollars to five dollars in one year to meet your financial budget for 2018. I think Bart employees can all used a pay cut in their salary and pension too, especially your Bart janitors who make 100,000 per year and get paid over time. Perhaps if you put bart police on every bart rail cars, and the bart riders feel safe on the cars, maybe the consumers would be open to spend a little extra to guaranteed security.	English	Title VI Outreach Online
626	If your trains were on time people might be more willing. Honestly, BART is an embarrassment. Why even bother coming up with a schedule when trains come and go whenever the hell they please? The amount of time I have wasted waiting for BART trains due to delays could add up to another life time. Get your shit together and follow the advertised schedule and then it might be slightly more appropriate to ask for more money in an area that most are already having trouble affording to live in.	English	Title VI Outreach Online
627	Can u not	English	Title VI Outreach Online
628	I will stop riding BART if this passes. It is well known that mismanagement of funds has a lot to do with this, the riders should not have to pay for this. If BART is no longer affordable, people are not going to use it. It's a pretty simple concept.	English	Title VI Outreach Online
629	NO NO NO NO NO NO NO NO!!!!!!!!!!!!!!  BART SUCKS and they want an INCREASE????????????? What for????? LATE trains???? Filthy trains???? UNSAFE trains where I can get robbed and raped at any time?????	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
630	<p>I am seriously confused. I thought the Bond Measure that passed last fall was supposed to pay for the new rail cars and improve the train control systems. On that note where are these new train cars? I remember going to the open house that had a couple of cars on display and I picked up a card that said 10 new cars were going to be purchased in 2016 and then an additional 60 cars in 2017. I have yet to see one new car in service yet.</p> <p>I don't understand the reluctance to improve the fare gates to prevent people from jumping or simply going around the fare gates and not paying. The news story the other day estimated that BART is losing at least 25 million a year in missed fares. I see people do this every day and I have never seen one BART employee or BART police officer around to prevent this. I assume that these fare violations did not start this year so the question I have is why hasn't any action been taken to resolve this issue. From the news story if you fixed the gates you would prevent 25 million in lost fares which would cover most of the increases you have proposed. One question I have is why hasn't anything been done to prevent these violations in the past? Since this problem didn't start overnight simple math would indicate at least 200 million in lost revenue has been lost in the past 10 years alone.</p> <p>In addition the excessive salaries and overtime BART has been paying their employees. I understand the union is involved in this and some pressure has been applied in the past in this area. However, having been in management and discussed simple payroll management theories. It does not take much effort to understand if you are paying someone in excess of 100% of their base pay + benefits you need to hire an additional employee. There is only so much additional benefit received by paying that much overtime to an employee. We all read the article of the one janitor that was paid in excess of 250,000 in one year. The one thing the article didn't point out was how many other employees are receiving significant amounts of overtime? The sad thing is that the amount BART is spending on payroll for their service staff the stations should be much cleaner and the escalators and elevators should be operating much more reliably.</p> <p>I think a serious audit of the entire organizations operations and expenditures needs to be reviewed before another fare increase as applied.</p>	English	Title VI Outreach Online
631	I don't understand why the fares are increasing if a new bill was recently approved to fund the improvements.	English	Title VI Outreach Online
632	I understand and support. That's what the Cost of Living Adjustment is for on our wages.	English	Title VI Outreach Online
633	Yes, this is insane, I have lived in the Bay Area for 9 years and I have seen two stations go from free parking to \$3 dollars in parking. At the same time it has been overcrowded on trains and the safety on trains is a joke. The morning commute at 5:30 am is standing room only by Walnut Creek on the San Francisco Airport train. Where is the current money going because I don't see the improvement in my ride experience or the stations.	English	Title VI Outreach Online
634	<p>I do indeed have comments!!!</p> <p>We have some of the highest fares in the world. We also have some of the highest paid transit employees. BART has fallen down on the job years ago by not keeping up with the times. And NOW the system is falling apart, and WE are paying for it.</p> <p>The increases in fare are ridiculous. You beg for money... you get it... then you beg for more.</p> <p>I will vote every BART board member out of office.</p>	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
635	Riding bart is already incredibly expensive for the average commuter! I'm in favor of raising paper ticket prices but leaving fares as is for regular users with clipper cards. If fare hikes go into effect across the board, there needs to be a lower option—monthly rate? Commuter clipper? for people who rely on BART as the only way to efficiently get to work in San Francisco.	English	Title VI Outreach Online
636	I am not confident this will solve the literal daily delays on BART.	English	Title VI Outreach Online
637	While a 2.7% fair increase may be perceived as a marginal inflation for most riders, others do not have the luxury to adjust their budget to compensate for the difference. For low-income families or senior citizens with limited financial resources, a 2.7% hike creates a larger economic crisis on a day to day basis. Please reconsider restructuring other components of the budget and avoid passing off the difference to riders. I myself choose to ride Lyft or Uber on the weekends because the of the convenience; provide more frequent trains on the weekends and also keep running trains past midnight. Increasing police presence will also hinder muggings and vandalism we are witnessing on a regular basis.	English	Title VI Outreach Online
638	BART should have been saving for these needed capital expenditure for the past 45 years. It's known that rail cars & control systems need to be replaced. Why was this not appropriately planned for? In addition, BART needs to look within it's own organization to determine where cuts can be made. BART continually mismanages revenue and then just raises fares to cover needs. How can a janitor make \$280,000 in one year with no one noticing? Where's the management? Where are the checks and balances? Finally, I cannot believe I already pay over \$10 round trip to ride transportation that is very unreliable (it's almost always late), over crowded, has no express trains in the commute direction, and is not connected to the bus systems that extend from BART stations. I am continually late for work, miss by bus, and have my commute extended an extra 30-45 minutes almost daily. If I behaved this way at work, I'd be fired, not given a raise, so why would I be okay giving BART a raise?	English	Title VI Outreach Online
639	Yes, BART continues to amaze me on their lack of integrity and incompetence at managing their finances! I think twice about boarding an overpriced system that remains unsafe and with every fare increase, the likelihood of my riding BART decreases geometrically in relation to the price increases! Regarding the bond issue that was recently approved by stupid voters, BART indicated those funds would take care of necessary capital improvements; in order to get this bond issue passed, BART spokespeople LIED to the public that it would not be asking for a new fare increase!!!! Do you people think all the public is stupid? As far as I am concerned, all the BART directors should be criminally prosecuted for this type of behaviour and financial mismanagement! Any idiot would know that an aging system should have had a "sinking fund" of monies set aside for future maintenance projects and planned upgrades. Why is BART so fundamentally inept at managing their budgets? Big fat salary and benefit packages that they award themselves, senior managers and overpaid station agents who are incapable of keeping your ridership safe! And, why is BART being extended to service counties which do not pay the added sales tax ( these counties explicitly refused to tax themselves for BART)so why are all the other counties paying for them to benefit? If people are not OUTRAGED at this ineptitude and fraudulent misrepresentations by BART, they are not paying attention!	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
640	It's absolutely ridiculous! We just passed measure RR. And I don't see any signs of fiscal responsibility from BART management and instead crazy negotiations with the unions to increase salaries and benefits. You can do that when Bart is financially sustainable but not when you're in trouble. Ridership is going down and the solution is increase fares even more?! I can't even take Bart of I want because there isn't anywhere close to sufficient parking. You want to increase ridership make it possible to park and make fares low enough to incentivize ridership. BART is in a death spiral.	English	Title VI Outreach Online
641	These fare increases are out of control, and BART needs to look to other sources of revenue. There are thousands of people waiting to pay hundreds of dollars each month for reserved BART parking in the East Bay. BART could generate huge revenues by building multi-level parking at stations like Orinda and Lafayette. BART is already too expensive, and rate increases only serve to punish lower income folks who cannot afford to live in the immediate Bay Area and need to commute in.	English	Title VI Outreach Online
642	What about increased BART security and cleanliness?	English	Title VI Outreach Online
643	No more fare increases, there have been years of this with no marked difference in safety, on-time service, or anything other than cars with decreased seating. This money always seems to go down a rabbit hole. I've lived in Boston, NY and the bay area and we have the worst service/trains/police presence and the highest commute costs. Their systems are older and their trains are way older and somehow there is more frequent service and less "10 min delay due to maintenance/track/wet weather" issues.	English	Title VI Outreach Online
644	Bart already costs too much. I don't know how poor people swing it. And to think that Bart employees got such huge raises and are caught taking naps on the job while getting overtime - this is really bad timing!	English	Title VI Outreach Online
645	Not OK with fares going up as they and the reliability have suffered greatly especially the last 4-5 years. Now, I'm paying a lot more for parking and fares and I can barely get on a train home. I start from Concord and go to 12st Oakland. On they way there in the morning, I'm usually standing when before I'd be sitting. I pay \$3 for parking (which is I consider a lot when it used to be free) daily, I see a lot more broken windows or catalytic converters being stolen at the concord station.	English	Title VI Outreach Online
646	I'm not a fan of these proposed incareses for parking and fares. When I park at a bart station, I wonder if my car will be broken into or if it will even be there when I get back! SF bart stations are dirty, escalators/elevators are out of service, etc. More importantly, mass transit should be affordable. Bart is increasingly less affordable!	English	Title VI Outreach Online
647	Please do it. Parking lots and trains are overcrowded, and the budgeted income can't sustain the current needs. It's a clear case of supply vs. demand, and the demand is sky-high.	English	Title VI Outreach Online
648	After having used BART for 9.5 years, the board seems to want more money and it affects the riders. ALWAYS. Parking fees at Bay Point were .50 a day to somewhere in the range of \$3-5 per day. For a parking lot that is not well lit in the dark and needs to be repaved. Plus bathrooms that still require elementary school toilet paper and some station personnel that don't care about anything but their salary and O/T. Figure out which upper management managers can do without raises first. And janitors that can earn over 200K per year.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
649	I find it questionable how BART can be experiencing continuing budget shortfalls even as ridership increases to the point you are now cramming 3 times as many passengers into every car, as the cars and the BART system were initially designed to carry. At three times the fare revenue per trip/per car, why are you still asking for more money? The ride conditions have deteriorated to AWFUL (standing up both directions for an hour each way, crammed together, overheated cars, etc.) -- while the fares continue to go up.	English	Title VI Outreach Online
650	As a service industry worker, it is very difficult to keep transportation costs low because I have to live further away from my job to afford rent.	English	Title VI Outreach Online
651	If you increase fares or parking then it will be the same price as driving for some and you will lose more commuters.	English	Title VI Outreach Online
652	BART is already one of the more expensive transit systems in the United States. Chicago offers a one day pass that costs less than my daily commute on BART. Many cities offer unlimited ride passes that cut the cost of riding significantly. I cannot fathom having to pay more than what I already do, because the cost is absurd but also because of the service. Why should I pay SO MUCH to ride an overfilled, late-running train, with zero cameras for safety? None of these things have ever been fixed in my time riding BART, and have in fact gotten worse. Just because you lost the union bargaining after the strike doesn't mean you should take it out on your riders. It's absurdly expensive living in the Bay Area and I already cannot afford BART as is. These fare hikes make no sense. I'm sympathetic towards unions but BART really screwed everyone over by giving in.	English	Title VI Outreach Online
653	I'm against fare increases. The system is dirty and scary. I rarely see police patrolling or anything being done about the horrible homeless problem in the stations and on the trains. I live in Antioch and am also very upset that we tax payers have been paying a BART tax for over 30 years but yet only get eBART. THAT's CRAZY!!! And...of course, that will be an additional fare as well. I also hate the cut backs made during peak period to the trains going all the way to Pittsburg. Now many only go to Pleasant Hill. That is so frustrating. ALL trains are packed to the brim. I rarely get a seat and am usually smashed between people who do not smell very good. Parking is also a joke. If you don't get to Pittsburg by 6 am, there is no chance to get a spot. You then have to get back into that horrible traffic on highway 4 to hope to find a parking spot at the North Concord/Martinez station, which is far from my original Antioch location. Once you find a parking, the cars are getting dinged by other cars due to tight space or they are broken into at the unsupervised lots. The station agents are usually unfriendly and impatient. The escalators/elevators are usually out of order. The elevators and restrooms are absolutely disgusting. Usually smell and covered in urine. There always seems to be delays.	English	Title VI Outreach Online
654	I disagree with the rate increase. The "value" of the system is not good. For the price we pay compared to the system overall, is not a fair balance. For what we pay, the system should operate with better train service, cleaner stations, and nicer... much nicer station agents.	English	Title VI Outreach Online
655	BART has made this promises before with previous increases however the trains continue to get more crowded, have more delays.	English	Title VI Outreach Online
656	Capital programs are very important, but current monies should be paying more towards them than the high labor costs BART has due to poor negotiations with the labor unions	English	Title VI Outreach Online
657	Are you serious???	English	Title VI Outreach Online
658	The trains smell rancid. Homeless people are now regularly taking refuge on BART cars. The nauseating odor and condition of the cars makes me wonder where our current fares are going.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
659	We just approved RR to address your capital needs, which you say is your greatest need. But it is your operating budget where you have the shortfall. The unions got a good settlement after striking, as I recall, and then there was the overtime fiasco. Sounds like poor planning and poor oversight. You should work with the state and local governments and businesses to find ways to increase ridership, rather than take ever more from the people who ride day in and day out.	English	Title VI Outreach Online
660	I don't have an issue with above mentioned BART needs, but do have a few suggestions to deter folks for not paying their fare.	English	Title VI Outreach Online
661	A fare increase to get assaulted on trains and having to sit on urine?? Get your shit together, Bart! Fares are already outrageous. Should they increase further, I will drive to work.	English	Title VI Outreach Online
662	I think people will be more willing to support this once they see you consistently and publicly addressing fare evaders. We are tired of subsidizing these freeloaders! I take BART almost daily and I see people regularly jumping the gate and going through the emergency gate with no consequences whatsoever. I see this at Balboa station and Embarcadero in particular, but even at Millbrae where BART people will occasionally call them out over the loud speaker. If you made everyone pay, you could also reduce some of the crazy scary riders (and panhandlers) that ride BART back and forth, especially in the early morning.	English	Title VI Outreach Online
663	BART's performance continues to deteriorate, both in terms of FREQUENT delays and very crowded trains. BART management and other personnel continue to receive hefty salaries, placing them in a very privileged status compared to that of many BART passengers.  I do NOT support the planned fare increase.	English	Title VI Outreach Online
664	There should be no fare increase at this time. The poor service provided to customers has demonstrated that there is poor management at Bart. Money should be taken from management, not the dissatisfied paying customers.	English	Title VI Outreach Online
665	We are being held hostage by our public transit agency. You keep crying that there isn't enough money. How many of the board have received pay raises this year? It would be easier to accept paying higher fares and parking fees if the stations were clean, the police we actually pay for were present on trains during high commute times, the restrooms were actually accessible and kept clean, and we had running escalators and elevators at the stations. Would the money for increased parking mean that the parking lots would be patrolled to keep down car break ins and thefts?	English	Title VI Outreach Online
666	I would like Bart to be open Saturday and Sunday at 4am like the weekdays, Bart can make money Saturday and Sunday mornings at 4am instead of opening at 8am on weekends.	English	Title VI Outreach Online
667	Do not raise the parking fee. It is already outrageous and \$5 would be criminal. If you are trying to promote mass transit, don't punish us for leaving our cars in your lots so we can Ride BART. You are already too expensive for the service you offer.	English	Title VI Outreach Online
668	If the fare is increased substantially, it will be significantly cheaper for me to DRIVE from the east bay to work in SF every day.	English	Title VI Outreach Online
669	As long as the revenue from the fare increase really is dedicated to capital projects then I have no issue with it.	English	Title VI Outreach Online
670	I ride 3-4 times per week and would like a monthly pass option.	English	Title VI Outreach Online
671	How about working on cutting the budget in spots. Clearly the salary and benefit increases given to the employees are not commensurate with the real world!	English	Title VI Outreach Online
672	I think the fare increase is reasonable. I didn't realize it was only every two years instead of every year.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
673	BART is already too expensive for what it is. Riders are held hostage by delays, filth, crime, strikes and now we have to pay more. I think the system is badly mismanaged and employees don't seem to care to make the experience better for riders. How about "cheaper, better, faster?"	English	Title VI Outreach Online
674	the fares are always increasing but the trains are still the same and they are delays everyday, so what's improving? I ride Bart everyday and the amount of people that don't pay is incredible and nothing gets done about that. Also, for paying as much as to on Bart I should at lease be able to be in a car that doesn't have a homeless person sleeping in it. Call Bart police to get it taken care of only causes more delays that the ones we already have for trains going out of service or some type of problem somewhere. I would be ok with paying more if things would actually change and the cars would actually get improved as promised. Getting the AC to work on all the cars would especially be nice now that the summer is coming too.	English	Title VI Outreach Online
675	You need to balance fare increases with cost discipline. Too much news of unnecessary overtime and waste.	English	Title VI Outreach Online
676	Unfortunately, it is needed.	English	Title VI Outreach Online
677	That's reasonable IF it goes for system upgrades.	English	Title VI Outreach Online
678	It makes no sense to raise rates if your issue is declining ridership. If costs go up, purchases go down. It makes no sense to state overall declining ridership, yet complain of "near capacity peak period ridership" It makes no sense for government fees and taxes to be raised due to poor sales tax. Government should be held to the economy. If you want more tax revenue, improve the economy.  Rather charge incentives for off peak travel times. Thereby providing more space for "peak period riders." Increase ridership by setting up "Happy Hour" travel discount fares in off peak times.	English	Title VI Outreach Online
679	Fares should be lower, not higher. If train control will be automated, labor costs should go down accordingly.	English	Title VI Outreach Online
680	BART should discontinue all parking subsidies and charge market rates at all of its parking facilities. Secondly, BART should implement a surcharge for peak period travel to/from capacity-constrained stations to encourage travel before/after the peak or to/from less crowded neighboring stations. Both strategies would address capacity issues while raising additional revenue.	English	Title VI Outreach Online
681	I don't think this increased fare is fair. BART is already very expensive. It should consider looking at other transportation models (such as the one in South Korea that has a very affordable fixed price). BART should be looking for ways to reduce cost, not increase it.	English	Title VI Outreach Online
682	How about enforcing the fares you already charge. I consistently see person after person enter and exit BART at Daly City and Embarcadero...every single day. No one from BART does anything to stop them so, why should they pay? Also, I pay every time I enter and exit but often can't sit in a seat because a (presumably) homeless person is laying across the seats asleep. I don't think penalizing the paying customer by increasing their fares is the answer here. If fares go up, I'll just join the masses and enter and exit without paying. Why should I pay more while others are allowed to ride for free? Not enforcing the payment of the fare is the same thing as allowing the free rides.	English	Title VI Outreach Online
683	A quien corresponda:Es una verguena el servicio que da este Bart, yo lo uso constantemente. Y es sucio,feo, los trenes estan super viejos y sicios, pero lo mas importante CARO. Es una verguena para un pais como este de primer mundo tener un sistema de transporte publico asi de inefuciente. Otra cosa se sube mucha gente sucia y agresiva con los pasajeros. No entiendo porque no tienen mas viguilancia. Graciad	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
684	Fuck that. I pay enough already and until Bart proves they're actually making better Im debating paying more rent in the city just so I don't need to take bart	English	Title VI Outreach Online
685	I strongly oppose the paper fare surcharge option.	English	Title VI Outreach Online
686	I think that bart should have been more fiscaly responsible with the money that was allocated to them in the first place. I also think that some workers are highly overpaid for the job function.	English	Title VI Outreach Online
687	This is a reasonable fare increase	English	Title VI Outreach Online
688	BART is increasingly essential to the quality of life in the Bay Area, for its contributions to air quality and commuting convenience. BUT BART needs to create more available automobile parking at most all of its stations in order to make using BART as convenient as possible.	English	Title VI Outreach Online
689	Add security to list of capital improvements. Each train station needs multiple cameras so BART police can monitor appropriately. Each train car also needs cameras for BART police to monitor. I've heard there are over 200 BART police. I've been riding BART for 17 years and only have I seen a few. Where are they?	English	Title VI Outreach Online
690	I think we pay enough for BART between the fares and parking. Three years ago I didn't pay anything for parking. Now I'm paying \$3 a day. Where is all the money going?	English	Title VI Outreach Online
691	BART should continue with programmed fare increases to support the District's long-range capital projects, but a plan for the Operating budget must include a path forward that targets systemic fare evasion on the BART system. Riding without paying a fare to BART is theft of service and it results in a low passenger quality of life, dirty train vehicles, and filthy passenger stations.	English	Title VI Outreach Online
692	None.	English	Title VI Outreach Online
693	It is already an inconvenience that there's never any parking at Pittsburg Bart, but a price hike would be even more of a burden. Please consider keeping the parking fee flat and increasing parking options. Maybe that would bring in more revenue and be less of a headache for hardworking Bart passengers.	English	Title VI Outreach Online
694	Fare increases	English	16th St BART Station Outreach
695	There should be no fare increase	English	16th St BART Station Outreach
696	Bart is expensive enough	English	16th St BART Station Outreach
697	Just do it	English	16th St BART Station Outreach
698	No problem paying higher fares for improved service	English	16th St BART Station Outreach
699	Small fare increases are ok as long as increase in service/trains	English	16th St BART Station Outreach
700	Sounds like a good idea	English	16th St BART Station Outreach
701	Well, yes, because on one hand I think they need it for other needs, but it's also bad for those who can't pay. I would like BART to work more hours.	Spanish	16th St BART Station Outreach
702	For me, yes, because they raise the BART fares often and the service is very bad.	Spanish	16th St BART Station Outreach
703	If it's to improve service and safety I agree even though I worry about my own budget.	Spanish	16th St BART Station Outreach
704	Would seek other transportation options	English	16th St BART Station Outreach
705	Highly disagree with increase, public transit should be accessible to all	English	16th St BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
706	Do it	English	16th St BART Station Outreach
707	Difficult for low income ppl to afford commute	English	16th St BART Station Outreach
708	We are paying more for decreasing quality service	English	16th St BART Station Outreach
709	Where are the benefits of this/past increase?	English	16th St BART Station Outreach
710	This is going to create barriers to public transportation for people	English	16th St BART Station Outreach
711	Can hurt low income daily commuters, why aren't there pricebreaks for daily commuters	English	16th St BART Station Outreach
712	None	English	16th St BART Station Outreach
713	Doesn't affect me too much	English	16th St BART Station Outreach
714	Prefer a gas or highway tax to a fare increase.	English	16th St BART Station Outreach
715	No, already expensive	English	16th St BART Station Outreach
716	No	English	16th St BART Station Outreach
717	New stations = more ridership = more funds	English	16th St BART Station Outreach
718	this affects me as I'm a student	English	16th St BART Station Outreach
719	This would suck	English	16th St BART Station Outreach
720	Will tax the low income/poor	English	16th St BART Station Outreach
721	Will be hard to pay more, need Clipper card discount	English	16th St BART Station Outreach
722	In favor of an increase if Bart manages it's money well	English	16th St BART Station Outreach
723	Ok, but would like to see Bart police/fare enforced	English	16th St BART Station Outreach
724	Find a way to exclude low income people from increase	English	16th St BART Station Outreach
725	For it if it can make Bart cleaner, more efficient	English	16th St BART Station Outreach
726	Make the changes simple	English	16th St BART Station Outreach
727	Use fare increase to keep Bart running all night. Low income option for Bart riders	English	16th St BART Station Outreach
728	Disagree with increase because elevators, escalators, bathrooms don't work	English	16th St BART Station Outreach
729	stop fare increases	English	16th St BART Station Outreach
730	Remind/educate users where money is going to	English	16th St BART Station Outreach
731	My income doesn't increase according to these changes	English	16th St BART Station Outreach
732	Understand adjustments, however condition of trains doesn't justify increase	English	16th St BART Station Outreach
733	Increase is small and won't affect me much	English	16th St BART Station Outreach
734	Unnecessary	English	16th St BART Station Outreach
735	Compensate for those with low income	English	16th St BART Station Outreach

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Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
736	living on food stamps, can't afford disabled tax increase. Bart is essential to me	English	16th St BART Station Outreach
737	Opposed	English	16th St BART Station Outreach
738	Will make it work	English	16th St BART Station Outreach
739	Fine if you create disc program for low income ppl, moderate inc	English	16th St BART Station Outreach
740	Not supportive of this, Bart hasn't shown it can manage funds efficiently	English	16th St BART Station Outreach
741	Hope it goes towards making Bart run more efficiently	English	16th St BART Station Outreach
742	When are the new cars going online	English	16th St BART Station Outreach
743	Bart already too expensive for its quality of service	English	16th St BART Station Outreach
744	Too pricey to ride Bart nowadays	English	16th St BART Station Outreach
745	If it is justifiable, why not	English	16th St BART Station Outreach
746	No	English	16th St BART Station Outreach
747	In favor as long as revenue goes towards improving service/capital projects	English	16th St BART Station Outreach
748	Support improvements to bart if fare increase is reasonable	English	16th St BART Station Outreach
749	Bart increase is higher than inflation	English	16th St BART Station Outreach
750	Need to fund new cars and upgrades to trains to make efficient	English	16th St BART Station Outreach
751	With increase, expect to see actual improvement (new car, train interior)	English	16th St BART Station Outreach
752	Ok with it	English	16th St BART Station Outreach
753	This will price out low, fixed income riders	English	Bernal Heights Community Center
754	Shouldn't increase Bart fare	English	Bernal Heights Community Center
755	I don't mind paying for two years and then looking at their plans with the money	English	Bernal Heights Community Center
756	I don't use Bart but this isn't cool	English	Bernal Heights Community Center
757	Fare is already expensive	English	Bernal Heights Community Center
758	If it's only for capital project use, I'm for it	English	Bernal Heights Community Center
759	I don't mind the increase, seems fair to get money for maintenance	English	Bernal Heights Community Center
760	Fair to increase the fares if the experience will improve. Public poll to vote on what changes they want	English	Bernal Heights Community Center
761	Bart needs more officers patrolling trains, safety, regulate homeless	English	Bernal Heights Community Center
762	yes, as I'm low income	English	Bernal Heights Community Center
763	None	English	Bernal Heights Community Center
764	Bart should keep fares affordable, not in favor of increase	English	Bernal Heights Community Center
765	No increase	English	Bernal Heights Community Center

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
766	Didn't SF/CA just approve a huge bond measure to fund operations and upgrades?	English	Bernal Heights Community Center
767	Disagree with price increase	English	Bernal Heights Community Center
768	It is too much! Bad already with the increase from last year	English	Bernal Heights Community Center
769	Increase of price is an inconvenience	English	Bernal Heights Community Center
770	Fares should only increase with equal service improvements	English	CBO
771	good program	English	CBO
772	not good	English	CBO
773	Affects seniors with low income	English	Castro Senior Center
774	Charger higher fare for working adults, discount for frequent riders	English	Castro Senior Center
775	Where is all the money going now?	English	Castro Senior Center
776	Should not increase fares	English	Castro Senior Center
777	Senior on fixed income	English	Castro Senior Center
778	Ridiculous! There shouldn't be one	English	Castro Senior Center
779	Hits hard as a retired limited income senior	English	Castro Senior Center
780	No	English	Castro Senior Center
781	Spare us senior adults	English	Castro Senior Center
782	Family uses Bart everyday, we don't want fare increases	English	Daly City BART Station Outreach
783	I am homeless and rely heavily on Bart. Low income category fare should be put into effect	English	Daly City BART Station Outreach
784	I am worried about low income families affected by the fare increase	English	Daly City BART Station Outreach
785	Fare is too much now	English	Daly City BART Station Outreach
786	It's a little expensive, but understandable with the costs	English	Daly City BART Station Outreach
787	Trains get worse	English	Daly City BART Station Outreach
788	Should be avoided if possible	English	Daly City BART Station Outreach
789	Good idea if they fix the trains and system.	English	Daly City BART Station Outreach
790	I would rather have it not happen	English	Daly City BART Station Outreach
791	I would like to see the new rail cars	English	Daly City BART Station Outreach
792	Do not increase, salaries are not increased	English	Daly City BART Station Outreach
793	Disagree with fare increase. Going to and from the airport everyday is too expensive for me	English	Daly City BART Station Outreach
794	Doesn't make sense. There's an income inequality in the Bay, commute is already too expensive	English	Daly City BART Station Outreach
795	As a student, Bart's fare increase will make life more tough	English	Daly City BART Station Outreach
796	Not really, providing that it improves the Bay's transportation infrastructure	English	Daly City BART Station Outreach
797	Why increase without any improvements to parking and stations, security, safety, cleanliness, and employee attitudes	English	Daly City BART Station Outreach
798	Thanks for the transparency	English	Daly City BART Station Outreach
799	Fares are already too high	English	Daly City BART Station Outreach
800	Have you looked for inefficiencies in administration and operations? What steps taken before asking for more money?	English	Daly City BART Station Outreach
801	No	English	Daly City BART Station Outreach

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Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
802	No increase	English	Daly City BART Station Outreach
803	No, inflation increases are necessary	English	Daly City BART Station Outreach
804	Seniors cannot afford an increase	English	Downtown Oakland Senior Center
805	Folks cannot afford it	English	Downtown Oakland Senior Center
806	Not a good time for increase	English	Downtown Oakland Senior Center
807	Don't raise them	English	Dublin Senior Center
808	Not for senior citizens	English	Dublin Senior Center
809	Do not raise rate for Senior Clipper card!	English	Dublin Senior Center
810	It's an extra burden for seniors	English	Excelsior Community Center
811	It's hard for a retired person who has a fixed income	English	Excelsior Community Center
812	Bart system needs to be maintained, updated, money has to come from somewhere else	English	Excelsior Community Center
813	Repair and repair ASAP. Increase number of seats/trains	English	Excelsior Community Center
814	Strongly oppose this fare increase. Big detriment to seniors	English	Excelsior Community Center
815	I believe that Bart should be equal to all people, one set price that is reasonable	English	Excelsior Community Center
816	I use BART everyday if fare price goes up ridership might go down especially since RTC riders are more likely to be low income. Things that are designed to make BART more accessible are frequently not in service so raising fares is not a nice way to encourage us to use BART	English	Ed Roberts Campus
817	I ride BART everyday to SF. Discount has already come down from 75% and as a senior many of us are on a fixed income and this would affect a lot of us.	English	Ed Roberts Campus
818	Many Board members have been around for a long time. I am surprised that the RTC discount change has been removed as an option. The new board members are more progressive than previous boards.	English	Ed Roberts Campus
819	If you come from another city and are senior or disabled will then not be able to get a discount on BART. You should consider that those need a discount too	English	Ed Roberts Campus
820	2.7% increase will happen, this plus the RTC discount change could prevent a trip for those on a fixed income	English	Ed Roberts Campus
821	Elevators are too often broken or filled with pee and fesses. Most elevator access points are in dark scary places. Frequently reroute to have a longer more expensive trip simply because it is safer. 7/10 time the elevators are either a mess or don't work. If 12 <sup>th</sup> elevator is out they then have to take the bus to 19 <sup>th</sup> street and then the trip is longer and more expensive. If prices go up then it very discouraging.	English	Ed Roberts Campus
822	I agree with this last statement and have had people with disabilities pay out of pocket having too much of a process to get a clipper and get reimbursement. It is very discouraging to have to go through this process. Can the process be easier or faster?	English	Ed Roberts Campus
823	Do the fare increases that occur every other year advertised in advanced or do they just happen on the day?	English	Ed Roberts Campus
824	Stop paying millions of dollars to consultants who still cause budget shortfalls	English	Email

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
825	<p>I am so unhappy to hear of your "suggested" ways to raise revenue to cover your budget shortfall. I am a daily rider and park to. Almost \$15 per day now.</p> <p>Do you know what my raise was this year? 2.5%. That won't even cover all your increases.</p> <p>Here are some suggestions:</p> <ol style="list-style-type: none"> <li>1. Put officers at the stations to stop fair jumpers. I see it everyday at PB BP and when I do see a Bart cop they are sitting in their vehicle at the far end of the parking lot.</li> <li>2. Revoke "free" privileges for anyone but Bart employees. That includes their families, police and fire departments and anyone else that rides for free.</li> <li>3. Charge for parking on the weekends. Why pin it only on the working folks?</li> <li>4. Supervise employees so they don't make \$276k per year. The stations and trains are filthy.</li> <li>5. Empty trains are a waste. Consider a slight reduction in fares during non peak times to encourage ridership.</li> </ol> <p>That's it. Please don't raise rates or parking. I can't afford anymore increases.</p> <p>Thank you.</p>	English	Email
826	<p>No fare increase needed but just lay off the attendants in the Berkeley BART station who always lean against the railings near the faregate railings staring at passengers they don't like and making snarky comments about them while they allow others to jump the fare gates without any action. The latter and any other similar attendants like those in Oakland should be laid off or furloughed or decrease their salary. Thus, no fare increase needed.</p>	English	Email
827	<p>When the emergency exits were locked at Embarcadero I'm sure there was an increase in exit fares paid. If one assumes that a security guard costs \$27/hr and their some job would be to be posted at the emergency exit and not allow it to open except in proper circumstances during rush hour. I believe at Embarcadero there are 8 emergency exits. At 4 hours in the morning that's \$864/day and again extrapolate to 5 days a week and 52 weeks a year = \$224K. The only figures I saw was a 5,000 increase in exits when the emergency exits were locked compared to previous year. Even if only 20% of that is cheats that's potentially \$3,670 in fare increase or a margin of \$2,806 a day. It's not a bunch but potentially \$700K+/yr just at Embarcadero. Plus potentially keep the beggars and homeless off the trains.</p>	English	Email

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
828	<p>I commute on BART From Lake Merritt station to Balboa Park station. In the two minutes it takes for me to go through the fare gates and to the stairs, I ALWAYS see at least one gate jumper on both ends. I can only imagine how many others don't pay at all of the other stations and the rest of the time.</p> <p>Why don't you hire more people to monitor this? You would increase sales exponentially. If gate jumpers knew that they couldn't get away with it, they would pay or not use the system (I think they would mostly pay). I spend hundreds of dollars a month to ride BART and it annoys me so much to see others not paying.</p> <p>Before raising rates, I think you should see if you can collect more fares now.</p> <p>Thank you,</p>	English	Email
829	<p>Bad service High rates And homeless This is bad service Too expensive and slow</p>	English	Email
830	<p>A way to make money for Bart without making a burden on its Riders all of Bart elevated tracks over major intersections are just plain concrete good place for advertisement if a company will pay you hundred thousand dollars a year to put their name up I say that's free money to Bart something to think about my name is Donald tapp 707-515-8975</p>	English	Email
831	<p>I take Bart daily into the City. The conditions of the trains and stations are appalling. Garbage, the smell of urine and non-paying riders getting onto trains and into the paying area of stations has contributed to creating a grotesque and unsafe environment.</p> <p>Bart is continuously requesting more money from customers and tax payers, but has allowed its staff to become an overpaid, uncaring toxic culture that is lazy and does not take pride in their work. I refuse to pay more many to ride filthy, disgusting trains, while Bart workers and executives continue to pad their pockets.</p> <p>Bart is the biggest fraud I have ever bared witness to. I'm happy to hear that companies like Lyft are beginning to offer alternatives to Bay Area commuters.</p> <p>Sincerely, Very displeased customer</p>	English	Email
832	<p>I keep reading about your financial difficulties yet at the same time I hear how well paid the station people are. This is not about whether that's deserved...Why not make a fare system based on time of day and day of week? For example, week day peak hours in AM and PM should be the highest, and drop the fares for the times in between as well as weekends. I noticed recently there was also news that weekend ridership is down. If you announce a decreased fare for weekend riders, I bet you will see many people taking advantage of it. You have trains running anyway - might as well fill them. Since the fares are already built in, it would just be a simple computer program, and no one would need to sign in to Compass or other nonsense like that. The ticket machines should automatically reflect the cost of ridership in real time. Also, I just rode BART back from SF earlier today and there was a homeless person sleeping on the back seats. None of us approached that area. This is a security and hygiene issue. San Francisco is a world class city and this is really not savory. Please patrol the cars better, for the sake of your loyal riders. Thank you for your attention, and I hope you will find good solutions. BART is very necessary to the Bay Area, and should be even better at getting cars off the roads.</p>	English	Email

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
833	this is important make available the orange tickets to college students current just open to high school college students should be allowed to use these same tickets too and racism disrespectful to have different parking prices at the stations west oakland is the same parking as west dublin and north concord and daly city make it max 2 dollars to park or 1 dollar bart and make west oakland the same price this is needed and is a problem and bring bart to hercules this extension needs to start the same year as livermore if you can extend to that area you can extend to hercules so will hear more and our area deserves tight excellent bart service which is needed more than livermore or downtown diridon area so will talk with you more later	English	Email
834	We all dislike fare increases. Nobody is happy	English	Email
835	Bart is too expensive as it	English	Email
836	PLEASE NO FARE INCREASE!!!! HAVE MERCY TO THOSE WHO DEPENDS ON BART BECAUSE THEY CAN NOT AFFORD TO BUY A CAR ... PLEASE	English	Email
837	I am a commuter to and from work. I get on at the Pittsburg line and get off at Montgomery. I've been doing this commute for 6 years now prior to that it was probably 10 (there was a break from San Francisco). I have been lucky enough to say that I was here when the Pittsburg/Bay point station opened and I get to see the extension of ebart. So I do understand that there needs to be increases at times to offset some of the costs. However I have also seen the decline in how the trains are kept clean and the frequency of delays in service. On several occasions I have emailed regarding homeless people sleeping on the trains over night and I have been told that "no one sleeps on the trains overnight". Well I beg to differ because the trains at the end/beginning of the line are not always walked through and people removed. It is very difficult to get on a train when there is a person sleeping in his/her on feces and other things. I understand the the homeless population has increased I've seen it over the past 20 years and it's sad but I do not give Bart over \$400 per month including parking for poor customer service which includes the lack of taking care of the railcars that we have now. Yes I am against a fare increase at least at Pittsburg.	English	Email
838	I think you should first go after people who do not pay their fare share. People who do not by tickets. It is a good idea to have BART fare checkers as people travel within the system and leaving the system like other transit systems such as MUNI. Do this before making everyone pay for those fare invaders.  Thanks for hearing me out!	English	Email
839	Because of your greed and lack of morals I am turning in my Clipper card and driving to work. How much money do you need? When is charging more for taking mass transit than driving good for the economy and the Earth? You sicken me BART.	English	Email
840	Don't increase	English	Fax
841	increase of paper tickets is well thought out	English	Fax
842	If it's necessary, yes.	Spanish	Fruitvale BART Station Outreach
843	It would be much more difficult if they raise the fare as I travel every day. I study and work and am a single mother.	Spanish	Fruitvale BART Station Outreach
844	I would not like the fares to go up.	Spanish	Fruitvale BART Station Outreach
845	It is not good because there isn't much money, everything has gone up (food)	Spanish	Fruitvale BART Station Outreach
846	Too much as it is expensive for me and usually arrives late.	Spanish	Fruitvale BART Station Outreach
847	Yes because they shouldn't increase because one earns minimum wage and I travel daily to San Francisco.	Spanish	Fruitvale BART Station Outreach
848	I don't agree they should raise the fares.	Spanish	Fruitvale BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
849	I agree but if they raise salaries.	Spanish	Fruitvale BART Station Outreach
850	Crumbling, antiquated system. Bart is like a third world experience	English	Fruitvale BART Station Outreach
851	Retired on fixed income. Bart is essential to independence and fare hike would be fin. Burden	English	Fruitvale BART Station Outreach
852	Don't think fare increase is fair for a lot of people	English	Fruitvale BART Station Outreach
853	Don't like/can't afford fare increase	English	Fruitvale BART Station Outreach
854	Is there a way to adjust fare increase among economic status/zip code?	English	Fruitvale BART Station Outreach
855	Increase is fair, but would expect cleaner and less crowded trains	English	Fruitvale BART Station Outreach
856	Fare increase is excessive and won't meet objective	English	Fruitvale BART Station Outreach
857	Not big on increase, but think it would lead to smoother running service in future	English	Fruitvale BART Station Outreach
858	No fare increases until Bart shows dramatic improvement in service, system, etc.	English	Fruitvale BART Station Outreach
859	Increase would help budget to fix elevators and escalators	English	Fruitvale BART Station Outreach
860	Keep Bart trains clean	English	Fruitvale BART Station Outreach
861	Fare increase is a regressive tax on the poor. Why is there no discount for regular riders?	English	Fruitvale BART Station Outreach
862	Bart fares are already expensive	English	Fruitvale BART Station Outreach
863	Fare increase makes sense	English	Fruitvale BART Station Outreach
864	Needs to use current budget/revenue for improvement/maintenance.	English	Fruitvale BART Station Outreach
865	How is there a deficit when trains are packed, Bay Area taxes are high, and the vote for Bart funding	English	Fruitvale BART Station Outreach
866	No change to Bart fares, already expensive. Need student fare discount	English	Fruitvale BART Station Outreach
867	Increase is unfair	English	Fruitvale BART Station Outreach
868	None	English	Fruitvale BART Station Outreach
869	Fares are already too high, shouldn't be increase	English	Fruitvale BART Station Outreach
870	Would like to see money go to better ability to deal with unexpected/emergency Bart delay situations	English	Fruitvale BART Station Outreach
871	Fare increase could negatively impact ridership totals	English	Fruitvale BART Station Outreach
872	People would support increase if changes to Bart are more noticeable (more cars, less delays)	English	Fruitvale BART Station Outreach
873	Ok but want to see friendly staff, air con on Bart, extended night hours	English	Fruitvale BART Station Outreach
874	Will there be programs set up for low income riders?	English	Fruitvale BART Station Outreach
875	Do fare increases go towards employees' quality of life	English	Fruitvale BART Station Outreach
876	Cheaper/faster for me to drive. Raising fares will impact ridership. Bart needs to increase service	English	Fruitvale BART Station Outreach
877	If fare increase, must increase number of trains going into SF	English	Fruitvale BART Station Outreach
878	Must have better/more service if higher fares	English	Fruitvale BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
879	Enforce current fare, witness fare evaders everyday	English	Fruitvale BART Station Outreach
880	Willing to pay more if escalators and elevators work	English	Fruitvale BART Station Outreach
881	No fare increase needed, should be more Bart trains available to decrease congestion in Bart cars	English	Fruitvale BART Station Outreach
882	Fare increase doesn't equate to better service	English	Fruitvale BART Station Outreach
883	too many things increasing	English	Independent Living Resource Center of San Francisco
884	Seniors are prevented from participating in their community due to fare increases	English	Independent Living Resource Center of San Francisco
885	give paycuts to executive employees	English	Independent Living Resource Center of San Francisco
886	Unnecessary and unfair, not much improvement on maintenance	English	Independent Living Resource Center of San Francisco
887	is already too expensive	English	Independent Living Resource Center of San Francisco
888	A Fare increase at this time is not justified if you do not make significant efforts to REDUCE FARE EVASION which is causing BART to lose millions of dollars in revenue.	English	Mail
889	An across the board Fare increase is fair and preferred increase in parking fees is unfair and targets communities	English	Mail
890	Needs to do a better job of controlling opex before shifting costs to customers	English	Lake Merritt BART Station Outreach
891	Bart fare is already too expensive	English	Lake Merritt BART Station Outreach
892	Where are the funds from passing of measure RR and why was that not factored into fare increase	English	Lake Merritt BART Station Outreach
893	Make sure fare stations are manned, no smoking enforce, elevators are accessible	English	Lake Merritt BART Station Outreach
894	I agree	English	Lake Merritt BART Station Outreach
895	Will negatively affect those with low income, Bart strikes still happen	English	Lake Merritt BART Station Outreach
896	Bart should offer discounts to frequent riders	English	Lake Merritt BART Station Outreach
897	None as long as Bart keeps runnig	English	Lake Merritt BART Station Outreach
898	Increase is excessive	English	Lake Merritt BART Station Outreach
899	no opinion	English	Lake Merritt BART Station Outreach
900	too much money for fares	English	Lake Merritt BART Station Outreach
901	Even though fare increase is somewhat minimal, it will affect low income individuals	English	Lake Merritt BART Station Outreach
902	Disagree with fare increase, already expensive	English	Lake Merritt BART Station Outreach
903	Implement peak hr pricing = reduce overcrowding during rush hr, raise revenue	English	Lake Merritt BART Station Outreach
904	Bart fare is already high enough, new Bay Area transplant riders should be sufficient to cover costs, consider low income families	English	Lake Merritt BART Station Outreach
905	Already pay too much for what Bart provides	English	Lake Merritt BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
906	I'm a retired senior, please do not increase fares	English	North Berkeley Senior Center
907	I'm not happy about it, but it doesn't affect me too much	English	North Berkeley Senior Center
908	This is a hardship for seniors and disabled	English	North Berkeley Senior Center
909	It is fair	English	North Berkeley Senior Center
910	No increases for seniors or fixed income	English	North Berkeley Senior Center
911	Please don't raise senior fares	English	North Berkeley Senior Center
912	I can't afford to pay for transportation on social security income	English	North Berkeley Senior Center
913	I don't want to pay fare increase	English	North Berkeley Senior Center
914	No	English	North Berkeley Senior Center
915	Bart is wasting money and should be audited regularly.	English	North Berkeley Senior Center
916	Don't raise fares, it's unfair	English	North Berkeley Senior Center
917	Increasing paper ticket fare seems the most fair	English	El Cerrito del Norte BART Station Outreach
918	No, don't raise	English	El Cerrito del Norte BART Station Outreach
919	should be no increase	English	El Cerrito del Norte BART Station Outreach
920	seems fair to me	English	El Cerrito del Norte BART Station Outreach
921	Why do we have referendums for more money? Fix existing areas before expanding	English	El Cerrito del Norte BART Station Outreach
922	Disagree with increase	English	El Cerrito del Norte BART Station Outreach
923	Periodic fare increases are a good idea	English	El Cerrito del Norte BART Station Outreach
924	It's a bad idea	English	El Cerrito del Norte BART Station Outreach
925	Hope it doesn't happen, we can't afford it	English	El Cerrito del Norte BART Station Outreach
926	Let's explore other options without raising fares	English	El Cerrito del Norte BART Station Outreach
927	Disingenuous to	English	El Cerrito del Norte BART Station Outreach
928	Don't like it, already expensive	English	El Cerrito del Norte BART Station Outreach
929	There's no need	English	El Cerrito del Norte BART Station Outreach
930	Hope it isn't too much, but will pay more if needed	English	El Cerrito del Norte BART Station Outreach
931	No increases	English	El Cerrito del Norte BART Station Outreach
932	Bart should decrease the fare	English	El Cerrito del Norte BART Station Outreach
933	Necessary to provide better service	English	El Cerrito del Norte BART Station Outreach
934	Cost effective, make sure this will facilitate safe/ontime Bart schedule	English	El Cerrito del Norte BART Station Outreach
935	It will help the Bart operation	English	El Cerrito del Norte BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
936	Not happy	English	El Cerrito del Norte BART Station Outreach
937	Increase is unfair to riders, already have approved \$ and increased fares this past year	English	El Cerrito del Norte BART Station Outreach
938	Why did we vote for Measure X?	English	El Cerrito del Norte BART Station Outreach
939	Understand the reason for it, but feel Bart fares are already expensive	English	El Cerrito del Norte BART Station Outreach
940	It sucks	English	El Cerrito del Norte BART Station Outreach
941	It should stay the same	English	El Cerrito del Norte BART Station Outreach
942	Bart costs too much money already along with poor service	English	El Cerrito del Norte BART Station Outreach
943	I can't afford it!	English	El Cerrito del Norte BART Station Outreach
944	Maintenance of the stations needs to be upgraded	English	El Cerrito del Norte BART Station Outreach
945	Fare increase will result in loss of riders. Bart doesn't save time, just saves me money. Rides are uncomfortable	English	El Cerrito del Norte BART Station Outreach
946	Horrible especially since service hasn't improved and there are delays	English	El Cerrito del Norte BART Station Outreach
947	Why the increase?	English	El Cerrito del Norte BART Station Outreach
948	Consider the disparity among BART patrons and how fare increase will disproportionately affect riders from certain stations, i.e. cities like Richmond have a much lower average income than financial district workers	English	North Richmond District Advisory Committee
949	Try to focus on riders who can afford it	English	North Richmond District Advisory Committee
950	But are you becoming efficient?	English	North Richmond District Advisory Committee
951	Are you going to fix the elevators to help those with disabilities?	English	North Richmond District Advisory Committee
952	Some of ridership is down, Is that because of violence? Are you going to invest in BART Police? Safety is a concern, especially during the night at stations like Colesium, west oakland, etc	English	North Richmond District Advisory Committee
953	Teenagers robbed train. What is being done to ensure people are safe on BART?	English	North Richmond District Advisory Committee
954	Rider safety is very important. People sleeping on the train is a problem.	English	North Richmond District Advisory Committee
955	Overdraft fees. Fares go up but theres no new cars, they're dirty, don't see any improvements, we can't do anything about fare increases but there needs to be improvements for the extra cost.	English	North Richmond District Advisory Committee
956	Hate the Idea of Fare increases. Fares are already not affordable for most riders	English	North Richmond District Advisory Committee
957	BART hasn't show improvement on all stages of BART	English	North Richmond District Advisory Committee
958	Expand to age 18y - Don't cut back on Seniors or Disabled	English	North Richmond District Advisory Committee
959	Lower Fares off hours, unfair low income they can't afford - \$0.50 paper surcharge + possibel no access to register Clipper what about people require receipt	English	North Richmond District Advisory Committee

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
960	Most people do not actually get 3% annual COLAs so this 2.7% every two years is hardship	English	North Richmond District Advisory Committee
961	Don't like it, voted in a bond, finances management	English	The Open House Senior Center
962	No Fare Increase	English	The Open House Senior Center
963	No	English	The Open House Senior Center
964	Do what helps the budget	English	The Open House Senior Center
965	don't like it, reducing seats, making it harder for seniors/disabled	English	The Open House Senior Center
966	Not Moscow Metro	English	The Open House Senior Center
967	don't need to increase	English	The Open House Senior Center
968	Unfair to seniors that are on a fixed income	English	The Open House Senior Center
969	Okay if used in this manner	English	The Open House Senior Center
970	BART is expensive	English	The Open House Senior Center
971	30-35% increase total in 10 years;6.80-7.25 in 10 years	English	The Open House Senior Center
972	Yes, if it's to improve I agree.	Spanish	Pittsburg/Bay Point BART Station Outreach
973	I don't agree.	Spanish	Pittsburg/Bay Point BART Station Outreach
974	For me it's not a problem. If they raise the price, ok.	Spanish	Pittsburg/Bay Point BART Station Outreach
975	It's not ok, it's already very high. It's public transport. It's not a taxi and many people use it for their transport.	Spanish	Pittsburg/Bay Point BART Station Outreach
976	No.	Spanish	Pittsburg/Bay Point BART Station Outreach
977	If it is to improve the system I agree.	Spanish	Pittsburg/Bay Point BART Station Outreach
978	I don't agree with raising the fares to use for service maintenance.	Spanish	Pittsburg/Bay Point BART Station Outreach
979	No.	Spanish	Pittsburg/Bay Point BART Station Outreach
980	How much does it cost now, I'd like to know the price. If it's necessary we have to pay.	Spanish	Pittsburg/Bay Point BART Station Outreach
981	No, it's appropriate to increase for the maintenance and support for BART services.	Spanish	Pittsburg/Bay Point BART Station Outreach
982	I disagree	English	Pittsburg/Bay Point BART Station Outreach
983	this is too much to pay between the amount of money makes per day, sponsors, measures	English	Pittsburg/Bay Point BART Station Outreach
984	Haven't seen any improvements with the last fare increase. Infrastructure outdate and inefficient compared to other countries.	English	Pittsburg/Bay Point BART Station Outreach
985	Where are the results of the new tax bond and record ridership? Doing nothing to improve existing routes while trying to expand	English	Pittsburg/Bay Point BART Station Outreach
986	Bart is already expensive, cheaper to drive	English	Pittsburg/Bay Point BART Station Outreach
987	Right now Bart cheaper than driving, but with the increase I would drive	English	Pittsburg/Bay Point BART Station Outreach
988	Shouldn't happen	English	Pittsburg/Bay Point BART Station Outreach
989	Fares are high enough	English	Pittsburg/Bay Point BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
990	Fare increase makes sense. However, BART is stunningly out of date in every aspect, and unless you can clean up the stations, add lighting, reduce track screech, and get new trains running before summer, people are going to be very upset by this.  And ffs just sell monthly passes. It seems to be working very well for Caltrain.	English	E-mail Invitation Online
991	That sounds reasonable	English	E-mail Invitation Online
992	Will start driving in 2018.	English	E-mail Invitation Online
993	I thought that the bond measure we just voted for you was to cover needs for the cars, controls, and maintenance facilities. If you needed more money, why didn't you ask for n the bond?	English	E-mail Invitation Online
994	No	English	E-mail Invitation Online
995	From my opinion, the change itself might not be as dramatic as the current average rent in the Bay Area , but still plays the important role for a lot lower income people when it adds up to their existing month expenses.	English	E-mail Invitation Online
996	I can't afford it, but hopefully I'll have a new job by then!	English	E-mail Invitation Online
997	It's too much. Way too much but I have no other commuting choice, so you have me and other commuters in a vice. Though once my employer starts participating in the Commuter Check program, I'm using UberPool - it too can take Commuter Check and will be no ore expensive if you increase fares.	English	E-mail Invitation Online
998	I don't like it. The point of BART is that it provides a transportation option for individuals who cannot afford to have a car or would like to rely on public transportation to get to work in traffic heavy areas like San Francisco and Oakland. BART has cotinually raised fares since I began to rely on the system around 7 years ago. I don't think it's fair since I keep hearing that this fare increase is to extend the BART lines to San Jose (which I have not seen happen yet) or to pay BART operators (who I aree should receive a living wage that helps them survive in the Bay) or to pay for new BART cars. I have seen little to no improvement in the service to justify this increase once again.	English	E-mail Invitation Online
999	Bart price is way too high but it's a monopoly. It's terrible that improvements are slow, priced too high, and filled with excuses. It pales in comparison to other metro transports. The turnstiles don't even work consistently and have closed on my childrn's heads multiple times. They are scared every time now	English	E-mail Invitation Online
1000	Each fare increase really hurts all the people riding. Often time we are only getting 1-4% increases in our salaries. All expenses go up and then Bart increases 2.7%. We now pay a lot to just park at Bart. Your parking lots are paid for and very little t no maintenance is done on them. Spending \$2-5 a day to park plus the fare increase is a lot for working families.	English	E-mail Invitation Online
1001	Most people take BART because it is supposed to be an affordable alternative. As time goes on, it doesn't seem that way anymore. Maybe more companies will expand away from SF so that we don't have to ride BART.	English	E-mail Invitation Online
1002	So many other large cities (NYC, Chicago, etc.) in the US manage to run metro systems are far more reasonable prices.	English	E-mail Invitation Online
1003	Please control salaries and expenses of unions and management. They should be in parity with the market. Healthcare, 401(k) and other benefits should be evaluated and pegged with performance and market. Then let's talk about fare increase that impacts eveyday commuter who probably is working longer hours and making less money	English	E-mail Invitation Online
1004	Did we just not approve a measure for millions of dollars ?? Every time you increase fares you are pushing people away from bart. You need to operate with the money you bring in To many of us do not get salary increases on a yearly bauss and it becomesa hardship to ride bart. Stop giving your employees raises every year.	English	E-mail Invitation Online
1005	Sounds OK to me.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1006	It's lunacy — we give you so much money every day, through fares and tax dollars and it's never enough. A terribly inefficient system that never improves and constantly gets worse.	English	E-mail Invitation Online
1007	I can't see anyone being happy about this. BART service already leaves much to be desired, so it's not going to be easy to convince me that I should want to pay more for what it currently sub-par service.	English	E-mail Invitation Online
1008	What about all that money Bart just got from the two bond measures..?  I feel that Bart is really expensive now.	English	E-mail Invitation Online
1009	It already seems so expensive, especially for students who have to take it daily...	English	E-mail Invitation Online
1010	I feel like its hard enough for people to get where they need to go a fare increase will only hinder those who need to get places the higher the prices the less people are going to use it .	English	E-mail Invitation Online
1011	It seems like when fares increase it discourages people from taking BART. Money from raised tolls on the Bay Bridge and gas taxes should be used to further discourage driving and the extra money raised should pay for BART. People should be rewarded for taing BART instead of driving and not have to pay higher fares on BART.	English	E-mail Invitation Online
1012	Although I understand that employee salaries are a matter that requires negotiation with the union I feel that many BART employees are under trained and over compensated. As such, until either service improves or employee salaries are reduced I as a commter do not support any increase in fares. Many of my interactions with BART employees especially those working at the station service windows have been unsatisfactory to say the least. They are often rude and unhelpful. If BART needs more funds for captal improvements it should take it out of employee salaries budget rather than increase fairs.	English	E-mail Invitation Online
1013	I wouldn't mind paying slightly more in fare if it meant less crowding on Dublin line.	English	E-mail Invitation Online
1014	I understand the need and support BART in its efforts to maintain and modernize, and not too long ago would say I'd be in support of this fare increase if it meant it'd help get infrastructure where it needs to be. However, fares are already too high and re effectively keeping lower-income communities from being able to travel around the Bay Area (I spent some time in Los Angeles recently taking public transportation and was shocked at how much more we pay overall here). At this time, I would not be in faor of a fare increase and would hope funds could be allocated elsewhere.	English	E-mail Invitation Online
1015	First Bart needs to better control it's wasteful spending habits, base Pay of \$50,000 and earning over \$250,000 dollars a year is gross wasteful. You can't work that many hours and be effective at your job. As I watched the news report about this the Bartspokesperson just blew the subject off like this is normal practice at Bart. I hope this mind set will change and until it does bart should not have any more rate increases. Just to much waste.	English	E-mail Invitation Online
1016	My fare is getting kind of high as I go from San Francisco to Walnut Creek during weekdays roundtrip. It's better that they are not yearly increases. It would be better if increases are held down as much as possible. I don't know if other funding sources could be found to cover some of these recurring costs without driving up fares. It would be nice if Bart had some kind of controlled fare pass for its riders. Thanks	English	E-mail Invitation Online
1017	I'm skeptical if all the money going toward BART is really going toward new features for the train, or if they're going toward ridiculously high pensions, salary and overtime. These benefits don't appear to be in-line with the market rate (private companis), they are much higher.	English	E-mail Invitation Online
1018	Security cameras?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1019	Yes. It sucks!	English	E-mail Invitation Online
1020	Seems fair.	English	E-mail Invitation Online
1021	Do not increase the Fare, please update the train to new ones	English	E-mail Invitation Online
1022	It is ridiculous that the gates keep going up while the service keeps getting worse. I don't know that there's been a day with 1. Medical Emergency 2. Police activactivity and 3. Equipment problem. New York and other cities on the east coast have systms that are at least twice as old as This, and there is major issue. Stop paying your employees so much and some spend the money on building the right infrastructure and buy new trains!	English	E-mail Invitation Online
1023	I cringe at just the thought of any fare increase.	English	E-mail Invitation Online
1024	no comments	English	E-mail Invitation Online
1025	OK if you repair tracks, make all camers work and escalators.	English	E-mail Invitation Online
1026	BART should reduce excessive employee pay instead of raising fares. You've got janitors making over 200K per year with overtime...outrageous! Alameda Co. just approved a huge new BART tax this past election, and you still want more money. Why is BART boar so unaccountable?	English	E-mail Invitation Online
1027	If all new revenue from inflation-based fare increases goes to capital needs, how are increases in operational costs (labor, etc.) funded?	English	E-mail Invitation Online
1028	For a major public transportation that is supposed to be reliable, BART is anything but. Passengers shouldn't have to front the bill to cover the "extensive capital needs".	English	E-mail Invitation Online
1029	Would much prefer a tax on Bay Area real estate speculation. Not helpful to put the burden on some of those who already have a hard time affording the cost of BART and not looking to those who can help supplement a healthy Bay Area economy. Also please diconinue the new trains with less seating during non rush hours.	English	E-mail Invitation Online
1030	I hope that the increase will help with better upkeep of the stations (cleanliness, mainly).	English	E-mail Invitation Online
1031	We also passed a bond measure in 2016 for capital infrastructure. Taxpayers shouldn't have to pay twice. I'm concerned that there is poor management of funds. Where can we find detailed information on Bart's budget? Sources of income (fares, taxes and bons) and then how Bart uses these funds. This needs to be more transparent.	English	E-mail Invitation Online
1032	Senior fare is ok	English	E-mail Invitation Online
1033	I hope the prices don't increase so drastically that it'll have an impact on my everyday Bart schedule. It's difficult for students and low income costumers to be able to afford high prices	English	E-mail Invitation Online
1034	I don't understand why we need this. We are already paying huge money for the unreliable service we are getting. Doesnot make sense.	English	E-mail Invitation Online
1035	only comment would be to have updated alerts for scheduled track maintenance so riders can plan accordingly	English	E-mail Invitation Online
1036	It had just better go to where it's supposed to	English	E-mail Invitation Online
1037	An outrage. The system is expensive already	English	E-mail Invitation Online
1038	It's already too expensive	English	E-mail Invitation Online
1039	As if it's not already high enough. 13.00 a day for crappy service is a bit much	English	E-mail Invitation Online
1040	It's a great plan improvement is always great!	English	E-mail Invitation Online
1041	No	English	E-mail Invitation Online
1042	Yes, it should go to system improvements and not toward the over-inflated salaries of the BART employees.	English	E-mail Invitation Online
1043	I think that it is pricey with how much it costs already and that with an increase, it would just further marginalize the people who actually use BART and AC Transit as their sole transportation across the Bay Area.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1044	A rock and a hard place. I think BART is wonderful deal overall, but I have not enjoyed the stench on some trains where transients have spent time. Sometimes I don't even know if I'd be carrying bacteria to work or home with me. Is there something you will be dealing with before the rate hike?	English	E-mail Invitation Online
1045	I don't know anything about it at this point.	English	E-mail Invitation Online
1046	I think most people (granted not all) understand the concept of inflation. I wouldn't even consider this a real price increase.	English	E-mail Invitation Online
1047	Why is there a need for a fare increase when BART is running at capacity?	English	E-mail Invitation Online
1048	I'm already struggling paying the fare now.	English	E-mail Invitation Online
1049	You have been doing this for ever but barely any change to bart system in the past 10 years. I strongly support public transportation but have a serious doubt in bart management capabilities and intentions.	English	E-mail Invitation Online
1050	I don't think it's fare to ask people to pay higher fares. Your lowest fare is still 3.25 which is considered high if you compare Bart to other railways throughout the country, MTA in NY that only charge there riders 2.50 to go any distance.	English	E-mail Invitation Online
1051	Bart is overly expensive as is. Board and Executives must find out what is draining Bart's resources. Bart is a business and has thousands of customers paying high prices. What's is going on? High profile lawsuits? Reform pension?	English	E-mail Invitation Online
1052	not really	English	E-mail Invitation Online
1053	Any fare increase should also come with a UNIVERSAL parking fee increase	English	E-mail Invitation Online
1054	My income has not risen.	English	E-mail Invitation Online
1055	No	English	E-mail Invitation Online
1056	The increase should be able to help with expenses for bart fixtures. Why do we need to cash out bond to do the renovations?	English	E-mail Invitation Online
1057	You are all over paid and you want more money from us. You should be ashamed of yourselves.	English	E-mail Invitation Online
1058	Please don't increase the fare it is already expensive	English	E-mail Invitation Online
1059	Yes, the fare is high enough now. It shouldn't increase.	English	E-mail Invitation Online
1060	I will gladly go along with this plan. however, I'm afraid that any uptick in inflation will result in huge fare hikes on top of this small increase... hence there should be some CAP LANGUAGE attached to this ...	English	E-mail Invitation Online
1061	I don't think its fair to the riders to have to pay for it, especially when trains are constantly delayed.	English	E-mail Invitation Online
1062	I think is reasonable even do is going to affect me.	English	E-mail Invitation Online
1063	I'm totally against it. Bart workers are the highest paid in the nation. Bart wasted millions on a Airport extension line nobody uses\$5.00 one way really? Trains are filthy, break down often while station attendants sit on their stools and laugh while patrons struggle with your ticket machines. You spend millions to go to San Jose which has NEVER paid into Bart, yet Livermore still waits for anything you might throw it's way. Then finally, workers go on strike whenever it suites them paralyzing the Bay Ara freeways.	English	E-mail Invitation Online
1064	It better result in better service & CLEANER, SAFER cars	English	E-mail Invitation Online
1065	BART is very expensive to ride. If you keep raising fares you will not convince more people to use public transit. Raise taxes, not fares. To get people out of their cars public transit must be reliable, comfortable, safe and reasonably priced. Consider-for my wife, teenage daughter and myself to ride from San Francisco to Orinda and back on BART would cost \$27; to drive, including bridge toll, would cost \$10. Why take BART at that price?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1066	If the designated funds are targeted for purchasing new rail cars, great! I would need more info regarding what entails the new automated train control system. Also, what happened to the track upgrades last year which were suppose to lessen the noise? It' unnerving listening to the wretched squealing grinding sounds made by the metal wheels on the tracks.	English	E-mail Invitation Online
1067	How about Parking????	English	E-mail Invitation Online
1068	Every time there's an increase in fares, that's all it ends up being, MORE \$\$ FOR YOU! Still overcrowded, turbulent, and at times a "Hotel for the Homeless". All these increases over the last 10 years and nothing has gotten any better. At the end of the ay, you'll keep raising the price and we will be stuck paying it.	English	E-mail Invitation Online
1069	I don't like fare increases, but if it improves the transportation then it's fine	English	E-mail Invitation Online
1070	Small fare increases seems reasonable, but EVERY 2 YEARS seems way too much. Also, I thought Measure RR will already provide the funds to upgrade the BART system?	English	E-mail Invitation Online
1071	As unfortunate as it is that fares are increasing it is understandable. I would pay more for cleaner more sanitary less crowded cars everyday than ride cheap quality cheap. I do not make alot of money so my budget is always tight but having a reliable mas transit system than i can sit on and relax for a few minutes when I ride is worth my dime. side note please make parking payment machines take cards. I never carry cash and hate having to make an additional stop so i can pay 3\$ cash to park. thank yo.	English	E-mail Invitation Online
1072	general sentiment is very much against Bart and as such Bart should not go for any increase for 2/3 years more till people see good behavior FROM the BART EMPLOYEES WHO KEEP ON THREATENING OR GOING ON A STRIKE EVERY NOW AND THEN.  SORRY, LET US WAIT FORSOMETIME.	English	E-mail Invitation Online
1073	It sounds reasonable.	English	E-mail Invitation Online
1074	It's ridiculous. Bart is already more expensive than most other cities public transport system. That includes US cities and internationally.	English	E-mail Invitation Online
1075	do not increase	English	E-mail Invitation Online
1076	Actually, it seems like a very fair increase to me.	English	E-mail Invitation Online
1077	Use it to put more existing trains through at a time.	English	E-mail Invitation Online
1078	I support BART and understand that you need to make up your deficit. However, riding BART is already very expensive and any fare increases will probably result in me using it less.	English	E-mail Invitation Online
1079	As long as the revenue from the fare increase is utilized in ways that benefit the community in meaningful and tangible ways (noise reduction on tracks, better seating in cars, etc.), I am supportive.	English	E-mail Invitation Online
1080	What is the proposed fare structure? Does it include reductions in the youth and senior discounts? Paper ticket surcharge?	English	E-mail Invitation Online
1081	OK with me.	English	E-mail Invitation Online
1082	It's hard to justify paying more for a system that doesn't seem to be working very well. I would recommend new governance and reducing costs.	English	E-mail Invitation Online
1083	Are you considering the importance of actually collecting fares from the folks who simply don't pay and vault over the turnstiles? It seems to me that the folks who are already paying shouldn't have to pay more until you start making an effort to collect rom the scofflaws. I ride regularly and do not see any effort by BART to address this issue.	English	E-mail Invitation Online
1084	I do not believe another increase in fare is appropriate	English	E-mail Invitation Online
1085	Have you considered doing differential pricing where it's more expensive to use BART during specific hours?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1086	it's already high cost system now more will burden the common man	English	E-mail Invitation Online
1087	i'm ok with it as long as the \$\$ doesn't go toward the high salaries of BART employees	English	E-mail Invitation Online
1088	Seems reasonable.	English	E-mail Invitation Online
1089	Any organization needs to increase prices as time goes on to compensate for inflation, however, during that time, many price increases can be offset by increases in efficiency and other cost-cutting measures. Charing more for the same services, inflation r not, will generally be met with customer resistance. When i see this, i see Bart want to charge more for me to ride on the same old trains, with the same delays and limited availability. If you want to charge more, be better, getter newer trains, have mre room for bikes, expands the lines to more areas. Once your costs are close to my costs for just driving, then i'll just drive.	English	E-mail Invitation Online
1090	Please keep the rates of riding Bart, for people with disabilities the same as they are right now. Please don't add a fare increase on the tickets for people with disabilities and seniors.  In addition, please keep the elevators in working order and clean	English	E-mail Invitation Online
1091	YES! We should NOT increase the fare!!!!!!!	English	E-mail Invitation Online
1092	Seems reasonable	English	E-mail Invitation Online
1093	No	English	E-mail Invitation Online
1094	There should be a tiered price increase for folks who buy one way tickets or paper tickets and have them on higher tiers, while those with clipper cards and autoloads not having to pay as high (given they are frequent riders).	English	E-mail Invitation Online
1095	I'm OK with the fare increase as long as ALL the new revenue goes toward new equipment.	English	E-mail Invitation Online
1096	Don't raise fares.	English	E-mail Invitation Online
1097	seems appropriate.	English	E-mail Invitation Online
1098	If it will go towards what it says I think it is a great idea	English	E-mail Invitation Online
1099	I would like to have a monthly pass for the BART. A 2.7 percent increase is OK.	English	E-mail Invitation Online
1100	As much as bart trains break down and charges for parking you don't deserve any more money.	English	E-mail Invitation Online
1101	Obviously, increased fares are never welcome to my wallet, but I understand and welcome improvements to the BART system to keep up with modern technology. Also, 2.7% isn't much higher than recent inflation.	English	E-mail Invitation Online
1102	Well I'm not fond of any increase's but BART is an extremely important service for the entire bay area so as long as the total funds are used for the betterment of such a vital system I'm glad to pay. I hope this is satisfactory response.	English	E-mail Invitation Online
1103	Fare increases need to be accompanied by better service: more trains during rush hours. People pay the fare to get a seat on BART, not to be squeezed in like sardines.	English	E-mail Invitation Online
1104	I am on a fixed income. Please do not raise fares for seniors.	English	E-mail Invitation Online
1105	BART is a great deal. If you raise the fares 2.7% it will still be a good deal. What I would like to see is the homeless people not being able to use the trains as a rolling flophouse.	English	E-mail Invitation Online
1106	Is anything being done to look at current expenses and inefficiencies in addition to the fare increases?	English	E-mail Invitation Online
1107	I'm concerned that BART has used bond funds that were supposed to be allocated for capital upgrades for other purposes, including raises and pensions. I don't have a lot of faith in BART allocating these funds to needed capital upgrades, frankly. The sytem has been degrading, in terms of both equipment and service, unabated for quite some time, despite prior commitments by BART to improve the system and funds raised specifically for that purpose.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1108	Obviously, like most passengers/customers, I think a fare hike is ludicrous. The BART system runs worse than the MTA in NYC, and their infrastructure was built many years before BART was even conceived. They're able to offer an unlimited transit card for round \$120. Why can't you? And what's with constant delays, the homeless issue, unclean cars, constant breakdowns, pigeon feces everywhere, and an inability to manage funds? BART has both a money management problem as well as an image problem, yet the fee go up and the service gets worse. We are thanked for our patience when most of us have no other option. Communication is poor, the system stinks (both literally and figuratively), and even with planned maintenance, there are unforeseen delays, and Clippe Card customer service is a joke with the combined TransitCHEK. Plus, you can't even put money on a card with credit or debit inside a station? And safety is subpar? Am I missing anything?	English	E-mail Invitation Online
1109	Lets do this...	English	E-mail Invitation Online
1110	it been increase a lot already. not agree to increase. bart should cutoff the overtime.	English	E-mail Invitation Online
1111	Isn't that what you had a ..... strike about a few years ago? I stopped riding cause the trains were sooooo crowded. I thought I was paying to allow the gate jumpers and homeless people to have a way to get around, sleep, leave their lunch bags... oh, neer mind. Why are you asking? I hope your survey helps.	English	E-mail Invitation Online
1112	I haven't looked at BART's numbers over the past 10 years, but I recall a fare reduction or rebate offered to riders a few years ago due to a surplus. Those funds should have been kept in the system and reinvested. I think it's also important to demonstrea how well BART is fiscally managed. That information, if made easily available, would help riders better answer questions about fare increases.	English	E-mail Invitation Online
1113	Don't need increase need reliable workers to do their jobs cut back on overtime especially when they're not doing their job in the first place	English	E-mail Invitation Online
1114	Yes, I disagree as Bart worries about increase but not providing a good services.	English	E-mail Invitation Online
1115	While I understand the need to maintain and update cards, Bart was viewed as an alternative method of transportation. If the fares continue to rise then it is no longer a way to save money on parking. If three people can drive in one car and park for les than the Bart fee each would pay it no longer makes sense to take Bart. I think the increase may be too high.	English	E-mail Invitation Online
1116	There should NOT be a fare increase anymore, service has been horrible. SLOW SERVICE, OVERCROWDED, FILTHY TRAINS, TOO MANY DELAYS. NO INCREASE IN FARE UNTIL SERVICE IS BETTER.	English	E-mail Invitation Online
1117	Riding BART is barely affordable now. Is there some other source of income?	English	E-mail Invitation Online
1118	Wish it wasn't needed but these are needed	English	E-mail Invitation Online
1119	No	English	E-mail Invitation Online
1120	No	English	E-mail Invitation Online
1121	It sounds reasonable. However, I'd like to see even greater investment in improving BART services	English	E-mail Invitation Online
1122	Don't do it!!! It will become too expensive to be worth the trip.	English	E-mail Invitation Online
1123	If the patron's who have monthly parking passes but ride the Genentech or Bauer buses actually rode bart, or if those spaces were awarded to bart riders, revenue would be up... I ride from orinda and see pass holders park and get on the bus, even though te sign says that parking is for people who ride in both directions. I know people who don't ride because of parking shortage but in reality, it is just a parking enforcement problem in the reserved lots. This could be solved if the Bauer and Genentech buss picked up elsewhere.	English	E-mail Invitation Online
1124	No	English	E-mail Invitation Online
1125	If it would improve service and keep the cars cleaner-yes.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1126	It's crazy that the fares are going up. BART should have plenty of money based on ridership. Will there be more and better service with the updated fare?	English	E-mail Invitation Online
1127	Seems reasonable	English	E-mail Invitation Online
1128	I think it's ridiculous to continue charging riders more when the service doesn't improve. Almost every bart car reeks of piss.	English	E-mail Invitation Online
1129	It seems as though the fare increases are going up at the same rate as benefit increases for the employees. It feels like the only ones benefiting from fare increases are the BART employees and management. As someone that pays \$13.00/day to ride BART i seems that I am not seeing these "capital improvements". We were legitimately overlooked in Antioch to have a real Bart and go some second rate imposter train that is going to cause confusion and more transferring than its worth while Warm Springs received a completely new and updated BART station. I've yet to see the benefit of a fare increase in 17 years of riding BART	English	E-mail Invitation Online
1130	It makes me angry and suspicious of how Bart is running operations... voters just approved a 3.5 billion bond for Bart. Where is that money going??	English	E-mail Invitation Online
1131	More increases? And when will we see the fruits of our labor with these increases? Trains and stations are still dirty and not kept up. Stations still have loitering and homeless people hanging out. When will there be more frequent trains on the Fremont lne? I just returned from a trip to Japan and their metro and train system is way more complex than ours with way more passengers and yet they were always on time and their trains and stations were so clean. If they can do it, why can't we??	English	E-mail Invitation Online
1132	bart is already very expensive. I dont think there should be an increase in fares. instead I think that parking prices should increase and not the bart fare.	English	E-mail Invitation Online
1133	Bart's biggest problems are Transiants who have taken over most of the stations and trains. People pay way to much to be exposed to the fecies and urin that are on the trains and within the stations. Your stations are a sespool of bacteria and other germ. It's not safe or healthy to ride or stand in your stations. Fairer jumpers who just walk in. I pay over \$4000 a year to ride when many pay nothing. You have lost control over your stations and you trains. Bart police are never anywhere unless somethig has already happened. When I lived in Vancouver. You would get on the train after purchasing a ticket. You would then have to show a valid ticket to an officer or conductor to make sure you had paid. If you didn't you were removed at the next station. n stead of raising fairs. You need to control the transients and free loaders who ride free all the time. You would recoup your money with citations and tickets.	English	E-mail Invitation Online
1134	Between fare increases and parking fees being raised it is cheaper to drive and u wonder why Bart ridership is down	English	E-mail Invitation Online
1135	This fare increase is fair for all riders.	English	E-mail Invitation Online
1136	Yes. The fare structure should more heavily penalize the bay crossing relative to other trips that eat up available capacity (I know it does already, but it should be moreso!)	English	E-mail Invitation Online
1137	glad i'm retired	English	E-mail Invitation Online
1138	The focus has to be on improving reliability and comfort on the trains. A small fare increase is fine.	English	E-mail Invitation Online
1139	Noooooo it's expensive enough and so many people use it, Bart would be making a killing!	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1140	I appreciate that new cars are in need, but I would like to see some basic changes made for people riding BART today to justify such an increase in rates. The trains are poorly maintained and cleaned. There is no presence of BART police at the platforms or on the trains. While I appreciate the service BART provides, it is not a pleasant form of transportation, given the lack of cleanliness and security as well as the overcrowding on the trains. Also, the drivers rarely call out the stations or if they do they say the wrong station. I got off at Powell when the driver said Montgomery St. Station, luckily I noticed and quickly got back on the train. I would really like to see BART step things up on some of the basics.	English	E-mail Invitation Online
1141	if you raise the fare at least make parking free	English	E-mail Invitation Online
1142	I feel that we keep paying increased taxes and fares, but BART never gets any better. The BART platforms are filthy, the stairs are hangouts in SF are crawling with homeless people, drug addicts and drug dealers. I have been so fed up with the poor service that BART has provided. With ridership up to an all time high and you still have made no improvements other than to add another station (Warm Springs), take seats away (so more people can stand...give me a break), and have filthy stations and filthy BART cars. You need new management to come in and clean up.	English	E-mail Invitation Online
1143	Why doesn't management cut down their salaries and the fluff of more people needed. Also, many of your employees are just taking in air and not helpful. Over paid. Spend a lot of time on their cell phones.	English	E-mail Invitation Online
1144	I think it's okay if it improves on-time arrival/ departure of trains.	English	E-mail Invitation Online
1145	We've already voted for Measure RR, and we're already paying for higher fares, plus higher parking fees, why are we asked to pay more?	English	E-mail Invitation Online
1146	How long will it take to see such changes?	English	E-mail Invitation Online
1147	Suggest you add more cars first. Standing room is not acceptable by most or the delays. Ridiculous.	English	E-mail Invitation Online
1148	It's fine with me as long as the money actually goes to those things.	English	E-mail Invitation Online
1149	I would not mind the fare increase myself, however I am concerned that any fare increase discourages riders from taking BART/public transit. While the fare increases are supposedly inflation-based, incomes are not always increasing with inflation and those people will be the most affected.	English	E-mail Invitation Online
1150	Cars are overcrowded, often trains are off time and it's expensive. Unless these issues are solved I don't agree with the planned fare increase.	English	E-mail Invitation Online
1151	This only makes me want to ride BART less. Paying people huge amounts of money to press buttons, or walk around stations eyeing everyone like they're a criminal, is ridiculous.	English	E-mail Invitation Online
1152	Bart has increased the fare but you guys should give us better service and clean area	English	E-mail Invitation Online
1153	No	English	E-mail Invitation Online
1154	No	English	E-mail Invitation Online
1155	I think that Bart is already too expensive and not very consistent with arrival and departure times. I frequently experience delays on my way to work in the morning on the east bay trains leaving Balboa Bart station.	English	E-mail Invitation Online
1156	Yes I do. Instead of raising the fare, how about having BART employees take a pay cut since they are way overpaid as it is? BART is worse than the US Congress when it comes to voting for unwarranted pay raises at the Public's expense all of the time. You people aren't getting any sympathy from me.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1157	<p>I'm a huge BART fan. The service is vital and pretty comfortable and reasonably reliable. The management has made great choices over the years.</p> <p>My *big beef* with BART involves fares--too high--and budget--too little benefit to the system from large and rowing expenditures. Transit workers and management deserve excellent salaries--especially in the high-cost Bay Area. Station maintenance and upgrades are understandably expensive. The infrastructure sorely needs expensive upgrades--now, before things get worse.</p> <p>But the outpour of funds for these needs does not strike this user as commensurate with the benefits we are seeing. But whether it's a failure of PR, errors in budget planning, lack of supplementary funding from government sources that should be helping to maintain and build BART, we commuters are paying too much in fares and seeing too little benefit.</p> <p>BART needs to try harder--by tightening budget leaks and by seeking outside supplementary funding.</p>	English	E-mail Invitation Online
1158	<p>I hope some of it goes towards pay for lower level employees. I would really like us to change our pricing structure to be more similar to New York's - a flat rate, with discounts for weekly or monthly passes. Paying by distance is frustrating and time consuming. I know we have clipper cards, but the savings there is so negligible it isn't really worth it for me, even though I take bart almost every day, all year. I don't know what to do if bart pricing goes up - I already spend ~\$2200/yr on bart just going to and from work - that doesn't count any weekend or after work things! A discount for high volume users would be helpful - if I could buy a flat rate monthly pass/unlimited rides a la NYC, I would.</p>	English	E-mail Invitation Online
1159	<p>Bart stations are filthy at all times you know you have the public between and rock and a hard place and we have no say in fare increases</p>	English	E-mail Invitation Online
1160	<p>I would like to see a re-evaluation of salaries and compensation for BART staff who don't work in the stations. There are people making more than \$200K per year. Most of the riders who rely on BART do not even have a combined household income anywhere near that amount. It seems like a good time for BART leadership to consider the larger community and the impact of exorbitant compensation on the overall BART budget.</p>	English	E-mail Invitation Online
1161	No.	English	E-mail Invitation Online
1162	I'm against the increase.	English	E-mail Invitation Online
1163	Please put more bart police on trains, there are WAY too many people causing trouble on bart.	English	E-mail Invitation Online
1164	I would prefer there be no fare increase.	English	E-mail Invitation Online
1165	Bart prices keep going up, and Bart is collecting more and more \$\$ for the projects, yet there is still no Bart in Antioch	English	E-mail Invitation Online
1166	I'm already spending so much money commuting using BART...why don't your management and janitorial services refuse increase in salaries and stop gouging the passengers with this overhead.	English	E-mail Invitation Online
1167	I don't mind a small fare increase, especially to normalize the quite-small senior fares. As a senior, I think fare discounts are actually too large. We could stand to spend a little more IF the increased revenue goes ONLY to infrastructure and not salaries.	English	E-mail Invitation Online
1168	no	English	E-mail Invitation Online
1169	I really don't want the fares to increase, but if it has to be done, don't increase the fares for those people who receive discounts (seniors, disabled).	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1170	<p>It comes off as a quick fix to a system that could improve in other ways. The people who are most affected by fare increases are those who are abiding by the proper payment methods and likely depend upon it most. I believe better fare enforcement and stroger incentives would help pay for this maintenance.</p> <p>A way to gain ridership would be to give better intertransit incentives. As it is, when riding from BART to AC Transit or MUNI you receive a moderate discount, but it doesn't work the other way around. f it did, there wouldn't be as many people evading fares. This brings me to the next point: make Clipper mandatory for BART. In Los Angeles, the local rail system made their TAP cards mandatory to ease intertransit ridership and likely helped slow fare evsion since there is now only one form of payment allowed.</p> <p>If Clipper was mandatory; if there was a youth discount program; if there was a discount from transferring to BART; if BART did a better job at enforcing payment, I would be more in accordance wit the rate hike.</p>	English	E-mail Invitation Online
1171	<p>Seems like the simple solution but probably not the best. BART appears to be a poorly managed operation in many areas. I can't understand why surging ridership does not equal surging revenue.</p> <ol style="list-style-type: none"> <li>1) Crack-down on fare evasion</li> <li>2) Lease BART-owned propertyfor development</li> <li>3) Control wages</li> <li>4) End paper tickets completely</li> <li>5) Sell wi-fi service</li> </ol>	English	E-mail Invitation Online
1172	I'm sure bart needs the money and I'm happy to provide it	English	E-mail Invitation Online
1173	It will be to much for a trip best is use alternate transport	English	E-mail Invitation Online
1174	I'm ok with the fare increase.	English	E-mail Invitation Online
1175	<p>If this increase is due to inflation, how is it considered new revenue? Inflation insinuates that BART's operating cost has increased, therefore having to pass that cost to the consumers.</p>	English	E-mail Invitation Online
1176	<p>It seems to me that BART is mismanaging it's money. One fare and parking increase after another while the whole infrastructure is crumbling. The elevator in the parking structure at Del Norte is out of order more often than not. BART employees are paidmore than other transit agencies. Most of the time they just sit in their kiosks chatting with each other. They don't even bother to put out of order signs on the elevators when they are not working.</p>	English	E-mail Invitation Online
1177	<p>The fare is already extremely high. The fact that there is no pass option is still a major problem for most, if not all, riders. Increasing fare once again without providing better services would anger the users so much again. You should revise the pay stucture of the employees (who at the booths have never once actually provided me with useful information/help) and crack down on people not paying fares/parking. People will be forced to stop or drastically reduce their use of the bart system and find altenatives if this is passed.</p>	English	E-mail Invitation Online
1178	<p>Bart is already expensive for the service it provides. Not to mention almost daily delays.</p>	English	E-mail Invitation Online
1179	<p>It seems that if the cost of commuting by car (fuel costs, parking, bridge tolls) rise at a similar rate, you won't have any real problems.</p>	English	E-mail Invitation Online
1180	<p>This is the first I'm hearing of the fare increase, unless I voted in favor of it recently, then I support it and should remember this change. I do not know what 2.7% means in terms cash difference for an average BART ride fare, say from Fruitvale to DalyCity, for example.</p>	English	E-mail Invitation Online
1181	<p>I have missed opinions on it. Bart desperately needs the infrastructure change, etc., but prices are already pretty high considering the type of ride we have to endure. Old cars (and yes I realize I am stating something that the price change would improe), not enough seats, packed like sardines, disgusting riders, disgusting cars, etc.</p>	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1182	Given the state of BART, the fare increase seems reasonable.	English	E-mail Invitation Online
1183	BART should expect a decrease to ridership, as BART rates increase customers will look at alternative methods of transportation such as carpooling, Uberpool, Lyft commuterpool. Pricing is dropping for car transportation door to door to the point of being cheaper than dealing with BART environment. BART needs to re-evaluate where it is spending it's money and cost of operation, if it does not become cost effective without increasing prices it will put itself in danger of going bankrupt.	English	E-mail Invitation Online
1184	No, you are going to do what you want to anyway	English	E-mail Invitation Online
1185	no	English	E-mail Invitation Online
1186	The stupidest thing I've ever heard of. It's time Bart started paying for its own. Maybe stop paying such highly bloated salaries to people who do nothing know nothing and are worth nothing.	English	E-mail Invitation Online
1187	The listed items hold no interest to me when bart can't even manage to extend into the regions it was supposed to have by now and doesn't keep on top of the systems it currently uses like reporting when delays happen so we can forward that info to our employers.	English	E-mail Invitation Online
1188	BART fares are already quite expensive compared to other major metropolitan areas across the U.S. Considering that BART janitors are being paid 6 figure salaries--an astronomical wage--it seems that state and local funds from taxpayer money could be distributed more wisely and efficiently before raising fares yet again.	English	E-mail Invitation Online
1189	I don't agree with the fare increase, I think BART has lost the trust of the people and should gain that trust before raising the fare every couple years. I don't think it is doing enough to responsibly balance it's budget. I remember once someone stole wheels off of my car at the north concord station. I even found the license plate of the person who stole my wheels and then called BART police with this information, but still, they did nothing. First gain the respect through performance and be a responsible agency.	English	E-mail Invitation Online
1190	Hopefully, the increase will help with cleaning up the stations...most smell like piss, and the escalators are always out of swrvoce..basically, Bart sucks..!!	English	E-mail Invitation Online
1191	Is this the same Fare increase I've being hearing about due to low ridership??	English	E-mail Invitation Online
1192	It is very expensive at the current moment. A fare increase would be very difficult to make up for.	English	E-mail Invitation Online
1193	I AM VERY DISSAPOINTED IN THE FARE INCREASE.	English	E-mail Invitation Online
1194	It seems reasonable	English	E-mail Invitation Online
1195	I don't agree with the increase. You've done this all the time, but I don't see an improvement in Bart. So it doesn't work and we're struggling already.	English	E-mail Invitation Online
1196	BART is already one of the most expensive public transit agencies and it doesn't even run 24 hours, so I cannot say I'm happy to hear there will be another increase.	English	E-mail Invitation Online
1197	No	English	E-mail Invitation Online
1198	I approve! But, there should be income-based accommodations available to those who fall below median income or 125% of median income in the Bay Area	English	E-mail Invitation Online
1199	As a full time college student who utilizes BART as a sole mean of transportation I am completely against a fare increase unless BART provides discounted fares for all college students that are living in the bay area. I understand that there is a slight dscount when purchasing a Clipper Card, however that is barely 1.5% off a regular priced bart ticket.	English	E-mail Invitation Online
1200	It sucks.	English	E-mail Invitation Online
1201	I wouldn't like a fare increase. I thought we are paying more taxes for Bart so we wouldn't have a fare increase. It makes me feel I will need to get a car and drive.	English	E-mail Invitation Online
1202	Yes. Why not lower the salaries of employees, starting from the top down?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1203	Hope this fare increase is less than than a half a dollar.Doesnt make sense to increase more.	English	E-mail Invitation Online
1204	Bart service has bee below satisfaction. It's dirty over crowded, delayed. Homeless people take up the seats. Dogs are sitting on the seat. Abousality not there should not be an increase.	English	E-mail Invitation Online
1205	No	English	E-mail Invitation Online
1206	Given that inflation is a real factor, this doesn't seem out of order.	English	E-mail Invitation Online
1207	If it helps make the system safer and gets us all new and improved train cars, I'm all for it	English	E-mail Invitation Online
1208	Nope, if the fee increase goes into improving the Bart system, I have no problem.	English	E-mail Invitation Online
1209	I firmly oppose the fare increase. I, like many others, reside in the East Bay and work in the city. I work in the service industry and cannot afford to live near my work. BART is my only mode of transportation. Please keep it affordable.	English	E-mail Invitation Online
1210	I'm supportive of fare increases if they can help offset some of the capacity issues BART is facing, especially on the evening commute out of San Francisco.	English	E-mail Invitation Online
1211	I already pay too much for transit that is inefficient, filthy, noisy, and unsafe.	English	E-mail Invitation Online
1212	Please NO FARE INCREASE !! !! !!	English	E-mail Invitation Online
1213	A fare increase is expected by patrons of BART, but better service for these demands are also expected. I receive alerts throughout the day regarding service issues and lets face it even a delayed ride on BART is better than freeway traffic.	English	E-mail Invitation Online
1214	as long as the trains are on time, clean, and safe I am good with a fare increase. Dan	English	E-mail Invitation Online
1215	I do not like it.	English	E-mail Invitation Online
1216	Five cents a ride is sufficient. I'd have no complaints.	English	E-mail Invitation Online
1217	I think its completely unfair to raise fares when you have janitor's making 6 figure salaries. The elevator's don't work, the stations are still dirty and Bart is late daily	English	E-mail Invitation Online
1218	If it's really going to the help of the trains safety then it's fine.	English	E-mail Invitation Online
1219	Ino	English	E-mail Invitation Online
1220	Increase revenue from ticketing offenders, not paid riders	English	E-mail Invitation Online
1221	ONLY IF BART PROVIDES:  1) STOP! URINE SMELLING FILTHY BATHROOMS THROUGH OUT THE SYSTEM  2) HIRE "ON EACH A TRAIN SECURITY OFFICER" TO REMOVE HOMELESS SLEEPERS TAKING UP A FULL SEAT  3) ADD ON MORE TRAINS FOR MORNING AND EVENING COMMUTES	English	E-mail Invitation Online
1222	Opposed	English	E-mail Invitation Online
1223	I would like to know how much the fare will increase by.	English	E-mail Invitation Online
1224	unreasonable considering the amount and frequency of delays ive experienced. Really should look to japans implementation to see how a properly running train system should work. Do what ever it takes to copy them	English	E-mail Invitation Online
1225	You need to do what you need to do, but we need to make sure BART stays a economical option for all.	English	E-mail Invitation Online
1226	People who have been paying for this system are finally getting service. I think new riders should get to ride free for maybe 6 weeks and then pay. Hopefully this will be enough time to grasp the virtues of car-pooling.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1227	It's too bad the city/state won't pay for it, but it's understandable as a means to a better Bart system. Happy to pay the small fare increase	English	E-mail Invitation Online
1228	First of all, does it really matter whether we agree or not agree with the fare increase. I don't see why you need to increase because Bart is constantly breaking, elevators are not work and most of all the escalators. This is really frustrating especially for people who has a hard time going up the stairs....sometimes I feel like I will have a heart attack. what Bart needs to do is get new elevators and escalators. Why does it take weeks to fix the escalators....unbelievable!! What are you guys doing for security? Terrorist attack.....I see no kind of preventive measures being taken to make sure passengers are safe! FILTY--- you have janitors making over 100K - why? is there anyone cleaning the trains? its filthy and smells. I am not trying to beheartless but homeless people have taken over some trains because of the smell! how often do you guys clean the trains.....really clean it? BEFORE RAISING THE FARES.....make sure its being used for the right reasons not because you want to raise employes wages. I don't like bart but this is my only transportation.....so frustrated with BART!  UNHAPPY COMMUTER!!	English	E-mail Invitation Online
1229	None. The benefit of increasing the fare tariffs every year to a small percentage wouldn't really effect the experience of a rider who is using Bart for work or recreational transportation needs. The increase should benefit us in the long run with the fture stations being developed in the South Bay which in theory should implemet more foot traffic that will work as an extra surplus of capital	English	E-mail Invitation Online
1230	I feel like a comprehensive review of how funds are managed is required before a fare increase is considered. Are there no ways to improve efficiency by 2.7% to reduce costs and not have to increase the price? Increasing the price may reduce riders, which would defeat the purpose.	English	E-mail Invitation Online
1231	Fare increase seems reasonable	English	E-mail Invitation Online
1232	I would prefer increasing taxes on the superrich to fund capital needs for BART and other public transit agencies.	English	E-mail Invitation Online
1233	if you increase fares does that mean you can clean the trains more frequently so they don't smell like urine?	English	E-mail Invitation Online
1234	I hope that Bart will continue to support low incomes or disabled customers with the same/ current discount program.	English	E-mail Invitation Online
1235	A fare increase is a ludicrous next step for the Bart system. It is already one of the most expensive transit systems for a major metropolitan area. The only shortfall is the bloated board of directors lining their pockets year after year, the tenuous Unin agreements with BART employees even though they are the highest paid transit workers on the continent, and now you want a fare increase? I think a restructuring of this organization is what BART and Bay Area transit really needs.	English	E-mail Invitation Online
1236	I feel the increase should be partially funded by increases in Gas taxes and bridge tolls.	English	E-mail Invitation Online
1237	I pay over \$55 a week to commute on BART, just to share the car with vagrants EVERY day, and most days I share the platform with people shooting up on the platform, after stepping over people shooting up on the stairs. Will any of that increase stop any o that?	English	E-mail Invitation Online
1238	Please leave a portion to hire more cleaning crews. There is a need to have the cars cleaned either more often or more thoroughly. The fair increase itself seems reasonable in it's amount. Just don't forget the cleanliness. Homeless sleep in there, pe and poop on the floors, seats and car connections. People eat and drink and smoke in the cars. Have you thought of having a Bart Cop on all trains to give out citations for eating and drinking and soiling the insides? With the amount of fines levie, you'd be able to pay for them easily.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1239	-Everyone saw the video (the employee in maintenance/sanitation who made well over 100K; <a href="http://www.cnbc.com/2016/11/04/how-one-bay-area-janitor-made-276000-last-year.html">http://www.cnbc.com/2016/11/04/how-one-bay-area-janitor-made-276000-last-year.html</a> ) of how compensation is poorly managed from the top. This assertion was reaffirmed by the woman from management who failed to address the issue when it was brought to her attention in the interview segment of the video and walked off set. -Before you ONCE AGAIN raise fares for passengers, I think a reevaluation of management, system use, and exploitation needs to be taken into consideration. -It is LUDICROUS that you are looking to raise fares again when better service has NOT been provided and you have certainly have not addressed previous concerns after the first few times you have raised fares (e.g. Packed trains, constant delays, dirty stations/trains, elevators that never work, pan handling, endless crimes in the parking lots, etc.). -Seriously...do you even care about our response to these surveys you always send out?!!	English	E-mail Invitation Online
1240	with the bad publicity and the horrible stations..Powell,,, not justified	English	E-mail Invitation Online
1241	Why doesn't the current fare cover the Bart costs, and is the fare increase to serve a specific purpose and if so, does that mean as soon as the specific need is met, does the fare go back down??	English	E-mail Invitation Online
1242	A BART measure was barely defeated in 2012 and passed last year. Did you miscalculate the ridership? Did you miscalculate your financial needs? Is any of this related to reduction in federal funding to transit? My understanding is that Measure BB would increase the fleet to almost 1,000 cars, provide for additional stations, and pay for infrastructure improvements. Are the fare increases intended for additional improvements, another trans bay tube or other projects?  I think that it is essential that poorer people, the young, and the old not be penalized by fare increases. Many low-wage workers are being forced into Antioch and other areas by gentrification of the inner cities. Distance based fares will disproportionately impact lower income people, the young, and those on fixed incomes.	English	E-mail Invitation Online
1243	While I think it is highly important to keep this transportation system operating at the highest level, I always have doubts that the money is being managed in the most effective way.	English	E-mail Invitation Online
1244	need to cut other expense, due to transportation fee increase	English	E-mail Invitation Online
1245	I don't like it at all	English	E-mail Invitation Online
1246	None. I can't do anything about it. Nobody can stop Bart from increasing fare.	English	E-mail Invitation Online
1247	people now itself think that fare is little high if now you increase the price it may affect the some customers attention and also if you increase please introduce the monthly passes for the particular stops like fremont to bayfair bart, fremont to Mntgomery St. (SF), fremont to Embarcadero (SF)  like that Fremont to dublin stop to stop passes monthly that will really get major passenger attention and also you can earn more on the pass	English	E-mail Invitation Online
1248	As long as the fare is adjusted to the rate of inflation. I don't see an issue.	English	E-mail Invitation Online
1249	BART should be lowering fares, not increasing them. You should use your resources to lobby the state of California for a subsidy to metro and commuter rail systems. Charging poor people from East Contra Costa County \$16 a day to get to and from work is seriously unjust and cruel.	English	E-mail Invitation Online
1250	Watch your budget. this bad press about the janitor does nothing to help your image in regards to overpaying a single employee as well as ALLOWING him to work so many hours. That alone is really concerning because it means you have no concern for your employees, let alone those that ride your trains.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1251	I thought the recent BART funding proposition was meant to fund capital costs, so it feels like fare increases should go to improving station cleanliness or other operating expenses.	English	E-mail Invitation Online
1252	Why don't BART officials just insist that all passengers not entitled to free rides pay the existing fares. People are constantly sneaking in and out of BART stations. Even BART police claim they don't have enough staff to enforce the current rules. Yo're punishing honest people and giving bums and crooks a free ride -- literally. I object to the fare gouging. If everyone who makes use of the overpriced system paid their fair share now there wouldn't be a budget shortfall.	English	E-mail Invitation Online
1253	Yes	English	E-mail Invitation Online
1254	If the fares go up I want to see some changes. I would like cleaner and functioning elevators and escalators. I would like more trains when I ride- after baseball games and during rush hour. I want to see cleaner stations	English	E-mail Invitation Online
1255	I disagreed that Bart increased the fares again because Bart already increased the fares, and they did not improve any system, and still kept the old stuffs. Also, Bart delays for the couple times more than last few years after Union strikes. Furthermore, I read the newspapers, and found out that Bart Chinese Janitor took advantages of his overtime hours while he hide in the employee's room in San Francisco Civic Center Bart Station. He earned \$100,000 per year. I was very shocked, so I disagreed with our capital budget.	English	E-mail Invitation Online
1256	I don't like it.	English	E-mail Invitation Online
1257	No. BART is important to the Bay Area and really needs to be upgraded.	English	E-mail Invitation Online
1258	I would support a regional tax on luxury car purchase and registration to offset the need for this fare increase.	English	E-mail Invitation Online
1259	Please do not increase the fares any more. It is already expensive to ride BART! Find some other way to figure out the budget, perhaps you do not need to pay the custodians \$200,000 a year. Other systems like this all over the US only pay a flat fee of \$ to ride anywhere in their system. Why don't you try something like a flat fee that everyone can afford?	English	E-mail Invitation Online
1260	Yes, the trains are too overcrowded and to alleviate that, the frequency of the trains should be increased. I've been a bart rider 5 days a week for the last 24 years and it has gotten worst	English	E-mail Invitation Online
1261	Asking for fare increases before demonstrating long-term improvements in maintenance is a mistake.	English	E-mail Invitation Online
1262	It's a terrible idea since BART just got \$3.5 billion in bonds.	English	E-mail Invitation Online
1263	After BART's last strike, this is a really SORE subject. You need to rein in your budget. Any increases in fare are resented 100%,	English	E-mail Invitation Online
1264	If the average Bart rider can notice where the increase is going to, it would be a good thing ;)....I would support an increase if I could "see" where it's going to ;)	English	E-mail Invitation Online
1265	I'm not in favor of an increase in the fare rate. With the additional funds courtesy of the unnecessary parking fees, there should be enough money budgeted to improvements and maintaining equipment and infrastructure. Also the system continues to add stps along all lines, therefore the added revenue from the additional customers will also help with business costs.	English	E-mail Invitation Online
1266	I support improvements to BART!  Is there any possibily of BART issuing bond measures to pay for some of these upgrades since many of BART's improvements provide benefits to the entire Bay Area as far as air quality, reducing traffic congestion, etc.?	English	E-mail Invitation Online
1267	This is a significant increase for which most people may not be able to afford. Please enforce that all individuals riding Bart are actually paying for the service. So many people enter and leave without paying.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1268	I dont think its fare Im a BART Commuter & im already spending too much on transportation	English	E-mail Invitation Online
1269	Not really. More or less as expected.	English	E-mail Invitation Online
1270	Considering that we learn from our experiences, let me share with you that BART has taught me that they have lots to learn about being fiscally responsible. So having said that, let me say this - I OBJECT because I remember when you announced (many times that BART had been blessed with a surplus of money. This was not that long ago. Instead of upgrading the system, it appears you lined/padded management's pockets.  Shame on you!!!	English	E-mail Invitation Online
1271	Didn't we just have a fare increase?	English	E-mail Invitation Online
1272	I understand that Bart needs to upgrade its system and I'm all for it...What I don't like is getting on Bart early in the morning and having 6 homeless people sleeping on it and no security around..When I do see your officer's its two at a time and they nter on a train stay on that train without checking out the whole train. The homeless know this so we the customers have to put up with smell, people cussing and swearing at everyone or demanding money for everyone...Most of us catch Bart because of is fast speed in getting to work...What use to be a enjoyable journey to work and back is gone....	English	E-mail Invitation Online
1273	No, I think it's a good idea.	English	E-mail Invitation Online
1274	It is dedicated to capital improvements it is acceptable.	English	E-mail Invitation Online
1275	I am ok with fare increases for improvements but I have many issues with BART in general. The lack of space on the trains going into SF makes for a very uncomfortable experience. The trains seem very dirty. There is often questionable passengers that make it seem unsafe.	English	E-mail Invitation Online
1276	Bart is already more expensive than most every other transit system. Can you please make bart more affordable! Stop paying your janitors to sleep in closets for over time!	English	E-mail Invitation Online
1277	Keeping public transportation system up-to-date is really critical to community so please adjust the fare.	English	E-mail Invitation Online
1278	THis already feels like one of the most expensive transit systems per passenger-mile of any major US city.  I would only favor this option if it's accompanied by the possibility of buying "commuter passes" (other than FastPass, which only covers in-city cmmutes)	English	E-mail Invitation Online
1279	This is what you proposed on the last increase and nothing seemed to get better. Don't increase it. It's already overpriced.	English	E-mail Invitation Online
1280	I think there is rampant inefficiency in the BART system and the way it's managed. The cars are often dirty and appear to be under maintained giving BART a bad reputation which directly affects ridership. It took 20 years to add a BART extension from Fremnt to Warm Springs which I believe adds little value. There is an established express bus transit schedule from Fremont to San Jose. So other than getting people closer to SJ on BART, what exactly was the point of the addition? Warm Springs is sparsely poulated as Bay Area areas go and most residents are middle to upper class; I doubt they are the target BART rider. The money could have been spent keeping up the areas with the highest need.	English	E-mail Invitation Online
1281	That's going to make things harder for the less fortunate people	English	E-mail Invitation Online
1282	I oppose any plans to increase BART fares. Your fees are higher than they should be to begin with.	English	E-mail Invitation Online
1283	inflation increase makes sense, but tough to support when service continues to decline.	English	E-mail Invitation Online
1284	BART is already the highest system. Metro in Los Angeles is cheaper	English	E-mail Invitation Online
1285	I see people everyday not paying fare. If they spent a one time fee on better gates people couldn't exit without pay they wouldn't have to increase the fare. The fare is already high	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1286	No	English	E-mail Invitation Online
1287	Offer a discount for certain users through their clipper card	English	E-mail Invitation Online
1288	Nop	English	E-mail Invitation Online
1289	It sucks that with all the help from the government and taxpayers, BART still needs help from the patrons to help it improve the system. I feel like BART should have been better at budgeting for these situations, especially since they are paying so much mney in overtime to their current employees!	English	E-mail Invitation Online
1290	Yes Seniors should not have to pay more. It is difficult and a hardship to get to BART and all this means extra expenses on clipper card.	English	E-mail Invitation Online
1291	What about the service for the disabled elevator s and the condition of them	English	E-mail Invitation Online
1292	BART is already more expensive than almost any other public subway/metro system. Just asking to be disrupted by Uber. BART is next if you don't figure out how to lower costs soon.	English	E-mail Invitation Online
1293	I know you're just going to re-route the money to pensions, perks and paying off to prevent strikes. I am very much against automatic increases of any kind. You need management skills rather than more money, automatic or negotiated.	English	E-mail Invitation Online
1294	I thought that we already voted for this with measure RR. There is no need to keep hiking up the prices if the service is not reliable.	English	E-mail Invitation Online
1295	People need there to be quality, reliable, affordable public transportation in order to live in a major urban area, where most of the jobs are. Given the astronomical influx of wealtht hat has happened with the tech boom and its accompanying processes of gentrification, it seems BART's administrators need to find a way to get the difference of the funding they need from this population of wealthy tech (and other "white collar") workers rather than putting what actually accumulates to be a rather significant financial burden on BART riders who are already struggling financially and rely on being able to afford BART every day just to get by.	English	E-mail Invitation Online
1296	Yes, there have already been enough fare increases in the past 2 years.	English	E-mail Invitation Online
1297	bart is filthy. lots of homeless or entitled people taking 2 seats. I never see police anywhere. I did see one recently watching his phone not the young people jumping over the turnstile. There was feces on the Pleasant Hill bathroom floor this mornng. There were 3 bart employees in the station but they were busy socializing with each other. Why dont you fire a few people to save the money and not raise the fare. Your employees need more monitoring.	English	E-mail Invitation Online
1298	I don't like it because I'm already a broke college student and almost all of the classmates I have made who commute from the East Bay to SF for school is already very angry about the fare we already have to pay. If it increases anymore, we don't know if t will still be affordable for us to even get an education anymore.	English	E-mail Invitation Online
1299	Didn't we just pass a multi billion dollar bond package that will have to be paid back by taxpayers? And I know someone who retired at age 50 with a huge BART pension. I love transit but it seems like you cannot be frugal.	English	E-mail Invitation Online
1300	No !	English	E-mail Invitation Online
1301	no	English	E-mail Invitation Online
1302	It doesn't bother me. I'd rather pay more and feel safer	English	E-mail Invitation Online
1303	iTS HARD FOR LOW INCOME FAMILY TO TAKE PUBLIC TRANSPORTATION IF FARE KEEPS INCREASING.	English	E-mail Invitation Online
1304	In general an inflation-based fare increase is reasonable, although linking it to capital expenses seems odd - the operational expenses (especially salaries and consumables) are what grow each year.	English	E-mail Invitation Online
1305	BART wouldn't have to raise fares so often if they stopped the tens of thousands of riders who simply skip the fare gates.	English	E-mail Invitation Online
1306	Fare increases without transparency into exactly how this additional revenue will be used may result in a more disgruntled ridership.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1307	Please remember who the key demographic that is utilizing Bart- forget the patrons using the balboa park-embarcadero stops within SF proper, young people old people, students and minority communities are the main patrons that use Bart coming from the eastbay and peninsula to work minimum wage jobs in the city And to travel to their low paying entry level positions in offices in the city. Students with limited funds are also affected by price increases. This obviously is a financial burden for those that on't qualify for city assistance because they make "too much," and don't make enough to take the blow for price increases that haven't directly improved the commute.	English	E-mail Invitation Online
1308	As long as it doesn't go to pay overtime to janitors who aren't doing their job and is dedicated to system improvements I have no objection.	English	E-mail Invitation Online
1309	I don't think the fees have to be increased to help service anything. Bart has millions of daily users and it doesn't cost any more to service them. If you keep the rates at what they are and stop increasing the the amount of money you pay your workers thn it should be fine.	English	E-mail Invitation Online
1310	BART should concentrate on improving efficiency and getting their workers to produce at a rate commensurate with their exorbitantly high pay. Additionally make the employees pay for their benefits as all other government agencies have to do. Fire that worthless General Manager who destroyed the Seattle Transit system before the BART Board of Directors with their heads up their asses agreed to hire her. Since she was hired the system has fallen apart and costs have skyrocketed while service has suffered andall we get is broken down filthy dirty trains with no seats! I am absolutely opposed to BART getting any more money from anywhere until they can prove they can manage the system in the best interest of the tax payers and fare payers and not their greedy slves. NO TO ANY FARE INCREASE! Do your jobs first and improve efficiency before ever asking for more money. This is a horribly run public agency that can find more ways to waste money and accomplish nothing than any public agency I have ever seen. Clean u your management mess before holding your greedy hands out for more money! Contra Costa County taxpayers are really tired of the discriminatory behavior that BART exhibits towards Contra Costa County which still has less BART service than the other countis and BART is dead set to screw us and use our money to build to San Jose, which has paid NOTHING into the BART system while E-BART is shoved down our throats and not anywhere else in the entire system! When are we going to get equal treatment from this crrupt agency????	English	E-mail Invitation Online
1311	Hate it but understand the need	English	E-mail Invitation Online
1312	Does it matter? Does this mean there are alternatives that you could explore if there is a lot of pushback about the fare increases? I can afford the increases but I know many people cannot. And it doesn't feel like we're getting a lot for our money. Thes piecemeal increases are not enough to allow the BART system to function well, as you know.	English	E-mail Invitation Online
1313	One of the reasons I choose to ride Bart to and from work is the low fares. If the fare increase is too much I will be forced to drive.	English	E-mail Invitation Online
1314	The quality of the experience of using BART continues to decline. I'd be hard pressed to favor a fare increase without a substantial improvement for the riders. The cars are dirty and too crowded, the ventilation is terrible, the straps for riders to hod onto are too high above the floor, I could go on and on.	English	E-mail Invitation Online
1315	I would generally support a fare increase however, BART service, facilities, schedules and administration have dramatically deteriorated despite investments. Until we see improvements, I am absolutely opposed to a fare increase.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1316	At this rate it will be cheaper for me to ride my motorcycle into work instead of taking BART. Honestly if I could actually see some improvement in BART I wouldn't mind the fare increase. Other than some new signage all I continue to see are broken escalators, dirty train stations, rules not being enforced by BART police. When will the real improvements start?	English	E-mail Invitation Online
1317	Please stop penalizing BART riders. We keep cars off the road.  Your parking space availability is far too low. We deserve more parking.	English	E-mail Invitation Online
1318	No	English	E-mail Invitation Online
1319	There are overwhelming number of people riding the Bart; there is no need to increase the already costly bart fares	English	E-mail Invitation Online
1320	UNFAIR!! Your employees get paid way too much for doing way too little and the riders pay!!!	English	E-mail Invitation Online
1321	no, there should be built in increases to match inflation.	English	E-mail Invitation Online
1322	It would be nice to have a payment system that places a majority of the increased cost onto tourists, as opposed to residents. For example, in Washington DC, riders pay extra to buy a temporary ticket to keep cost down for repeat riders (e.g. Clipper Cardholders).	English	E-mail Invitation Online
1323	Rates are already very high. There should be no more increase in fares.	English	E-mail Invitation Online
1324	I think the fares should stay the same.	English	E-mail Invitation Online
1325	I babysit my grandchild every week for one night during the week and leave early afternoon next day. I have been traveling Bart this way for several years. I understand needing an increase in fares, however, Bart is not safe due to homeless folks or mentally ill folks who ride back and forth aggressively asking for money, many times drunk and serious drug use and destruction to interiors. Then there are the folks who entertain by dancing and playing loud music and asking for money. You need security staff. It is a sad time in our country with no mental health support for these people who suffer, and it is an illness, and become violent sometimes, soil the seats, and beg passengers for help really. I don't frighten easily, but being out of control with anger and rage in one's heart is unsafe for passengers of all ages. Shame on our government for not supporting BART and not providing free medical clinics for those in need and fall into poverty.	English	E-mail Invitation Online
1326	Yeah are we not paying enough? Tunnels still loud, kids smokin weed on the train cuz the cameras don't work. Track maintenance makes commute longer. Little kids getting robbed	English	E-mail Invitation Online
1327	Improvements and system upgrade is good and a must to the 40+ years old system but fare increase alone is not the only way to help fund these needs.  Bart need to reconsider the overly high wages that you are paying to the staffs, if Bart can revise their pay scale, those huge amounts are good enough to supplement for these changes and upgrading needs. e.g. overpaid for some basic staffing such as janitors whom we hardly see them cleaning up the stations, we still see tons of pigeon feces all over the stations; strong and smelly urine odors at some major stations, even used left behind needles such as at Civic Center which has never been taken care of, and these are unhealthy environment for your paying passengers to tolerate. If Bart needs to increase the fares, not only to fund the system but to maintain it more professionally like other countries does!!!	English	E-mail Invitation Online
1328	Your prices are too much compared to other metro systems in the world which are better than BART in today's day and age.  Trim your lazy staff and go out to see other systems in the world to learn what efficiency really is.  Reduce your expenses, stop overpaying your lazy staff.  No to fare increase.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1329	yes Bart keep increasing fee service is at all time low. the contract with the union is horrible. why Bart when you can drive for half the cost and in some cases in half the time. never see any police on the train, I always see them on the freeway drivin between station. your employees are over paid for what Bart offers	English	E-mail Invitation Online
1330	I have no problem with the scheduled fare increase, but I do have a problem with further requests for additional taxes....and maintenance of the facilities does need to be a priority.	English	E-mail Invitation Online
1331	The state should pay for this AND BART needs more parking. I can not take BART because I can never find a parking space.	English	E-mail Invitation Online
1332	We riders are entitled to see how 100% of the funds are distributed to determine if is justified.	English	E-mail Invitation Online
1333	we need better management from the board. I support the increase	English	E-mail Invitation Online
1334	Ok	English	E-mail Invitation Online
1335	Ridiculous. BART employees are overpaid. Stop draining the pockets of the already f****d over lower class of the Bay Area.	English	E-mail Invitation Online
1336	Of course, as a retired person, I do not like fare hikes. However I do understand the need and accept.	English	E-mail Invitation Online
1337	Yes - Bart's fare increases over the years are getting ridiculous, considering the . How about reigning in on operating costs? There are many other transit systems around the world, which function way better than Bart and cleaner than Bart, at a fractio of Bart's fare.	English	E-mail Invitation Online
1338	With increasing costs, it's expected, however as a regular rider there are issues with maintenance, staff and operations. The elevators are just terrible, dirty, out if service so often. As a community their should be more jobs at Bart available for pople who really Care about Bart. Agents are so very rude if asked a question, and if you make a mistake at a machine the agents treat you as though you should be dragged off the premises! They will barely talk to you because of their cell phone usage an quite often their not in the booths. Thanks for requesting this survey. This is made me realize that we don't have to be treated like this and I will pursue these issues and report them .....again and again Our money pay these rude, non caring unprofessional employees!!	English	E-mail Invitation Online
1339	Can BART to not keep increasing fare to often like once in 5yrs. Service so far still the same, nothing has changed. Crowded cars, often delay, and need more trains.	English	E-mail Invitation Online
1340	Seems additional fare increases shouldn't be necessary since we just passed measure RR this past fall.	English	E-mail Invitation Online
1341	Hey, what happened to the bond money we approved last fall? Is it all going to union member salaries and benefits? Why do you need to raise fares again? Also, how about spending some of that money on keeping the elevators fit for use? Currently they are apublic health hazard.	English	E-mail Invitation Online
1342	It's already expensive as it is. Increasing the fare just beats the purpose of saving money and convenience for people, who are riding bart.	English	E-mail Invitation Online
1343	BART just passed a huge bond issue. Recent news stories point to decreased ridership. A fare increase will just amplify that. BART needs to rein in wages and commit to a no strike policy before raising fares. As the highest paid transit workers probably i the world gouging riders seems ill advised. Maybe if you could figure out how to run trains more often we might be willing to pay more. I recently visited New Delhi and rode their metro with trains running every few minutes. Our 15 minute apart trains ar a joke.	English	E-mail Invitation Online
1344	Really? I am pretty certain a high percentage your ridership is not getting inflation-based raises to afford these fare increases.	English	E-mail Invitation Online
1345	Fine with me if it goes to improve infrastructure and not salaries	English	E-mail Invitation Online
1346	All I can say is that there will be no reason to ride Bart with this increase bezz I will be spending the same amount \$ if I was driving	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1347	I'd like to know how this increase is justified when more and more people are using your transit services. I would be surprised if profits have not significantly increased to the point where it actually provides the funds for maintenance and expansion. I'm sure a plan is already in place that allots a portion of sales to these general areas and suffices BART's needs. Why not aim your efforts towards what commuters really want, like the issue of the train being overcrowded during peak times. Perhaps, a scheduled train commuters can go online and pay extra for to get away from the overcrowding and relax without having to experience homeless people peeing in bottles on bart, etc.	English	E-mail Invitation Online
1348	As a person who has the option of taking BART or AC transit for my evening commute, I usually take BART because it's faster. The other reason I take BART versus AC transit is that my fare (to Coliseum station) is exactly the same as the cost of my Transbay ride on the bus. Should the fare on BART go up much higher than that of a Transbay ride, I'll probably go back to the bus.	English	E-mail Invitation Online
1349	I understand the need for increased fares; however I am frustrated as service can be inconsistent and parking has become expensive.	English	E-mail Invitation Online
1350	Will never ride again	English	E-mail Invitation Online
1351	Sounds like you're asking me for more money, to provide robots with a job? When will we have consumer/ customer appreciation day? I live at Lake Merritt, & take the SFO/ Milbrae train from 14th street downtown Oakland. I get off at Montgomery in downtown San Francisco. In the morning there's homeless sleeping on the train, taking up multiple seats. In the afternoon rush, people become animals & lose basic respects & courtesies. During any given hour of the day, people are smoking weed among other things in clear sight on stairwells, & waiting platforms. Walkways/ hallways smell like urine & defecation. Bart police is never around when you need them, let alone station workers are always talking versus keeping unpaid fares from hopping rails or walking through emergency exits. I understand it's public transportation, but I feel like Bart keeps rewarding itself with strikes & pay increases, & could care less about the customer's experience. Not trying to sound like a gripe/ complaint, but would be nice to think we live in such a world where the customer is always right.	English	E-mail Invitation Online
1352	Fares are already expensive for the service and cleanliness on Bart.	English	E-mail Invitation Online
1353	Unfortunate...but hoping this can help the trains run safely and on-time.	English	E-mail Invitation Online
1354	I have been riding bart from when was like 1.50 to enter so it sound wrong that every two years there is a increase.	English	E-mail Invitation Online
1355	I do not think this is fair as we do not see any improvements on BART except the increase of the homeless taking up space/seats that are already limited during commute times as well as you are not reinforcing the no food/drink rules, maybe you should start fining people like they do in Europe and see your revenues increase! Keep the homeless out of the system and keep the trains cleaner by now allowing the food/drink and actually enforcing your rule in place!	English	E-mail Invitation Online
1356	no	English	E-mail Invitation Online
1357	No one likes higher prices but we need to keep bart running.	English	E-mail Invitation Online
1358	Fare increases hurt the most vulnerable riders. They will decrease ridership of both locals and most importantly tourists for whom BART is a symbol of the Bay Area's easy accessibility. I know that capital improvements need to be done but 2.7% increase in fares does not reflect the increase in income for your users.	English	E-mail Invitation Online
1359	I'd like to know what other measures Bart is considering to make up the shortfall.	English	E-mail Invitation Online
1360	I only hope any fare increase will result in tangible improvements in the system such as less crowded trains, cleaner stations and fewer outages/scheduling issues. I would also hope that any fare changes would preserve or improve affordability of BART to people with lower incomes.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1361	keep senior fares low	English	E-mail Invitation Online
1362	BART already costs too much. Where does the new bond money go to?	English	E-mail Invitation Online
1363	Yes. You consider retirement for older, higher paid employees and reduce overtime budgets. A better alternative to an "inflation" based increase that is higher than 2016 and 2017 inflation. Also, you should go back to employees and let them know they must begin contributing to pension and other benefits.	English	E-mail Invitation Online
1364	Now, is not a good time to increase fares. Considering, how people feel about BART.	English	E-mail Invitation Online
1365	I can only support an increase in fare if BART will be updating their trains, and increasing the security at stations and on trains. The trains are filthy and disgusting and there are always homeless people hanging around the stations and on trains and people who pay the appropriate fees should not have to deal with these inappropriate conditions...	English	E-mail Invitation Online
1366	No, I think regular fare increases are fair and normal practice for public transit.	English	E-mail Invitation Online
1367	BART needs improvements, so we need funding to do that.	English	E-mail Invitation Online
1368	The usage of fair increase makes perfect sense. BART does feel expensive when you factor in parking. I currently spend like \$60 a week. What makes that hard is that so many unwashed/homeless just stroll thru side gates and the sleep on train. It's disgusting and when it happens in front of station agent and they do NOTHING? It becomes infuriating. Station agents are the other part of frustration. I feel like they are virtually useless. In CV you can rarely find one. Lastly I ride to two stops. Not a week goes by where escalator isn't down.	English	E-mail Invitation Online
1369	Something definitely needs to be done. Throwing money at the issues is effective only when applied properly. Trains are overcrowded. Service is poor. The service agents are rude and unfriendly to patrons. Announcements of train destination is infrequent; hence the chances of missing one's stop is high. Doors are broken and trains are stinky. Stations are unsanitary.	English	E-mail Invitation Online
1370	Could of swore we have bond measures for this. Why does bart continue to have budget shortfalls constantly?	English	E-mail Invitation Online
1371	No	English	E-mail Invitation Online
1372	It is expected, even if unwanted. It is perhaps the most direct way to drive revenue directly tied to usage (i.e. only those who use the service have to pay). I would hope for federal funding to bolster major infrastructure and expansion initiatives.	English	E-mail Invitation Online
1373	No comments. Seems like we need to pay for the work sometime...	English	E-mail Invitation Online
1374	I support the fare increase. BART needs the budget to improve the system.	English	E-mail Invitation Online
1375	Save money, get rid of the high-\$-taking top administrators. No more fare increases.	English	E-mail Invitation Online
1376	Stop increasing the fares!!! Learn how to budget.	English	E-mail Invitation Online
1377	I believe that BART must be given the support it needs. I am perfectly willing to help by paying the increase.	English	E-mail Invitation Online
1378	If you increase fares u need to have more trains to be less crowded	English	E-mail Invitation Online
1379	Yes. Bart is a joke. Packed trains, non working escalators, late trains. People in charge well over paid fir crappy system which way neglected. Take money from management until this gets fixed	English	E-mail Invitation Online
1380	It's acceptable.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1381	<p>I think BART has been badly mismanaged. It doesn't make sense that the few major US cities with subways use incompatible systems! Railroads once had that problem, too, and it was chaos.</p> <p>We should lead the way to establish standards for subways, which would lead to competition in suppliers and reduced costs. Once BART takes rational action towards long-term sustainability rather than behaving as if BART is somehow innovative and unique, I would be happy to support fare increases.</p> <p>As it is, the fare question is largely irrelevant to me. I avoid BART whenever possible, relying on the Transbay bus, my bike, and my feet instead.</p>	English	E-mail Invitation Online
1382	Ask the federal government for the money or ask these rich and very rich millionaires and billionaires for the money and honor them by naming the first car of a train in their name. (smile)	English	E-mail Invitation Online
1383	I am a disappointed to hear about the fare increase, given the recent opening on a new station and the supposed arrival of new trains for the system. Plus voters approved a bond for the system, measure RR, so why do the commuters need to pick up BART's tab?	English	E-mail Invitation Online
1384	As long as the funds go to new cars, I've no problem with that.	English	E-mail Invitation Online
1385	BART constantly increases fares, and service gets worse. You just passed a bond- why are you asking for more money.....	English	E-mail Invitation Online
1386	Fare increases should be limited to between: .50-.75%. You have already gone to the home owners several times over the years to make capital improvements. This is an unacceptable, unreasonable and irresponsible way to fiscally manage the BART system. Shame on you! If your Senior Management team can't keep the system up and running with the revenue they have now, then perhaps they should be Fired and stripped of their retirement benefits and replaced by Civic Minded professionals who will conduct themselves in a fiscally prudent manner.	English	E-mail Invitation Online
1387	It seems fair and shouldn't be a problem. As long as all the money from the fare increases go towards the capital needs of the system. None of this money should be spent on employee salaries or benefits.	English	E-mail Invitation Online
1388	Need more visibility into the fare allocation to those high priority needs, and the progress on those initiatives.	English	E-mail Invitation Online
1389	I'm not agree	English	E-mail Invitation Online
1390	Doesn't seem like much at all	English	E-mail Invitation Online
1391	A 2.7% increase seems reasonable	English	E-mail Invitation Online
1392	I believe fare increases are in keeping with the growing population, and almost all things need repair over time. A greater concern is how much of an increase, phasing it in over time makes more sense.	English	E-mail Invitation Online
1393	What happened to all of the money from the recently passed measure RR?? Why do you also need to increase the fares?? If you increase the fares you should actually do something with the money. The cars are all old and dirty and always crowded.	English	E-mail Invitation Online
1394	What happened to the huge sum of money gifted BART in the October election?	English	E-mail Invitation Online
1395	I understood that measure RR would fund capital priorities. I am usually supportive of fare increases when necessary to support operating costs. However, BART seems to have a number of management issues that need to be addressed before asking riders for more money.	English	E-mail Invitation Online
1396	Sounds ok	English	E-mail Invitation Online
1397	It is unfair for the everyday commuter. He or she will be the most severely affected	English	E-mail Invitation Online
1398	Lower retirement benefits to a reasonable level and save money there.	English	E-mail Invitation Online
1399	While I may be unexcited about a fare increase, I can afford it. Please make sure that those with restricted incomes are not seriously impacted.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1400	While I understand that BART needs the money for some serious repairs and upgrades, I wish there was a way other than a fare increase to get it. However, if the increase allows BART to make the kinds of changes that lead to less crowding and more frequent trains, I'm all for it. But those returns on investment need to be clear and not years away.	English	E-mail Invitation Online
1401	I mean I know you're going to increase fares anyway so if you could just make the fares a even price like \$2.00-2.50,\$3.00-3.50 (exc) it would help. Kind of tired of getting handfuls of quarters. Otherwise just get the bums off and we're good to go	English	E-mail Invitation Online
1402	i would be in favor of this as long as we see improvements. I would not increase it for seniors.	English	E-mail Invitation Online
1403	I don't like it. Bart just got approved for tax increase. I spend \$180 already to commute to work each month	English	E-mail Invitation Online
1404	Ugh. I understand and hope to see vast improvements to bart soon.	English	E-mail Invitation Online
1405	I would hope that with this increase, the improvements would noticeable impact my commute asap. Over the past 2 years my experience with BART has only gotten worse, whether it's parking, actually getting on a car or delays. I've actually been driving 90 of the time to avoid BART issues.	English	E-mail Invitation Online
1406	As a daily bart commuter, it is frustrating to support any increases given the decline of the conditions of the trains and the stations. Parking fees increase as fast as the crime increases in bart parking lots. Homeless sleep on the trains resulting in undesirable smells and lack of seats. In all my years of riding bart, I have not seen any bart officers walking or patrolling the trains. Police are seen only when an incident occurs, sadly. Stations agents are usually talking within themselves.. the lis can go on and on...I have no problem supporting a fare increase if service improved or was at least status quo....	English	E-mail Invitation Online
1407	I support the fare increase if it helps Bart to keep expanding	English	E-mail Invitation Online
1408	I would suggest cleaning up the stations. Civic Center is really disgusting. As a housekeeper, nursing assistant, and RN; I know this is possible. Regardless of how short staffed we were, there is no hospital I've ever worked in that would allow the filth in the public bart stations.	English	E-mail Invitation Online
1409	As opposed to a flat percentage, as it is inflation based, perhaps it could reflect the economy and mirror current rates, whether higher or lower.	English	E-mail Invitation Online
1410	Please don't increase the fare.	English	E-mail Invitation Online
1411	How are you going to increase fares and your elevators and escalators don't work. Bathrooms are closed and the ones that are open smell like everything possible. Disgusting.	English	E-mail Invitation Online
1412	I go with the fare increase.	English	E-mail Invitation Online
1413	Yes. Don't increase it!	English	E-mail Invitation Online
1414	I'm OK with a fare increase; I don't frankly recall the last one. To what do all the constant parking increases go? In 2 years parking has increased 200% for me.	English	E-mail Invitation Online
1415	Would prefer no fare increase. Rents keep going up and salaries aren't changing. :(	English	E-mail Invitation Online
1416	Minimum fares should stay the same, fare increase should only be applied for longer distances.	English	E-mail Invitation Online
1417	Inflation-based fare increases are reasonable.	English	E-mail Invitation Online
1418	Nope, sounds "fare" to me (yuck, yuck!)	English	E-mail Invitation Online
1419	My feeling is that BART is woefully mismanaged. Instead of setting aside X dollars each year for maintenance, that \$\$\$ is handed over to labor. THEN, when the BART maintenance becomes critical BART management turns to the public and threatens disrupted r diminished service until the public hands over more \$\$\$.	English	E-mail Invitation Online
	It also appears that BART raises fares when gas prices rise.		

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1420	Bart is already quite expensive. There needs to be a commuter ticket where people who need to take bart for work can get some sort of discount. My current monthly doesn't cover my tax deductible fare.	English	E-mail Invitation Online
1421	No!!!! No!! Seems like Bart increases are done and nothing changes. Stations still dirty, elevators broken, not enough trains. Employees get paid tons and are just sitting around.	English	E-mail Invitation Online
1422	BART is already incredibly expensive, cars & stations are often dirty & security is lax. I am against the increase.	English	E-mail Invitation Online
1423	Do not raise youth or elderly fares please.	English	E-mail Invitation Online
1424	BART is already very costly	English	E-mail Invitation Online
1425	You shouldn't have the passengers help pay for budget expenses. The prices are fine or could even be cheaper in my opinion. The Bay Area is constantly getting more expensive as it is. Why make it worse for us?	English	E-mail Invitation Online
1426	If you need money to keep the system functioning okay, but do not eliminate seats. Obviously the bart board does not ride the trains or they would realize that seats are treasured.	English	E-mail Invitation Online
1427	I think BART needs to balance off fare increases against the practicality of increasing the lowest fares paid by the neediest of its riders (disabled, seniors, youth) which yields proportionally a small part of additional funds need versus full fare payin riders many of who have the prospect of significant annual increases in income which the neediest riders do not i.e. Often have no prospect for increased income to offset expense increases such as BART fares, utilities, food and rent.	English	E-mail Invitation Online
1428	I look forward to supporting the BART system.	English	E-mail Invitation Online
1429	Um, yea. I have been riding BART for 25 years and watched countless fare increases and parking fees introduced. You raise rates when ridership is low to counter lower volume and then you penalize riders when ridership is high with increased fares. The sttions look like crap, the trains are overcrowded. It was once an almost enjoyable commute. Now I look forward to standing both ways Pittsburg Bay Point - SF. Exiting Powell St. just a few weeks ago I counted at least 10 homeless men sleeping there. Manage your money and maintain a reasonable reserve! Ru. Like a business!	English	E-mail Invitation Online
1430	Fares are high, taxes are high, and there is NO innovation or new idea to help ease the crush of the commute. What the heck are we paying for?	English	E-mail Invitation Online
1431	It is a bit frustrating to have a fare increase without a detailed schedule of rollouts on promised new cars, improved rush hour service (it is a NIGHTMARE to ride on BART during rush hour--standing room only, tightly packed), and improved thermal comfort(sometimes the cars are not ventilated properly for the number of riders packed into them).	English	E-mail Invitation Online
1432	Does it really matter if I do have a comment?	English	E-mail Invitation Online
1433	It's f****d up. We continually see fare increases, but few upgrades to the ride experience. The trains are still loud as hell in the tunnels; the stations and trains are filthy; and the elevators and other disabled persons access points are disgraceful. Sowhat the hell are we paying increased fares for?	English	E-mail Invitation Online
1434	Yes, I currently pay 12.30 a day from Pleasanton to Embarcadero, most days only a 8 car train, I pay for reserved parking and most days I do not get a seat and if I arrive later than 9:00 the reserved parking is taken by those who do not care and do not hve permits and are never cited. The stupid redesigned cars do not make more space, people still only stand by two's. I have been riding Bart since 1990, and with the fare increases over the years I do not see much change in the services, only employeesgetting richer.	English	E-mail Invitation Online
1435	I haven't seen any changes made from the previous fare increases. BART has become very expensive. I am not happy about the fare increase.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1436	Its completely ridiculous were paying to much for a train that is not even reliable half the time.	English	E-mail Invitation Online
1437	I've been a BART rider for over 30 years & although I'm not exactly thrilled about another fare increase, I don't have a choice. I rely on BART for my commute. However if the increase will improve reliability then I'll accept it.	English	E-mail Invitation Online
1438	While fare increases are never nice, inflation based increases seem reasonable.	English	E-mail Invitation Online
1439	I don't agree with it simple for the fact that many people depend on BART for the simple reason that it is affordable and although it is a small increase who is to say there won't be another increase and so on and so on. Right now I'm away at college, butI can only imagine how the everyday BART riders will feel especially because to some, every penny matters.	English	E-mail Invitation Online
1440	From what I read you are raising fares or as you call it cutting discounts to seniors and students. Those who can afford it the least. My wife and I are in our 80's, living on Social Security and BART is our only way to get around the area. We go on BAT at least one day on the weekends to different areas around the Bay Area. We live in South Hayward and do not drive other than to shopping and a few meetings. It will hurt us.	English	E-mail Invitation Online
1441	Whatever it takes (within reason) to keep BART running reliably and on time is fine with me.	English	E-mail Invitation Online
1442	I'm unhappy about paying any more for my commute when the Bart facilities are always dirty/smelly; sometimes unsafe and the trains are always over crowded.	English	E-mail Invitation Online
1443	I don't want to pay more until you stop all the fare evasion!	English	E-mail Invitation Online
1444	If we are going to give you more money, we need to see more improvements. Still no service to SJ. Still no service to Brentwood. Stations are still antiquated, dirty and run-down. Still no new cars. Still no connection between SF and Sacramento. With folk having used international and domestice services that are much cleaner and well run, BART needs to step it up.	English	E-mail Invitation Online
1445	I agree with the regular fare increase, however I would prefer discounted fares only be increased by that amount as well. As a senior fare rider, the discount I have now permission me to ride BART when needed. Reducing the discount to 50% - may make th ride unaffordable for my budget.	English	E-mail Invitation Online
1446	I think it is absolutely ridiculous! I ride from El Cerrito Del Norte or El Cerrito Plaza to San Francisco Embacadero 5 days a week. parking spaces are limited at both El Cerrito stations with a \$3.00 fee. 40% of the time I'm standing either because thee is no where to sit or the homeless person has taken up the whole seat or has pee'd on the seat and no one wants to sit down. 45 minutes to a hour later when we finally get to San Francisco, after I have stood the whole ride and had to be very close to he person who decided they didn't want to wear deodorant or use mouth wash ( I know, not your problem) I then have to walk up the stairs because the escalators NEVER work. So, from the last time you've raised your fare amount there has been no improvemets on my BART line. BART has a lot more to work on before they consider raising fares AGAIN.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1447	You are going to start losing riders (which may be the goal?).  Can you apply for federal transportation grant funding?  Renegotiation with the union (in terms of salary increases and retirement spending)  The customers ONLY hear about fare increases, shorter trains, MORE delays, MORE equipment problems. Anything good?	English	E-mail Invitation Online
1448	So far no comment yet.	English	E-mail Invitation Online
1449	I'm cool with this fare increase!	English	E-mail Invitation Online
1450	2.7 = PERS retirement rate?	English	E-mail Invitation Online
1451	Yes, my comment is I don't mind the increase every two years, but I was so disgusted and very disappointed to see the news when one of your Janitors was featured on TV in our local SF channel making multiple six -figures NOT just for the past year but on-oiing, totally abused your payroll system. How can your Management Team allow that to happen???? I can't help think that the previous BART increases and there have plenty, goes to pay for your Janitors' EXCESSIVE overtime pay!	English	E-mail Invitation Online
1452	Yes! I used Bart for more than 12 years and sometimes I use it once in a while. Nothing has changed though, the trains are still dirty. A little of homeless people in the train. I am glad I work closers to home now.	English	E-mail Invitation Online
1453	My income is fairly low, so I am not happy about it.	English	E-mail Invitation Online
1454	I don't like it. It's expensive already and it's constantly going up. During the rush hours instead of running 10 cars you guys run 6,7 or 8. This makes it very difficult for everyone. Too many people. It's logical to have at least 9 or 10 card during rus hours.	English	E-mail Invitation Online
1455	What happened with the last fare increase? How has that money improved the system?	English	E-mail Invitation Online
1456	I am hoping with this fare increase, there is an increase of bart police in the train cars when people decide to use the train as their personal bathroom. No one should be subjected to that, for one. Plus, removing seats really doesn't do much. Unless bar will implement shorter wait times per train.	English	E-mail Invitation Online
1457	No I do not Believe that's the solución we have been Paying for a few increas tought out movimiento the years when did we going to stop.	English	E-mail Invitation Online
1458	The fares are already very high for a 45 minute ride across the bay. Additionally with the lack of seating, track issues and lack of consistency, it is not a value that as a rider I'm willing to pay for. The perception is that Bart budget is not managed pppropriately.	English	E-mail Invitation Online
1459	BART should put mechanisms in place so it could reduce free riders in the system. Over the past 5 years, fares have consistently gone up, but services and safety have gone down e.g. beggars are in the train, marijuana smell is common in train and platform Once you fix these stuff, people will be happy to pay more.	English	E-mail Invitation Online
1460	Seems reasonable.	English	E-mail Invitation Online
1461	The fares should be further decreased to encourage the public to take public transportation and save the environment. Traffic in the Bay Area is crazy and increasing the fare will only make it worse. That's just my two cents.	English	E-mail Invitation Online
1462	It sucks to be forced to pay more for less service. Trains are so extremely overcrowded, I rarely get a seat. Standing space is scarce too. I have no problem paying more for a seat!	English	E-mail Invitation Online
1463	It's frustrating that BART is expanding to distant locations and yet all riders bear the burden of these costs. Why not increase on those new and distant lines.	English	E-mail Invitation Online
1464	I know we have to make these fixes. Any increase is hard as we all have to cut back on every thing.The system is at capacity now. It has to be done.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1465	Absolutely NOT! Its bad enough that trains are over crowded, noisy, smell bad and late all the time due to one of any enumerable issues, you want to increase fairs again?! No! Especially when it is a public fact that OVER paid unionized workers make WAY ore than what is market for their duties and have fantastic benefits and retirement plans. NOOOOOOOOOOOOOOOO	English	E-mail Invitation Online
1466	Really!!!! Will this actual be used for improvements, like the escalators at Montgomery that never work or will this money be used for pay and overtime	English	E-mail Invitation Online
1467	Seems like we keep pouring money into BART. Didn't we just approve a bond measure? AND fare increases shortly before that? They say these increases will go toward capital expenses, but I find it suspicious that they are almost exactly in line with the negotiated salary increases.	English	E-mail Invitation Online
1468	Bart is already too expensive. I now only take Bart when needed and no longer take my family to the city on Bart.	English	E-mail Invitation Online
1469	Would the 2.7% fee increase continue indefinitely? what are the other funding options?	English	E-mail Invitation Online
1470	I would like to see the state and city fund Bart properly. I also feel that after reading so many articles about waste and abuse at Bart, that it is unfair to keep pushing increases on the riders, who are keeping cars off the road	English	E-mail Invitation Online
1471	Didn't we also just approve a massive new bond for these same capital improvements? Would be nice if you could clearly communicate to riders the distinction between funding sources and ultimate outcomes.	English	E-mail Invitation Online
1472	Show me the service improvement first before even asking.	English	E-mail Invitation Online
1473	Don't like fare increase, it is already an expensive ride to city	English	E-mail Invitation Online
1474	While increasing costs are never fun, I fully support any major and well-designed improvements to the BART system that have been well-tested and built with and for passengers.	English	E-mail Invitation Online
1475	Completely ridiculous. Current system is to increase fare yet you're unable to manage your own administrative costs (excessive overtime).  Don't increase considering internal processes are a mess. Fix the issues including get the trains to run on time the come back to propose an increase.	English	E-mail Invitation Online
1476	I think it's unfair for paying riders to pay higher fare, when some riders are fare evaders. Let's say for an example if you have 100 fare evaders (Monday-Friday) for a \$10.00 round trip, that's a \$1,000 a day times 5 days a week (\$5,000). At the end of te year, that's \$240,000 times 5 years is \$1.2 million dollars. Based off of this example, I think Bart should be able to solve the budget problem by enforcing fare evaders to pay their fare by increasing more Bart police on an off the trains, increase fins, and community service by cleaning up Bart. This a solution that can help Bart's budget.	English	E-mail Invitation Online
1477	Fare increases based on inflation are a good way to go. Your running and maintenance costs and ours should rise accordingly. Larger repairs, upgrade and extensions should be paid by bonds and initiatives.	English	E-mail Invitation Online
1478	Have you tried freezing or lowering fares to encourage ridership and making up the difference from parking or new car fees or other personal auto transportation based sources which may also incentivize use of public transit?	English	E-mail Invitation Online
1479	The BART fare increase isn't big enough. BART fares should be double what they are now, so that BART can invest in cleaning up its stations, fixing and re-opening the station bathrooms, new trains, a new train control system, .	English	E-mail Invitation Online
1480	Do we have a choice? I've ridden the San Diego MTS Trolley System. They have a very reliable system that seems to be cost effective and costs a lot less to ride than BART. A one way fare ticket is \$2.50 and it lasts 2 hours. BART can't beat that... Hw can they do it?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1481	BART is already quite expensive: isn't there more the organization can do to manage its budget?	English	E-mail Invitation Online
1482	I'm confused about why more money for capital needs is necessary when we voted on a big bond or funding increase in November 2016.	English	E-mail Invitation Online
1483	Please add cars during peak commutes	English	E-mail Invitation Online
1484	No	English	E-mail Invitation Online
1485	Can you estimate this time increase will last for how long?	English	E-mail Invitation Online
1486	Between paid parking and fair increases BART is no longer has a satisfying feel as years ago.	English	E-mail Invitation Online
1487	If it costs more to take Bart than the cost of gas and parking at the destination you will lose riders, leading to another shortfall. If you're going to increase costs, there should be an improvement in service...	English	E-mail Invitation Online
1488	Bummer	English	E-mail Invitation Online
1489	Get cleaner bathrooms and more reliable schedule and I'm good with hike.	English	E-mail Invitation Online
1490	So far, Bart has a poor record of actually implementing these projects. I would ask for more oversight, and delivering promised improvements. *New Rail Cars -- many of the ones I see are still quite old and dirty. A new seat does not equal a new car. *NewAutomation -- so you want to spend capital on installing an automated control system, but you'll still have to pay someone to make sure everything is working correctly. Maybe put more capital into KEEPING human jobs and train your employees better. This will improve quality across the board. *Expanded maintenance -- this is great, but if your employees aren't properly trained, engaged, or required to improve rider experience, what good will this do?  Who is the Bart employee of the month? Why? This is what I'd like to know. Why are you expanding into the South Bay, when SF proper (with many times more potential riders) would improve revenues even further?	English	E-mail Invitation Online
1491	Fares increase periodically and Parking fees have been added but I haven't seen any improvement. Trains are dirty, Station Agents don't like being disturbed. Train operators don't pay attention to people on the platform boarding or disembarking. But BAT keeps paying excessive salaries and pension costs appear to be out of control, and there is no oversight for worker overtime. I love BART but with any more increases it will be cheaper and faster for me to drive to work.	English	E-mail Invitation Online
1492	I'm not confident that BART will do anything with the money that will result in a better ride experience for me. I recently got a parking ticket at BART because the parking fare machine took my money, then malfunctioned, and then could not give the money back nor issue the parking proof of payment. There wasn't anyone in the information booth and no BART employees anywhere. I did not have additional money on me and I had to catch the train to get to work on time. So now I have a ticket because BART can neither keep machines properly junctionign at my station nor properly staff the stations. I don't even want to fight the unfair ticket because I have zero confidence that anyone at BART will listen to me or care. So GREAT! I put up with trains that smell like rine; people who bring untrained pets (not service animals) onto crowded rush hour trains; broken escalators; and cranky operators who undoubtedly have challenging jobs, but who often allow their frustrations to make the ride even more unpleasant for customers. I am not supporting of any increases in BART fares because I don't believe that BART values me as a customer.	English	E-mail Invitation Online
1493	no fare increases	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1494	Bart has increased the fare these past years nothing has changed bart is filthy, unsafe and unreliable. I use bart 5 days a week, I just wish bart has major changes.	English	E-mail Invitation Online
1495	You gotta do, what you gotta do.  Just don't strike.  por favor	English	E-mail Invitation Online
1496	I think it's ridiculous that there will be another increase. Bart doesn't know how to appropriately use the rate increases to maintain the whole system. The escalators and elevators are always down. Cars and stations are filthy and Bart police is never arund. I think I the employees are overpaid and the funding is being used as they say it will be used	English	E-mail Invitation Online
1497	That's going to become a rip off	English	E-mail Invitation Online
1498	Shouldnt increase fare but fixing management issue instead.	English	E-mail Invitation Online
1499	How about driving more revenue through smart marketing, rather than passing the rate increase to the riders?	English	E-mail Invitation Online
1500	With all of these increases it might be easier just to drive. It would be better than smelling urine and being asked for money every evening	English	E-mail Invitation Online
1501	I oppose any and all fare increases to BART. While it is necessary to increase fare in order to fund BART's much-needed infrastructure repairs, I think this money should be levied from taxes because many low-income commuters rely on BART to get to work.	English	E-mail Invitation Online
1502	I hope the fare increase will make the car, services, and schedule better	English	E-mail Invitation Online
1503	Strongly object it.	English	E-mail Invitation Online
1504	it will probably decrease in the reverse on the tarot card reading	English	E-mail Invitation Online
1505	No	English	E-mail Invitation Online
1506	What was the \$3 billion for?	English	E-mail Invitation Online
1507	I think the fare increase should only be for regular Bart prices	English	E-mail Invitation Online
1508	Bart employees are overpaid and have too many benefits. Riders resent that fares keep going up but service keeps going down. Trains regularly go out of service and escalators are frequently broken.	English	E-mail Invitation Online
1509	I understand the need to increase fares, I only hope that the new cars will lead to less down time and issues in the commute.	English	E-mail Invitation Online
1510	I feel like bart tickets are already pretty high. I heard that in other countries, public transportation doesn't actually make money off of ticket sales, but rather renting out the real estate surrounding it. I wouldn't mind if bart turned into a minimallif we can get better services and ticket fares.	English	E-mail Invitation Online
1511	The Bart is a necessity, So as long as the increase is justified, and not out of greed, Then I am for the increase. I trust Bart is honest and has the people's interests in mind. GoBart Go! ??	English	E-mail Invitation Online
1512	I think that if you increase it by a small amount it is a good idea, but the people want to see the changes and upgrade Bart inside as a whole	English	E-mail Invitation Online
1513	Too high. System already too expensive.	English	E-mail Invitation Online
1514	N/a	English	E-mail Invitation Online
1515	I thought Measure RR was going to relieve riders from further fare increases. When you say the trend has been 2.7% every year, I feel less opposition but it feels like we're paying more for less every year.	English	E-mail Invitation Online
1516	I understand. Seems reasonable, and I'm glad to hear that steps are being taken to maintain and better the BART system.	English	E-mail Invitation Online
1517	This is ridiculous. Bart is filthy and expensive enough. Why the fair hike? Why not improvement of services first.	English	E-mail Invitation Online
1518	I wish it would get cheaper instead of getting hire it cost me 10 dollars to get from wrst Oakland to balboa park to visit my kid its 4 dollars on the weekdays and 5 on the weekends im not in love with it but i know bart employees need there raises so i uderstand but i don't like it	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1519	Is it possible to also divert a portion of the proposed increased gasoline taxes to BART and other public transportation systems?	English	E-mail Invitation Online
1520	I understand why there needs to be a fare increase. It would be great if we could buy a BART pass similar to the muni pass where it is a flat fare for the month. You could base the price on distance?	English	E-mail Invitation Online
1521	Seems fine. JUST MAKE SURE TO GET ALL OF THE HOMELESS AND CRAZY PEOPLE OFF BART!	English	E-mail Invitation Online
1522	It seems reasonable for BART fares to increase with inflation. That said, linking a rate increase to funding the system's "extensive capital needs" seems a weird way to ask this question. It implies that the increase will help address gaps in BART's capitol infrastructure budget. Because that's not really what you're asking, the statement does not come across clearly nor as genuine. I can support the increase. I do not support your rhetorical approach.	English	E-mail Invitation Online
1523	no	English	E-mail Invitation Online
1524	Only if it means you'll make the drivers or maintenance clean the civic center station	English	E-mail Invitation Online
1525	I think that BART could already do A LOT better with the money they have, and although there are understandably a lot of really expensive and necessary improvements that need to be made, I feel that existing funds have been horribly mismanaged, and would like to see improvement in more efficient spending before fares are increased.	English	E-mail Invitation Online
1526	Yes. The fair increase makes sense if it goes 100% to improvements, not to salary, bonuses or benefits to the employees and management who are among the best paid workers in the bay area.	English	E-mail Invitation Online
1527	Seems reasonable. More would be OK if you could use it to train your employees on better customer service and make the system more reliable.	English	E-mail Invitation Online
1528	As long as the fare increase fully contributes to producing new rail cars, a new control system, and maintenance facility for sure, then I don't have any objections. I also wish and hope that money could be put towards expanding BART on the south peninsul (Warm Springs to SFO and vice versa) so that it covers the entire Bay Area (like a loop).	English	E-mail Invitation Online
1529	Unfortunately nobody trust BART executives and/or Board members on how the funds are going to be appropriated... You would win over more riders if you just came out and said that BART is going to tae the increased funds to line BART employees and Board mebers' pockets. Do any of us really have a choice in the fare increase?	English	E-mail Invitation Online
1530	Need to upgrade and improve BART, so this is good	English	E-mail Invitation Online
1531	This is a fair increase, as the BART option from East Bay to SF is a good commuting option for me. I would like to see the new maintenance facility come on line so the system could keep up with maintenance to avoid service delays.  I would also like to se a set of double doors, like on the Coliseum shuttle to keep people out of the tunnels, which also causes delays for police actions.	English	E-mail Invitation Online
1532	Fair increases should be accompanied with improved services. I lived abroad in Thailand for years and their train system, the Sky Train and the MRT, (subway) in Bangkok makes me ashamed of ours. No one defecates in the stations, the trains run more frequently, the trains are clean, new and quiet. Most of all they're cheap. They did raise the fair a couple of years ago but the amount was so insignificant for the lovely service they receive there, who could complain? So what is it that a so called 3rd world ountry have that we as 'the greatest country in the world' does not. We continue to pay more yet nothing changes.	English	E-mail Invitation Online
1533	As long as the increases go to capital needs and not overpaying BART administrators or execs.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1534	How soon can riders start seeing improvements to BART after the fare increase goes into effect? Furthermore, I'd like to understand whether the cost of maintaining the stations (e.g. cleanliness and janitorial services, elevator services, general maintenance and upgrades, etc.) is included in this increase?	English	E-mail Invitation Online
1535	I haven't been taking bart lately, since I moved. Not a problem for me.	English	E-mail Invitation Online
1536	I was under the impression Bart was given a multibillion dollar bond to improve the listed items? And I have a hard time believing that "more money means essential upgrades and maintenance" - I've ridden Bart everyday morning and evening for 6 years and despite increasing fares and lots of rhetoric have seen little to no real improvements. With the exception of the carpets of Bart cars being finally removed, of course. Workers still go on strike, the cars are still old and always dirty, the trains are still late, there's always construction and improvement work that affect services. Importantly the staff are still untrained -surly and rude. I'm sure things must be going on behind the scenes because I fail to see how all this money and any "improvement work"has made any real day to day changes for passengers like myself. In 6 years. I'm more than happy to pay more money for fares, on the understanding that when improvements are promised and we as passengers pay for them, they actually occur. Thus I oppose this fare increase. Manage your existing budget better.	English	E-mail Invitation Online
1537	It is unnecessary and only serves to exemplify your infamous financial management incompetence. As many people have no choice, they will pay this new fare.  Things I'd like see: 1. Stations and cars that are cleaner than the street. 2. Officers underground at ALL times. The cameras either aren't sufficient or no ones looking at them. 3. Better fare gate design. Evader's fares would yield much more than this increase. 4. A freshly baked cookie, still warm, ready whenever and wherever I depart. (For providing you with all this insight you need to run your business with more approval)  P.S. I know a lot of you are doing your best but I also have seen some of you doing your worst. Please just try to remember that we're all just trying to stay alive and the people riding BART are the ones who need a break the most. I really do appreciate the service you offer and am looking forward to the "FLEET OF THE FUTURE".  Thanks, Stephen	English	E-mail Invitation Online
1538	This is a viable option. However what about increased fares during the busiest times on BART, like other cities do?	English	E-mail Invitation Online
1539	Yes, actually make meaningful improvements to the system such as express trains & more frequent trains.	English	E-mail Invitation Online
1540	Don't like it. Fares and parking are already high and constantly have issues with late trains due to mechanical issues or tracks. Where is the money going that we are already paying?	English	E-mail Invitation Online
1541	That sucks.	English	E-mail Invitation Online
1542	The increases happen every two years although there are constant system wide delays, shortages and issues that plague the system that have not been resolved from previous fare increases.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1543	<p>I feel that BART has been increasing fare consistently for the last 5 years and BART also received money from the tax payers that WERE SUPPOSE to go towards "new rail cars, new automated train control system, and an expanded maintenance facility".... I DOT see any changes to BART. Your cars are still dirty and smelly, your system break down often ALL THE TIME making me late to work.</p> <p>I am TIRED to hear your false promises. You are literally lying to your customers and keep asking for more money for NOTHING.</p> <p>I stopped taking BART as of last month because I REFUSE to sit on those dirty seats.</p>	English	E-mail Invitation Online
1544	No	English	E-mail Invitation Online
1545	No it seems to make sense.	English	E-mail Invitation Online
1546	It will mean a reduction of passengers that cannot afford it. So I don't believe that is the right approach.	English	E-mail Invitation Online
1547	how do we know this is true? will we see updates?	English	E-mail Invitation Online
1548	Don't you guys thing Bart employee get paid bit too much?	English	E-mail Invitation Online
1549	Unless you clean the cars inside and out I am against fare increases	English	E-mail Invitation Online
1550	You would not have this problem if you built additional parking at Bay Point Pittsburg, North Concord more riders would use the train. As it is now after 7am your driving. Secondly the trains are dirty you always send out surveys and we the riders don't se any chances. It the prices continue to increase you will price your self out of the market as it is I can drive to work use my parking spot at work and it cost me about the same daily price. The only thing you are doing is reducing the stress of driving But with broke downs some days I would go for the longer commute than another ride in a dirty smelly train which are over crowded.	English	E-mail Invitation Online
1551	ok.	English	E-mail Invitation Online
1552	BART has a history of bait and switch when it comes to funding via rate increases, bonds, etc. Until BART gets realistic on pay, overtime abuses, overpay of management, and employees paying a real fair share of their benefits Ill avoid BART at all costs	English	E-mail Invitation Online
1553	Please also aim for cleaner trains in general.	English	E-mail Invitation Online
1554	I think that Bart's fare increases are reprehensible. Riders face constant delays, overcrowding and overheating. Dangerous vagrants threaten the safety of commuters. So, in order to cram into an overheated, smelly and dangerous situation to commute to ork, now I have to pay even more for it? Bart management should take a pay cut before raising fares for Bart riders. Oh, and the "commuter incentive" program is ridiculous. You can save money if you somehow manage to convince your employer to change yourhours to accommodate this program. Run longer trains more frequently without increasing fares.	English	E-mail Invitation Online
1555	Fares are too high already. I hardly ever take BART because of that. I have lived in other countries and there system area coverage is so much better than America and everyone uses public transportation because it is affordable.	English	E-mail Invitation Online
1556	Do it!	English	E-mail Invitation Online
1557	None	English	E-mail Invitation Online
1558	After years of increases nothing has changed. There's an increase in violence announced homelessness on all of the lines. How is it justifiable. The trains are guilty at 5am in the morning and people are on the trains panhandling.	English	E-mail Invitation Online
1559	Would like to see improvements as a result	English	San Bruno Senior Center
1560	Do not raise fare	English	San Bruno Senior Center
1561	Keep present control system, Repair tracks, and gradually replace old cars	English	San Bruno Senior Center
1562	BART needs to be up to date	English	San Bruno Senior Center

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1563	make it cost effective for people to use the system	English	San Bruno Senior Center
1564	Use it to better BART	English	San Bruno Senior Center
1565	Increase is unfair	English	San Bruno Senior Center
1566	No increase, all seniors ride low fare	English	San Francisco Senior Center
1567	Do not increase fare	English	San Francisco Senior Center
1568	Please do not increase fares for seniors/students	English	San Francisco Senior Center
1569	Don't increase fare for struggling seniors, life in bay area is already expensive	English	San Francisco Senior Center
1570	Fares always go up	English	San Francisco Senior Center
1571	too high already	English	San Francisco Senior Center
1572	Why does this system cost so much? Where's the money?	English	San Francisco Senior Center
1573	Still need discounts for seniors and disabled	English	San Francisco Senior Center
1574	I am opposed as I cannot afford it	English	San Francisco Senior Center
1575	Would prefer no increase, but you do what you have to do	English	San Pablo Senior Center
1576	Seniors, low income people will be adversely affected by increase	English	San Pablo Senior Center
1577	Keep senior fare low	English	San Pablo Senior Center
1578	Hardship for seniors	English	San Pablo Senior Center
1579	Increase in fare creates hardship for seniors on fixed incomes	English	San Pablo Senior Center
1580	Would be hardship for me as a senior	English	San Pablo Senior Center
1581	There should be no fare increase, a five year salary/pension freeze, salaries in line with other transportation agencies in the US	English	Walnut Creek Seniors' Club
1582	Don't do it	English	Walnut Creek Seniors' Club
1583	No way!	English	Walnut Creek Seniors' Club
1584	Cancel it	English	Walnut Creek Seniors' Club
1585	Bart already charges over twice what they should	English	Walnut Creek Seniors' Club
1586	Very suspicious in regards to the Bart system spending money in the deficit	English	Walnut Creek Seniors' Club
1587	Any fare increase hurts anyone on a fixed income	English	Walnut Creek Seniors' Club
1588	You think the solution to all problems is raising fares?	English	Walnut Creek Seniors' Club
1589	no comment	English	Walnut Creek Seniors' Club
1590	Why are the seniors getting an increase? Our income does not get any high	English	Walnut Creek Seniors' Club
1591	Do not raise senior rates	English	Walnut Creek Seniors' Club
1592	Shouldn't happen if your people would manage your budget	English	Walnut Creek Seniors' Club
1593	Prefer to retain present senior rate due to fixed income	English	Walnut Creek Seniors' Club
1594	Will be hard for seniors to come up with money	English	Walnut Creek Seniors' Club
1595	I live on SSI, difficult for me to pay the current fare	English	Walnut Creek Seniors' Club

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1596	None	English	Walnut Creek Seniors' Club
1597	Wonderful service, love the new station at Warm Springs	English	Walnut Creek Seniors' Club
1598	We can afford it	English	West Oakland BART Station Outreach
1599	What happened to the money received from the government?	English	West Oakland BART Station Outreach
1600	Who can afford it	English	West Oakland BART Station Outreach
1601	I'm against it unless you can guarantee better service/cleaner stations	English	West Oakland BART Station Outreach
1602	Already very expensive	English	West Oakland BART Station Outreach
1603	Bart is already expensive for low income families who cannot afford other ways to transportation	English	West Oakland BART Station Outreach
1604	I'm extremely concerned about how this will negatively impact low income/students	English	West Oakland BART Station Outreach
1605	Will you be fixing the escalators with this hike or adding additional tracks?	English	West Oakland BART Station Outreach

# **APPENDIX E**

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## **Comments Received – Question 3**

## Appendix E Comments Received – Question 3

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
2	I heard the argument that the projected income increase estimate might be far rosy than what BART can actually get, and I suspect it might be true. Please do conservative estimate. I think BART may just lose riders by some of these charges. For example, if BART increase parking fee, most people will drive to their destination instead if parking + ticket cost is more than fuel + bridge + parking. Do not count most people to come to BART station by bike, walk or shared ride - some will but many can switch to driving to destinations. Please do research to find accurate number rather than irresponsible guess. Also when making estimate make the person who did the estimate to pay penalty when the estimate is far incorrect.	English	Title VI Outreach Online
3	Let me ask you this: when is service going to actually improve? Or are y'all going to charge more money for a smellier turd?	English	Title VI Outreach Online
4	No increase in prices on any form of service. Slash your employee pay, benefits, and retirement.	English	Title VI Outreach Online
5	I strongly support all these changes. These potential impacts would affect my parents who are close to reaching 65 years old. They rarely use BART but I expect that they will use it more since I live within walking distance of a Bart station and I expect Bay Area traffic to get much worse over the next few years.	English	Title VI Outreach Online
6	None, since I am a casual Clipper Card user.	English	Title VI Outreach Online
7	When the ADA required provision of the civil right of access to transportation to persons with disabilities BART reduced the discount for elderly and disabled riders from 90% to 62.5% to generate revenue for the new expense. If that approach had been applied after Brown V Board of Education outlawed school segregation the cost of busing black students to formerly all white schools could have been borne by a property tax increase imposed only in black neighborhoods. That would have been wrong and so was BART's funding strategy. The elderly and disabled discount should be restored to 90% and a low income person discount should be established as well. I used red tickets then and use green tickets (really Translink) now.	English	Title VI Outreach Online
9	None.	English	Title VI Outreach Online
11	No, I don't drive and I cannot get discounted tickets anyway.	English	Title VI Outreach Online
12	They would not impact me at all. I ride Bart 8 to 10 times a week and am happy to pay more if it means better service.	English	Title VI Outreach Online
12	BART is already quite expensive for people traveling city to city. I think raising the parking fee's would disproportionately affect the people who already live farther from work. If they live farther for fiscal reasons, this would only hurt them more. I think trying to minimize the paper tickets is the easiest thing to do and potentially offer some sort of subsidy if that one-time investment would really be painful.	English	Title VI Outreach Online
13	I use Clipper but do not agree that paper tickets should be charged more - these are often low income or older riders and should not be punished. Please focus on raising parking fees rather than fares, this would encourage more public transit access to BART.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
14	Would not impact me.	English	Title VI Outreach Online
15	I don't think BART should increase paper tickets fare because most paper ticket users are 1) low income, and 2) tourists. BART fares are already expensive compared to other metropolitan subways. Increasing paper ticket fares will further discourage people to take BART. They will just use Uber more.	English	Title VI Outreach Online
15	Looking at this from an equity standpoint, the answer is clearly to charge more for parking. The idea of literally balancing the budget on the backs of seniors and the disabled is deeply concerning.	English	Title VI Outreach Online
16	Fee for paper ticket - the only issue I have with this is that I am a Clipper Card holder and occasionally I have forgotten my card and it would be very annoying to have to pay an extra fee just because I forgot my card at home. An alternative to this would be to encourage Clipper Card to create an app that you can just scan your phone with instead of the card. Parking fee increase - this would open up more spots as less people would be able to afford it, which would be good for me, but for some people this will hurt them more and may cause them to choose other modes of transportation entirely.	English	Title VI Outreach Online
17	Increasing parking costs makes a lot of sense. Parking is far too inexpensive at BART stations as it is.  We need to make transit more accessible to young people and seniors, not make it more expensive.	English	Title VI Outreach Online
18	No	English	Title VI Outreach Online
20	The options do not affect me. I am a Clipper Card user and I do not qualify for fare discounts. However, it may impact the ability of others to ride BART.	English	Title VI Outreach Online
21	It's too expensive already!	English	Title VI Outreach Online
22	I would suggest the proposed options in this order, as it seems most fair to me, and it would raise the most revenue:  1. Increase parking fees 2. 50 cents surcharge ("paper" tickets), or 3. 10% surcharge ("paper" tickets) 4. Increase fares for seniors/disabled/youth	English	Title VI Outreach Online
24	People can't afford these increases. I pay over 200 a month just to use bart. Minimum wage employees can't afford to spend that much every month just to get to work.	English	Title VI Outreach Online
25	I am on Social Security. I do not want to see senior fares rise.	English	Title VI Outreach Online
26	I only ride Bart because it's cheaper than driving. Increasing fares and parking make me more likely to go back to driving.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
27	<p>Parking fee impacts me. What I'll pay for parking and Bart transit will exceed what I have to pay to get to work by car, additionally time (regular delays, police activity, medical emergencies, and some tech problem), lack of security, lack of cleanliness and lack of space will be nicely replaced by my own car environment.</p> <p>Reduction of discount to elderly and disabled is just cruel. Though you already do not support them with chronic broken elevators and jerking train. Youth are your client base to growing future patronage, and encouraging their use of public transit should be your focus. Increase in fees does just the opposite. You should not penalize one-off riders, tourists and folks who don't have a clipper.</p>	English	Title VI Outreach Online
28	<p>Parking is already a pain. Most stations, the spaces with permits are open, yet, majority of commuters cannot park there. I've spoken to some of the permit holders and they said sometimes they don't even go every day to BART. Fix the parking issue to have more non-permit zones. Raising the fare and increasing parking fees would turn commuters away.</p>	English	Title VI Outreach Online
29	<p>I am a senior, I think it is unfair to charge senior more</p>	English	Title VI Outreach Online
31	<p>I strongly oppose to the increase of the parking fee to \$5.00, it's already high to charge \$3.00 for parking. With the increase of parking fee, I'll not park at the garage anymore. With the BART fare &amp; parking fee increase, I'll have to pay \$384 per month for transportation. Better yet I will start driving to work instead.</p>	English	Title VI Outreach Online
32	<p>Parking fee increase seems fairest, but might hurt ridership in outlying stations. Ideally, we'd use that money to fund better bus connections.</p> <p>Flat paper ticket charge seems reasonable, because of the cost of administering paper tickets. Percentage charge for paper tickets seems less defensible.</p>	English	Title VI Outreach Online
33	<p>Parking fees are currently reasonable. However with increases, it would not make sense to commute. Driving would be the same daily costs.</p> <p>Bart should encourage riders to use clipper, providing a small discount so that the use of paper tickets would be discouraged. Paper tickets are purchased by school field trips and by tourist. Penalizing them sends the wrong message-that they are not regular riders and therefore should have to pay more. It discourages them to want to be regular riders.</p>	English	Title VI Outreach Online
34	<p>For paper tickets, a flat fee would make more sense and be easier to use than a percent-based fee.</p>	English	Title VI Outreach Online
36	<p>I use Clipper card so paper fee would not impact me but parking fee increase is a robbery</p>	English	Title VI Outreach Online
37	<p>Bart should increase amount of Parking, or Experiment with shut service from certain location to see if shuttle to see if help</p>	English	Title VI Outreach Online
38	<p>I am not directly affected but please do not penalize the elderly, the youth or the disabled who rely on BART for transportation. This idea is heartless.</p>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
39	(1) How dare you consider clawing back discounts from the riders who can least afford BART's already high fares? (2) Stop arbitrarily piling surcharges on people who need to drive and park in order to ride BART. If parking fees get high enough, they'll drive all the way to their destinations, worsening road congestion. (3) If BART is proposing a surcharge on paper tickets – how much would you charge to vend an empty Clipper card? If the "drop" were more than a trivial charge, this would not make sense for casual riders, visitors, tourists, etc.	English	Title VI Outreach Online
39	Well from looking looking at the shortfall you have you're going to have to do both the paper ticket the parking.  I park and commute every day. \$4.10 each way for train plus \$3.00 parking makes it \$56 per week.  With your proposed increase I already use clipper card so the parking increase will be \$20 extra making my weekly total \$76 which is a 36% increase!! which is a real kick in the teeth for regular riders.	English	Title VI Outreach Online
39	Higher parking fees mean I might get a spot at Rockridge! (I can dream right?)	English	Title VI Outreach Online
40	Cut back on your spending and don't pay people 271k for sleeping in a closet.	English	Title VI Outreach Online
41	These won't necessarily affect me financially it I worry that 12.5% increase for some seniors and those with disabilities could be detrimental to other areas of their lives. Perhaps step increases would be more appropriate. Moreover, lots of seniors make a high income despite his/her age. Would some annual demonstrative evidence be applicable (same with those with disabilities)?	English	Title VI Outreach Online
42	Increasing bart parking to \$5 per day would be a disaster for low income commuters like myself. That adds up to \$100/month for parking, which is absolutely absurd. I could never afford that and I shouldn't have to.	English	Title VI Outreach Online
43	If parking were to increase I would have to stop riding. With tickets going up on top of that it become unaffordable. Will have to seek a job closer to home or telecommute options.	English	Title VI Outreach Online
44	Increased parking fees will only encourage people to park in nearby neighborhoods for free, decreasing these residents' quality of life. I see this happening at Bayfair Bart everyday.  In addition, increasing fares for seniors and youth is counter to Bart's message of "being for everyone." Seniors already face difficulties getting from one place to another and many seniors have small fixed incomes. This is the last place revenue should be generated from. \$3 million is a drop in the bucket of Bart's operating expenses.	English	Title VI Outreach Online
45	Increase parking fees mean high demand for parking but not providing a customer satisfaction. It triggers to discourage people to use more cars. Fare Increase doesn't much too. Because most of the company won't offer the month allowance for public transit. If Bart reduce a free ride benefits to their employee, it could help to save some money.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
46	<p>Fixed paper ticket surcharge is fair to pay for the paper ticket processing but percentage based surcharge is not fair and can discourage tourists and infrequent rider from taking BART.</p> <p>The senior and youth discount is overly generous and should be clawed back even more than 50%.</p> <p>Increasing the parking fee is a poor idea. From a percentage perspective some stations have more than doubled their parking fees in around 2 years. Increasing it even more is just not fair and may encourage many riders to simply start driving again.</p> <p>If anything bart should raise funds and build more parking.</p>	English	Title VI Outreach Online
47	I use clipper and do not drive and am not a senior so these changes would not impact me directly.	English	Title VI Outreach Online
48	Do them all	English	Title VI Outreach Online
50	I would no longer be able to afford BART.	English	Title VI Outreach Online
51	I can't change my work hours. This punishes me for something I have no control over.	English	Title VI Outreach Online
52	I use clipper, don't drive a car, and am neither a child or senior, I wouldn't be impacted at all.	English	Title VI Outreach Online
54	I am disabled and couldn't afford what you are proposing.	English	Title VI Outreach Online
55	I do not drive to work but the increasing rate is too high. People will take Uber to work.	English	Title VI Outreach Online
56	I pay for parking and would like to see some analysis performed on if increasing parking rates actually decrease the amount of people who park. If that relationship does not exist, then please stop increasing parking.	English	Title VI Outreach Online
57	It's so ridiculous to keep raising these fees. There has to be a cap on these rates. Let the people vote for increases on ballots.	English	Title VI Outreach Online
58	What would be the charge to get a clipper card? If you order red cards by mail, would you do it online to the clipper card?	English	Title VI Outreach Online
59	Make Week end riders pay more	English	Title VI Outreach Online
60	The proposed increase in BART parking is 66%. This is a huge amount. A loss of \$480 per year is significant	English	Title VI Outreach Online
61	I am all for adding 50¢ for paper tickets, and the push for Clipper Cards, however, the parking fee and discount % I'm a bit against.	English	Title VI Outreach Online
62	The parking fare would impact me since the cost of my daily fare plus parking rounds to \$10-\$12 a day. Most of my wages goes towards public transportation which makes me wonder about the cost/benefit of taking public transportation vs an UberPool.	English	Title VI Outreach Online
63	i think adding such a steep price to paper tickets is not a great idea. i understand it's a great way to make much more revenue but it's costly. .50 cents can add up in many ways.	English	Title VI Outreach Online
64	I like the idea of increasing parking costs, but am concerned that it might encourage people to drive at that price point. I feel very strongly that the budget should NOT be balanced on the backs of the economically disadvantaged/vulnerable. I would rather see general fares increase than cutting into those discounts.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
66	Ideally none of these should be implemented. Public transportation infrastructure and operation cost increases should mostly come from public funding sources. It is already expensive to ride BART if you ride all the time. The proposed changes vary as to their impact. I don't use paper tickets and I'm not a discount rider. I do however park at the stations, so my monthly parking costs would increase.	English	Title VI Outreach Online
67	i park and ride bart 5 days a week. the increase in parking would be horrible if these fares rise and we would be paying more than 15 dollars to park and ride at bart. then i think people would just start driving to work instead as the parking fare for early bird in sf downtown ranges from 15-20 bucks a day. raising the prices in already expensive bay area. this will make more people drive	English	Title VI Outreach Online
68	I COMPLETELY SUPPORT a paper ticket surcharge. I see too many people fare evade by buying a cheap paper ticket to get in the station and then not tagging out. Those who use Clipper should pay less per trip than those who use paper tickets. It just makes sense.	English	Title VI Outreach Online
69	BART has not earned the right to any fare increase including parking. As it is BART and parking is expensive. Management has no clue on how to manage money. The only thing BART excels at is taking patrons money.	English	Title VI Outreach Online
71	These changes would not currently impact me (I use a clipper card and don't have a parking permit).	English	Title VI Outreach Online
72	I don't think it's fair to increase the cost of rides for paper tickets by that much unless you are looking at how to lower the cost of clipper cards. I'm ok with raising the cost of parking, but again how does it take into account different income needs. I know this is an inflation raise but for many working class and low income workers their cost of living hasn't increased enough and with the on going displacement of people moving further away from where they work, it seems penalizing.	English	Title VI Outreach Online
75	Means test older people PG&E means tests to give discounts.  And send fare inspectors thru	English	Title VI Outreach Online
76	None of these changes would directly impact me. However, I oppose the idea of reducing the youth and senior discount. I'd rather see an across-the-board fare increase than one which puts the whole burden on groups that tend to have limited income. (And I don't buy the justification of bringing the discount in line with other Bay Area transit agencies. If we're going to make that comparison, most other agencies offer monthly passes; BART doesn't, which makes daily BART rides much more prohibitive for youth.)	English	Title VI Outreach Online
77	Paper tickets are a cost of doing business. I use clipper, but basically you would be charging non-regular bart riders a premium. Parking is already limited at most stations and expensive. It costs me \$10 a day just to get to and from work. Multiply that by the total number of riders daily, and BART has plenty of revenue	English	Title VI Outreach Online
78	I would have to pay more	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
79	Good taxes/fees are designed to discourage things that are bad for society or the system. In that sense, discouraging people from using unnecessary and resource-intensive paper tickets is a good idea, as is discouraging people from driving (i.e. charging more for parking). We *do* want seniors and young people to use BART so discouraging them from using the system via a fare increase is not a good option.	English	Title VI Outreach Online
80	On a fixed income this is a choice between food, housing and transportation.	English	Title VI Outreach Online
81	GREEDY	English	Title VI Outreach Online
81	These changes would be very hard on seniors and child fares. Parking increase will encourage more people to either park outside of the station or taking alternate transportation that costs less when you add the fare and parking together.	English	Title VI Outreach Online
81	why pick these "disadvantaged" people? most of them depend on public transportation to get around.	English	Title VI Outreach Online
82	My grandmother's fare, my brother's fare and my parking fare would all be affected with these potential changes. Although it seems like a few cents, for a almost daily bart rider like myself, it would definite hinder my abilities to travel, at least with my same rate of pay because living in the Bay is already very expensive.	English	Title VI Outreach Online
83	PARKING COST DECREASE, I WOULD LIKE TO SEE THAT HAPPEN. PARKING SHOULD NOT SUBSIDIZE COMMUTING TO WORK ESPECAILLY WHEN YOU REDUCE THE NUMBER OF SPACES AVAILABLE, I.E. NORTH CONCORD AND LAFAYETTE.	English	Title VI Outreach Online
84	I am a senior, and I was astonished at how deep the fare reduction currently is. I think 50% is a good reduction, and is still far more than other senior discounts.	English	Title VI Outreach Online
85	All of these options are a complete joke. Targetting low income and senior citizens with fare increases is ridiculous. Why don't you guys look at yourselves and cut the wasteful spending on employees and whatever else you do to piss away your money.	English	Title VI Outreach Online
86	All of these options are terrible and will impact us one way or another. With high cost of living around the Bay Area this is the last thing we need.	English	Title VI Outreach Online
87	I currently commute from the Fremont to the Embaradero station Monday through Friday. A round trip fare for me is \$12.30 plus \$3 for daily parking. In one week, I spend \$76.50 on transportation to and from work. This does not even include the cost of gas to get to the station. If you were to increase fares, I would rather drive to across the bay and use a shared ride service, company shuttle, or caltrain. My month bart spending equals a monthly car payment. AND Bart provides horrible service. At least twice a week there are delays. Half of them are not announced and passages are left wondering what's going on as they're stranded on the platform.	English	Title VI Outreach Online
88	I've already made my comments on how unfair and regressive paper-tickets surcharges are. Stop punishing poor people!	English	Title VI Outreach Online
89	I am not for raise fares especially for the elderly. It is difficult enough for them.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
90	You should encourage people to ride Bart by giving incentives not punishing us for for your short budget due to high salaries of your employees.	English	Title VI Outreach Online
91	All prices increases hurt average citizens. Bart Management should seek creative ways to boost revenue and balance the budget.	English	Title VI Outreach Online
94	2 years ago it cost me \$9.30 round trip from Hayward to Montgomery, and a \$1.00 parking fee was added. Since that time my Bart round trip has increased to \$10.00 round trip and parking is now \$3.00/day AND you were successful in passing Measure RR. That is an increase of over 200% in just two years. Where is this money going? First and foremost, inflation doesn't even rise that much, and I have not had a raise in the last 5 years. It's time to look in house to make budget cuts, and stop putting it on the riders. We could through all the money at you, but it wouldn't help as we are not seeing a fiscally responsible agency.	English	Title VI Outreach Online
95	Parking is already expensive, and the lots are dangerous--break ins happen all the time. Why should we pay more for a dangerous parking lot.	English	Title VI Outreach Online
96	I work with youth that live at or below the party level. Rate hikes would hit them hard.	English	Title VI Outreach Online
98	They all seem fair. I would not be impacted.	English	Title VI Outreach Online
101	3\$ daily parking is expensive. I can't imagine raising it to \$5 being reasonable and fair.	English	Title VI Outreach Online
102	Barf parking is already too high. The cost to ride these filthy trains is ridiculous. Stop letting custodians make more than their salary in overtime and that will cut a lot of the cost	English	Title VI Outreach Online
103	These changes would not impact me at all since I use clipper card and do not park.	English	Title VI Outreach Online
104	Any fare increase would negatively impact me as my salary does not keep up with the BART increases that are already in place.	English	Title VI Outreach Online
105	A surcharge for paper tickets passes the increase on to the poorest of us. People who don't have money to keep on a card end up paying an unfair premium. Parking is ridiculous already. How about spending some money on enforcement of parking. I parked WITHOUT PAYING for over a year and received one \$35 ticket (I now pay because my wife guilted me into it.) Seems like a good deal for me - \$35 for a full year of parking. I know of many people who get a placard and never pay. One person I know has been doing this for at least two years with no tickets. Maybe forcing everyone to pay would prevent you from having to raise the rates for those who consistently do. And, cracking down on the fare evaders I see EVERY DAY. At 16th and Mission I see people consistently use the side gate, the alarm goes off and the station agent never even looks up (but then again they never look up for anything and make serving you seem like a service I have no right to expect, so that's not surprising.)	English	Title VI Outreach Online
106	They all suck but I think avoiding less paper Bart cards can help. Charging seniors and people who park sucks even more. Get a grip. Don't charge the oldies more.	English	Title VI Outreach Online
107	see my first comment	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
108	Right now I usually use BART when crossing the bay myself. When I travel with another person, the debate is whether to drive or take BART, since it is about cost neutral. If this change is made, this would likely tip me to opt for driving over BART.	English	Title VI Outreach Online
109	Options are fine minus increasing fares for seniors disabled and youth. Leave that alone increase parking and ticket fares	English	Title VI Outreach Online
111	I use a clipper card and don't park at a station, so the options penalizing paper tickets and raising parking work better for me, selfishly.	English	Title VI Outreach Online
113	There is little impact to my budget with the parks no options, since I walk. I don't like fare hikes for seniors since most are living on a reduced and fixed income. I also don't like this option because I have children. They're scoops use BART for field trips. I feel like this will have a fiscal impact on schools.	English	Title VI Outreach Online
114	I wonder if adding a fee to paper ticket users would also affect low income people who don't have credit or debit cards. I watch people all the time at 16th/Mission station putting dollar bills in the machines.  Will increasing parking fees discourage weekend riders even further? My guess is commuters will always use the lots, but a weekend rider might just drive instead.	English	Title VI Outreach Online
115	Parking should be free.	English	Title VI Outreach Online
116	Charging more for parking? Once again you're missing the mark entirely. The only changes you should be making to the parking nightmare you have is to ADD MORE PARKING.	English	Title VI Outreach Online
117	None of the proposed changes would affect me personally, as 1) I have a Clipper Card, 2) I am not a senior or someone eligible for a reduced fare, and 3) I walk to/from stations. However, I am most against the concept of charging for a paper ticket because MTC charges \$3.00 for a Clipper Card, so there would be no way for infrequent riders to purchase a ticket without paying a surcharge – whether that is the \$3.00 for a Clipper Card or whatever BART would charge for a paper ticket.	English	Title VI Outreach Online
119	The parking is already expensive and there is no monthly option. It shouldn't be increased. Also- you're suggesting a 66% increase?? Increasing paper ticket fees makes sense- also encourages clipper. But clipper should be purchasable in te stations, too. And they need to update their website.I really don't know how many seniors or students ride - it doesn't seem like a drastic increase	English	Title VI Outreach Online
120	I like the idea of reducing the discounts for seniors and disabilities. Parking fees should not be increased but the already large parking fund should be used to increase the amount of available parking (i.e. add a few more floors to the Walnut Creek parking garage, build a multilevel parking structure at North Concord.) since all available parking is full by 08:30 am at all parking lots.	English	Title VI Outreach Online
121	People need public transit to work. Poorer people have to live further out due to housing costs and they're the ones who will be most impacted by higher rates. The rates by how far one travels unfairly burdens those who need transit the most.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
123	<p>Parking is already insanely expensive for what it is. Please, please don't increase it. Most of us can't afford it as-is, and there aren't always free street parking options around the BART stations.</p> <p>The BART experience is already miserable, and it makes me angry that I spend so much money everyday on a commute that is inevitably frustrating, delayed, and overcrowded. The AC Transit commuter bus experience is MUCH BETTER than the BART experience and I may take my business there (despite the less convenient location) if BART insists on punishing its customers by raising fares again.</p>	English	Title VI Outreach Online
125	would rather NOT raise prices for the disabled or seniors. I am not so concerned with kids getting a big discount. Perhaps youth get a small discount (25%).	English	Title VI Outreach Online
126	<p>I voted for the changes that will impact populations that can likely best afford the increases:</p> <p>1) Adding a surcharge to paper tickets will mostly target tourists and visitors, not residents.</p> <p>2) Increasing parking fees will affect a population of riders who can afford a car.</p> <p>I do not support increasing fares for populations that can least afford it: seniors &amp; kids &amp; disabled riders. We should keep their fares reduced to make the system accessible.</p>	English	Title VI Outreach Online
128	none	English	Title VI Outreach Online
130	Raising prices in all aspects mention will make a middle class earner like me avoid Bart altogether. Ridership will decrease thus bringing in less revenue, and Bart will only be accessible to high earners only. Bart needs to come up with different revenue sources and internal expense-cutting ideas to avoid affecting riders	English	Title VI Outreach Online
132	How about improve the cleanliness in the system and then we can only talk about increasing the fare.	English	Title VI Outreach Online
132	I accept the yearly increase; however, I refuse to finance the unnecessary cosmetic improvements to the Berkeley BART station with a decrease in my senior discount. If this happens, I will probably ride the BART less. Also, fewer people will take BART if the parking fee goes up. It is less expensive for people just to drive to work.	English	Title VI Outreach Online
133	It's already expensive for me. I make just above minimum wage.	English	Title VI Outreach Online
135	It is already financially burdensome to commute to SF from the Peninsula. A fare increase would mean that I would have to really look at other work options which are limited.	English	Title VI Outreach Online
136	I don't think hiking prices on parking is the answer. I think adding a fee for a paper ticket is fair since paper cost money and harms the environment.	English	Title VI Outreach Online
136	<ul style="list-style-type: none"> <li>- paper ticket surcharge seems to punish lower income/people with limited access to online accounts/credit cards, etc...</li> <li>- higher parking fee will change people to take uber/lyft to bart and may not end up increasing revenue</li> </ul>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
138	Parking is an added expense to my commute; increasing parking would be a cost burden for myself who has no choice but to take BART to work.	English	Title VI Outreach Online
139	If there is an increase I will look for an alternative way to commute	English	Title VI Outreach Online
140	I would be most affected by the fare for children going up. I think we need to be finding ways to make public transportation more affordable, not less--which just encourages more people to drive. It is sadly cheaper for my family and I to drive to SF then Bart (save for parking). My husband is a student and gets no Bart discount.	English	Title VI Outreach Online
141	The parking fee would be hard to afford and I don't think seniors and those with disabilities should have to pay more. I agree that there should be a difference between the electronic Clipper card and the paper tickets, but it should be VERY easy to get a Clipper card and they should be free, especially for those who can't afford it.	English	Title VI Outreach Online
142	Only a slight impact to me and the Family.	English	Title VI Outreach Online
143	Neither change will impact me	English	Title VI Outreach Online
143	The parking line item would affect me if it goes up. I don't want to pay anymore for parking when those that should pay for parking don't. BART doesn't monitor the parking garages to ensure all spots taken are paid for. I don't think that the folks that actually pay for parking should be penalized for those that don't. Unless BART can assure me that each and every spot is paid for, I don't want my parking fee to be increased!	English	Title VI Outreach Online
144	Instead of increasing more fares which has already been doing, could we look at how to fix the reason for shortfall. Is there a way to promote weekends and off peak riders?	English	Title VI Outreach Online
144	I think there should be NO cap on the parking price. BART should charge what parking costs in the neighborhoods around its stations, so us passengers who don't drive can stop subsidizing the people who do, and we stop giving higher profits to parking operators around BART stations.	English	Title VI Outreach Online
145	As long as you leave the Clipper Card option as is. If you want to reduce paper by charging more for paper tickets, that's OK.	English	Title VI Outreach Online
146	BART fares and parking fee are already pretty high, increasing fare and parking fee could drive some riders away and decrease revenue further. This would result in more cars on the roadways and making the traffic jams worse.	English	Title VI Outreach Online
147	Elderly and children don't have as much money. Elderly people are on a fixed income and often times are unable to drive themselves. Raising their rates by even a penny would be criminal behavior. Raise the parking rates is also uncalled for. BART is not an efficient public transportation and many people live miles away from the nearest BART station. Raising the parking rates would only cause an unnecessary burning to people who are already trying to commute.	English	Title VI Outreach Online
150	Regressive penalties that affect most people on fixed incomes and the financially weakest	English	Title VI Outreach Online
150	I park at bart and use a clipper card so a parking increase would affect me.	English	Title VI Outreach Online
151	no	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
152	If you raise the rates and the parking charges, it'll only drive people back into their cars. It is no longer fiscally worth riding if it cost more to ride BART than to drive. Stop diverting your money to outrageously high salaries and decrease the number of unnecessary management. You need more worker bees than bosses.	English	Title VI Outreach Online
153	The parking charges are too much. I do not park at BART.	English	Title VI Outreach Online
154	It would make me less likely to use BART	English	Title VI Outreach Online
155	I would probably pay it for a while, but definitively look for other options to get to work, it would not be worth it.	English	Title VI Outreach Online
156	Yes...I'll start driving because it's cheaper.	English	Title VI Outreach Online
157	Don't implement the paper ticket surcharge until clippers are in vending machines at the stations. Some people especially low income folks probably don't have a bank account or flexible spending transit account that automatically loads the card.	English	Title VI Outreach Online
158	Implement the paper ticket "tax" and the discount reduction. Do NOT increase parking fees -- it makes people drive instead.	English	Title VI Outreach Online
159	Any change that is made to increase BART fares would impact all BART riders	English	Title VI Outreach Online
160	The parking increase would certainly impact me.	English	Title VI Outreach Online
162	Bart should be conscious of the cost to park at West Oakland-its completely prohibitive and if you raise it significantly it will be a barrier to access. Significantly increasing parking elsewhere would also be costly--it's already incredibly expensive to commute on Bart. What's to stop people from taking other cheaper options? Transbay bus, casual carpool, etc.	English	Title VI Outreach Online
163	The least offensive option is increasing the cost of rides for users with paper tickets as most regular riders/commuters have a Clipper card. I do not condone reducing the discount for seniors or children even though I'm 38 and have no children. BART should continue to be as affordable as possible for people in these age groups.	English	Title VI Outreach Online
164	Elderly and student discounts should not be gouged in order to make up a budget shortfall. They are most likely to be on a tighter budget, whereas someone who is driving their car to Bart may not.	English	Title VI Outreach Online
165	Commute to work is nearly \$14 if I use BART. That is 1 hour of work for low-income families which is nearly 14% of their gross income. Too high! In other places is nearly half of that.	English	Title VI Outreach Online
166	No impact	English	Title VI Outreach Online
168	These potential changes would only affect me in the regular fare increase. I use a clipper card, and I don't need to park at a station.	English	Title VI Outreach Online
169	Along with parking fare increases, also publicize other connecting busses, etc, to help people know about their alternatives.	English	Title VI Outreach Online
170	Well I work a minimum wage job and to get better wage. San Francisco is one of highest minimum wage in the Bay Area. My trip cost about \$12 that is about a hour gone to commute on a 8 hour shift. With more increase because I know increase happens once in the middle of summer. I would have to struggle more daily plus getting a discounted fare I'm only saving \$3 as I go work Monday to Friday. There should be more programs for people that need assist not just senior and students.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
171	BART needs a complete housecleaning of it's management and staff. Reduce salary increases and improve the surly attitudes of the employees. Clean the stations, maybe more people would ride BART if it wasn't such a pig sty. Have some management personnel look at a subway in Japan, Switzerland, England, or even Washington DC. If the system was clean, friendly and easy to use, more people would use it.	English	Title VI Outreach Online
172	Parking should be a minimum of \$5 at any station. A small change for the senior piece is fine. Doing away with the paper tix is a great idea. How about technology so people can use phones?	English	Title VI Outreach Online
173	While the proposed changes will help, these are short term solutions. BART riders are sick and tired of fares going up each time there is a budget shortfall and then reading about how much money BART employees are making and the excellent benefits and pension they have with guaranteed 4% raises each year.	English	Title VI Outreach Online
174	They won't impact me, I'm moving out of the area.	English	Title VI Outreach Online
175	I want to see the improved benefits as a result of the increases.	English	Title VI Outreach Online
175	Increasing parking fees is my most preferred option. It's an inefficient use of land and drivers should be charged accordingly.	English	Title VI Outreach Online
175	The paper ticket increases are not feasible. This would greatly discourage people from using Bart resulting in a greater deficit. In addition if people select a clipper card each time for individual rides, this would be terrible for the environment. The increase to parking would be most feasible as it also creates the highest funds Bart needs to operate efficiently.	English	Title VI Outreach Online
176	They would not affect me personally but the ideas other than the parking option would affect disadvantaged people in a regressive manner.	English	Title VI Outreach Online
177	Your fares and parking are getting so high that people will have to think of options. Also, your should not increase the senior rates as they are on fixed incomes and cannot continue to pay higher and higher rates. By raising fares your are automatically increasing senior fares so you should not change the percentage discount.	English	Title VI Outreach Online
179	The parking fare increase would be the last straw to make me stop using BART.	English	Title VI Outreach Online
180	the paper ticket surcharge might be more acceptable to the public if it charges 10% of the ride fare but up to \$0.5	English	Title VI Outreach Online
181	None of these would impact me personally, but I feel that the options should be chosen based on what would have the least impact on low income residents. BART is expensive enough.	English	Title VI Outreach Online
182	BART is vital to the Bay Area, so we must do everything possible to keep the system running and safe.	English	Title VI Outreach Online
182	I think these options proposed are reasonable. If all other transit agencies give a 50% reduction for seniors, etc, I think it is prudent to reduce the subsidy we provide to match with other agencies in the Bay Area. Before living in the Bay Area I lived in London and they had a similar surcharge: if you buy a paper ticket you pay more. If you setup a "Clipper" or, as the Brits call it an Oyster card, you receive a discount on your fare. Great idea! Not to mention, it could potentially cut down on waste. I see those dang cards everywhere! I would be effected by the parking increase but do not mind paying the increase.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
184	I'm not a regular BART commuter, but when I have been in the past, I would bike to bart to avoid parking costs, and go to work a little later sometimes to avoid the morning rush. Let's support first-and-last mile connections and encourage flexible travelers to reduce stress on the system - these things could eek out a little more capacity for our aging system!	English	Title VI Outreach Online
185	Please see my previous comments. There should be no increase in BART fare unless it is going to address safety and cleanliness of trains and stations.	English	Title VI Outreach Online
186	none of these options are good -every time BART "needs" more they raise fees or cut service	English	Title VI Outreach Online
187	caltrains and muni and bart should become one organization.	English	Title VI Outreach Online
188	no effect on me I have a clipper card for now. Paper tickets and seniors travel less frequently, go ahead scare them off and loose more revenue. It's like charging \$2 tax on smokers and thinking they are going to quite smoking, but in this case ridership will drop.	English	Title VI Outreach Online
188	The increase to the paper tickets is illogical as this sends a message to the public that Bart is penalizing you for using its system. It not only discourages regular riders but also visitors from using BART. This will reduce usage of BART and create a larger deficit. Reducing discounts for disabled and seniors is not a good idea as these people are already on a tight budget. This also sends a message to these folks to avoid using BART. The most logical choice is to increase parking fees as the lots will still be full each day. This option also raises the most money for BART.	English	Title VI Outreach Online
189	Don't raise the price of parking! These budgeting problems are because of BART oversight...	English	Title VI Outreach Online
191	No fare increase for the Disabled!	English	Title VI Outreach Online
192	Increasing parking costs impacts parking in neighborhoods near stations	English	Title VI Outreach Online
193	the impact of course would be financial, it's already expensive to commute daily	English	Title VI Outreach Online
194	These would increase my daily fees/fares by over 40%	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
195	I'm not sure how you calculate the increased revenue from extra charges on paper tickets. Are you taking into account that more people may switch over to Clipper cards given the higher cost of paper tickets? Or even that fewer people might ride BART? I am similarly uncertain around the revenue increase estimates from parking (though in that case the adjustments seem less important, as parking is heavily oversubscribed right now). I also don't know about the cost structure of paper tickets versus Clipper cards. Are paper tickets actually more costly to the BART system? (I am guessing it could be, because of longer queues at ticket machines, more frequent need to refresh cash at these machines, etc.) If so, by how much? If not, the extra charge on them is just an artificial tax on the use of one means of payment. Other factors in the paper ticket versus Clipper card calculation:- Paper tickets may be used disproportionately by tourists or very irregular system users, who may also be less price-sensitive.- Paper tickets may be used by poorer people and increasing the price on those could be viewed as regressive.- Nudging people to buy Clipper cards might encourage them to use the BART system (and other Bay Area transit systems that rely on Clipper) more in the longer term, since they've already invested in the card.	English	Title VI Outreach Online
196	Not at all.	English	Title VI Outreach Online
197	I like the idea of making the increase hitting paper ticket users and pushing more people to use Clipper cards.	English	Title VI Outreach Online
198	I think discounts are very important for those with limited means. I also believe there are outlets that already give students and elderly discounts beyond those offered by BART. (Communal living, school reimbursement, work reimbursement etc.)  Paper tickets are sometimes more of a necessity than a choice. When Clipper readers don't scan properly or you lose a clipper card but can't acquire a new one at a BART station, your only choice is a paper ticket.  If clipper cards worked more flawlessly, were more readily available and didn't get as easily damaged, more people would use them.	English	Title VI Outreach Online
199	Raising tgh parking fee mishg encourage more car pooling	English	Title VI Outreach Online
200	I pay \$10 for parking at west Oakland, but I guess you know that.	English	Title VI Outreach Online
201	Senior fare discount should stay the same (62.5%). Reduce the Youth fare discount ONLY. Kids age 5 through 12 already have a financial support system, they're called PARENTS.	English	Title VI Outreach Online
203	We would pay more but the service is still unreliable many times.	English	Title VI Outreach Online
204	n/a	English	Title VI Outreach Online
205	Fix the problems we already pay for thru our taxes before you start asking for more money	English	Title VI Outreach Online
205	BART needs to work with Uber and Lyft. They aren't going away. Parking fees should definitely be raised and discounts given to Uber and Lyft riders who begin or end their trip at a BART station when there are no other alternatives such as bus or light rail.	English	Title VI Outreach Online
206	None	English	Title VI Outreach Online
208	What if a person lost their clipper card and had to use the paper tickets until the new card comes. This is a stupid idea.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
209	It would impact my grandma because she has a low income and relies on the cheap 62.5% discount you guys currently has	English	Title VI Outreach Online
210	These will greatly increase my commute. An increase in fare as well as extra \$2 for parking will increase my daily commute by 24%.	English	Title VI Outreach Online
212	Charging more for paper tickets will penalize lower income people or those who are economically - or technology - challenged. I think it would be unfair. I will turn 65 next year and will be retiring. While I won't be a commuter, I expect to continue to use BART. I look forward to a discount, but I can afford the potential bump via a lower discount.	English	Title VI Outreach Online
213	Making the daily parking fee \$5.00 would push me to carpool instead of take Bart. I already use money on gas to drive my car, then parking, then Bart, and that extra big chunk of change that would be added to the parking fee would make me strongly reconsider using Bart! \$3.00 is already too much. Forget about \$5.00! That's about \$20.00 per day! No thank you.	English	Title VI Outreach Online
214	Only \$5 to store a car all day? Still too cheap. Should be \$1/hr at least	English	Title VI Outreach Online
215	Increasing the parking fee is based on demand is a farce. Your parking lots fill up no matter what. If you drive the parking fee up to \$5, that coupled with a fare increase, could price Bart out of the market. It will be cheaper for me to drive to work given that I could drive to work where I get free parking and a reduced bridge toll with a car pool. As it is, your Oakland airport connector charge is so high that it is cheaper for two people flying out of Oakland to drive and park and the airport than for them to take Bart. That's exactly what my son did this past weekend. He said it was cheaper for he and his wife to drive to the airport from San Ramon than for them to take Bart.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
215	I applaud the push to encourage riders to obtain a Clipper Card instead of individual paper tickets as a way of reducing waste and saving money. Obviously, no such system can be implemented until every single ticket vending machine also offers Clipper Cards--no mean feat, considering I pass by multiple broken ticket machines every day as part of my commute. But this would also necessitate eliminating the fee to obtain a Clipper Card entirely. I work with low-income families, and for many of them, the price of simply getting to and from work, school, or childcare can already be an enormous burden. A \$3 fee for a Clipper Card may not seem like much to most people, but to people who are already stretched past the breaking point, it's a prohibitive extravagance. And the inflation-based increase in fares will stretch these families even further, particularly since most of them are not seeing any complementary inflation-based increase in their earning. To penalize these families even further by charging them an additional fee for the crime of being unable to stretch their budget to purchase Clipper Cards for every member of their families would be cruel and place the largest burden on the people who are least able to afford it. And while we might picture Clipper Cards to be one-time purchases, that's not the case for people who lose them or have them stolen, both of which are more likely scenarios for low-income individuals and families, who are more likely to experience thefts and robberies than middle-class or top-earning individuals. So place an extra charge on paper tickets, by all means, but please be sure to remove any barriers to obtaining Clipper Cards first.	English	Title VI Outreach Online
217	These all seem like fair and reasonable options. I like that the paper ticket surcharge would mostly affect tourists and other visitors who can afford to pay a little extra on vacation. Most regular commuters have clipper cards. I also think it is very reasonable to give a 50% fare reduction for children and seniors. I don't see anything at all unfair about any of these changes. The only comment I have is that BART could probably increase parking rates even more than it is proposing and perhaps add more bicycle racks for those who might choose not to drive to BART.	English	Title VI Outreach Online
217	Charging more for paper tickets is ridiculous, as it is mostly people who do not ride BART on a regular basis.	English	Title VI Outreach Online
218	I don't agree with raising the prices on paper tickets because it's low income people who are most likely using paper tickets. More rich people use the Clipper cards, charge them extra instead! These more affluent people actually have bank accounts to connect their Clipper cards to auto fill their cards. Poor people don't have bank accounts and are more willing to just buy the paper tickets and you're hurting the poor when you do this.	English	Title VI Outreach Online
219	The only possible change that would affect me is the parking cost. I have not parked at a BART station yet but may in the future. I believe the increase would still cost less per day than the monthly passes. I'm not sure why it isn't the other way around. You usually do not save any money by paying for a monthly parking pass vs paying to park each day. Could the monthly pass price be increased too?	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
220	These changes would not only impact my everyday life, but all the people who are already displaced and living outside of SF to get back into work in SF. There has to be more community outreach and opinion over these changes. I think this should be televised and voted upon by everyday commuters.	English	Title VI Outreach Online
222	Use the parking money to build more parking structures and more "last mile to the station" facilities like bike / ped bridges over roads.	English	Title VI Outreach Online
222	None of these options would affect me personally, but I feel paper tickets should go up in cost before cost for seniors or regular Bart patrons that pay a daily parking fee. Especially since the paper ticket increase is projected to raise the most funds.	English	Title VI Outreach Online
223	<p>I would support a fixed, per ticket fee for paper tickets, but it ought to be limited to the true extra cost of a paper ticket. Fifty cents per paper ticket seems high. Ten cents to twenty five cents seems more realistic. I like using my Clipper card, but BART should not gouge people who rarely use BART and may not want to buy a Clipper card.</p> <p>About BART parking, I feel almost the same way. I can usually walk to BART, but my wife does not feel safe because she was attacked while walking home from BART. People who do not live within a reasonable walking distance from BART should not be gouged on their parking. \$3.00 per day already seems high.</p> <p>Here is another perspective about BART parking: Most of us have already paid for the BART system through our property taxes and sales taxes, so we should not have to pay outrageous high fees again for a BART parking space.</p>	English	Title VI Outreach Online
224	Monthly parking fees have increased at a faster pace than tickets. Not ok.	English	Title VI Outreach Online
224	<p>Caltrain has raised parking higher than a basic fare, so I know people that drive just on that idea alone. BART is heading in that same direction. Because of the parking and the fact I have to pay in cash in the station, I choose to drive over taking the BART.</p> <p>Last week it was cheaper to drive and park at the airport in Oakland, that to park and take Bart. 3 dollar parking, 9 dollars each way = 21.00 just for one person. 16 at the airport plus some fuel costs.</p>	English	Title VI Outreach Online
225	they all seem bad. the paper ticket option is understandable based off of tourism, but doesn't account for people who for whatever reason are not able to possess plastic permanent clipper cards. may drive tourists to use alternative commuting methods.	English	Title VI Outreach Online
226	Parking would affect me, though I avoid it most days by biking to/from BART	English	Title VI Outreach Online
227	Parking is already difficult to find and expensive. I'm totally against this option, especially as the bus system is not a regular and reliable system (from Pittsburg to Concord) to rely on as an alternate to get you to BART.	English	Title VI Outreach Online
228	Additional charges for paper ticket maybe ok, but parking charges going up are NOT.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
229	I work with low income disabled folks and youth. This would impact them all greatly. Period. The ticket fare increase is whatever...most folks can get the Clipper card and you would essentially be charging tourists so thats fine. But you would need to reopen Clipper card pick up stations instead of having it done online only. Thats not accessible for a lot of folks.	English	Title VI Outreach Online
229	BART's suggested options do not reflect surcharges already in place, e.g., the penalty tax for San Mateo County residents, the daily parking fee at West Oakland. Nor do the options take into consideration the fact that it is only possible to pay for daily parking with a paper ticket or with cash. Moreover, the most-recently raised parking fees have not resulted in better maintained or monitored parking lots.	English	Title VI Outreach Online
230	I think it's fair to add a surcharge for paper tickets as the option to get Clipper card is easy. I'm also in favor of raising parking fares, as it would still be very much below market rate. But I am not in favor of raising the fares for seniors and youth. Most are on very low fixed income and this could take a real toll on their quality of life.	English	Title VI Outreach Online
231	I think that the paper ticket charge should be applied to non-residents of any Bay Area county. Residents should have the option of a separate program so that at-risk and disadvantaged populations aren't charged for what is essentially a tourist tax.	English	Title VI Outreach Online
231	Don't raise funds off the backs of people who can least afford it. People can't afford both of expensive parking and extravagant fares. And don't make people get a clipper card; a lot of people in the Bay Area don't have bank accounts.	English	Title VI Outreach Online
232	I think the prices should rise for all. Spread it around, not just on people buying paper tickets. Those people may be tourists or people without access to banking accounts. Raise the cost for all riders.	English	Title VI Outreach Online
233	Enforce fare evasion	English	Title VI Outreach Online
234	BART fares are already too expensive. These changes already impact me, I stop taking BART last year due to fares being too expensive. Cost me \$9 round trip per day to take BART to work. I prefer to drive, which is only \$2.50 per day for carpool crossing the toll bridge. BART isn't a good public transit system. All other cities have lower rates for a day trip, BART doesn't have that option.	English	Title VI Outreach Online
234	Increase the price of parking first! I use BART to commute to the city for work using a clipper card and it is already expensive, would not want any increase that affects that kind of travel	English	Title VI Outreach Online
235	The paper tickets seem like the most obvious solution. They slow down people getting through the turnstiles and getting tickets period... They waste paper. Because I work with disabled people whose only form of transportation is BART or bus, many of whom are seniors, any increase is going to hit them really hard. You may find you have less riders rather than more. The parking option, less so as most of these people do not and cannot afford cars.	English	Title VI Outreach Online
236	Increasing paper ticket prices unfairly discriminates against people of lower incomes.	English	Title VI Outreach Online
237	Will look at all options besides BART	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
238	Increased parking charges could lead to lower ridership which leads to lower fare revenue. This is the opposite of the intended effect.	English	Title VI Outreach Online
239	The parking fee increase would make me strongly reconsider driving to Bart, or taking Bart at all. It would make driving to work the same cost as taking Bart.	English	Title VI Outreach Online
239	I would prefer to see an increase for seniors than for kids. I definitely agree with raising the parking fees.	English	Title VI Outreach Online
240	I don't even want to pay additional penny as long as the train system is dirty; that means stations and cars included.	English	Title VI Outreach Online
241	most seniors 65 and older can't afford to pay more. Don't take away their discount. Charge more for parking and decrease the benefits for employees.	English	Title VI Outreach Online
242	I don't think it's fair to penalize children, elderly or disabled people for BART's shortfalls. I also don't think it's fair to penalize getting a paper ticket vs clipper card. Have you even looked to see what similar paper charges are in other metropolitan cities? Where is the evidence or justification behind the proposed increase in the cost?	English	Title VI Outreach Online
243	Impacting senior and disabled rides is a bad idea	English	Title VI Outreach Online
245	I am under the impression that people with lower incomes and economically disadvantaged folks would bear the burden of the fee increases on paper tickets -- which I think is totally not fair.  I am all for increasing the rates for parking.  None of the proposed options would affect me directly -- since I don't drive to BART, am not a youth/senior and use a Clipper Card.	English	Title VI Outreach Online
246	I greatly favor increased parking changes as a way to increase revenue.	English	Title VI Outreach Online
247	Most of these proposals would impact the most vulnerable populations seniors, disabled, and low income.	English	Title VI Outreach Online
247	I strongly disagree with increasing parking because poor people are being pushed further and further away from transit whereby driving to Bart stations is a necessity for them. This is an equity angle that Bart should seriously consider. On the other hand, I also strongly disagree that Bart should be using their parking lots as a revenue generator. Those giant parking lots should be put to their highest and best potential use for society, which is to densify and build affordable housing. Bart needs to remedy its history of tearing up poor communities such as west Oakland by offering all that wasted parking space for affordable housing.	English	Title VI Outreach Online
248	Discounts are great but not required. If there's another way for kids and seniors to buy large blocks of tickets at the old discount, like \$1000s of tickets, that's great. Otherwise if you're just getting a \$20 card at CVS, it would be 50% off. Parking and ticket increases only give people more incentive to drive.	English	Title VI Outreach Online
249	Should not deserve raise	English	Title VI Outreach Online
249	For individuals who pay for monthly parking, the increase should be annually, not every six months.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
250	I bus to bart, and increasing the parking fee would mean I wouldn't think about taking my car, regardless. I would prefer not to impact seniors, if that'd an option. Charging more for paper tickets seems like a reasonable option- usually this impacts tourists more than anyone else.	English	Title VI Outreach Online
251	this would affect those who cannot get a clipper card because they don't have a credit card or debit card. way to punish the poor. Damn monopoly, again.	English	Title VI Outreach Online
252	The paper ticket surcharge is a good idea, but it really disadvantages tourists, who don't know about Clipper. However, as you hear all the time, BART misses out on millions of dollars due to toll evaders. Even having a task force like meter maids to just watch for toll evaders could easily help raise more money. Security on BART is a joke, and everyone knows how to evade the fare machines.	English	Title VI Outreach Online
252	very good service	Chinese	Title VI Outreach Online
253	Although I'm not a senior or a youth, I object to raising their rates as they often have limited income and no other access to transportation. I also object to raising the parking rates as I do use a BART garage and the quality and cleanliness of it do not deserve higher rates.	English	Title VI Outreach Online
254	Of course there would be an impact, which would only make me and my fellow BART passengers more cranky. If you had a way to increase fares and give us a better experience, fine. But we will most likely be stuck with the same dirty stations and trains.	English	Title VI Outreach Online
256	It is difficult for some people to obtain Clipper Cards either because they don't have the computer savvy, don't have a strong command of the English language, or don't have a valid credit card. Additionally, when fare is added, it current takes days for it to show up on the Clipper Card. So it requires constant monitoring and planning to maintain a balance sufficient for daily fares. I suggest making the fare add process immediate and do more to promote the convenience of a Clipper Card instead of charging more for a paper card (noting paper can get easily lost or stolen), whereas Clipper Cards can be cancelled and replaced. I personally do not ride BART anymore because it is simply less expensive for me to drive. And, recent BART trips have been extremely stressful as the trains (Pittsburg/Baypoint - SF line) is so crowded, it is difficult to stuff myself into a train (often have to wait for the next train, which isn't much better), uncomfortable on many levels to be standing, smashed up against strangers, and it's noisy, smelly, and, at times, I feel very unsafe (having been accosted a few times).	English	Title VI Outreach Online
257	I would otherwise be up for the paper ticket penalty, EXCEPT there is no way to pay for parking using my clipper card!!!	English	Title VI Outreach Online
258	All of these would impact me except for the senior citizen discount. I think they are all poorly thought out.	English	Title VI Outreach Online
259	I don't necessarily agree with making people on a strict budget like seniors and disabled persons, but I agree reducing the discount for youth, since youth tend to cause a lot of problems on trains such as eating, littering, loud noise, not giving up seats, blocking doors, and disruptive behavior.	English	Title VI Outreach Online
260	I would be affected by the increased cost to the effect that I might take casual carpool a bit more often.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
261	If Bart parking went from \$3 to \$5 it would cost me over \$20 per day to commute. Absolutely insane.	English	Title VI Outreach Online
262	Yo uso clipper.	Spanish	Title VI Outreach Online
263	El incrementar el boleto de papel afecta a las comunidades mas vulnerables economicamente ya que el regularmente creo que quien compra un boleto de papel es por que no tiene los recursos para comprar el clipper completo.	Spanish	Title VI Outreach Online
264	I can't believe you have options targeting seniors disabled and youths. Take it out as an option.	English	Title VI Outreach Online
265	You just raised parking fees two years ago. Now you are proposing to do them again. What happened to the money you raised from the last series of increases. No one's paycheck hasn't increased 40%. Why should you raise parking by 40%.	English	Title VI Outreach Online
266	No puede ser posible que el aumento nos perjudique a toda la comunidad	Spanish	Title VI Outreach Online
267	My employer reimburses me for my bart expenses (train rides and parking) so the increase would not impact me personally.	English	Title VI Outreach Online
268	As seniors on limited retirement income, we rely heavily on BART and would be impacted severely.	English	Title VI Outreach Online
269	No and not one bit.	English	Title VI Outreach Online
270	No impact	English	Title VI Outreach Online
271	increasing the fee for paper tickets will harm new riders that Bart so desperately needs--people who don't ride enough to get a clipper card but who want to use Bart for a day in the bay. Also, there isn't enough parking as it is--increasing the cost isn't going to help. Increase the amount of parking available so people have a chance to actually park at all.	English	Title VI Outreach Online
272	I would be impacted but not in a significant way. I'm more concerned about the under privileged sections of society who are already living in stress in the high cost of living San Francisco Bay area	English	Title VI Outreach Online
273	I already use a Clipper card and I don't use Bart parking lots so these changes won't impact me.	English	Title VI Outreach Online
274	I would pay more to be squished like a sardine at rush hour in the same dirty train	English	Title VI Outreach Online
275	Please don't increase costs for children, seniors, or those with disabilities	English	Title VI Outreach Online
275	I would pay more for parking. This should be offset with more express bus service from regional park and rides	English	Title VI Outreach Online
276	Don't increase the prices. Think about reducing costs and improving efficiency.	English	Title VI Outreach Online
276	None of these changes would impact me because I pay the full fare, use Clipper and walk to BART. I'm conflicted about increasing the parking fees because they would probably target more affluent riders, which is good, but may also encourage people to stop taking BART and just drive to work. I do not really think the discount for seniors, those with disabilities and youth should be decreased.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
277	We need to encourage more people to take public transportation, so I would be in favor of increasing the parking fee. This would particularly effect people who can afford it, rather than those who can least afford a fare increase.	English	Title VI Outreach Online
278	I would not be impacted by these suggestions because I walk to BART, have a Clipper Card and am not a Senior. However, I think all the suggested options are reasonable and will generate a good amount of revenue.	English	Title VI Outreach Online
279	This change won't have too much impact on me, but for other people, I think it big impact income. Bart says they have many record-breaking riders. How is that? when you don't have money now. So to me, this sound like way to cover up upper management spending or wasting money or possible stealing money for themselves.	English	Title VI Outreach Online
280	I think charging more for the paper ticket makes the most sense. This way, visitors and infrequent riders will likely foot the bill and commuters and residents won't have to since most have clipper.	English	Title VI Outreach Online
281	I commute from San Bruno to Oakland daily, and I have drive to the station to park my car. It already costs me at least \$14 per day. I use Clipper Card, and have a Parking Permit. If you raise fares, I might have to drive to work instead. I'm not sure about the paper ticket fee, but I believe you should charge more for discounted fares for children, especially teens, since they are more likely to vandalize & pollute (noise and garbage) the BART trains.	English	Title VI Outreach Online
282	The rate increases are justified in order to keep the system operating.	English	Title VI Outreach Online
283	The Bay is the haves and have nots which is a larger societal issue. So increased fares will simply put more drivers on the road, and reduce the number of Bart riders. Those that can afford parking are probably driving to and from work... those in that 25k-50k range are struggling to make ends meet, so raising fares in my estimation will simply force lower income commuters to seek alternatives other than Bart	English	Title VI Outreach Online
283	I think charging more for paper tickets disadvantages lower income people, foring the poor to pay more.	English	Title VI Outreach Online
285	I'd rather pay more for parking than for the basic bart fare	English	Title VI Outreach Online
287	No comment	English	Title VI Outreach Online
288	I am against increasing senior fares.	English	Title VI Outreach Online
288	Please implement progressive, not regressive, changes to the fee structure.	English	Title VI Outreach Online
289	I rely on the senior discount and I use paper tickets. BART employees make more than most BART riders and should give up their free BART rides and any free parking before making seniors pay their for their salary increases.	English	Title VI Outreach Online
290	Big impact. If fare continue on the rise. I just drive.	English	Title VI Outreach Online
291	The youth price can be decreased but seniors should have a large discount still. I am in my 20s and believe the seniors on fixed incomes need that support	English	Title VI Outreach Online
293	Fairness in the discounts make sense.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
294	Already pay 60 a month for parking, I guess its not enough. But if you continue to increase your costs, uber and lift are starting to like a better alternative and I don't have to deal with smelling piss, homeless issues, and overall filth of bart cars.	English	Title VI Outreach Online
295	Any tariff for using a paper ticket is reprehensible. It is a gimmick to charge more to some transit users, such as visitors or occasional users. Are paper tickets somehow more costly or less ecological? Then why not just discontinue all paper tickets and be sure to have a convenient way to recycle Clipper cards for those users who might not need it anymore? Keeping paper tickets and gouging those users is an unethical trick that will not guarantee revenues as more riders transition to Clipper cards to avoid this nasty exploitation.	English	Title VI Outreach Online
296	I understand that paper tickets break the old fare gates more often so there is a cost incurred in fixing them, but it seems unfair to riders that don't want to use paper tickets. It would be better to phase out the paper entirely. Parking fees are low compared to commercial lots, but I suspect any new revenue generated from lots will go to lot improvement, parking structures, etc.	English	Title VI Outreach Online
297	The proposed changes would not impact me. I am very worried about cutting the discount for disability...the disabled already have enough trouble accessing the system.	English	Title VI Outreach Online
297	Students and those with disabilities should retain the current discount. The discount for seniors should begin at age 70.	English	Title VI Outreach Online
298	As a frequent Bart rider, these increases will significantly impact my expenses by adding more costs.	English	Title VI Outreach Online
299	Charging extra for mag stripe tickets makes sense to encourage wider use of Clipper and to cover the additional costs associated with the mag stripe technology. The flat \$0.50 surcharge is probably a better option because it raises more revenue and is easier to understand. Because Clipper is available, people have an option to avoid paying this surcharge. Raising parking rates can help address demand/capacity issues at most station lots and could encourage some riders to shift to local bus services and cycling as a first or last mile solution. Reducing the discount for seniors/youth/disabled will hit those who can least afford it the hardest. It also generates the least amount of revenue out of all the options. BART fares are already high. Many seniors/disabled are on limited incomes. Raising the cost of youth tickets (who primarily travel with parents) will make it more expensive for family outings on BART and make it all that more likely for families to drive instead.	English	Title VI Outreach Online
300	Switch child and senior and disabled discounts to clipper only and require ID or proof to buy senior and kids tickets from lake Merritt or embarcadero....sick of paying full price and everybody and there mother using a red or green ticket and they shouldn't. Poor agents can't verify every one or they get cussed out by these people scamming the system.	English	Title VI Outreach Online
300	There needs to be more parking at Dublin Pleasanton station. More parking could result in additional parking income.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
301	<p>Clipper options seem most viable as it reduces paper, lines at gates and would be quicker.</p> <p>The parking option seems to hit the commuters more than anything and we are already being hit with increased fares for more crowded trains that break down constantly.</p>	English	Title VI Outreach Online
302	These options would not impact me.	English	Title VI Outreach Online
304	Replace all the funds you used for capitol corridor over the years and put it back in the operating budget where it belonged in the first place.	English	Title VI Outreach Online
305	Will have to pay more for fare, parking when quality of service will stay the same. My car's catalytic converter was stolen from BART parking at East Dublin/Pleasanton on Sept. 2016. Made a case with BART police, haven't heard back anything to this date. Security at parking needs to be improved.	English	Title VI Outreach Online
306	Parking charges keep going up. As soon as I budget the increase, there is another increase.	English	Title VI Outreach Online
307	It would be helpful to have data about who uses paper tickets. If it's mostly tourists and people who don't regularly use BART, it would be ideal to raise their rates. If people using paper tickets are more likely to be people who can't afford to buy a Clipper card, we would be shutting them out of the transit system.	English	Title VI Outreach Online
308	<p>None of these changes would impact me at all. (Other than the regularly scheduled fare increase)</p> <p>I already use Clipper, and bike to the station.</p>	English	Title VI Outreach Online
309	If you charge too much for parking, people will just drive	English	Title VI Outreach Online
311	Yes the Parking is outrageous! I remember when it was \$1 now it's \$3	English	Title VI Outreach Online
312	Parking fees should be added to station that do not have fees. Bart is becoming expensive to park and ride	English	Title VI Outreach Online
313	I would support an increase on children's tickets but Seniors should get the same or s larger discount. I am resentful when cars shorter than 10 operate during commute hours. The cars are so packed and because people are inconsiderate and go to work sick, healthy pax haven't a prayer of staying healthy. The platforms also become so crowded that it is dangerous. If a disaster were to strike, trampling would ensue and serious injury and even death would be certain. BART has a Duty of Care responsibility to the public. It is careless.	English	Title VI Outreach Online
314	I use Clipper daily and walk to the station so only a direct increase affects me	English	Title VI Outreach Online
316	Initially I liked the idea of a 50 cent paper ticket surcharge, but on second thought, I'd like more information what demographics generally purchase paper tickets. Is it primarily tourists and visitors from out of town? Or is it more low-income riders that don't have a credit card to conveniently auto-load a Clipper card? I don't want such a surcharge to disproportionately impact low income riders. If that's the case then I'd rather pursue a parking rate increase.	English	Title VI Outreach Online
317	Parking already costs too much. And the discounts for youth and old people are disproportionately high.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
318	I don't know how much paper tickets cost, but I know they're not free (and they turn natural resources into landfill): so get rid of them. Increasing parking fees will affect people with enough money to drive a car: so they can afford it. And maybe some will elect to travel without a car.	English	Title VI Outreach Online
319	Bart parking is expensive enough. Stop raising it or cap it at a certain rate and don't raise it again.	English	Title VI Outreach Online
320	Increasing parking costs would increase my commute costs. Increasing paper ticket costs would not affect me but would reduce the number of casual and weekend riders even further. Increasing the cost of the discount fares would impact the people who need them significantly. They would be less able to travel.	English	Title VI Outreach Online
322	See previous comments. Youth, disabled and senior groups cannot afford the rise in prices. Price increases would impact me and my family who rely on BART to get to work and school. We cannot afford to shell out more money and do not believe that BART should rely on annual increases to fund its budget. BART needs to come up with better strategies than to impact the wallet of struggling customers.	English	Title VI Outreach Online
324	Adding a surcharge to paper tickets penalizes those who are one-off riders. We can showcase the Bart system to tourist, but by penalizing them for using the system, we are sending the wrong message.  Bart Parking Fees should not be raised. Taking Bart is expensive, but is still economical. Raising fees no longer makes sense for a commuter to park and take Bart. Higher costs will cause more riders to start driving as the costs of driving vs. taking Bart become similar.	English	Title VI Outreach Online
325	No, do not change the disable fare.	English	Title VI Outreach Online
326	The paper-ticket surcharge has some merit, as it would to some degree be levied on tourists and out-of-towners who don't have or need Clipper cards. However, I suspect that many low-income people can't afford Clipper cards. Five dollars for a card is a lot of money to someone on a fixed income; by comparison, Tap Cards in the LA region only cost \$1.00. Also: how much of that cost of a Clipper card goes directly to BART or other transit agencies. Cutting the discount for seniors and the disabled should be the LAST option.	English	Title VI Outreach Online
326	The parking fee increase is a joke. The amount of available parking is scarce as it is. (The Fruitvale Station's garage is full by 7 am, but the first 2 levels of permit parking is empty) If BART wants to raise the fee, more spaces should be freed up.  The 50 cent fee for paper tickets is silly. Imagine the out-of-town visitors coming to the Bay Area, they're not going to sign up for a Clipper Card during their visit, yet they'll be penalized and have to pay extra for the same service.	English	Title VI Outreach Online
326	Surcharge for paper tickets means I will no longer ride BART.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
327	I don't ride BART regularly, so my opinion is probably less important than that of everyday riders. However, in general, I think percentage rises rather than flat rises should be preferred, and before groups with low incomes (youth, the elderly, people with disabilities) are taxed, other options should be explored.	English	Title VI Outreach Online
328	Instead of looking to raise fares or cutting service that will drive away customers, look at the best practices of other rapid transit systems on how to improve service, cut cost and provide world class service. Increase schedules, improve reliability, REWARD target goals of each group within BART with EARNED bonuses instead of rewarding based on time of service. Build a better system and the ridership will be there.	English	Title VI Outreach Online
330	You are a bunch of greedy assholes. Those are your options? Increasing parking or taxing the old or the kids? Seriously? What are you doing about your inflated pay and benefits? What are you doing about all the waste? How about investing in a system that does not break all the time hence reducing running costs? Is it because your people do not want to lose their job and hence keep running shitty machines which break all the time? Leave the country and visit Asia or northern Europe and see how a good train system works. You should be seriously ashamed of yourselves.	English	Title VI Outreach Online
331	I use a clipper card and I walk to BART. I live about a mile away. So these ideas to increase revenue won't affect me at all. I'm in the middle of the parking fee increase because maybe by increasing fares people will choose to take a bus to BART or ride a bike. But on the other hand, it could deter people from riding BART altogether especially if fares are going up in addition. I don't know the exact logistics.	English	Title VI Outreach Online
332	I'm a daily bart rider and these potential changes affect me. Bart is the worst public transportation I have ever taken. After living in Japan, Russia and traveling around Europe it's embarrassing the conditions we all have to face while commuting on bart. Dirty trains, homeless, pan handling, smelly, trains always delayed, slow, loud..I have never met one person that has anything nice to say about bart.	English	Title VI Outreach Online
334	Why would I keep riding your train if it's cheaper to drive 40 miles a day and cross a bridge.	English	Title VI Outreach Online
334	I use the Clipper Card so they would not impact me.	English	Title VI Outreach Online
335	I believe that charging the elderly and the young BART riders is not an effect plan. I believe that the people who currently use the services will loose out the most. These people are the most effected because they can barely use the system currently. If you decide to go with this idea you will have more and more young people not paying to use the system and elderly people would suffer.If the BART organization decides to move forward with the plan of the increase parking fee do not increase it by \$2 dollars. Increase the the fee only by a dollar.	English	Title VI Outreach Online
336	if bart charges more for parking, i would rather drive since it will cost me about the same and i would not have to deal with irate people, overcrowded trains and dirtiness of bart	English	Title VI Outreach Online
336	Parking fare should not increase in maximum	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
337	It will definitely affect my budget negatively. I am already living paycheck to paycheck and increasing the fares or fees for parking will kill my budget. I've moved to the area where I live in right now less than 2 years ago and the parking fee already increased %100. That already affected me negatively and you guys want to increase it even more! It is not fair!	English	Title VI Outreach Online
338	Parking is too expensive as it is	English	Title VI Outreach Online
340	Can there just be a charge for a paper ticket and if the ticket is reused not have a fee?  It would be great to increase the fare discount for taking AC Transit if parking fees are going up.	English	Title VI Outreach Online
341	Most of these plans feel like they're going to disproportionately affect lower income BART riders. Clipper cards have a minimum stored value that low income people cannot afford to have trapped and inaccessible.	English	Title VI Outreach Online
342	I think you need to look internally and cut the bloat before you keep taking away from the riders.	English	Title VI Outreach Online
343	Charge an entrance and exit fee at those stations who weren't part of the original plan. They got a free ride off our taxes. Let them pay to keep you afloat. To charge the elderly more is just plain wrong. The average length of abject poverty for America's elderly is 10 years. Shame on you!	English	Title VI Outreach Online
344	You can't really increase parking fares until you start working in earnest with the other transit agencies. For example, there are very few buses from Martinez to the N. Concord/Martinez BART station so how can you expect people to take public transportation to the station. You refuse to build more parking and want people to find other ways to get to BART but that isn't always possible. Other agencies must become involved.	English	Title VI Outreach Online
345	I am a senior with social security benefits of 26K a year. Any increase in fares impacts me greatly	English	Title VI Outreach Online
346	If you're going to charge for paper tickets then clipper cards must be available as pay-as-you go with no minimum balance, equivalent to paper tickets now.	English	Title VI Outreach Online
347	Parking fee increased so fast. It should be \$1.00 each year until it reached \$5.00.	English	Title VI Outreach Online
348	awful !!! I am against ANY ride fare and parking fare increases.	English	Title VI Outreach Online
349	Senior and children should not have services reduced. Transportation is already expensive. Also parking costs when combined with average round trip fares are making transbay Ac transit buses overly attractive	English	Title VI Outreach Online
350	Parking should be for parking lots and security in them.... not for the budget.... I think ride jumpers need a Crack down..... maybe a officer at every station at the exits	English	Title VI Outreach Online
351	It is already really expensive to live here. Surcharging the paper tickets seems to be a way to target the non-locals, since they are the only people with an excuse to not have clipper. It's too bad that Bart needs more money, but this way the locals trying to get to work aren't hit as hard and your encouraging paperless.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
352	The one that would impact me would be parking and I for one would walk from my home rather than pay \$5. Asinine!	English	Title VI Outreach Online
353	They will greatly affect me. Especially charging more for paper tickets and fare increase.	English	Title VI Outreach Online
354	These options are not very good options. A fee for the paper ticket alienates the occasional BART rider or visitor. The parking fee increasing to \$5 is highway robbery. The discounted ticket program was too heavily discounted to begin with and the everyday rider is subsidizing this program.	English	Title VI Outreach Online
355	While I don't like the idea of reducing the discount for seniors or children, the current discount is quite generous, and a 50% discount would still be significant but fair.  I absolutely object to an increase in parking fees -- the BART parking situation is a travesty; first of all, there is insufficient parking at almost all the stations, and the parking fees are already too high. Commuters should not be penalized for doing the right thing by taking public transportation by being forced to pay high ticket prices and then having to pay additional parking fees on top of that. In fact, the whole parking permit system is a rip-off. After being on a waiting list for years, all you get is the right to park -- but only up to 10 am -- at a premium price over the daily parking fee. Increasing any parking related fee would just add insult to injury.	English	Title VI Outreach Online
355	You already get enough money, just pay your employees less money and eliminate unions and maybe Bart wouldn't be as bad as it is currently. DONT ask for more money, find ways to reduce spending first.	English	Title VI Outreach Online
355	Should not Increase prices for parking. This would cause people to just drive instead of park and BART because it's so expensive and the benefits here does not outweigh the cost	English	Title VI Outreach Online
355	It is unfair to raise the cost for persons with disabilities as their options are already limited by the many out of service elevators, and then when they are working, they are in filthy conditions. If you want to charge more you need to see that it is accessible and keep those elevators clean.	English	Title VI Outreach Online
355	The idea to add surcharges to single use tickets is utterly ridiculous. An unintended consequence of this method would be to drive customers away from taking BART resulting in a loss of revenue. The current fares are already somewhat expensive, and when combined with the 2.7% increase along with a ticket surcharge, there is no point in taking BART as it is no longer affordable to use the system. Personally, I would stop using BART because it would become too expensive and would be equal to or more expensive than driving or using other methods of commuting. I feel that the ideas proposed from the surcharge on ticket purchases and reducing discounts to the needy makes customers feel unwelcome. It sends the wrong message that BART is unfriendly and does not welcome or value its customers. This contradicts with your message that everyone is welcome on BART. Also consider those who are visiting the Bay Area and aren't familiar with navigating the areas. They would not feel welcome and would feel that BART is discouraging them from using the system by adding a surcharge to the tickets.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
356	They won't impact me (I use Clipper, don't park, and don't have discounts). Aside from parking, however, I feel like the changes for paper tickets and discounted tickets will impact the most vulnerable riders who already have limited resources. If paper tickets were to be one area of increase, maybe Bart could make a bigger effort to help low income riders set up Clipper. I can't remember how it works, but I think lack of bank accounts and credit cards (common among low income people) might be a problem, so this will end up hurting them the most possibly, which just doesn't seem fair in the overpriced Bay Area. Maybe there could be some outreach or way that Bart connects with local nonprofits who provide support around finances and budgeting to help these riders figure out how to make Clipper work for them.	English	Title VI Outreach Online
358	i do not get a raise annually therefore as cost of living increase especially if bart increases the fares then it will make it harder to make ends meet. I think adding a fee for paper tickets may be a good idea because people who commute to work usually have clipper cards.	English	Title VI Outreach Online
359	Personally, I believe in green. We only have one planet earth. Since obtaining a clipper card I haven't gone back to paper tickets; because there's no need. It's faster, so I don't miss trains as often anymore. As a college student with a disability, the prices I'm paying currently to ride BART are okay where they are. An increase would hinder me dearly. When relying on something one tends to get accustomed. The thought of not having what I have (my only method of transportation to and fro school)--well, I'm afraid I may have to drop out of school.	English	Title VI Outreach Online
360	look at how high bart employee salaries vs using the consumers	English	Title VI Outreach Online
361	Penalizing tourist and less often users of BART will only make the transit less appealing resulting in the increase use of Uber and lyfts.	English	Title VI Outreach Online
362	Encouraging more riders to use clipper seems like an easy win, but it's important to make sure that clipper will serve the needs of low income riders who can least afford a fare increase.	English	Title VI Outreach Online
363	Bart is already so expensive. I am likely to buy a bus pass.	English	Title VI Outreach Online
364	Currently BART POLICE excuses juvenile for evasion,disruption and harassment of seniors. If a no tolerance policy was in place BART POLICE would be hiring and not fear enforcing safe ridership. A police presence should be on every passenger car to protect our seniors and introduce to the general population what riding BART could be like. Currently it's a convenient hazard for most of the general public and a place for homeless to rest ask for assistance or shoot up.	English	Title VI Outreach Online
365	I think it isn't fair to go with the surcharge for paper tickets until Clipper cards are available in all stations.	English	Title VI Outreach Online
365	Do not cut weekend service	English	Title VI Outreach Online
367	The paper charge seems good but I wonder how it might affect off peak use. Trial would be nice.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
368	Fare increases are bad for everyone, parking fare increases encourage public transit and discourage car use, discounts for children and people with disabilities should indeed be cut back to 50% to help pay their fair share, and having two prices for trips based on fare collection method would be confusing to out-of-town riders and exacerbate use of addfare machines which are the most evil machines in the system	English	Title VI Outreach Online
369	All of these options are painful. I am a senior and prefer to keep my 65% discount. I pay a monthly parking fee which already seems expensive.	English	Title VI Outreach Online
370	Increasing BART fares encourages people to drive instead of taking public transit, particularly when BART has an unreliable schedule. BART regularly (almost daily) has commute delays of 20 minutes or more, and does not run all night, as transit systems do in most major metropolitan areas around the world.	English	Title VI Outreach Online
371	I am ok with these options IF BART does NOT increase fares further!! If my ticket goes up even \$0.05, I will go out of my way to AVOID using the train. I love transit and I want to ride the train, but I am not willing to pay unlimited fares.  I want BART to work with Muni, AC Transit, and organizations like SPUR to develop a comprehensive monthly pass plan for riders. If I could buy monthly passes and use the train and bus, I would drive much less than I do. Please do not be short sighted about your fares. Please offer monthly passes so I can feel good about maximizing my transit usage! Now I try to minimize transit usage to save money. Think bigger! Imagine what BART can be if ridership doubled thanks to reasonable and resident-friendly ticketing options.	English	Title VI Outreach Online
373	These changes do not affect me at all. I use a clipper card, am not a senior, and do not park at bart parking lots.	English	Title VI Outreach Online
374	The parking would not affect me at present but I think it is too expensive to ask more for parking and increase the cost to ride BART - it acts as a disincentive to take public transportation.	English	Title VI Outreach Online
375	I have a Clipper Card (Senior) and ride BART at every opportunity (not daily). The Senior fare is too good to be true. I could afford more so maybe a means based system might be appropriate. I do enjoy my senior fare status.	English	Title VI Outreach Online
377	BART would become more expensive which would make it less likely for me to ride BART on the occasions that I do ride BART.	English	Title VI Outreach Online
378	the parking fees would significantly impact fees.	English	Title VI Outreach Online
378	I think BART cannot reduce the discount for seniors, youth and people with disabilities- these populations need the support more than ever.	English	Title VI Outreach Online
380	BART needs to charge more for parking \$3 or \$5 per day, that is too cheap. BART needs to raise the parking to match those in San Francisco. \$40 to \$50 per day. Imagine how much money that would raise to pay for employees salaries. Including the janitor that made over \$300K. By charging this much, you would also help with the overcrowding issues with people having to find parking.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
381	<p>Do NOT punish most vulnerable BART riders (low income, elderly, disabled). Encouraging Clipper adoption only makes sense if BART has seamless transfers with other agencies. Currently, regional transit fares are a mess. BART must take the lead in standardizing fares and working out finances with other transit agencies, otherwise Clipper cards offer little advantage over paper tickets.</p> <p>Parking is the most expensive way to get riders.</p>	English	Title VI Outreach Online
382	<p>You are taxing the lower socio economic class who are forced to take public transport. None of these proposals target the upper class who's tax should be funneled more effectively into public transport.</p> <p>Taxing lower income households who have to use public transport to then fund public transport is a sure fired way to end any publicly funded societal solution.</p> <p>The people who should be paying for are those in the higher tax bracket who can afford to give back to the society which allowed them to make money. Increase the section of local taxes going toward BART should be the first answer.</p>	English	Title VI Outreach Online
383	<p>These are terrible ideas and again will eliminate the amount of riders who rely on cheap public transportation. Bart was a cheaper alternative than driving but if riders have to pay extra for a bart ticket and parking they will use it less. I don't have a clipper card because I don't want more electronic cards that can go wrong. I prefer bart cards. I will not get a clipper card ever.</p>	English	Title VI Outreach Online
385	<p>I would pay more to park, which I am OK with. I would also consider riding my bike to and from BART more often.</p>	English	Title VI Outreach Online
385	<p>I think seriously advertising that riders would not only get discounts on BART, but also other agencies like AC Transit if they use Clipper would greatly benefit BART &amp; other agencies. I feel like a lot of riders on AC Transit still don't know about the discount and feel its to hard to get one. Though having them available at all BART stations at a vending machine, looks to be the answer the Bay Area needs. Also maybe make a instructional lesson booklet for schools to have an assembly about Clipper Cards and the upcoming ways BART will be cracking down on Fare Invaders.</p>	English	Title VI Outreach Online
386	<p>None should be implemented Get smarter with budgeting, clean up the mess you already made and we already passed measures. Fire SR management and the board and stop putting a cork in the barrel it isn't working I am not getting anything more for each increase as service continues to decline and less reliable I already have to get to Pittsburg by 5 to get a parking space and step over homeless to get to the platform and trains a mess, over packed and not on time. So, what do you want this for? Give the riders something and show that you can manage the budget and stop expanding until you have a bettr running system BART is the worst public system Last Friday it took 2 1/2 hours to get fr Montgomery to Pittsburg and three trains.. Get it together and stop abusing the riders</p>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
387	Considering that I am an occasional rider, I would have little opinion of these changes. However, I would prefer to see costs rise to the nearest quarter so that it doesn't become a game of "The Price is Right" when it comes to shuffling for change (or having difficulty finding change). Reducing the discount to half-fare would make it somewhat parity to many other agencies who charge half-fare for discounted individuals.	English	Title VI Outreach Online
387	I would have to pay a higher fare and parking.	English	Title VI Outreach Online
388	Parking fare shouldn't increase as we want people to use public transportation instead of driving.	English	Title VI Outreach Online
389	Please do not reduce the discounts for people with disabilities, seniors, and youth. This is literally the most heartless proposal I've ever seen from a public transit agency, in a region that is destroying opportunities for our long-term residents -- particularly those with disabilities, seniors, and youth.	English	Title VI Outreach Online
390	Increasing parking \$2 will have a major impact on my budget,	English	Title VI Outreach Online
391	They would impact me as well as people I know. I know it's helpful for struggling college students when they have late classes they need to park and additionally pay fare which ends up being too much with round-trip	English	Title VI Outreach Online
392	Low income people may have to buy paper tickets daily and Bart tries to rip these people off. These people have no choice by still using the system	English	Title VI Outreach Online
393	I am a disabled senior. I have a clipper card but also have old paper tickets left over from when I was on medical leave and had to still purchase them through work. A lot of people on fixed incomes (seniors, disabled) don't have credit cards and have difficulty with something like clipper. BART has always been hostile to disabled people and has a hard time caring about keeping elevators and escalators working. As evidenced by the new lawsuit by disabled which I think is long overdue.	English	Title VI Outreach Online
393	Increasing fee is horrible. The commute and the conditions of the stations and the trains already are at a decrease (with the exceptions of the new stations) so it's like paying more for things that are worse.	English	Title VI Outreach Online
394	This money should come exclusively from the businesses that benefit from BART. No price increases should fall on the riders.	English	Title VI Outreach Online
394	The increased parking would affect me, but I still feel it is the best option offered as I think it is important to offer the youth/disabled/senior discount, and I'm not sure who increasing the cost of paper tickets would affect.	English	Title VI Outreach Online
395	Bridge tolls are \$4-\$6. With increase in fares and parking, riders, such as myself may opt to drive into S.F. instead.	English	Title VI Outreach Online
396	Raising rates is the wrong route. Maybe start with janitors who stay in closets for hours at a time while racking up a \$200k salary.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
396	<p>I currently use a Clipper card. If you don't want passengers to use paper tickets, eliminate the paper tickets. As long as Clipper cards are easily available and refillable at every station (using cash or credit card), it shouldn't be an issue.</p> <p>I currently have a monthly parking permit. A \$2 increase in the daily fee from \$3 to \$5 (with the monthly fee rising accordingly) seems steep.</p> <p>Seniors and students can least afford an increase. Increasing the fare plus reducing the discount would be a hardship.</p>	English	Title VI Outreach Online
397	I will start driving to work	English	Title VI Outreach Online
398	I don't really like any of them, as they all pass the cost of long term mismanagement on the the paying public. I don't mind paying a reasonable amount for service provided... but watching costs continue to increase while service steadily decreases doesn't work for me, or for most of the commuting bay area. If there were another cost effective way of commuting from the Dublin area to the financial district in San Francisco, I'd have abandoned BART long ago.	English	Title VI Outreach Online
398	These changes would not impact me.	English	Title VI Outreach Online
399	Surcharges on tickets is not sensible. People including myself will stop using BART as it is already expensive and combined with surcharges, BART will no longer become affordable or feasible to use. At this rate if you do increase ticket prices, I will stop using BART and discourage friends, family and coworkers from using BART.	English	Title VI Outreach Online
400	At times, seniors are on a fixed income and rely on public transportation. I feel the discount should not change so dramatically.	English	Title VI Outreach Online
400	I'm not a senior, nor do I park, nor do I have a clipper card.	English	Title VI Outreach Online
401	I use Clipper and ride the bus or walk to BART. The only option that would affect me is the regular 2-year fare increase. I prefer adding surcharges to paper tickets (in New York, the charge is \$1, and 50 cents seems reasonable to me). I do not think shifting the burden to seniors/disabled people by decreasing their discount will be very popular, especially if the base fare is increased too.	English	Title VI Outreach Online
401	This would probably double the cost of what I pay to ride BART and be prohibitive. I would need to find another way to get to work.	English	Title VI Outreach Online
401	Strongly opposed to paper ticket surcharge and parking increase. Parking is already expensive, and it is unnecessary to keep raising it.	English	Title VI Outreach Online
402	Charging more for parking should go toward building more parking.	English	Title VI Outreach Online
406	An increase in fare and parking would be a financial hit for me because I have to commute to work 5 days a week.	English	Title VI Outreach Online
407	Discount decreases should be separated. i.e. seniors should receive largest discount. Handicapped should be according to their infirmity.	English	Title VI Outreach Online
408	n/a	English	Title VI Outreach Online
408	BART should be more accessible for people are making a making a net positive contribution to the system.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
409	None of them would impact me directly. But I believe that the proposed parking increase has the biggest potential to backfire psychologically, and end up reducing revenue by discouraging people not to drive instead of taking BART.	English	Title VI Outreach Online
410	Parking has already increased twice since I started commuting with BART 3 years ago. Additional increases is unwarranted.	English	Title VI Outreach Online
413	I rely on the youth discounts to be able to use BART. Obviously, I have a particular interest at stake here, but I also think that continuing youth discounts builds a lifelong habit of using public transportation for youth, one that will help BART in the long run.	English	Title VI Outreach Online
413	None of these would particularly impact me directly. I'm not disabled or qualified for any discounts, I take the bus to Bart so I don't park there and I commute every day so I use a clipper card, not a paper ticket. However, it would be nice to see fewer paper tickets littering the ground surrounding Bart stations, as well as other benefits to encouraging people to use Clipper Cards over paper. A couple of examples would be less congestion at the fare gates (since people with paper tickets tend to take longer) and generally going "greener" by not using so much paper or creating so much trash/litter. I also don't support decreasing the discount to folks with disabilities, etc, because I know that for many of them, this is their only option to get around. I also feel like too many programs and assistances for them are being done away with lately and I'd hate to see one more be decreased.	English	Title VI Outreach Online
414	High cost of living make it hard for minimum wage earners. And those who live in the NORTHBAY.	English	Title VI Outreach Online
414	Do not raise parking fees. When you add up parking fees with daily fares, it becomes a great financial burden for families. People drive to Bart because there are no convenient bus stops near their home.	English	Title VI Outreach Online
415	These increases target people that are low income or otherwise not privileged.	English	Title VI Outreach Online
416	BART usage is supposed to be encouraged to get people off the roads. The only way for most people to get to BART is to drive and park at a station. The exorbitant charges for parking discourage BART usage. It is also unfair taxation.	English	Title VI Outreach Online
417	Seniors and children should not be held accountable for this.	English	Title VI Outreach Online
420	I really like the paper ticket surcharge, as it rewards regular riders, but you must make Clipper cards available at stations with a reloading option first. The change in discounts I like a bit less, but it is fair. I don't like the increased parking fees.	English	Title VI Outreach Online
421	I am a daily commuter from east bay to SF. Raising parking fees is not ideal as it's a daily impact to me. It would discourage me from parking in the bart lot. I think the increases should be used to incent positive behavior (e.g., use Clipper and not paper tickets as paper is costly) and to prevent misuse (such as with discount tickets as non-seniors and non-children are likely using these discount tickets as there is no monitoring at the bart stations for violations.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
422	<p>There is no reason for people not to have a Clipper card. It's okay to charge more for those who choose to use paper tickets, similar to the way people pay more for not having their money in a bank, going to check cashing places, etc. Paper tickets are a headache for the system, and their use should be discouraged.</p> <p>I'm not okay with reducing the discount for seniors, though I think it's okay to do so for youth.</p> <p>Raising the parking rate is a non-starter with me. Why penalize people who live outside of BART service areas for choose to use BART for part of their commute?</p>	English	Title VI Outreach Online
423	I would not be affected. It seems like the people who would be most affected and have to pay more would be seniors, youths, the disabled, and poor folks.	English	Title VI Outreach Online
424	increasing fares definitely affect our packets, prefer to have West Contra Costa HWY80 be considered for next extension plan with this budget.	English	Title VI Outreach Online
426	I can absorb the cost, but it will affect those on a limited income. If fares increase, I would like to see clean BART trains, stations, working escalators and elevators, etc. The stench in the Powell Street station is vile.	English	Title VI Outreach Online
428	The prime parking and real estate should be charged a market rate parking fee, whatever that might be. Another option would be to hire new semi-skilled drivers who don't think they deserve or are entitled to preposterous annual income for their semi-skilled jobs.	English	Title VI Outreach Online
429	With the fare increase the homeless need to be address. If we're going to pay more then we should have cleaner Bart stations from the platforms, trains and bathrooms. We shouldn't have to move our seats because it smells of waste, or hold our breaths. If you cleaned the stations then maybe us riders won't mind the pay increase knowing it's helping with the sanitization of the stations and trains.	English	Title VI Outreach Online
429	More money that will come out of my pocket.	English	Title VI Outreach Online
430	<p>Surcharges for paper tickets will NOT raise money, because the surcharges are a penalty. People will either stop using BART or will change to Clipper. Then, the revenue stream will be gone and you'll be stuck with the same budget shortfall as before except that you'll have fewer riders.</p> <p>Additionally, penalties for paper tickets will:</p> <ul style="list-style-type: none"> <li>- discourage casual riders and tourists (decreasing ridership even more, especially on weekends)</li> <li>- disproportionately impact youth and lower income riders</li> <li>- penalize people who use BART as a full transit system (as opposed to just for commuting). For example, I take BART to work every day. I also take BART home, but I frequently make multiple stops on my way home (evening classes, visiting friends). The proposal means I would penalized three or four different times a DAY. I would definitely stop using BART in this case.</li> </ul> <p>Increasing the parking fees will mean that more people choose to park in nearby neighborhoods (street parking) rather than pay for parking. This will be a big detriment to the people who live near BART stations.</p>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
431	They impact me but every choice will be ugly...	English	Title VI Outreach Online
431	Shifting the increase for those whose use paper tickets and who are among those eligible for discounts risks increasing the burden on lower income riders and those who do not want to use Clipper for privacy reasons. The parking option might be better since it targets regular commuters with jobs, but also could act as a disincentive to use BART and to choose driving instead.	English	Title VI Outreach Online
433	Notmuch	English	Title VI Outreach Online
434	Paying for parking would impact me.	English	Title VI Outreach Online
435	If parking is increased, that will really hurt me. I'm also curious how seniors and youth and disabled persons prove these facts. If it's anything like getting a handicap parking space, I don't have a lot of faith that many people aren't lying to get discounts. Also, what stops these persons from giving their clipper cards to persons who don't qualify? It's not like anyone is checking ID when you get on BART.	English	Title VI Outreach Online
436	Any of these options, when calculated at an annual amount, constitutes a pay cut from my job and every other person who must take BART to work or school or anything else. Figure out how to do it with the taxes for which I've already voted!!!!!!	English	Title VI Outreach Online
437	Charging for paper tickets seems very regressive.	English	Title VI Outreach Online
439	Better to increase fares than reduce services. Trains are already packed.	English	Title VI Outreach Online
440	I think reducing the fare discount for seniors is morally wrong. The parking fee increase would impact me directly and cost me \$40 a month.	English	Title VI Outreach Online
441	I will consider other form of public transportation if there is an increase.	English	Title VI Outreach Online
442	The cost of living and working in the bay area is tough enough. I barely make ends meet. I commute for a long distance and pay for parking at the station. Fare increase and parking fee increase would make is so hard for me as a single income working mom. I feel like Bart is penalizing the working people. The ecommerce millionaires are not the ones taking Bart. It is the regular people with families being penalized for saving the environment by using public transportation.  In addition, I don't feel like the fees bart requests equals the service provided. I commute to 16th Mission station. It is filthy. I had a knee injury and the escalator has rarely been in use. When using the elevator during the injury, I held my breath during and there was filth all around and smeared on the walls. I feel bad for mothers with strollers or disabled that have to use that all the time. Other issues are overcrowded trains and consistent delays.	English	Title VI Outreach Online
444	Increase the parking fee at suburban stations, not the urban stations. It's way too low, and out of balance.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
445	<p>As best I can tell, many parents with young children (over 2 and under 8) cheat the system and do not pay -- but a 50% reduction is more than enough for these groups.</p> <p>Love the idea of charging for paper tickets.</p> <p>Parking fee increase should ONLY impact the stations with high demand -- and I hope the system is charging MORE for the reserved/guaranteed spaces. (If not, it should!)</p>	English	Title VI Outreach Online
446	<p>With the recurrent increase in fares, there haven't been any significant change to the interior cosmetics of the trains, no security in trains to patrol passengers who litter and take up room, and homeless transients on board trains that only use it to sleep in. Too many station agents in El Cerrito del Norte (about 4-5 of them) doing nothing. BART Police are rarely present. They should be patrolling/walking the premises at all times instead of hiding in their trailer offices.</p>	English	Title VI Outreach Online
447	<p>don't increase parking fares as its good to encourage lee cars on the road for the environment</p>	English	Title VI Outreach Online
448	<p>I may start thinking about driving to work by myself. Between Bart parking, Bart fares, Bart delays and general safety concerns on Bart, having my own car and space sounds more and more appealing.</p>	English	Title VI Outreach Online
450	<p>By reducing the discount for BART's most vulnerable population groups (which form a small percentage of BART riders), that option is needlessly harsh and does not solve BART's ridership capacity problem. It also amounts to a significant fare increase. BART's comparison to other transit agencies is misleading in some cases. For example, SF Muni provides a 100% discount to youth and low income seniors. To other seniors, Muni offers a 60% discount for cash-fare payment via Clipper compared to cash fares paid on board or via paper ticket.</p>	English	Title VI Outreach Online
451	<p>I would consider other means of transportation.</p>	English	Title VI Outreach Online
452	<p>An amount rather than a percentage increase on paper tickets would be a better choice. If a percentage of the fair was chosen, riders who rider further would be affected and return back into their cars for their commute.</p>	English	Title VI Outreach Online
453	<p>You pay 6 figure salaries to Janitors who sleep on the job and you have the nerve to take more from Seniors? WOW!</p>	English	Title VI Outreach Online
454	<p>The parking would impact me. I already begged work to alter my schedule so I can come early enough to even get a parking space. If you're gonna charge more for parking, build more garages to hold more cars.</p> <p>Also, what makes you think riders can keep affording these inceases? It's not like our salaries are going up. Do you realize that the majority of BART riders make less than BART janitors?</p>	English	Title VI Outreach Online
454	<p>We are supposed to be trying to encourage people to use public transit. By increasing parking fees so much, you are discouraging that option.</p> <p>As a disabled person and the parent of a disabled person who depends on me for his transportation needs, the change in discount fare would affect me a lot.</p>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
455	Don't impact seniors or children. Sell more corporate advertising. Add a tax on current corporate advertising.	English	Title VI Outreach Online
456	Wish parking fees could be paid upon exiting.	English	Title VI Outreach Online
458	Again, it is not fair to continue raising rates and parking fees, especially given the fact that these have already been raised several times over the last three or so years. It would absolutely impact me financially, and I would likely end up having to consider other transit methods. I'm sure that enough people are forced out of the BART system due to inability to keep up with the rate increases, BART will find itself in an even GREATER shortfall.  Further, reducing discounts for seniors and the disabled would greatly impact those individuals who are on limited or fixed income. Like mine, their income cannot keep up with the BART increases.	English	Title VI Outreach Online
459	I use a Clipper card and drive and park at the stations daily. My roundtrip costs to get to work and back are now more than \$10. I can't afford continued increases, particularly since I've seen no increase in service, reliability, safety or cleanliness over the past 5 years.	English	Title VI Outreach Online
460	I commute to work on BART for a nonprofit that is not able to afford cost of living increases for staff. Any BART increase will affect our staff as well as thousands, if not millions, of low-income workers. Increasing just the cost of paper tickets will disproportionately affect low-income people who may not have a bank account or credit card to be able to get a Clipper card.	English	Title VI Outreach Online
461	The parking would impact me a great deal	English	Title VI Outreach Online
462	I drive to the BART station every weekday. Again, until I see serious cost reductions I'm not willing to pay more for fares or parking.	English	Title VI Outreach Online
463	Do not charge more for parking! I'm already doing my part by riding BART into the city. How am I supposed to get to the station without driving? There is no bus from my house.	English	Title VI Outreach Online
464	I prefer the paper tickets, just because you can the deductions of each \$ amount on the ticket, the CLipper card does not have that info!	English	Title VI Outreach Online
465	I would be much more inclined to drive to work since the cost of the fare, coupled with the cost of parking, will make it less cost effective. As it is, I pay 6.60 round trip for the train, 3 dollars for parking at BART, and I can drive to work faster and cheaper in my economy car. The garage by work charges only 10 dollars/day.	English	Title VI Outreach Online
466	Parking already costs a lot, especially for short trips, so don't increase those fees.	English	Title VI Outreach Online
467	Fees for seniors and disabled should not in rease--that puts an undue burden pn the most vulnerable people and they are the very people most dependent upon Bart.	English	Title VI Outreach Online
468	Can't believe Bart needs more money!	English	Title VI Outreach Online
470	They would not impact me	English	Title VI Outreach Online
471	A lot no raise of any thing please	English	Title VI Outreach Online
472	It would be harder to live my day to day life because I'm already living pay check to paycheck ; and bart is my only reliable source to work.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
473	None	English	Title VI Outreach Online
475	These are terrible options. NO PRICE INCREASES.	English	Title VI Outreach Online
476	These changes impact everyone. Parking fees at the Pittsburg/Bay Point in 2013 was \$1.00 within six months it went up to \$1.50 and by 2016 it was up \$3.00. That is more than the 5% percent people get with cost of living increases if they get it. How do you justify the increase when you have nothing to show for it.	English	Title VI Outreach Online
477	Pushing people out if parking lots with such a large increase is counterintuitive. When it is so much cheaper to drive, at least some of these people will get back into roads instead of onto transit.	English	Title VI Outreach Online
478	Parking fees are too much know you keep going up but elevator brake exculaters always brake.	English	Title VI Outreach Online
478	I have a parking permit and already pay a premium price (\$5 per day). Increasing the daily parking would likely increase the monthly permit to \$7 per day. More recently a significant number of cars with handicapped placards have been taking up reserved spaces and pay the normal rate.	English	Title VI Outreach Online
480	I already have a Clipper card and won't be eligible for any senior discount so those two options won't affect me. However, if parking is raised it will force me to either take the bus or look into joining some type of rideshare. As it is, I never know is my car will be at the Pittsburg station when I get home or if a window will be broken out	English	Title VI Outreach Online
481	As I mentioned previously, I think BART is one of the best public transit systems in the country. I also understand that, in one of the most densely populated metro areas in the country, it faces some unique challenges. That being said, BART is my main source of transportation from Pittsburg/Bay Point toward cities like Oakland (where I work) and Berkeley and Alameda (where I go to school). So some of these changes would affect me. However, I do have a car but it's not economical (in terms of time or money) to drive it. In a pinch I could certainly drive. I think that everyone who uses BART needs to bear some of the burden for its upkeep so all options are on the table as far as I'm concerned.	English	Title VI Outreach Online
482	The parking fee increase seems a little much. I think the increase every 6 months seems a bit much. Maybe a once a year increase.	English	Title VI Outreach Online
483	If you raise parking to 5:00 a day, I will find another way to get to work, or I will find another job. in NO way is that fair, equitable, or even decent. People in other parts of the country already balk at the astronomical fees I pay now. How DARE YOU charge 5.00 a day for that parking spot I have to fricking RACE to your damn lot to get. Well, it may resolve parking issues in one sense. People who CAN get to work by other means WILL get to work by other means. You will force more cars onto the road. You will force people to do without you. I am so angry right now that I can hardly see straight. You are thieves. You are incompetent. You are failing the people of Northern California and we dont deserve it. We want lower fares, and a better managed system. We dont want to pay for your dumb new cars. We want seats. We want you to give a SHIT about us, not just lining your pockets. Your incompetence is what is at issue. Cut your own damn salaries. That will resolve your stupid shortfall. As it stands now, after reading this, I have one thing to say. BART SUCKS.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
483	Parking already costs as much as some one way trips. Parking is already high.	English	Title VI Outreach Online
484	For what BART pays some of it's staff...(i.e. janitors) As BART prepares to ask voters next week to approve a \$3.5 billion bond measure to upgrade the aging system, many people are talking about how one janitor made more than \$230,000 last year. How much could you make spending all your days cleaning BART stations? Wiping up the dirt, the grime, the pee, the vomit, the mysterious sludge?  One BART janitor raked in some \$271,000 in pay and benefits last year, records indicate.	English	Title VI Outreach Online
486	I do not support any changes that would impact our seniors or the disabled.  I support providing a living wage for BART workers, including inflation-based cost of living adjustments and even raises where appropriate. BART workers should be able to afford to live in the communities where they work. I do NOT support the Board's previous attempts to bring in expensive outside consultants to fight the unions.	English	Title VI Outreach Online
487	The suggested options place seniors and disabilities at a disadvantage with their limited budget. I will increase my work from home days from 1 to 3 days a weekly to reduce my expenses.	English	Title VI Outreach Online
488	Commuters who ride BART each day are paying their fair share with fare increases. Periodic riders who patronize BART with less frequency should pay a little more. Perhaps raising parking to \$4 for all stations would 'be a good compromise. 50% discount for disabled, seniors, and children is still a generous fair reduction.	English	Title VI Outreach Online
489	If implemented, I will stop taking BART!	English	Title VI Outreach Online
490	None of these options would impact me. I use Clipper and I'm 30. But are you kidding me? Increasing fares on paper tickets. This is a clear example of the incompetence I spoke of earlier. Who in their right mind thinks that's a good idea and we actually pay for that person to have a job.	English	Title VI Outreach Online
491	Do not increase paper tickets? If you say all paper tickets does that apply to Senior tickets and Student tickets? I heard Student discount tickets are being abolished. That is absurd!! If you are going to increase parking to \$5, then stop squeezing in cars. The outside parking at Del Norte is horrible. The spots are so tiny can barely open your door or drive down the lot (too narrow)	English	Title VI Outreach Online
493	The disabled and elderly should not pay more. Increase in parking ok.	English	Title VI Outreach Online
494	Sell as much ad space as you can. It wouldn't offend me at all to have many more advertisements in stations or on the trains.	English	Title VI Outreach Online
495	For me the parking increase would become so expensive that I may shift to driving. It would become cheaper as an east bay resident and I work in oaklane. I also think there should be a separation of senior and children discounts. Children keep the larger of the discounts.	English	Title VI Outreach Online
496	Parking fee being raised would impact the budget significantly - \$10 more per week to park is a lot.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
497	Parking is a joke, you want people to pay more, but it would end up costing less to just drive. Parking areas are crime ridden and I have experienced this first hand. The only time you see patrols, is when they are parked and eating. You should not have to pay more for the worst service ever.	English	Title VI Outreach Online
498	The potential changes would not affect me, however, the burden would be placed on the lower income individuals which is not where it should be placed. If bart caught fare jumpers for example this could potentially make a dent in the shortfall.	English	Title VI Outreach Online
498	These changes wouldn't impact me as I bus to BART and use a Clipper Card.	English	Title VI Outreach Online
499	Parking at BART is very convenient, affordable, and it helps the environment. I use it at El Cerrito stations, as I commute from Yountville in Napa County...	English	Title VI Outreach Online
500	Yes. I disagree with all of them. The customers/riders should come first. Price gauging is not the answer. I like paper tickets. Seems like u r forcing us to use clipper. U closed down all the ticket stations at civic center, Embaracadero, and Montgomery street and Powell street stations. Centralized it all in embarcadero clipper card kiosk.	English	Title VI Outreach Online
501	I'm conflicted about parking increases: on the one hand, I'd love for drivers to take the biggest hit. On the other, I'd worry that that might lead some to drive the whole length of their trip, instead of using bart for some of it.	English	Title VI Outreach Online
502	I'm OK with additional fares on paper tickets, but why the hell are you targeting the elderly? What is wrong with you?	English	Title VI Outreach Online
503	I mean it's going to affect me but I want BART to be safe to ride on and the tracks and other equipment to be functioning properly.	English	Title VI Outreach Online
504	Why are you going to punish those who opt to use paper tickets? Tourists also will be dinged because they sure as hell won't get a Clipper card. That's a nice way to tell them "Welcome to the city. We'll charge you more to where you need to go." Regular commuters already pay a lot for their fares and to charge them a "surcharge" for opting to use a paper ticket is unfair and is robbery.  You might also want to look into stopping the fare cheats.	English	Title VI Outreach Online
504	1. raising the costs on paper tickets simply works against young people, old people, and non-English speakers who find the clipper thing confusing. I don't like to negatively impact those people.2. Raising the costs on paper tickets could reduce the off-peak and weekend riders, who you should be ENCOURAGING to ride. Give discounts for off-peak or weekends, to ENCOURAGE riders when there is riding capacity.3. Charging more to park cars may encourage people to ride bus to bart, which I support.	English	Title VI Outreach Online
505	Most would not impact me. An increase in parking fee would likely impact me but presumably would also mean more available parking spaces, which I welcome.	English	Title VI Outreach Online
506	So occasional BART users . . . like visitors . . . would either be penalized, or you expect them then get a one/few time use plastic card?! We don't need more extraneous plastic! At least the paper card gets "eaten" when the money is gone. Clipper card does not.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
507	Keep discounts in place for seniors, disabled and youth - many of these riders are low income. Also encourages use of public transit for seniors instead of more costly paratransit service.	English	Title VI Outreach Online
508	I understand increases have to happen but I wish it didn't change the amount I as a clipper card rider would pay to ride or park at Bart.	English	Title VI Outreach Online
509	Fare increase always impact the riding public, especially if the service is subpar and will not improve. Bart trains always out of service, not running on time, electrical/equipment/track malfunctions to name a few are contributing reasons why the public cannot definitely agree to fare increases because if the people are late for work consequently this will be deducted from their pay.	English	Title VI Outreach Online
511	Any of the options described may make choosing BART less attractive, though the paper ticket fee seems the most reasonable to me. Reduces garbage as well.	English	Title VI Outreach Online
514	I cannot afford for prices to increase. Bart has very limited stops so I have no choice, but to drive to the station, as many others. An increase in parking or commute fares would ultimately force me to work from home more often, limiting my BART use.	English	Title VI Outreach Online
516	To do not increase rate for seniors.	English	Title VI Outreach Online
517	My pay rates do not increase with the increases that BART dictates	English	Title VI Outreach Online
519	Not much. Fares are quite low	English	Title VI Outreach Online
520	BART should try to increase ridership not decrease it	English	Title VI Outreach Online
523	It RIDICULOUS!!! A few years ago we were told that \$3 would be the HIGHEST amount you would be able to charge for parking. Now you want to increase to \$5...UNBELIEVABLE! Instead of PUNISHING your honest patrons, why don't you go after the DISHONEST ONES! Like the ones who jump over the fare gates and NEVER PAY, or the homeless people who get in and don't pay but get on the trains and stink them up!	English	Title VI Outreach Online
524	I am already paying \$105.00 a month for permit parking at the Pittsburg BART station. Raising it more will probably force me to drive.	English	Title VI Outreach Online
525	I take bus and bart so my choice if there has to be an increase is for parking	English	Title VI Outreach Online
526	These options penalize the elderly, who are often retired and on fixed incomes. The parking situation is horrible enough as it is with not enough spaces and too little parking lot security. It would hurt people like my parents who use the senior tickets. If parking gets worse, I will probably just drive to work.	English	Title VI Outreach Online
527	Again, overpriced for what you get!	English	Title VI Outreach Online
528	If you want to increase parking rates, make every station the same price. Bart parking is Bart parking no matter what station.	English	Title VI Outreach Online
529	I'm still trying to reconcile myself with any parking fee. It does encourage me to walk to BART. I'm actually kind of shocked that the senior/youth ticket is so low. I've seen grown (not senior) people use red tickets and wondered why. Now I know. Is there any option to catch these cheaters?	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
529	I already use a clipper card and think most people should too.  The parking fare is super cheap. Even raising it to \$5 is cheaper than basically any other parking in the Bay Area. Plus, a lot of people do not pay at all for parking since there's no one checking on that.	English	Title VI Outreach Online
529	I have a disability so an increase in fare would affect me	English	Title VI Outreach Online
530	Provide more context as to the reasons patrons with paper tickets should be charged more than patrons using Clipper cards.	English	Title VI Outreach Online
531	I believe it is totally unfair to force patrons to use a credit card to get a clipper card to ride Bart. Not all patrons have a credit card and to penalize them is not right at all. Not to mention the problems with the clipper card existing patrons are experiencing.	English	Title VI Outreach Online
532	None would impact me.	English	Title VI Outreach Online
533	As previously stated, there should be a major reduction for the senior discount. I'm okay with the lesser reduction in discount for youth and I appreciate the fact that the orange tickets are only sold by participating schools (so it says on your website). I live close enough that I don't have to drive to BART so parking doesn't affect me but I don't agree with raising parking. People pay too much to ride BART and then also have to pay a lot for parking.	English	Title VI Outreach Online
534	These are all bad options. All of these options affect the riders. We should look at making some internal cuts	English	Title VI Outreach Online
536	The parking fee is already ridiculous! It's enough to do a rare hike, then on top of that a higher fee for parking! Hurts to commute wiser!	English	Title VI Outreach Online
537	I use a Clipper card, and think that it is better for the environment for everyone to use a re-loadable card; hence I agree with the idea to add a fee to paper cards. Parking doesn't impact me, but it does seem like adding \$2/day is a lot and benefits people who make more money.	English	Title VI Outreach Online
538	Senior discounts should be capped at 25%.	English	Title VI Outreach Online
539	I will be fine.	English	Title VI Outreach Online
540	The "DISCOUNT CHANGE" option is a TERRIBLE idea. If I'm reading it right, it would place the burden of paying for BART's operating expenses budget shortfall on people with disabilities, seniors, and youth. Why should only those groups pay for the budget shortfall?? That runs counter to good equitable social policy.	English	Title VI Outreach Online
541	The cost of fare and the parking fees would impact me a lot. I am right at the border between public transit cost effectiveness and just driving in and paying for parking. There's a \$10 a week savings for me right now so if fares keep climbing, I'll just drive since I already pay for BART parking-paying for parking won't be a new thing for me.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
542	NO SURCHARGES FOR PAPER TICKETS!! IF THERE ARE PROBLEMS WITH YOUR CLIPPER CARD (AND THERE IS A LARGE BALANCE ON THE CARD) HOW IS THIS RESOLVED AT A SUBURBAN STATION WHERE THE STATION AGENT MAY OR MAY NOT BE THERE? AND WITHOUT MISSING A TRAIN? WITH PAPER TICKETS, YOU JUST USE ANOTHER TICKET. AND BART MAY NOT GET THE \$7M-\$11M THEY EXPECT DEPENDING ON HOW MANY "PAPER" RIDERS CONVERT TO CLIPPER. AND HOW MANY CLIPPER CARDS, WITH LARGE BALANCES ON EACH, WOULD A FAMILY NEED? PARKING FEES ARE HIGH ENOUGH. ESPECIALLY IN AREAS WHERE NO PUBLIC TRANSPORTATION (ie, BUS SERVICE) IS AVAILABLE TO AND FROM THE BART STATION.	English	Title VI Outreach Online
543	Fare increase to clipper is reasonable - but would like to see trains more frequently with more cars, especially during commute hours. Don't want to pay more to wait for a crowded train.	English	Title VI Outreach Online
546	I have a few years before I am eligible for the senior discount, and I would be extremely unhappy if when I am eligible it has been reduced.	English	Title VI Outreach Online
549	A lot of people with disabilities and seniors are low income and/or live on a fixed income and lowering the current discount would be a hardship. I have a disability, work for a nonprofit agency, and commute to work every day via BAR and reducing the discount would be a financial burden on me. I think it was in 2012, when BART lowered the then discount of 75% to the current one of 62.5%.	English	Title VI Outreach Online
550	The senior discount being reduced would not affect me, but would affect my Mother. However, she would be satisfied with the 50% discount as offered by other transit systems.  The parking increase would impact me greatly as I park at BART each workday. I commute from Richmond to SF, and increasing the fare and increasing the parking fare would make it more economical for me to find other means of commuting, including driving. Work parking + bridge toll is currently less than I pay now for public transit, and if the difference in price keeps increasing, I will have to drive. I cannot afford increases in fare and parking at the same time.	English	Title VI Outreach Online
551	El estacionamiento es un desastre vidrios quebrados asta partes de carro roban y con todo eso aumentar es una locura	Spanish	Title VI Outreach Online
552	the changes impact me because salaries have lowered since the recession, yet BART fares keep increasing. Also I have a child with disabilities that rides BART and his social security has not increased at the rate that BART fares have.	English	Title VI Outreach Online
553	We would literally not be able to attend school or work for higher pay. Families with little income will be more prone to committing theft.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
554	its just not right to take away an opportunity to save money from senior citizens who have worked all their lives to support their families and paid taxes and during that time have utilized Bart to commute. There aren't that many good things about getting older. This is one thing I have looked forward to in order to save money for when I'm no longer able to work. You might want to think about what you are doing to the seniors in the Bay Area by depriving us of one of the few advantages to aging. I truly hope that you reconsider.	English	Title VI Outreach Online
556	It's important to encourage Clipper usage. Non-regular riders, such as those using transit to attend sports events only, should also get Clipper cards.	English	Title VI Outreach Online
558	None of these changes will personally affect me, but I don't think cutting discounted tickets for elderly and students is the way to go, since they are the people in need. Also, increasing parking prices will discourage people from taking bart thus increasing vmt and pollution and traffic.	English	Title VI Outreach Online
559	Although you want them to, people will not take 2 forms of public transportation every day. There are too many ways things can go wrong. And when things go wrong, you're late for work and get fired.	English	Title VI Outreach Online
560	Cutting the discounted ticket program is the least reasonable approach. All of these ideas (except raising the parking fee) disproportionately affect those most in need of BART.	English	Title VI Outreach Online
561	They wouldn't impact me. I get a lift to BART or walk, so no parking. I have a Clipper card. However, the technology is beyond some folks and they shouldn't be penalized.	English	Title VI Outreach Online
562	DO NOT increase fares for youth or seniors. That would be socially unjust. If fares are increased, have them include a Muni or BART 90 min transfer. The increase on paper tickets, whether 50 cents or 10%, could cause confusion and lower ridership for tourists and locals.	English	Title VI Outreach Online
562	Being a everyday clipper card user, I wouldn't want the disabled discount to change. I'd rather have my price go up than the disabled/elderly discount changed.	English	Title VI Outreach Online
563	Option to reduce senioe discount doesn't close gap much and will face extreme political challenges so you should focus on other options. The SFpark program in San Francisco is similar to the Parking option presented, and it has shown success in achieving its goals, though increasing revenue was not one of those. This option should still be pursued, though you need to be careful to not further decrease ridership. Maybe garages in SF can/will increase their rates, or increase Bay Bridge toll?	English	Title VI Outreach Online
564	The senior and disability discount at 50% is fair in my opinion. However the disabled and senior fares should be strictly enforced. for example maybe only one gate that would be exclusive for their tickets. for example the handicapped lane. Their ticket would not work on any other lane. That way the personnel that should be watching the lane could monitor the persons using those fares. All handicapped/seniors should have to flash special ID to personnel . I personally see many people abusing this privilege. They have their grandparent buy the cards, but the grandparents aren't using them. I also see a lot of "disabled" users who are not disabled.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
564	I think if parking fee increases to \$5 from \$3, which is 40% increase. After including the daily bart fare, I would not take bart because it costs me more than to drive.	English	Title VI Outreach Online
565	I favor getting people off mag stripe cards -- they slow everybody else down. Incentivize them to switch to Clipper, like the other Bay Area transit systems. I am a person with a disability who has to travel to the airport, one of the most expensive fares. Changing the senior discount will impact me disproportionately.	English	Title VI Outreach Online
566	Increasing parking fees creates additional financial burdens for your regular riders. All in all, passengers are already paying a large daily amount to ride your transit. Commuting expenses are considerably high on a monthly basis, especially for long-commute riders. Consideration needs to be given to the fact that the high costs of riding BART may push many people to get into their cars and drive instead. Bay Area traffic has already been a nightmare for a number of years and it's getting worse and worse as the days go by. Traffic grid locks will get worse if people decide to abandon public transits. Your system's consistent inefficiency (delays and problems) does not help build up ridership.	English	Title VI Outreach Online
567	Give a discount to everyone using the Clipper Card, reducing the need for paper.	English	Title VI Outreach Online
568	Any fare increase always causes hardships.	English	Title VI Outreach Online
569	More permits for parking need to occur	English	Title VI Outreach Online
570	Why penalize those who use paper tickets? BART has free use of the money for all the pre-paid paper tickets the riders have.	English	Title VI Outreach Online
570	Parking fee increase would make it less likely I would choose BART over Caltrain.	English	Title VI Outreach Online
570	No	English	Title VI Outreach Online
571	the disabled and senior discounts are likely subsidized so no real negative impact to bart; increasing the parking fees..why, did the parking lots make improvements to the services that they provide to their customers. Or does bart just see this as an opportunity to increase fees to boost revenues, while they remove seating, and reduce services. Your agency gets more money, while you reduce services provided to the public.	English	Title VI Outreach Online
572	The reality is that BART has mismanaged itself into a corner. Overtime is grossly abused and allowed to continue by management. There is a clear lack of pride in working for BART or the folks would do a better job.  I ride from Pittsburg to Embarcadero, fare is \$13.10 per day plus \$3.00 parking. There are MANY people that are riding BART to jobs that don't get raises to cover the proposed BART fare increase.	English	Title VI Outreach Online
573	I'm a senior so I would be impacted by one of the increases.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
574	Options are lame.  1. I use the paper ticket to ensure that BART employees have a job. Other systems, notably NYC's MTA uses paper tickets and it is far cheaper than BART's.  2. People parking at the lots are already paying a lot for daily parking fees.  3. Reducing discount for seniors and children punishes a population who could least afford it.	English	Title VI Outreach Online
575	Traveling out of Dublin/Pleasanton there is no parking available if you're not there after 7:00am. Outside parking shouldn't have been sold for condos to be built. Raising the parking rate just makes people angry.	English	Title VI Outreach Online
576	I don't think people who use paper tickets should be penalized. I have to use them sometimes in order to pay for parking. Why don't you phase out paper tickets and set up a ticket system for visitors or others who could purchase a book of tickets to use for a period of time. This way paper ticket users would not be penalized for buying a paper ticket.	English	Title VI Outreach Online
577	parking fee increase is too huge. not only do we have to ride delayed, dirty trains, we need to suffer further financial impact does not seem to be the solution.	English	Title VI Outreach Online
577	While I would not be impacted by an increase in paper tickets or a decrease in the discounted fare, I would be impacted by an increase in parking fees. I commute from El Cerrito to Millbrae, including parking that cost is currently \$14, raising it to \$16 with an increase in parking.	English	Title VI Outreach Online
578	Some riders, like seniors, youth, and the disabled, and poor/working-class/low-income folks should not disproportionately bear the burden of these changes but will with the proposed changes of reducing the discounted rate and creating a surcharge for paper ticket users. If these changes go through, BART needs to do extensive outreach in MTC's "communities of concern" to give people free Clipper cards and have them available at all stations. BART should also charge for all parking at every station where parking exists and increase the amount further. BART should go above and beyond to make sure that disadvantaged communities (who often rely the most on BART) do not bear the largest burden of this budget shortfall.	English	Title VI Outreach Online
578	It would increase my commuting expenses by approximately 15%.	English	Title VI Outreach Online
578	As a young adult, it would definitely negatively impact me. I know Bart runs pretty efficiently, but honestly, I think more people are turning to lyft or uber because it's a better experience. Elevate and improve the Bart experience so that It is a desirable option.	English	Title VI Outreach Online
579	We already pay WAY to much for parking!!!! Clipper cards are crap- they hardly ever work at stations causing huge backups!!!! Not cool asking tourists or people that don't take Bart regularly to pay more.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
580	Paper ticket increases and parking increases are bad choices. I already think 3 dollars for parking is outrageous. I would rather see bart catch these people that are slipping through the gates without paying. I see it daily at el cerrito del Norte station. Also, the homeless that are sheltering in the praking lot, stealing electricity from the outlets. Aren't these costing bart money?	English	Title VI Outreach Online
580	With faires as they are the cost is a little more than driving my prius. What I save is time in traffic. Even then when I go to the city in non commute hours I don't take bart unless I have to pay to park. If it gets much more expensive I'll just drive.	English	Title VI Outreach Online
581	BART has been increasing fees on everything. Cut down the board of directors pays and CEO. That should help in your shortfall	English	Title VI Outreach Online
582	If the cost of BART fares and parking at the BART station is in excess of the cost of driving to work, I would revert to driving to work.	English	Title VI Outreach Online
583	Yes, i am a commuter that use bart everyday. This will dramatically increase my commute cost as i use both the bart service and the bart parking lot.	English	Title VI Outreach Online
584	They would have little impact on me	English	Title VI Outreach Online
585	Bart should be building parking structures to increase the parking capacity of the various BART stations to increase ridership, not increasing the parking fees to discourage increased ridership.	English	Title VI Outreach Online
586	I feel strongly that youth, people with disabilities and seniors should not have their discount decreased.  However, I would like the discount to be need-based. Many of the people in these categories can well afford full fare or a reduced discount. I don't know how a need-based discount would be implemented. If the discount can't be need-based, I would like it to remain the same as it is now.	English	Title VI Outreach Online
586	These changes would impact me, as a senior. Still, I support the changes.	English	Title VI Outreach Online
587	Increasing rates for paper ticket holders would negatively impact me	English	Title VI Outreach Online
589	Have you considered other alternatives? It seems like the only alternatives are creative ways to raise fares, fees, reduce discounts to students and seniors and no other considerations.	English	Title VI Outreach Online
591	Increasing paper tickets is a punishment to tourists, who shouldn't be required to pay extra for a short-term visit. Tourism after all, is what fuels much of any city's economic health. If I needed to buy a paper ticket too, it would probably be due to the BART reloading stations for my clipper card insufficiently working, or maybe even some questionable passenger stealing it.  Students and especially seniors should not have to pay more for public transportation, since they have little to no source of income.  The real issue shouldn't be finding ways to increase fares to allow for a higher budget for XYZ, they should figure out how to budget more appropriately with their current revenue and how to distribute this better.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
592	There is already a shortage of parking, so raising the price may increase revenue but not availability. To increase ridership, we need to remove the barriers to taking BART such as weekday parking availability. Often I have to drive to SFO from the East Bay because there is no overflow parking to ride BART after the morning rush hour.  I am a Clipper card user so, of course, I prefer shifting the price increase to paper ticket holders. That being said, I do believe that 50% discount for seniors is sufficient in the Bay Area.	English	Title VI Outreach Online
593	I use Clipper card for BART. So this changes will not impact me much	English	Title VI Outreach Online
594	Seniors and people with disabilities are on the most limited and lowest fixed incomes there are. Any increase to what they pay for the service is a greater hardship on them then on the rest of the riders.	English	Title VI Outreach Online
596	Parking fees are already too high. The daily rate at West Oakland was just increased to \$12!	English	Title VI Outreach Online
597	Charging more for paper tickets ignores the fact that BART takes a discount in processing credit cards. why make people paying with cash pay more? No more parking rate increases!	English	Title VI Outreach Online
598	REDUCE fare to get more people to ride. Raising fares will discourage riders from riding BART, this BART will loose more money and have to charge more.	English	Title VI Outreach Online
600	it will highly impact my monthly living	English	Title VI Outreach Online
601	You suck	English	Title VI Outreach Online
602	New York subway is \$2 per ride. Absurd how bart can't even come close to the NY Metro. Can't even keep the one transit track working while NY has hundreds	English	Title VI Outreach Online
603	Stop raping the pay customers	English	Title VI Outreach Online
604	They are all horrible, you couldn't manage your way out of a paper bag. Your lack of foresight is staggering and all of your planning is too late and not creative enough.	English	Title VI Outreach Online
605	I will not be able to afford parking and fare with all the increases.	English	Title VI Outreach Online
606	Increased parking costs will put more strain on the neighborhoods. Why not make more local stops so people can walk to more stations.	English	Title VI Outreach Online
607	The parking fee increase is too steep, maybe 50 cents more, but not 2 dollars	English	Title VI Outreach Online
608	\$5 for a non-monitored parking space is outrageous.	English	Title VI Outreach Online
609	Do not raise parking fees. Parking lots are not maintained now and increasing parking fees would only make riders angry.	English	Title VI Outreach Online
610	Increase Parking to \$5.00 per Day for occasional riders only. Discount for Monthly parking; Also Pittsburg/Bay Point BART parking lot needs to be kept up and better safety provided.	English	Title VI Outreach Online
612	It's a bad cycle. Even less people take BART if the fare is increased. We can look for other ways to commute, such as carpooling. Already saw much less cars park at the parking lot because the change from free park to fee park; more cars are waiting in front of the station to pick up people who are just get off the trains.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
613	I have a clipper card so that does not affect me. However, you are saying that less people take BART on weekends. That is when people who don't regularly take BART, take BART. If you charge them extra, you will discourage them from taking BART. Adding to your conundrum. Don't take away seniors discounts. Geesh. That is just inconsiderate.	English	Title VI Outreach Online
614	Demand pricing for parking is ridiculous. There is NEVER enough parking. Reducing discounts for seniors and youth is unfair.	English	Title VI Outreach Online
615	I can hardly afford fares as it is. I often opt not to go to events or apply for jobs that require costly BART rides.	English	Title VI Outreach Online
616	Shorter trips would be prohibitive with these kind of increases. Parking should not be used as a revenue source for Bart.	English	Title VI Outreach Online
617	Parking is expensive enough in the suburbs at the current rate and not limited, so Why should we have to pay even more?	English	Title VI Outreach Online
618	None of these will impact me yet I still feel very very strongly that BART should NOT raise fares or fees in any way. BART does not deserve it. There were many bonds passed and we have not seen any improvement at all, just worsening day by day. Soon BART will be worse than the DC metro, if it isn't already.	English	Title VI Outreach Online
620	Increased parking fees will affect me.	English	Title VI Outreach Online
621	None of these options would impact me personally, but I think it is fair to ask occasional riders (paper tickets) to pay slightly more than clipper riders. I think it is unfair to overburden seniors/ children with heavy rate hikes. I think parking is an extension of Bart for many customers and you need to be careful not to run that full cost to ride up too high.	English	Title VI Outreach Online
622	Try to crack down more on fare evaders and enforce your own rules and hand out tickets to those who don't follow the bike rule and who smoke on the trains and on outdoor platforms. I do use a Clipper Card but I'm a regular commuter. I don't think tourist should have to buy one and be charged extra for a paper ticket. Your parking may be reasonably priced compared to parking in San Francisco but when you have homeless people trying to live in your garages, you shouldn't be trying to charge more money until you take care of that situation.	English	Title VI Outreach Online
623	Learn to spend your current budget better, charging to park is BS. These lots are not maintained or patrolled or monitored enough to warrant paying to park. My husbands truck had been broken into multiple times at Concord Station, getting someone to take a report was like pulling teeth. And NO he left nothing in view. The lasted break in, this person broke the door and lock and after rummaging around, left with jumper cables. If you want to charge like a parking garage, then put in a gated keycard entry, guard etc..but we are tired of replacing, locks, doors, windows, and registration stickers!!	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
624	I strongly disagree with all of BART's options to raise fees especially parking fees. I currently have monthly reserved parking and have seen the monthly rate rise from \$70 to \$105 in a matter of a few years. I only use this space approximately 20 days per month which equals \$5.25 per day. If any increases are considered, I think it should be for daily parking only. Monthly reserved parking should be rewarded for their willingness to pay this amount up front when not using the space every day of the month, not penalized. I am currently paying \$14.75 per day to park at and ride BART to work and these potential changes will make me change employment to a job closer to home so that I can avoid BART altogether. I know that I am not the only one thinking that and I hope that BART seriously takes into consideration that their continued money grabbing and fee raising is going to drive more patrons away from BART rather than encouraging them to ride. Please get your financial house in order, BART!!	English	Title VI Outreach Online
625	Yes, lower the bart fare.	English	Title VI Outreach Online
626	Respect your elders and people with disabilities. Raising the fair is already a disgusting and challenging reality for many, why seniors and people with disabilities also? They are used to the fair they have. Let them be.	English	Title VI Outreach Online
627	They would obviously make the amount of money I have to pay higher	English	Title VI Outreach Online
628	Increase in parking would cost me an additional 40-45/ month. It's an outrageous increase in top of proposed fare increase.	English	Title VI Outreach Online
629	How about reducing ALL BART employees salaries until the trains are 1) SAFE 2) CLEAN 3) and ALL scumbags STOP sneaking in for free.  Then we can talk about an increase.	English	Title VI Outreach Online
630	The increase of the paper ticket use would not affect me at all. I feel an increase could possibly shift some people to start using the Clipper card. I am completely against the parking charge increase. Honestly I don't think we are getting our money's worth with what we are paying for now. The parking structures are continuously filthy. They go days in between being cleaned so the trash piles up everywhere. The station I use reeks of urine on a regular basis. Finally I see homeless people lurking around my station on regular basis. Of course I see a lot of BART police cars in the structure but to nobody's surprise I never see an actual police officer anywhere around to discourage these people from doing anything.	English	Title VI Outreach Online
631	I am wondering why we have a shortfall if there are more people riding the Bart than ever before?	English	Title VI Outreach Online
632	Increasing the cost of paper tickets would unfairly disadvantage low income residents. We should not reduce benefits to seniors, youth or people with disabilities.	English	Title VI Outreach Online
634	The potential changes would have a huge impact on me. Most people living here don't make what BART employees make. BART needs to stop thinking like a bunch of idiots.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
635	Most cities I have travelled to have rapid transit ticket options that provide discounts for regular users. The surcharge for paper tickets seems appropriate, profitable, and in line with those of similar transit systems. I would be in favor of raising the price of the clipper card itself, possibly from \$3 to \$4 or \$5, to offset tourists and other irregular riders who will buy a clipper card just for the discounted fare.	English	Title VI Outreach Online
637	All of these changed would impact me. I already pay \$12.50 per day to ride Bart to and from work. Any increase would add to my daily commute cost. It seems like every time Bart has a shortfall the riders are the ones that pay. I ride Bart on a pretty daily basis and it seems the riders pay and the riders are the ones that are inconvenienced during daily equipment problems and delays in service.	English	Title VI Outreach Online
638	BART needs to collaborate more with public transit so that bus & BART train scheduled are more coordinated. Buses in Contra Costa County (Diablo Valley specifically) do not coordinate or run often enough to be a viable alternative to driving to BART.	English	Title VI Outreach Online
707	As a senior citizen on limited income, all of these options would cause me not to use your service. It is not very convenient to obtain a Clipper card if one is an occasional rider. Making any of these changes will result in a further decrease in BART ridership. Has nobody in BART management heard of the price inelasticity of demand which is taught in Economics 101? If you continue on the path of escalating prices to cover your bad decisions, you will find yourself in a death spiral.	English	Title VI Outreach Online
707	Riding BART is already more expensive than commuting by car. Stop passing all these budget solutions onto riders and voters!!! Unions and management need to do their part! I've lived in several other cities with well run subway systems that are a LOT cheaper to RIDERS... IT IS POSSIBLE	English	Title VI Outreach Online
707	I commute on BART and pay for monthly parking. Any increase in fares or the cost of parking will impact me directly and materially.	English	Title VI Outreach Online
707	Parking at public transit should not go to the highest bidder- low income people need to get to work too.	English	Title VI Outreach Online
707	Parking is already too much. You can't locate your stations in the middle of the freeway and then expect people not to drive	English	Title VI Outreach Online
707	As a daily commuter who has been riding BART for the last 19 years, from Concord to Oakland/San Francisco, this has raised my commute fee monthly by almost \$100 (from free parking to \$3 and raise of fares). With these proposed changes this will add another \$40 which will be harder on my family.	English	Title VI Outreach Online
707	I might actually be able to find a parking spot after 7:30 AM, significantly improving my quality of life at home with my kids in the morning. I might actually have hope finding a spot on the train coming home at 5:30 PM on the Pittsburg-Bay Point line	English	Title VI Outreach Online
707	I prefer the 50 cent increase for paper tickets because it's easier to understand. I don't like that parking is getting so much more expensive and it's so limited to begin with that it's a BART boondoggle. I'll be a senior soon & am OK with getting a bit less of a discount. I like the idea of reducing the discount for youth & extending the age range.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
707	In general, I'm opposed to charging more to the riders who have less resources (the young, the elderly, the disabled, and the working poor who DEPEND on BART yet are often cut out of service because so much preferential privilege is extended to the professional working class. I am particularly incensed at the vast amount of parking "reserved" for people with monthly passes, so that the working PRECARIATE who depend just as much on BART if not more, can't use BART because we can't find a parking spot at the stations or anywhere at all for square blocks surrounding the stations.	English	Title VI Outreach Online
707	They're not great and will definitely impact how many people use BART.	English	Title VI Outreach Online
707	increasing parking would make me drive to work	English	Title VI Outreach Online
707	Why are you taking your budget shortfalls out on riders? Why are riders who pay for this crumbling excuse for a transit system expected to pick up the slack when it's your fault for not creating a responsible plan? Only some of Thesen propositions would affect me, but the most of them will affect the riders who already struggle to pay for their tickets.	English	Title VI Outreach Online
707	These changes would not affect me.	English	Title VI Outreach Online
707	How about raising the parking max to \$4? I don't drive to BART, but this adds cost on both ends that would add up a lot to regular commuters. Adding 50 cents to a paper ticket penalized tourists and others who aren't riding BART regularly. When I first got my clipper card, there was a fee (\$3? for the card). I have paid for a card on LA's subway system, although I may be able to use it another time when I visit.	English	Title VI Outreach Online
707	Highly!!!! I'm not going to get into what other "equal" type transit charge, but BART sucks. BART will get what it wants. I'm not even sure why you put this survey out, except that you are probably required to.	English	Title VI Outreach Online
707	BART should be encourage people to ride public transit versus driving. BART has already maxed out parking fees in most stations and is looking to do this again. BART's fares are already high and adding additional parking fees will only result in more people choosing to drive versus using BART. This will result in larger budget shortfalls and BART coming back in a couple of more years asking to raise the max fee to \$7, 10, etc.	English	Title VI Outreach Online
707	The daily commute costs from Contra Costa County to SF are not going to be sustainable moving forward if Bart increases parking which affects CCC riders disproportionately.	English	Title VI Outreach Online
707	I might start looking at other options such as AC Transit or casual car pool.	English	Title VI Outreach Online
707	All these changes would adversely affect middle income workers. The rancid condition of BART cars don't justify even the current fares.	English	Title VI Outreach Online
707	I'm already paying \$3 a day for parking. Increasing parking fees will impact daily commuters disproportionately.	English	Title VI Outreach Online
707	I don't have an issue with above options.	English	Title VI Outreach Online
707	I will not take bart anymore if fares increase.	English	Title VI Outreach Online
707	None of these would impact me personally.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
707	PUBLIC TRANSIT needs greater support from the State, and from non-public-transit riding taxpayers who are otherwise benefiting from the reduced traffic on roadways that results from the volume of passengers traveling on BART.	English	Title VI Outreach Online
707	raising rates is always a negative impact on consumers. people in the bay area are struggling enough with high cost of "everything" else. seems like the working class is always getting gouged. and leave the seniors and students alone for a change. parking is already astronomically high at the bart stations. enough is enough. the biggest mistake bart management made was giving in to the employees demands when they had the strike a few years ago. and then adding insult to injury, management didn't allow the new contract to state they could not strike - ever! seems like the employees are running the show.	English	Title VI Outreach Online
707	I think that increasing the parking fees should mean that you would guarantee that the parking lots would be patrolled, kept clean (no alcohol bottles), and people using the commuter spaces are actually more than just one person parking. We see this daily at the Bay Fair lot. You say you will hire people to monitor people who don't pay. How about those of us who do pay for rides don't have to stand because there is no one on the trains enforcing people who take up two seats with their gym bags or luggage.	English	Title VI Outreach Online
707	I think bart should open the same time on weekends as the weekday at 4 am everyday. I agree people should use the clipper card more instead of paper Bart cards. so I agree paper Bart tickets might go up but clipper card bart tickets should stay the same.	English	Title VI Outreach Online
707	None of these would impact me specifically. That said, I'm thinking mostly about the more vulnerable members of our community and what would affect them.	English	Title VI Outreach Online
707	Charging up to 2 dollars more a day for parking is criminal. To the average person, who already has to pay raising BART ticket prices this is just a slap in the face. This is an additional \$720 for a typical person per year, on top of your rate increase.	English	Title VI Outreach Online
707	I commute every day by BART and use a clipper card. Increasing costs on paper tickets impacts those who use bart rarely, or are visiting our city. This is a good option.	English	Title VI Outreach Online
707	The changes would have minimal impact on me but I do not think seniors and people with disabilities should be penalized for BART's mismanagement.	English	Title VI Outreach Online
707	Right now, the public transit options to get to BART are lousy. I can either drive 10 minutes, or walk 20 then take a 25 minute bus ride. Raising the parking price would severely discourage people like me from using BART to commute.	English	Title VI Outreach Online
707	As little as I use the BART system, the non-commuter surcharges make me even less inclined to use the service.	English	Title VI Outreach Online
707	For the mag stripe options, I would much prefer the 50-cent fee for all rides as opposed to the % increase. Much easier to remember and consistent with how the Chicago Transit Authority does its single-ride tickets. For me, it'd also be a forcing function to really make sure I don't forget my Clipper card when going to work. :)	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
707	pretty soon I'm going to have to swim to work! I have been tightening my belt over the years to meet your increases already - no newspapers, magazines, coffees, movies. etc. not sure i have much more room to cut back.	English	Title VI Outreach Online
707	The parking would impact me since I park at Bart 5 days a week. I'm already paying \$3 a day so increasing it to \$5 is too much.	English	Title VI Outreach Online
707	They would cost me more for already shoddy service. I want a seat on a train and if weekend and holiday travel is low cut back on service. Add train cars to the busy trains knowing you have to walk back.	English	Title VI Outreach Online
707	The paper ticket option is consistent with other regional and national options. BART should implement some form of paper ticket fare increase. Given how much parking costs in BART police presence (and how cheap it is compared to other systems), increasing weekday costs is an excellent idea.	English	Title VI Outreach Online
707	The age at which the youth faes end should NOT be raised to 18. That will drain system revenues, and add to problems like the mass robbery at the Coliseum.  Also, if parking is raised to \$5/day, it will be about equal to my daily BART fare. At that point, I'll abandon BART and start driving to work.	English	Title VI Outreach Online
707	As someone with a disability, I can barely afford BART as it is. It is fundamentally unfair to balance your budget on the backs of seniors and disabled when you can't even get elevators to work. However, I strongly agree with charging more for paper tickets and parking. Paper tickets are a source of litter and BART should be charging market costs for parking, not subsidizing polluting drivers.	English	Title VI Outreach Online
707	Fare changes should be made to conform with other Bay Area transit operators (match ages of eligibility, percent discount, etc.) Percent surcharges would be more equitable than flat surcharges.	English	Title VI Outreach Online
707	When I use BART I use a paper ticket, so it would cost for me. BART should be looking for ways to address costs in ways that do not negatively impact their passengers/customers. Has BART considered reducing wages for the highest earning employees? BART passengers are already suffering from unclean train cars, unsafe BART facilities and trains, and costly prices. It doesn't make sense to me that additional suffering should be added to the passengers. BART needs to look at how itself can reduce costs as opposed to trying to save costs from focusing on the passenger component.	English	Title VI Outreach Online
707	DC Metro eliminated the option of a paper ticket and it is working. Not much about DC Metro is working...but the elimination of paper tickets is.	English	Title VI Outreach Online
707	Todo en esta area de la baya esta caro. Es una exajeracion. Sobre todo los ratero de las viviendas es un abuso lo que han hecho. Y ustedes quieren aumentar el costo. No es gusto	Spanish	Title VI Outreach Online
707	Moving away from paper tickets would be a gigantic benefit for everyone.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
707	Would increase parking. Paper tickets likely to disproportionately affect the poor, same for smaller senior discount. Personal cars increase greenhouse gas emissions. Time for those drivers to shoulder parking fees to disincen, driving.	English	Title VI Outreach Online
707	Due to privacy preferences, I strongly prefer the cash / paper ticket mode of financial transaction with BART. Clipper Card use data severely undermines my Constitutional Right to privacy.	English	Title VI Outreach Online
707	Such a drastic increase in parking is ludicrous. Bart already can't provide enough parking spaces at most stations so imposing a 66.66% increase is adding insult to injury. I think that incentives like giving discounts on fares for those who buy in bulk on a clipper card would help bart become cash rich allowing bart to have more funds for projects. Nickel and diming captive riders will not end well for bart. As we move more and more towards a telecommuting lifestyle bart will be even more impacted by loss in ridership especially if they alienate consumers. At some point it will be cost prohibitive to take bart and would be better to take the commuter bus or rideshare.	English	Title VI Outreach Online
707	I am a senior and I appreciate the discount. More importantly, I think the discount for students and disabled is absolutely necessary, and the right thing to do sociologically.	English	Title VI Outreach Online
707	Do not target seniors and those with disabilities. Most are on fixed budgets.	English	Title VI Outreach Online
707	If parking and rates continue to increase I will start driving. I know a couple of people who also take BART and work the same schedule so we could carpool. It will soon cost less to do that and it will be less of a hassle.	English	Title VI Outreach Online
707	I think it would be okay to change the discount for youth, but keep the larger discount for seniors and people with disabilities.	English	Title VI Outreach Online
707	I believe that we should continue to provide discounts for those who need them. Elderly on fixed incomes, citizens with disabilities, and students (at least through High School). Parking charges should only be enough to continue maintenance (pothole repairs, re-striping, resurfacing).	English	Title VI Outreach Online
1606	Harder for people to get to where they need to go	English	16th St BART Station Outreach
1607	None would impact me	English	16th St BART Station Outreach
1608	Concerned about fare increases for elderly	English	16th St BART Station Outreach
1609	Affected by paper ticket change as I ride Bart only periodically. Raise rate for all riders	English	16th St BART Station Outreach
1610	Parking fee doesn't affect me, may cause hardship for daily commuters	English	16th St BART Station Outreach
1611	Honestly, I don't understand very well, but I think it should all be measured.	Spanish	16th St BART Station Outreach
1612	For me it would be a big hit to my pocketbook as I make minimum wage and I use BART every day.	Spanish	16th St BART Station Outreach
1613	Would start riding bike instead of BART	English	16th St BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1614	No changes, why should users have to adjust?	English	16th St BART Station Outreach
1615	Very little impact, discriminatory against the poor	English	16th St BART Station Outreach
1617	SF already getting too expensive to live in	English	16th St BART Station Outreach
707	Don't qualify for discounts or drive	English	16th St BART Station Outreach
708	Seems to target those who can't get Clipper, raise for tourists	English	16th St BART Station Outreach
709	I see increases but no improvements	English	16th St BART Station Outreach
710	Paper tickets inc may end up impacting marginalized communities	English	16th St BART Station Outreach
711	Already hard to find parking in lots. Need a clipper card or monthly transbay price break	English	16th St BART Station Outreach
712	Build housing on Bart owned land	English	16th St BART Station Outreach
712	This should not impact youth, senior, or disabled ppl	English	16th St BART Station Outreach
713	Changes are fine	English	16th St BART Station Outreach
714	Predict that this would suppress ridership. Need more ridership, less cars on the road	English	16th St BART Station Outreach
717	People use Bart to save money, but may force them to drive or carpool	English	16th St BART Station Outreach
718	Absolutely do not raise fares for students/seniors	English	16th St BART Station Outreach
718	no impact on me	English	16th St BART Station Outreach
720	negatively impact my commuter. I am low income and takes a chunk out of wages	English	16th St BART Station Outreach
721	Inform non-English speakers about Clipper	English	16th St BART Station Outreach
722	Not much effect on me	English	16th St BART Station Outreach
723	Parking option is good, let demand set the price	English	16th St BART Station Outreach
724	Concerned how will impact low income riders	English	16th St BART Station Outreach
724	Seems like low income ppl mainly use paper tickets, would neg affect them	English	16th St BART Station Outreach
725	Concerned about how it affects local service economy	English	16th St BART Station Outreach
726	D not prey upon poor, old, disorganized. Would not affect me	English	16th St BART Station Outreach
726	Would be fair if there are actual improvements to service	English	16th St BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
727	Impacted by commute because work doesn't cover Bart costs	English	16th St BART Station Outreach
727	cost of life is too expensive already	English	16th St BART Station Outreach
728	Clipper causes problems at turnstiles	English	16th St BART Station Outreach
730	Increased parking fees may discourage ppl from using BART	English	16th St BART Station Outreach
730	affects my fare	English	16th St BART Station Outreach
731	People want to see obvious improvements if these fares are to increase	English	16th St BART Station Outreach
732	Condition of trains make it unacceptable to increase fares	English	16th St BART Station Outreach
733	Use clipper and don't park so not much	English	16th St BART Station Outreach
734	Projected improvements aren't comparable to services received	English	16th St BART Station Outreach
735	Wouldn't change my riding habits	English	16th St BART Station Outreach
735	Fare increase is satisfactory, but necessary	English	16th St BART Station Outreach
736	Dsiabled change not good for those on low income	English	16th St BART Station Outreach
737	Charging cars is preferable to charging higher fares, but may discourage ridership	English	16th St BART Station Outreach
739	Bart disc allows me to get to vital places, im disabled not much income. Please don't increase disabled disc.	English	16th St BART Station Outreach
740	Already having trouble maintaining elevators/escalators	English	16th St BART Station Outreach
741	Wouldn't impact me, but don't think it's fair to charge more for paper	English	16th St BART Station Outreach
743	Bart overpriced for quality of service it offers. Worst system I've used	English	16th St BART Station Outreach
744	Is there a way to keep/reload same Bart ticket	English	16th St BART Station Outreach
744	Increase on paper tickets makes sense	English	16th St BART Station Outreach
745	Have to wait and see	English	16th St BART Station Outreach
746	None affect me directly	English	16th St BART Station Outreach
747	Ok to charging more for paper tickets (mainly tourists)	English	16th St BART Station Outreach
748	Discount change is still generous	English	16th St BART Station Outreach
749	Would not impact me as Clipper user	English	16th St BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
749	Phase out paper tickets	English	16th St BART Station Outreach
750	More parking is needed	English	16th St BART Station Outreach
751	Parking in the Bay already tough, please limit increases. Ok with discount change	English	16th St BART Station Outreach
753	People who know how to use the Clipper can afford the increase	English	Bernal Heights Community Center
757	It would make transportation harder, catching uber would be less expensive	English	Bernal Heights Community Center
758	I take Bart once a week, so doesn't have much of an impact on me	English	Bernal Heights Community Center
759	Above choices don't affect me	English	Bernal Heights Community Center
760	I have clipper and would be nice to benefit	English	Bernal Heights Community Center
763	none	English	Bernal Heights Community Center
765	No increase	English	Bernal Heights Community Center
765	No increase	English	Bernal Heights Community Center
766	Bart commits acts of extortion from voters, taxpayers, and riders to overpay its unionized operators	English	Bernal Heights Community Center
767	No price increases, already costs too much!	English	Bernal Heights Community Center
768	should be the same price, too much!	English	Bernal Heights Community Center
769	No	English	Bernal Heights Community Center
770	already paying too much	English	CBO
770	Use senior discount, and increasing that would make it hard to travel on Bart	English	CBO
771	Paying too much	English	CBO
774	Don't change discounts	English	Castro Senior Center
775	Get rid of paper tickets, work to flow better with local transit agencies	English	Castro Senior Center
775	Trains are too loud, fix that first then talk about fare hike	English	Castro Senior Center
777	Does not apply to me	English	Castro Senior Center
777	I would ride less	English	Castro Senior Center
779	Why do you always have a budget shortfall	English	Castro Senior Center
781	no	English	Castro Senior Center
781	\$3 for parking is high enough	English	Daly City BART Station Outreach
781	Bart needs to spend its money more wisely instead of wasting it	English	Daly City BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
782	They all sound good. Put the money to good use	English	Daly City BART Station Outreach
782	Implement Clippers to save money/garbage from paper ticket	English	Daly City BART Station Outreach
783	Something will be done to accommodate the less fortunate	English	Daly City BART Station Outreach
786	Parking is expensive in addition to Bart tickets. Maybe students can have discounted tickets	English	Daly City BART Station Outreach
787	only way to get tourists. People at risk are the locals.	English	Daly City BART Station Outreach
788	Parking is expensive and limited, needs to be improved	English	Daly City BART Station Outreach
790	Paper ticket increase is unfair to tourists or technologically challenged. Do not raise parking!	English	Daly City BART Station Outreach
791	Option A&B unfair for tourists. Increase parking fee should be for those without a permit	English	Daly City BART Station Outreach
792	Lower parking fees	English	Daly City BART Station Outreach
793	Income is low and cost of living is high, can't afford anymore Bart increases	English	Daly City BART Station Outreach
794	Would impact me greatly as I am low income.	English	Daly City BART Station Outreach
796	Adding incentives to go paper free is better for me, but what happens if everyone goes paper-free	English	Daly City BART Station Outreach
797	Would possibly drive to work instead of using Bart	English	Daly City BART Station Outreach
798	Would appreciate any other options to increase budget without raising fares	English	Daly City BART Station Outreach
799	Changes would hurt me. Tourists and myself don't need Clipper cards	English	Daly City BART Station Outreach
800	Already pay for reserved parking at a premium. Garage is dirty, cars broken into. Why should I pay more? Keep discounts, Clipper cards are faulty	English	Daly City BART Station Outreach
801	Nominal charge paper (option A) tickets is on par with other cities	English	Daly City BART Station Outreach
801	No impact on me as I use a Clipper	English	Daly City BART Station Outreach
802	Paper tickets get de-magnitized and are hard to get refunds for replacement	English	Daly City BART Station Outreach
802	Would persuade me not to vote for any Bart Board incumbent	English	Daly City BART Station Outreach
803	None	English	Daly City BART Station Outreach
804	Fare increase create hardship for seniors	English	Downtown Oakland Senior Center
806	Why should people who use Bart infrequently/have language barriers have to pay more for paper tickets?	English	Dublin Senior Center
809	Do not raise prices for seniors	English	Dublin Senior Center

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
809	Parking should be a flat fee, dynamic pricing is confusing	English	Dublin Senior Center
809	I don't ride Bart that often	English	Dublin Senior Center
809	I am a casual Bart rider. If fares keep rising, it's cheaper for my family to just drive	English	Dublin Senior Center
814	Already barely making ends meet with my pension	English	Excelsior Community Center
815	Transportation costs should be fair	English	Excelsior Community Center
816	Adding the accessible rate to Clipper cards would be beneficial	English	Ed Roberts Campus
816	Is there a way for add fare machine to just add additional fares to the paper card on the machine?	English	Ed Roberts Campus
816	I like the idea of increase the age of the youth discount to 18. I see lots of youth jumping the gate the discount might reduce youth fare evaders.	English	Ed Roberts Campus
817	Muni allows people to buy discounted rate at the kiosk	English	Ed Roberts Campus
818	BART wants to make sure everyone eligible to get the discount and everyone not eligible does not get the discount	English	Ed Roberts Campus
819	On Muni people some people cheat the system and take the discount. Can it be possible for people to buy discounted rates from the station agents?	English	Ed Roberts Campus
820	Could the agent give people a code to plug into the vending machines that gives discounts for those who are eligible	English	Ed Roberts Campus
821	LA vending machines give you the option to buy any type of ticket at all the rates and it is honor system as to which you buy. It is so hard to get a RTC ticket in this area.	English	Ed Roberts Campus
822	Would youth tickets be available on magstripe systems.	English	Ed Roberts Campus
823	Clipper distribution system needs to be a lot more accessible and available for all user types. Those with RTC eligibility and regular riders	English	Ed Roberts Campus
823	I think it would be valuable for those that receive a discount to have the discounted fares listed. If you are short on your fare you need cash if you are adding fares to your card inside the gate.	English	Ed Roberts Campus
824	charging more for parking will discourage ppl from Bart, instead drive	English	Email
834	Would def impact senior, youth, disabled. Parking fee is already high enough and I pay for a monthly parking permit	English	Email
835	Find other alternatives without pinning it on commuters.	English	Email
835	I am a single working woman and am paying too much for Bart Mon-Fri	English	Email
840	cant afford BART	English	Fax
841	reducing discount would harm the riders	English	Fax
849	Better for me to get a Clipper card.	Spanish	Fruitvale BART Station Outreach
849	It would affect me a lot as I support a home with two children and am a single mother. I work and study in San Francisco.	Spanish	Fruitvale BART Station Outreach
849	Raising the fares affects me because it is money I don't have.	Spanish	Fruitvale BART Station Outreach
849	Don't increase the Clipper card.	Spanish	Fruitvale BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
849	For me the parking and a fare increase would be very expensive.	Spanish	Fruitvale BART Station Outreach
849	I would pay more for BART than what I will spend on my family.	Spanish	Fruitvale BART Station Outreach
849	Paying more affects me.	Spanish	Fruitvale BART Station Outreach
850	Bart expensive, hot mess. Only option to get to SF	English	Fruitvale BART Station Outreach
850	Disagree on higher fares for paper ticket than clipper, lower income residents more likely to use paper tickets	English	Fruitvale BART Station Outreach
851	Want a way to track Clipper card balance. Senior fare increase would burden personal tight budget	English	Fruitvale BART Station Outreach
851	More inter-agency cooperation	English	Fruitvale BART Station Outreach
851	Impacts minorities, currently spending high amount on Bart fare	English	Fruitvale BART Station Outreach
852	Shouldn't be a parking increase because of Bart fare increase	English	Fruitvale BART Station Outreach
853	Decrease price	English	Fruitvale BART Station Outreach
853	Don't increase fare for Seniors/Disabled	English	Fruitvale BART Station Outreach
854	Doesn't impact me personally but will impact my community	English	Fruitvale BART Station Outreach
855	No increase to discounts for seniors, disabled, youth	English	Fruitvale BART Station Outreach
856	Option B - Clipper cards faster/easier to use, smoother process	English	Fruitvale BART Station Outreach
856	Wouldn't impact me, but are good ideas	English	Fruitvale BART Station Outreach
857	Not an enthusiast, increases would affect me negatively	English	Fruitvale BART Station Outreach
858	Transition to only Clipper cards, no parking increase needed	English	Fruitvale BART Station Outreach
858	Bart is not running right, it's too old and dangerous at night	English	Fruitvale BART Station Outreach
860	Used money from increase fare to clean bathrooms	English	Fruitvale BART Station Outreach
861	Student living on \$850/month, can't afford increases	English	Fruitvale BART Station Outreach
862	I am a daily Bart rider so it would affect me a lot	English	Fruitvale BART Station Outreach
863	Strongly disagree with fare increase for the elderly	English	Fruitvale BART Station Outreach
863	Charge more for parking	English	Fruitvale BART Station Outreach
863	these are good options	English	Fruitvale BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
863	Bart would have more riders if they fixed delays and tech issues	English	Fruitvale BART Station Outreach
865	Reduce paper tickets if people can pay cash for same fare amount	English	Fruitvale BART Station Outreach
866	Would have strong impact, barely have enough to get to/from school	English	Fruitvale BART Station Outreach
868	Not right to increase fare for seniors/disabled	English	Fruitvale BART Station Outreach
869	Price increase would affect me because of income	English	Fruitvale BART Station Outreach
869	Keep Bart affordable for locals and commuters who don't live near Bart	English	Fruitvale BART Station Outreach
870	Daily commute cost would go up, my wages don't	English	Fruitvale BART Station Outreach
871	Small impact as I don't park/use paper	English	Fruitvale BART Station Outreach
872	Agree with parking fee increase	English	Fruitvale BART Station Outreach
874	Us HUD guidelines to create discounts for low income riders	English	Fruitvale BART Station Outreach
875	Parking fee increase will motivate more drivers to drive	English	Fruitvale BART Station Outreach
877	Already expensive to commute to Sf, parking increase makes it more pricey	English	Fruitvale BART Station Outreach
878	Not impact me	English	Fruitvale BART Station Outreach
880	Parking fee increase is unacceptable, high enough already	English	Fruitvale BART Station Outreach
881	raising fares = no improvements. Trains are late, infrequent, dirty	English	Fruitvale BART Station Outreach
882	Increases are affordable, but would hurt	English	Fruitvale BART Station Outreach
883	S.F is too expensive for poorer people.	English	Independent Living Resource Center of San Francisco
884	BART needs more transparency and streamlined employees	English	Independent Living Resource Center of San Francisco
885	BART is already expensive	English	Independent Living Resource Center of San Francisco
885	Parking will add financial burden to my family if increased	English	Independent Living Resource Center of San Francisco
886	Has to find parking far away from BART due to already increased parking cost	English	Independent Living Resource Center of San Francisco
887	Parking lot is not a revenue stream	English	Independent Living Resource Center of San Francisco

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
887	PARKING—BART should increase the maximum daily parking fee from up to \$3 to up to \$5, depending on demand. Monthly permit parking fees would increase accordingly. This is expected to reduce the shortfall by approximately \$12–16 million annually when fully implemented. (Based on a station’s parking demand, daily parking fees increase or decrease in \$0.50 increments every six months.)	Chinese	Lake Merritt BART Station Outreach
887	I am concerned that the limited access to discounted Clipper forces seniors & persons with disabilities to purchase paper tickets & with the proposed surcharge on paper tix, the cost of travel will be prohibitive for low income seniors & persons with disabilities	English	Mail
889	Honest Fare paying patrons should be rewarded because they are keeping their cars off the roads. Fare increases result in very dissatisfied customers.	English	Mail
889	As a commuter I have experienced sharp increases in parking fees. An across the board fare increase is more fair. Given the conditions of the parking lots - broken glass, nails, garbage, etc.	English	Mail
890	Phasing out paper ticket. Parking too expensive and not enough availability	English	Lake Merritt BART Station Outreach
891	Will negatively affect riders whose only transportation is Bart.	English	Lake Merritt BART Station Outreach
892	Clipper cards avoid waste and should be higher \$ than paper. Increase parking/fares would force more ppl to drive	English	Lake Merritt BART Station Outreach
893	Spend money to improve or build more parking structures to increase ridership	English	Lake Merritt BART Station Outreach
896	Incentivize frequent Bart riders by offering packages like monthly passes	English	Lake Merritt BART Station Outreach
897	Parking prices should be equal at all Bart stations	English	Lake Merritt BART Station Outreach
899	Hike in senior fare will negatively impact me	English	Lake Merritt BART Station Outreach
900	Hinder budget for transportation	English	Lake Merritt BART Station Outreach
901	Changes would affect my household that has a strict budget	English	Lake Merritt BART Station Outreach
902	Agree with parking hike, disagree with increase fare for elderly, disabled, youth	English	Lake Merritt BART Station Outreach
903	Agree with hike in parking fare	English	Lake Merritt BART Station Outreach
904	Negatively affect low income families	English	Lake Merritt BART Station Outreach
905	Agree with increased parking charge	English	Lake Merritt BART Station Outreach
908	My income is limited as a disabled senior citizen. Any small increase is a big deal for me	English	North Berkeley Senior Center
909	No	English	North Berkeley Senior Center
910	Station agents should stay on site/booths	English	North Berkeley Senior Center
910	Prefer the small paper tix, increase would affect me as a fixed income senior	English	North Berkeley Senior Center
911	Any increase in my fare would hurt financially	English	North Berkeley Senior Center

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
912	This is fair for most seniors who live on low income	English	North Berkeley Senior Center
912	No increase to senior or youth fare	English	North Berkeley Senior Center
913	no increase	English	North Berkeley Senior Center
914	No	English	North Berkeley Senior Center
914	Families with low incomes will have trouble paying for Clipper cards, should not be penalized for paper	English	North Berkeley Senior Center
914	Fares for elderly, disabled should not be increased.	English	North Berkeley Senior Center
915	Fewer riders because ppl fed up with poor service.	English	North Berkeley Senior Center
916	Keep fares the same, they're high as is	English	North Berkeley Senior Center
917	I like the 50 cent increase, but not for low income riders	English	El Cerrito del Norte BART Station Outreach
918	good	English	El Cerrito del Norte BART Station Outreach
921	Parking has gone up at a high percentage, would cost less to drive	English	El Cerrito del Norte BART Station Outreach
922	Would create chaos and I wouldn't take Bart	English	El Cerrito del Norte BART Station Outreach
923	None of the changes would personally affect me	English	El Cerrito del Norte BART Station Outreach
925	If parking goes up, how can we get to Bart?	English	El Cerrito del Norte BART Station Outreach
926	Incentivize getting Clipper cards, make them more financially accessible. Leave discounts alone	English	El Cerrito del Norte BART Station Outreach
927	A&B disproportionately affect lower income riders, discourage revenue stream	English	El Cerrito del Norte BART Station Outreach
930	Worried about paper tickets as most low income riders use it	English	El Cerrito del Norte BART Station Outreach
931	Rates go up, I'll stop riding	English	El Cerrito del Norte BART Station Outreach
932	Bart should have discount for students	English	El Cerrito del Norte BART Station Outreach
932	Please do not decrease the Senior/disabled discount	English	El Cerrito del Norte BART Station Outreach
934	ok as long as it ensures safe transportation of people	English	El Cerrito del Norte BART Station Outreach
935	Can Hurt people's budget, but is ok if Bart is more effective	English	El Cerrito del Norte BART Station Outreach
936	too high	English	El Cerrito del Norte BART Station Outreach
936	Discount for those who have had parking permit for long time	English	El Cerrito del Norte BART Station Outreach
936	Fares discourage people from using public transit	English	El Cerrito del Norte BART Station Outreach
937	If prices are raised, there should be no employee strikes, Bart delays, dirty stations, more police patrol. Unfair to patrons	English	El Cerrito del Norte BART Station Outreach
938	I still don't see any changes	English	El Cerrito del Norte BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
939	Ok with increased charges for paper tickets, disagree with decreasing senior discount. Parking inc would discourage people from using Bart	English	El Cerrito del Norte BART Station Outreach
940	They won't	English	El Cerrito del Norte BART Station Outreach
940	no	English	El Cerrito del Norte BART Station Outreach
941	Bart is great how it is, fares should stay the same	English	El Cerrito del Norte BART Station Outreach
942	I am disabled and on fixed income. This would force me to find other means of transportation	English	El Cerrito del Norte BART Station Outreach
943	Raising the reduced fare would make it harder for me to use Bart	English	El Cerrito del Norte BART Station Outreach
944	Instead of increasing parking fee, build more parking garages	English	El Cerrito del Norte BART Station Outreach
945	Variable pricing based on time of day. This may reduce crowding during peak hours. If Bart gets too expensive, I will end up driving	English	El Cerrito del Norte BART Station Outreach
946	Parking should be decreased in price	English	El Cerrito del Norte BART Station Outreach
947	Too expensive already! May choose other transit options	English	El Cerrito del Norte BART Station Outreach
948	Once again, lower income riders are more disproportionately affected. How can we encourage more ridership, where affordability is a factor, but particularly to address disparity in transit, accessibility, and in improving the overall system?	English	North Richmond District Advisory Committee
949	Parking charges are good	English	North Richmond District Advisory Committee
950	I feel like this is good in theory, but it feels discriminatory. Im going to get charged extra because I can't afford the 3 dollars for an initial purchase.	English	North Richmond District Advisory Committee
951	Is the fare increase for disabled people on the drawing board? I was against that. Glad to see it is no longer on the table	English	North Richmond District Advisory Committee
956	Manage the monies you already collect	English	North Richmond District Advisory Committee
958	I'm a Senior - keep age + discount as is	English	North Richmond District Advisory Committee
959	Keep increasing fees, parking + People consider options	English	North Richmond District Advisory Committee
960	I understand budget shortfalls must be covered, however, mass transit needs to stay as affordable as possible to promote maximum ridership to realize many benefits (reduced traffic congestion, vehicle exhaust, carbon pollution).	English	North Richmond District Advisory Committee
961	Finances would be impacted	English	The Open House Senior Center
961	Unfair to raise paper ticket fares, everyone needs to pay the same amount	English	The Open House Senior Center
961	Harassed by men; no longer as safe	English	The Open House Senior Center

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
965	Goal is to decrease riders, the above will work	English	The Open House Senior Center
966	Attract more customers	English	The Open House Senior Center
967	Charge too much, salaries are high	English	The Open House Senior Center
969	Parking increase	English	The Open House Senior Center
971	Like Paperless, need more tech to make clippers user friendly	English	The Open House Senior Center
981	I like the changes being done.	Spanish	Pittsburg/Bay Point BART Station Outreach
981	I don't use BART much	Spanish	Pittsburg/Bay Point BART Station Outreach
981	I don't have any problem with it.	Spanish	Pittsburg/Bay Point BART Station Outreach
981	We use it almost every day. It would affect our economy (budget) too much.	Spanish	Pittsburg/Bay Point BART Station Outreach
982	Disagree with reducing fare discounts for seniors and youth	English	Pittsburg/Bay Point BART Station Outreach
983	fare increase is not an answer, commute by Bart costs more than commute by driving	English	Pittsburg/Bay Point BART Station Outreach
984	Offended by these options, Bart service is already subpar i.e. crowded, dirty, late	English	Pittsburg/Bay Point BART Station Outreach
985	Do not continue to gouge riders without making improvements and getting expenses in line	English	Pittsburg/Bay Point BART Station Outreach
986	Parking charge will make me more likely to drive	English	Pittsburg/Bay Point BART Station Outreach
987	Would understand if Bart was ALWAYS reliable, given the delays not fair to increase price	English	Pittsburg/Bay Point BART Station Outreach
988	More trains	English	Pittsburg/Bay Point BART Station Outreach
988	No parking at Bay Point, trains not on time	English	Pittsburg/Bay Point BART Station Outreach
988	You will do what is necessary	English	Pittsburg/Bay Point BART Station Outreach
989	Trains need to be on time	English	Pittsburg/Bay Point BART Station Outreach
990	Offloading cost increases to paper ticket holders makes sense, because comuters will be set up with Clipper. The BART parking is so incredibly impacted already that parking is a nightmare in and of itself.  If BART wants to be on the vanguard, you are gong to have to build a high-density robotic parking garage at strategic locations.	English	E-mail Invitation Online
992	Can't take BART, too expensive.	English	E-mail Invitation Online
993	Very little impact on me.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
994	Seniors, disabled are on a limited budget. I don't agree with the change. Changing the amount charged for parking defeats the purpose in taking Bart I think some people may go back to driving.	English	E-mail Invitation Online
995	N/a	English	E-mail Invitation Online
996	I don't drive to bart. Seniors/students/children/disabled persons should definitely get a discount, though I won't. :)	English	E-mail Invitation Online
997	Not at all	English	E-mail Invitation Online
998	So in addition to increasing the fare BART is also going to increase parking fees? It's starting to seem more attractive to just drive into the city.	English	E-mail Invitation Online
1004	Clipper card option would not impact me as it's only paper tickets that would be impacted Parking would... I already work from home a couple of days a week to help with the previous increases. I may have to add another day to offset the increase	English	E-mail Invitation Online
1005	I don't like charging extra for paper tickets. This unfairly penalizes guests to the Bay Area who are trying to be tourists and enjoy themselves.	English	E-mail Invitation Online
1007	Reducing the discount for seniors and youth is just going to create more problems. They need those discounts for a reason.	English	E-mail Invitation Online
1008	no impact - i walk to Bart and use a clipper card	English	E-mail Invitation Online
1010	Higher pricing for Bart fare is only the recessions continuing	English	E-mail Invitation Online
1011	The parking option and more for paper tickets sound to be the best options for raising money.	English	E-mail Invitation Online
1012	I agree with increasing prices for people using paper tickets as it is wasteful, unnecessary, not environmentally friendly. Although it would not affect me personally, I strongly disagree with reducing discounts for children and seniors. These are group least able to afford a fair increase. I also strongly disagree with increase to parking fees. Parking should be free and BART should provide a lot more spaces to encourage increase use of the BART system. One of the major reasons why people I know dont use BART more often is because it is very difficult to find parking at BART and the only way to get to a BART station is to drive.	English	E-mail Invitation Online
1016	Maybe encourage some kind of shuttle or bus system to Bart rather than parking, but parking fees seem okay. They would add on to people's costs and fares they have to pay also though. I sympathize with those who pay parking and bart fares.	English	E-mail Invitation Online
1017	Doubling the price for parking seems wrong. This will have a SIGNIFICANT impact on the people who ride it everyday. The parking fee started out as a temporary \$0.50 a few years back. Now \$5? That instant increase doesn't seem fair to the public.	English	E-mail Invitation Online
1019	My savings will be reduced. Take fewer Bart rides. Work more from home.	English	E-mail Invitation Online
1021	reduce the parking price have monthly parking or reserved parking	English	E-mail Invitation Online
1021	I would seek out alternatives to taking Bart. It is bad enough paying what we pay and seeing the Bart facilities, such as San Bruno and SSF, having pigeon droppings throughout and not cleaned up.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1022	Of course it impacts my finances. It is ridiculous for Bart to continue to increase fare so they fatten heir employees.	English	E-mail Invitation Online
1023	It appears they are trying to find some sort of revenue. I don't like having to pay for parking.	English	E-mail Invitation Online
1024	No comments	English	E-mail Invitation Online
1025	I'm 75 years old. I need BART. My wife is afraid to use it because of aggressive riders.	English	E-mail Invitation Online
1025	I'm worried that the ticket charge is regressive and will affect low-income riders more.	English	E-mail Invitation Online
1026	The senior and child discount is too high and should be reduced. Never knew it was that much. Causes others to carry too much of the burden.	English	E-mail Invitation Online
1028	Any increase in fares and parking makes impacts not only me but others who rely on BART as a means of transportation. I am a freelancer with no access to commuter checks or anything similar. My fare per day into the Mission is already over \$10, without paking fee. Seems like it would be better to drive than take BART.	English	E-mail Invitation Online
1029	The parking option to me seems the most reasonable.	English	E-mail Invitation Online
1033	Parks bf should not be increased. The reason I chose Bart over Caltrain was because parking was manageable. Not too expensive. This will be very expensive for day to day customers	English	E-mail Invitation Online
1034	I suppose we should introduce a monthly pass with reduced cost to allow savings for regular commuters as supposed to paying the same price.	English	E-mail Invitation Online
1035	would leave car at home and walk to the Fremont Bart Station	English	E-mail Invitation Online
1036	If the parking goes up my employer will no longer continue to subsidize my parking permit. I cannot get my kids dropped off any earlier than I already do as school is not open early enough, so I rely on being able to park with the permit as the regular saces are always full when I arrive. This will have a HUGE negative impact on my commute.	English	E-mail Invitation Online
1037	I don't know why it can be so expensive to ride BART. I believe the service is good, but costs too much. I want to get a job where I don't ride BART everyday. I am not happy bout the big raise to employees, then the ask for structural improvements	English	E-mail Invitation Online
1037	not really	English	E-mail Invitation Online
1039	It would break my wallet. 3.00 to park my car is way too expensive as is. Especially since it has been broken into and took Bart police 45+ minutes to get there as they are never at the station	English	E-mail Invitation Online
1040	Of course it will impact just about all the 7plus million people that live in Bay Area, everybody takes Bart at least once a year. But granted commuters that use Bart on a daily basis will probably hesitate, but Bart is a vital link for the Bay Area.	English	E-mail Invitation Online
1041	I am a casual BART rider and no longer a commuter, so the change would not impact me as much. I think the Clipper card availability at the kiosks is a great idea, however, I think Clipper cards still have to refine their auto renew of funds process. Parkig increase is a good option, and possible weekend reduced parking costs (i.e. \$5 m-f, \$2 sat-sun) if possible to enforce. I am against reducing the sr/disabled discount	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1044	You are hitting seniors kinda hard.	English	E-mail Invitation Online
1045	I am a Clipper Card holder so these changes would not affect me.	English	E-mail Invitation Online
1046	I don't drive but would be cautious that charging more for parking could tip the economics so that ppl just drive the full distance. By \$5 you are similar to bridge toll plus Bart fare on top plus being locked to a train schedule. I prefer 10% vs flat fe because the short hauls would be disproportionately expensive.	English	E-mail Invitation Online
1046	no	English	E-mail Invitation Online
1047	Every hike in fares to ride BART,will result in more riders choosing to drive,instead..which is difficult to measure the loss of ridership,and the loss of revenue from fares.I feel our taxes should pay more so ridership increases and fares go down.	English	E-mail Invitation Online
1049	If the daily parking fees are increased people will tend to park in the streets which will make life miserable for people living in the area. the 10 percent increase in paper tickets in truly unfair. specially for tourists who go to airport.	English	E-mail Invitation Online
1051	This just anger riders.	English	E-mail Invitation Online
1052	I think it's unfair to the occasional rider to pay a premium because they don't have a need for the Clipper card	English	E-mail Invitation Online
1053	Although I have a Clipper card, I strongly disagree with fare policies that differentiate between paper tickets and Clipper. I suppose this option is meant to tax visitors who are more likely to use paper tickets. Or perhaps it is meant to offset additional costs of supplying paper tickets. However, it places a disproportionate burden on low-income people who are most likely to use paper tickets because they do not have access to credit cards or Clipper vendors.  If you want to increase Clipper participation, I strongly recommend that you subsidize Clipper cards and offer a pay-by-phone option that allows people to link their Clipper card to their cell phone number and text a whole dollar amount to reload their Clipper card, the same way people can tex to donate money to disaster relief funds. This would obviate the need for Clipper vendors in low-density areas and increase access to Clipper, even for people with prepaid phone plans.	English	E-mail Invitation Online
1054	Operate more efficiently and tell unions to back off.	English	E-mail Invitation Online
1055	I'll pay a little more for BART.	English	E-mail Invitation Online
1056	It defeats the purpose of solving the congestion in the free way if you're adding parking fee and increasing the fares.	English	E-mail Invitation Online
1059	Those people are unfortunate. Please leave them alone. Don't increase the fee to them.	English	E-mail Invitation Online
1060	Increase the fare for seniors? That's outrages! Not that long ago you DID CUT THE DISCOUNT, from 75% to 67%. (That was a SHARP Increase of someone-third !) Now you want another 25%? Yeah, lets PUNISH those starving Seniors !!!  Parking fee increase? Didnt you TRIPLE that already? Now \$5 ?? I hope you CHOKE ON It !!! People will go back to driving. I, for one, will avoid BART like the plague.	English	E-mail Invitation Online
1062	sometimes changes are necessary	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1063	Leave the seniors and children with special needs alone.	English	E-mail Invitation Online
1064	Parking would impact me. Seniors and kids shouldn't pay more.	English	E-mail Invitation Online
1065	Any increase would make me more likely to drive. BART is already very expensive. Charging children and the elderly more is cowardly.	English	E-mail Invitation Online
1066	The idea of increasing paper ticket prices by 40 to 50 cent is too high; I think a 25 cent increase for paper tickets would be acceptable. Also, decreasing the discount fares for senior and students to 50 per cent is unacceptable; the majority of these tw groups have limited means.	English	E-mail Invitation Online
1067	IF YOU WANT TO INCREASE RIDERSHIP YOU NEED TO INCREASE PARKING AVAILABILITY THROUGHOUT THE DAY	English	E-mail Invitation Online
1070	I'm not a student nor a senior. Also, I do not park at BART parking lots.	English	E-mail Invitation Online
1072	Parking will impact quite a lot.	English	E-mail Invitation Online
1074	Raising Bart parking is ridiculous. It when then cost over \$15 a day round trip to get from certain east bay cities to sf. Absolutely ridiculous.	English	E-mail Invitation Online
1075	it would make it difficult to utilize bart for commuting	English	E-mail Invitation Online
1076	I'm a senior citizen who commutes every day. To raise my fare would mean that I would have to use the extra monies from somewhere else, like food or other every day expends. This is unfair.	English	E-mail Invitation Online
1076	Raising fares for paper tickets sounds OK, but 50 cents per trip seems too high. I have a senior clipper card, and would not be able to travel to the more distant stations as much if the senior discount were reduced. I think seniors mostly travel during nn-commute times, so BART can afford to give them a good discount, since they aren't taking up space when it is most needed. I love BART, and it takes me places I would never drive to, so I wish you all the best in resolving these sticky issues. .	English	E-mail Invitation Online
1081	Mostly, they don't	English	E-mail Invitation Online
1083	Develop a sustained effort to deal with BART failures to maintain elevators and escalators before charging more for a devalued service.	English	E-mail Invitation Online
1084	I do believe increasing fares for those who do not use a clipper card is fair. Those who ride bart consistently should have a clipper card and if they dont, this could be incentive for them to start. If this increases revenue and promotes "going green",then I fully support the initiative.	English	E-mail Invitation Online
1085	Please do not charge disabled and senior citizens more. Charge me: an able-bodied, well employed, middle-aged person.	English	E-mail Invitation Online
1086	increase the frequency of the trains	English	E-mail Invitation Online
1087	increased fee for paper tickets would impact tourists and visitors	English	E-mail Invitation Online
1088	PLEASE ALLOW PARKING PAYMENTS BY CREDIT CARD!!! CASH SYSTEM IS EXTREMELY FRUSTRATING, AND WOULD BE SIGNIFICANTLY WORSE IF PRICES INCREASE.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1089	Most come across as ripping off the customer, charging 25 cents for a paper ticket which costs you pennies to produce?! Ridiculous and a blatant affront to customers. People will see it once and then avoid the feeling of being ripped off in the future. Bemore efficient or charge more based on better services and products.	English	E-mail Invitation Online
1090	Please do not change the current fare structure for people with disabilities and seniors. This group of people is already living on tight budgets as it is. A fare increase will further impact a person's ability to live securely in the Bay Area.	English	E-mail Invitation Online
1093	No comments. The potential changes for now are expected and we will adjust our financial monthly plan accordingly.	English	E-mail Invitation Online
1095	If there was an extra charge for paper tickets, I would use a Clipper card and expect many others would too, so the projected extra income from paper tickets might not be as large as expected.  Nearly all of my BART trips are at times when I do not have t pay for parking, so the parking fee increase would not affect me.	English	E-mail Invitation Online
1096	we're on fixed income and retired this would negatively impact our budget	English	E-mail Invitation Online
1100	BART already charges 9\$ to park at the west Oakland station which is more than it cost to ride most places in the bay area and back.	English	E-mail Invitation Online
1101	I think options should be applied unilaterally and affect all. It doesn't make sense to charge people with paper tickets more because they receive the same service as those with clippers. I also feel that we should not be making things more difficult for eniors or the disabled. These folks need all the help they can get. The people who use the parking lot are getting an additional service, so I would be fine charging them more. The only change that affects me is the parking lot increase as I park my car tere. I do not use paper tickets and I am not a senior nor am I disabled.	English	E-mail Invitation Online
1102	Youth and elderly should be left as is for now two very needy contingency's of the bay area and should be allotted some kind of preferential treatment.	English	E-mail Invitation Online
1103	None of the options would affect me since I take the bus to BART and use Clipper card. It doesn't seem fair to target a subset of the riders to bear the brunt of the fare increase.	English	E-mail Invitation Online
1104	As a senior BART rider who has paid into BART for years please do not raise senior fares.	English	E-mail Invitation Online
1105	If parking goes up it would be cheaper to drive.	English	E-mail Invitation Online
1106	The increased cost for paper ticket option seems like a good one as long as the cost to produce clipper cards instead doesn't end up being more costly.	English	E-mail Invitation Online
1107	I don't think BART should burden seniors, disabled or youth with higher fares. That removes an essential public transit option for disadvantaged groups who have fewer options for getting around.  I'm also opposed to increasing parking rates - this is te start of a slippery slope where it becomes less economic for people to use BART as an option to driving. It will also put pressure on neighborhoods around BART, causing conflicts with residents and businesses as commuters take to parking on streets to void paying higher parking fees.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1108	A) To charge people more money who can't afford to invest in the Clipper Card is obscene B) Given how nasty the Clipper customer service ppl are, why subject customers to yet more subpar service? C) while I use a Clipper Card, it wouldn't affect me, however, you should be more concerned with how everyone is affected - for example, what are the traits of ppl who use Clipper over paper tickets? What is their demographic? How can we make using the Clipper Card even more convenient/attractive to consumers? Wht discounts can be had for presenting a Clipper Card at your local museum/coffee shop/restaurant? Shouldn't loyal BART users be given extra benefits? How can we make using the Clipper Card fun? How can we make the experience more informative? How about a iscount if Clipper Card users use UBER/Lyft during peak times, in order to relieve congestion? Or free use between certain times of Muni/BART in SF for people who maintain over \$100 every month and travel from the East Bay/Contra Costa areas?	English	E-mail Invitation Online
1110	increase enough. Bart should check where all the money go and cut the overtime.	English	E-mail Invitation Online
1112	Discounts should be based on household income, to more effectively give that to the people who really need it.	English	E-mail Invitation Online
1113	I have a clipper card but family sometimes have to use paper	English	E-mail Invitation Online
1114	You need to look at other areas of saving not reducing discount tickets price for seniors, kids and disability persons. Example decrease 10% of the high Bart salaries. Return in infrastructure investment for parking lot should be estimated at the beginnng but Bart found an easy way to increase parking lot to cover the bad administration.	English	E-mail Invitation Online
1115	I am a senior and use a clipper card. This is an economical and efficient way for me to travel to the city from the Bay Area. I think these are better options than a straight across increase on all fares.	English	E-mail Invitation Online
1116	Horrible. BART should be free for seniors and kids under 18. No increases should be made.	English	E-mail Invitation Online
1117	The discount doesn't impact me at all. Please don't reduce the discount for seniors. Reduce it for children, if you must, but not for seniors. Do not increase parking.	English	E-mail Invitation Online
1118	My least favorite os increasing parking.	English	E-mail Invitation Online
1120	- Strongly in favor of a percentage fee added to paper tickets and encourage reusable Clipper cards. - Strongly opposed to flat fee increase-- not fair for shorter rides. - Also strongly opposed to reducing benefits to seniors (for safety reasons I believe they should ride public transit as opposed to driving) and youth (get them started riding young, AND help out parents who do not have access to a car). - On the fence about increasing daily maximum parking fee. Take further surveys about WHO parks dail: if you are serving more underprivileged riders than wealthy SF workers, then it would not be fair to charge them more. If survey results find that the majority of daily parkers can afford it, then absolutely take advantage of the opportunity.	English	E-mail Invitation Online
1121	I don't think we should penalize seniors, persons with disabilities, or children.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1123	Perhaps a compromise for the senior discount is making it only valid during certain hours so they can go to mid day medical appointments, but at the same time, open up space for more full fair working patrons.	English	E-mail Invitation Online
1125	Seniors are on fixed incomes and do not need any fare increases so they can use BART frequently.	English	E-mail Invitation Online
1127	I don't want to penalize paper tickets by as much as you suggest, maybe 5%	English	E-mail Invitation Online
1129	I use clipper so those fees would not impact me but would not only increase operating dollars for BART but would save the trees as well. The increase to the youth ticket would impact me as I have a youth that benefits from this savings but it would be wrth it to increase the small amount to not have fares going up on a daily commuter as quickly or as much.	English	E-mail Invitation Online
1130	Not at all since I use Clipper. This would be a good way to incourage clipper adoption	English	E-mail Invitation Online
1130	As a senior I'd be willing to pay my share even though the trains see so full I rarely get a seat	English	E-mail Invitation Online
1134	It would me lose my job because I can barely afford Bart now.	English	E-mail Invitation Online
1135	Lowering the discount for seniors & disabled patrons hurts people who cannot afford it. Many of these people live on a fixed income and now you want to take even more of their limited income away. This increase would send a message that you don't want hem on your trains. You have already taken seats away, now you're asking them to pay more.	English	E-mail Invitation Online
1138	These changes would not impact me at all. I use Clipper, pay full-fare, and walk to a station.	English	E-mail Invitation Online
1139	We shouldnt pay for parking at all	English	E-mail Invitation Online
1140	I think it's terrible to increase the fees for the elderly who can't keep up with the rising costs in the Bay Area.	English	E-mail Invitation Online
1141	before you begin implementing changes fix your bathrooms, escalators and elevators. I saw a woman on crutches get knocked down by others trying to make the Civic Center train. She was put in danger because the elevator was out of order.	English	E-mail Invitation Online
1142	You are passing your mismanagement of money to the people who ride BART. I already pay \$280 a month on parking and fare....isn't that enough?	English	E-mail Invitation Online
1143	Your parking availability sucks for retirees just wanting to visit the city. Commuters have 90/95 of availability. Lousy planning. This is from Pittsburg/Baypoint	English	E-mail Invitation Online
1144	They would be acceptable to me IF BART's service actually improves. The biggest problem with BART is that the trains don't run on time. I have learned that I can't take BART when I have to be somewhere on time.	English	E-mail Invitation Online
1145	Charging extra for paper tickets will not provide a sure source of extra revenue because people will just switch to Clipper Card to avoid the extra fare. Charging more for parking will only drive many into taking the bus or other means to avoid paying a hgher parking.	English	E-mail Invitation Online
1146	Might take Bart less	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1147	Need to lower senior rates to 62.	English	E-mail Invitation Online
1148	The paper ticket fee seems reasonable. Charging kids and seniors more is worse than charging people who drive more, but neither are a great answer.	English	E-mail Invitation Online
1148	Please do everything you can to avoid gouging any part of the population that is more vulnerable. Seniors should keep their discount.	English	E-mail Invitation Online
1149	My fares are subsidized heavily by my employer and I do not use parking so these changes would not affect me much.  I hesitate to endorse increasing fares for those on fixed incomes (seniors). I also think increased fares or parking fees discourages public transit use.  I would support a paper ticket surcharge more than the above increases.	English	E-mail Invitation Online
1150	I believe far too many people drive cars so I strongly agree with the parking fee increase to incourage more public transportation, walking and cycling	English	E-mail Invitation Online
1151	You're doing a wonderful job of discouraging BART use. Which will increase traffic even further, causing many more issues.	English	E-mail Invitation Online
1152	we have pay so much out but our salary didn't increase so please understand the customers idea	English	E-mail Invitation Online
1153	I am a senior citizen, 73 years old and would like to see additional reductions in fares for those 70 and older.	English	E-mail Invitation Online
1154	Charge for parking spaces by the hour.	English	E-mail Invitation Online
1154	No	English	E-mail Invitation Online
1156	I am against any fare increase to Disabled individuals as I am one.	English	E-mail Invitation Online
1158	Honestly, any price increases to BART will be hard for me, but I recognize I don't have much say, and I do want the system to improve.	English	E-mail Invitation Online
1159	these wouldn't impact my family but I am concerned about the impact on people who don't understand the clipper system,e tc.	English	E-mail Invitation Online
1160	With an increase in overall fares as well as a decrease in price reductions for seniors and youth, the price would go up significantly and may severely limit these patrons from being able to utilize BART services. An increase in daily parking rates would dd \$50 a month to some patrons' daily commute, not even considering a possible increase in fares. I could see some additional price for the paper tickets as those are more expensive to continually produce than the reusable Clipper cards, though I worry abut the impact on schools who purchase tickets for field trips as I do not see them moving to Clipper cards.	English	E-mail Invitation Online
1161	Adding a fee for paper tickets (assuming that Clipper cards would be made easily accessible) sounds like the best option for meeting the shortfall. It saves paper and will in general save people time / make their commute more efficient if Clipper cards ar easily on hand. This wouldn't affect me because I use a Clipper card. I think this would incentivize people to use Clipper cards, which is more effective and eco-friendly for everyone.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1164	If the measure voters approved funds capital projects, I don't understand why BART would also increase fares to fund such projects.	English	E-mail Invitation Online
1165	Yes, I will end up paying more per bart.	English	E-mail Invitation Online
1167	Increasing fares for paper tickets unfairly punishes those who cannot get to a station that issues Clipper cards or for those who can't go online to request a Clipper card. It seems like a "regressive" tax. If, somehow, it becomes easier to get a Clippe card, so that virtually all can get one, maybe this tax would be OK. Also, this tax on paper tickets specifically targets visitors who use the system. Is that what you want to do?	English	E-mail Invitation Online
1167	Do not increase parking fees!! It would make people very mad and it would be extremely inconvenient for riders to have to get dropped off at the station to avoid paying the fee. From an economic standpoint it will decrease the number of BART riders because they will decide that it is cheaper to take alternative transportation as opposed to paying the increase parking fee as well as a BART ride fare. so BART will end up losing more money overall from the lower ridership. In addition it will cause lots of log in the drop off area because more people will be dropped off to avoid the parking fee	English	E-mail Invitation Online
1168	no	English	E-mail Invitation Online
1169	I think that the parking fees should be increased every year instead of every 6 months.	English	E-mail Invitation Online
1174	None of these impact be because I only use clipper and no paper ticket. I also don't drive so I don't need to worry about parking	English	E-mail Invitation Online
1175	None of these changes would impact me, but I don't see how the fare increase for paper tickets would reduce operating expenses if paper tickets aren't removed completely. Consumers would stop using paper tickets, so BART doesn't get additional revenue, ye the infrastructure for paper tickets still needs to be maintained.	English	E-mail Invitation Online
1176	As a senior, a fare increase would be a hardship	English	E-mail Invitation Online
1177	The clipper cards would have to be available before implementing any different fare for tickets. A lot of people using paper are from out of town or forgot/lost their card. My family already pays so much in BART when visiting the area, they would greatly suffer. Also, I've had my Clipper card not work on numerous occasions and have had to purchase a paper card for a trip. No help was given to me at the station and my trip being more expensive because of this would be unjust and very frustrating as a regula user.	English	E-mail Invitation Online
1179	I'm 38 years old, I don't park at BART and I don't use paper tickets. The impact of the paper ticket fees and senior price hikes seems horribly regressive. It seems you ought to be finding a way to increase fees to yuppie douchebags who commute to the cit for their high-paying jobs from their overpriced homes (like me).	English	E-mail Invitation Online
1180	I'm a Clipper user and am in favor of phasing out the paper option. The one major concern is for infrequent BART users or non-local BART passengers. I no longer drive and park at BART, I walk or use the bus system but know that parking in suburban stops along the BART route is a game of the early bird wins and everyone else is out of luck. Parking is a problem but I don't know if higher parking fees is the solution.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1180	I REALLY appreciate BART 1.) being fiscally sound and 2.) requesting input. If there are ways to pass on cost increases to folks who are likely to be less affected by them (e.g. tourists, parkers in more affluent areas), I strongly encourage BART to prioritize these. For those with limited income, BART may already represent a large cost, so I implore BART to not make access harder for these folks (families, kids, seniors, people with disabilities).	English	E-mail Invitation Online
1181	The parking increase is ridiculous.	English	E-mail Invitation Online
1181	They would not impact me.	English	E-mail Invitation Online
1182	I tend to favor schemes that don't harm long-distance commuters on BART from relatively poor suburbs.	English	E-mail Invitation Online
1184	No, thankfully I don't live in the bay area	English	E-mail Invitation Online
1185	no	English	E-mail Invitation Online
1186	Parking fees are out of control.	English	E-mail Invitation Online
1187	Seniors are on fixed income, I disagree with and strongly oppose any reduction in their existing discounts. The gains are not worth it. However, I am in favor of all of the other revenue raising ideas presented in this survey.	English	E-mail Invitation Online
1188	BART should expand its student discount to undergraduate and graduate students who are living below the poverty line and need to commute to get to work or school. 50% discount is reasonable but should include more low-income groups who rely on BART for their daily commute. More policing on trains and space for bikes would also be greatly appreciated by riders. Trains are overcrowded and poorly patrolled, which should be fixed before raising fares yet again. More cars for riders, more BART police with training in nonviolent conflict resolution.	English	E-mail Invitation Online
1189	BART should take away free rides perks from its executives and upper management. Ever heard of leading by an example??? I am sure they make enough money, and BART pays them pretty well to afford their own fare.	English	E-mail Invitation Online
1190	PARKING SHOULD BE FREE ....!!! PAYING FOR PARKING IS BULLSHIT.!!	English	E-mail Invitation Online
1191	Don't cut any fares if your trying to up your revenues	English	E-mail Invitation Online
1196	Until BART begins running 24 hours, I will never consider it a proper urban transit system. I grew up in Chicago with the El; I cannot understand why BART doesn't operate 24 hours in a major metro area like the Bay Area. These changes will impact me by forcing me to pay more for the same service.	English	E-mail Invitation Online
1197	I only use paper tickets for side don't use bart very often	English	E-mail Invitation Online
1202	Yes. Charging different prices for paper and Clipper would be confusing for tourists and other occasional users from whom, I suspect, substantial revenue comes.	English	E-mail Invitation Online
1203	Add more to the already inflated living conditions.	English	E-mail Invitation Online
1204	I strongly disagree with increasing the parking. I feel 3 dollars a day is already too much.	English	E-mail Invitation Online
1205	No	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1206	All but the hike in parking will fall heavily on those with the fewest resources. To use a Clipper Card you must have a credit card; do the poor have credit cards? Reducing the discount to children and senior citizens, well, falls to children and senior citizens. None of these options would impact my pocketbook.	English	E-mail Invitation Online
1207	I think the priority for the system should be to not increase fares, so an increase on parking fees would be the highest reward and offer the least impact on fare prices. I park at the station every day, so a fee increase would impact me greatly. But it sill seems the most fair. Never decrease the discount offered to disabled riders -- that's a huge mistake.	English	E-mail Invitation Online
1208	I don't think this will impact me. It's important to provide public transportation in order to reduce the number of cars on the road so the government should support this program and fees may increase as happens with everything.	English	E-mail Invitation Online
1210	I'm supportive of anything that can help reduce the congestion BART is currently facing.	English	E-mail Invitation Online
1211	These changes would not impact me, but I think they are a bad idea. BART is already too expensive for what it is.	English	E-mail Invitation Online
1212	My commute from Pleasant Hill to SFO even with an airport employee discount card cost more than \$400 per month. I can not afford any more fare increases.	English	E-mail Invitation Online
1214	parking should be free	English	E-mail Invitation Online
1215	They would cost me more money, without giving me much benefit.	English	E-mail Invitation Online
1217	If the cost goes up any more, there is no benefit for me to continue using Bart. I would return to driving	English	E-mail Invitation Online
1218	Have the discounts for ages 5-18 so all students can get one .	English	E-mail Invitation Online
1219	I think that there is no longer any need to have "train operators" as all they do is open the doors and announce the stop. Also, the station agents could double as janitors.	English	E-mail Invitation Online
1220	Absurd	English	E-mail Invitation Online
1223	I strongly agree with increasing the price for parking. I also agree with charging more for paper tickets but maintaining the same price for Clipper card users.	English	E-mail Invitation Online
1224	should have bike storage stations similar to caltrains to encourage greater ridership	English	E-mail Invitation Online
1225	The youth ticket upgrade will add a lot to a pesons budget with children. Parking just went up a couple years ago. It is gaining a lot and taking more and more from the commuter when there are not many other options to park around stations.  Also, I am appy to just use clipper cards, but I take multiple kids on trips daily and need an option for clipper cards for groups.	English	E-mail Invitation Online
1226	Too many programs to raise money give out the options to everyone (for example, senior discounts) with no attention to the riders wealth. Every old person is no pooe	English	E-mail Invitation Online
1227	I commute everyday on Bart. These changes would not affect me at all. I do think it's not fair to increase senior rates, but agree with raising youth rates. Youth rates should be the same as adult rates.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1228	THIS WOULD IMPACT MY WALLET....NO MATTER WHAT! THIS IS UNACCEPTABLE	English	E-mail Invitation Online
1228	The increase in discount fares would impact me, but at 50%, its still helpful. I strongly agree with that increase to help reduce the shortfall. The thing I object to very strongly is any increase in the parking. This already adds about \$60 to my commute. Everytime you raise it .50, that is 10.00 plus to my monthly costs. Adding .50 to the paper ticket is a good idea, better than the percentage, because it would be easier to know for the rider. Who wants to do math at the machine.	English	E-mail Invitation Online
1229	This wouldn't affect me at all.	English	E-mail Invitation Online
1229	Most of the ideas seem to disproportionately affect the poor. Have there been any research into whether or not this is true?	English	E-mail Invitation Online
1230	You shouldn't charge the elderly and youth with any change!! They are the most vulnerable of your riders and should not be included in the fare increase.	English	E-mail Invitation Online
1232	I could support any of the four options presented EXCEPT the one on reducing the amount of discount for senior citizens (which I am, on a fixed income). I remember when seniors used to get a 90% discount. I wish that were still the case, and I certainly would not like to see the amount of discount reduced any further from the current 62.5%. Many seniors have limited resources and rely on public transit.	English	E-mail Invitation Online
1233	you already charge a lot for parking and lots fill up every day. No reason to increase parking fees again.	English	E-mail Invitation Online
1234	It will impact me as well.	English	E-mail Invitation Online
1238	Seniors are always on a short budget so shouldn't have their costs increased. Regular riders should partake of the clipper cards - especially since their free. Tourists and one-time folks can afford a 1 time surcharge. Regular commuters can still avoid the surcharge costs and prevent a slew of problems seen with paper tickets. It's faster through the gates too.	English	E-mail Invitation Online
1239	They would not impact me directly (not a senior nor age 12 or younger). My husband and I have been taking BART most days out of every week since 2013, and we are really tired of the constant fare and parking increases especially when the quality of your service has been stagnant. I think your entire organization needs to reassess internal spending and structures rather than make the general public bail you out every time. The cost of BART is already so high! For gods sake...	English	E-mail Invitation Online
1240	I already have Bart people parking in front of my house to avoid using the parking...It's just going to get worse	English	E-mail Invitation Online
1241	The parking fee has already been increased. Increasing the parking fee more would cause more drivers to not park in the structure, which means that you would not incur the expected revenue, rather it would reduce your revenue and still cause a short fall.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1242	I mistook Measure RR for Measure BB. The change in senior discounts would impact me, but would not be a financial hardship. I take the bus to and from BART or walk to the station. I drove to BART and parked in the neighborhood, but decided to take AC Transit to avoid parking in the city streets and to avoid generating pollution. I strongly approve of raising money for operating costs. We unionists worked hard to pass Measure BB and strongly supported Measure RR. Steve Glazer and other suburbanites have relentlessly attacked BART union members for making living wages. If you read the latest economic reports, you will see that union jobs at good salaries undergird the economy. I would like to know what components of operating costs need bolstering.	English	E-mail Invitation Online
1243	I am concerned about people who do not have access to electronically use the Clipper Card. It is important for everyone to be able to use the transportation system who does not have access to a computer or credit card.	English	E-mail Invitation Online
1244	transportation fee increase, need to cut other expense	English	E-mail Invitation Online
1245	I use bart almost everyday. Any increase will affect my expense.	English	E-mail Invitation Online
1246	None. It's my choice to take Bart or not.	English	E-mail Invitation Online
1247	it wont affect me personally	English	E-mail Invitation Online
1248	The parking fee increase is an 80% increase. Bart should look at it's generous benefit packages to it's employees. It should be more online with the private sector. They should contribute to their health insurance and pension which most of us don't have.	English	E-mail Invitation Online
1249	I think paper ticket and parking price increases are good - they incentivize desirable behavior.	English	E-mail Invitation Online
1251	None of these changes would affect me personally, but I would rather the additional funding comes from suburban commuters who park than from seniors and kids. Also, given how crowded the parking lots seem, I am guessing people would still pay more to park	English	E-mail Invitation Online
1252	Occasionally they would. Why not offer incentives instead of penalties to motivate people?	English	E-mail Invitation Online
1253	If you continue to raise fares, I will just end up driving as it is more convenient for me. The reason I take bart is because of traffic and because parking at my job is scarce. If the fare is equal to the parking fee and my job, then I would rather just drive.	English	E-mail Invitation Online
1254	You need more parking. If I arrive to the station any time after 10:00 there is no parking. Raising the fees won't help. I am tired of having to park blocks away in a residential neighborhood!	English	E-mail Invitation Online
1255	Bart's operation schedules is tardy every morning. Also, there are many old train tracks.	English	E-mail Invitation Online
1256	I would consider driving instead of taking BART if there continues to be price increases.	English	E-mail Invitation Online
1256	Would not want poor people to be excluded from public transport, or to have to pay more. I am assuming that people would be able to buy a non paper ticket with cash? i.e. not need a credit card?	English	E-mail Invitation Online
1257	No significant impact to me.	English	E-mail Invitation Online
1258	I'm concerned about fare increases affecting vulnerable populations like elderly people on a fixed income.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1259	Well, my parents use the senior discount and they are getting retirement. So, no extra money if they are charged more for BART they will not be able to afford trips on the system!!!! It already costs \$2.50 to park at the station now and that is a lot of mney. I do not get raises at my job, so these increases are not okay for someone like me!	English	E-mail Invitation Online
1261	Minimizing use of paper tickets by favoring Clipper cards is the best option. I now pay the parking fee for all day but only use a space for 3 hours.	English	E-mail Invitation Online
1262	Changing parking prices seems like a good idea since other parking options are so much more expensive in comparison.	English	E-mail Invitation Online
1262	BART should make an all out effort to get non BART riders out of the BART parking. I'm in Concord and in the time I walk from car to train, I see dozens of people park and then walk to office buildings outside of BART. Since BART increases are based on se, I pay more for these parking thieves.	English	E-mail Invitation Online
1263	I commute six to seven days a week, sometimes more. Any fare increase is going to affect my budget. As for dinging people who get paper BART tickets, how is that fair? Think of all the tourists who don't have a Clipper card. Don't we rip off the tourits enough?	English	E-mail Invitation Online
1264	I think a weekday fare increase for parking would be a fair increase, but to charge parking on a weekend/holiday for loathing would not be worth it in terms of keeping Bart usage on non peak times	English	E-mail Invitation Online
1265	I use a clipper card for my Bart use because of its ease in my work commute. However just because it's an option for some doesn't mean you need to punish those who don't use clipper. Bart is intended for people who use it occasionally as well as people ho use it each day. Punishing the people who use it on occasion by increasing their paper ticket cost will cause them to not use Bart. All the parking fees need to go away or reduce my more than 50% at each station. This is a ploy that punishes those wh use Bart daily as well as those who use Bart occasionally.	English	E-mail Invitation Online
1267	I may be opting for AC Transit Transbay. They are cheaper, cleaner and more reliable than Bart.	English	E-mail Invitation Online
1269	I use a clipper card, I don't park at BART stations, and I'm not (yet) a senior ... so I guess it's easy for me to agree with these proposals.	English	E-mail Invitation Online
1269	I am a senior still working with a 30-min Bart ride 2x a day. Seniors and students are among the lowest income earners. This hits us hardest. Please leave our current discounts in place.	English	E-mail Invitation Online
1270	Stop increasing the fees for your customers as the FIRST option - every single time something needs to be fixed. Learn to plan better.	English	E-mail Invitation Online
1270	I do not believe that seniors or the disabled should bear the brunt of a fare increase. Also, what about visitors? Should they be forced to get a Clipper card for a one-time use?	English	E-mail Invitation Online
1271	Paper ticket increases would be a great idea. It would move everyone to using cards or hopefully in the future contactless payments so you would have no cost outlay other than the machines.	English	E-mail Invitation Online
1271	I am a single mom of 3 children and the increase would make my life a little more stressful. I think it will cause others to resort to finding ways to cheat the system or forced to cheat the system.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1273	I live in Portland, Oregon and only use BART when I fly in and/or am visiting family. So the changes would not affect me.	English	E-mail Invitation Online
1275	The people who use paper tickets are probably the people who are more price sensitive. Charging more for them does not make sense since I feel it hurts them more.	English	E-mail Invitation Online
1276	I take bart every day and sometimes forget my clipper- you would make it hard to deal with last minute clipper issues.	English	E-mail Invitation Online
1277	I think all the options look reasonable.	English	E-mail Invitation Online
1278	Parking is a tempting target but the question is how many more cars will it put on the road because commuters would rather pay bridge tolls than BART parking fees.	English	E-mail Invitation Online
1280	Cutting discounts for senior and disabled riders does not personally effect me but I am appalled that it's even an option. BART is the only method some of this demographic have to get around, it is a HORRIBLE idea to increase their hardship. I'd double th price of standard fares before I would agree to a discount reduction.	English	E-mail Invitation Online
1281	Bart is good just make it go further like sac and la and there goes your revenue	English	E-mail Invitation Online
1282	Increasing the parking fees sounds like the best option because it would impact the fewest number of people. People also have more choice over whether they park at a Bart station vs. whether they ride bart. Commuters of all socioeconomic levels need to rie bart each day -- raising the (already high) fares is an injustice.	English	E-mail Invitation Online
1283	Washington, DC METRO has eliminated paper tickets entirely. Why doesn't bart do this?  I know many stations aren't enforcing the parking fees already in place, so people park there without paying, knowing they wont get a ticket. YOU should improve enforceent before you raise rates.	English	E-mail Invitation Online
1286	I have a clipper card, am not a senior nor disabled, and I have never parked at a BART parking lot during hours that require a fee, so none of these changes would impact me personally. However, I do not believe that fares should be increased for seniors r disabled persons as they often depend on public transportation exclusively and should not have to shoulder the financial burden.	English	E-mail Invitation Online
1287	My fare would go ip	English	E-mail Invitation Online
1289	Does anyone even read these comments? BART patrons ultimately have to pay whatever rates BART decides to charge us. These changes would impact me directly. I ride BART Monday through Fridays and park at the station. The rates seem to get higher and higher but the quality of service seems to decline.	English	E-mail Invitation Online
1290	My senior price would increase	English	E-mail Invitation Online
1291	If you make even small changes it affects the people who are barely making it already like myself	English	E-mail Invitation Online
1293	You should consider that tourists and out of town guests should have the easiest, most understandable method of travel	English	E-mail Invitation Online
1294	If you were to raise the price for parking, I would no longer ride Bart in my daily commute because it would then cost me the same amount to park at work. I take Bart to work because it is cheaper than driving.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1296	There should be a student discount. The Clipper addfare/ticket purchase machines at new stations should not eat money without returning putting it on the Clipper card at new stations such as happened at the Warm Springs station on opening ceremony day. Yo should not penalize people for using the paper ticket option because if they want anonymous travel options, then they should be given the right to that level of privacy without being penalized.	English	E-mail Invitation Online
1297	fire your deadbeats	English	E-mail Invitation Online
1299	They would not impact me. I use clipper, am not a senior, and ride my bike to BART.	English	E-mail Invitation Online
1300	Stop riding Bart	English	E-mail Invitation Online
1301	no not much	English	E-mail Invitation Online
1302	None of the changes proposed would effect me personally, but please don't raise fares I the disabled and children	English	E-mail Invitation Online
1303	AS A SENIOR, IT WILL IMPACT ME WITH MY LOW FIXED INCOME.	English	E-mail Invitation Online
1304	A paper surcharge is reasonable, although I would feel better about it being "per ticket" not "per fare", charged whenever a new paper ticket is issued (similar to the charge NYC MTA has, perhaps without the indefinite reuse, since there is an alternativehere, unlike in the MTA). I don't have a good sense of the relative incomes of seniors, or the need for children to access regional transit (vs. local) to fairly judge the need. As far as increasing parking fees, i worry about the economic trade between hgher fees and fewer rides, or how well your predicted increases in income account for that effect.	English	E-mail Invitation Online
1305	All of these options involve fare increases or increased fees. I'd like to see options for actually reducing the operating costs.	English	E-mail Invitation Online
1306	A reduction of the elderly and youth tickets discount at a time when many are pondering relocating from the Bay Area may come across as callous.	English	E-mail Invitation Online
1309	"PARKING: BART should increase the maximum daily parking fee from up to \$3 to up to \$5, depending on demand" I think this is the best idea. I don't think it's fair to increase ticket prices for senior citizens or anybody else. However I understand the 50 ent charge for paper tickets.	English	E-mail Invitation Online
1310	Cut costs and quit sticking us for your lazy inefficient workers and poor management. Get rid of the waste in the organization and you could probably fire the Board of Directors and all the Management and the system would probably function better and moreefficiently.	English	E-mail Invitation Online
1311	Don't price yourself out of he market. Don't forget clean up the the one or two poor left in SF!	English	E-mail Invitation Online
1312	I'm lucky to live within walking distance of a BART station and be able to afford whatever price increases you throw at us. But I'm sure I'm a rare exception.	English	E-mail Invitation Online
1313	Seems like increasing is only going to make your current riders stop using Bart. We already have the high cost of living to deal with.	English	E-mail Invitation Online
1314	I used a clipper card and walk to the BART station so I would not be affected.	English	E-mail Invitation Online
1315	The fare adjustment increase options target low income people without options such as credit cards for Clipper. A really bad idea. Increases to seniors and students is really stupid.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1315	Not much impact. I buy a monthly pass with a muni ticket.	English	E-mail Invitation Online
1316	None of these options would have a direct impact on my cost. Increasing parking rates doesn't encourage more people to take a bus to the BART station. By increasing the cost of parking you just force people to look for parking in the areas surrounding the BART stations.	English	E-mail Invitation Online
1319	I will start using the bus if Bart increase their fares	English	E-mail Invitation Online
1323	Bart is already charging very high rates for parking & fares. No more fare / parking fees increase should be even thought about. What ever bart is building ( new stations, new cars etc ) is all investment of bart & should not be counted as financial gap. here is not shortage of money in bart. You guys are simply telling that there is a shortage of money, but the fact is that you guys are making lot of investments, which is why there is some shortage of money. You investments are assets, which if you want t raise, you can go to stock markets/crowd funding etc. But if you simply raise fares, with which once you build all you infrastructure, are you guys going to reduce the prices, because there will be surplus of money ?  Tell me how it is short ? - - 400,00 rider per day, with minimum fare as \$5.5= \$2,200,000 - 45 stations, with 2000 parkings each, with \$3 Minimum parking fee = \$270,000  THATS ABOUT \$2.5 MILLION A DAY. ARE YOU STILL SHORT OF MONEY ? ARE YOU KIDDING ME?	English	E-mail Invitation Online
1324	San Francisco is one of the most expensive USA cities to live in, so any increase for anything affects those of us with limited funds	English	E-mail Invitation Online
1325	I am a senior on a fixed income.	English	E-mail Invitation Online
1326	It's going to make me start driving. It will cost the same.	English	E-mail Invitation Online
1327	Should not cut down senior's discount privileges. You should rather cut down students and youth discounts to supplement Bart's running cost.	English	E-mail Invitation Online
1328	The cost of Bart is a dent in my monthly budget, these changes would make things worse for me.	English	E-mail Invitation Online
1329	youth and seniors should not have a fare increase adding a fee of 50 cents is not bad for paper tickets the only thing is going to a clipper card everyone does not have access to a computer and the machines or so difficult now (forgot to keep it simple)	English	E-mail Invitation Online
1330	these changes would not probably impact me, but they would impact those who have less means.	English	E-mail Invitation Online
1331	Parking should be free and BART. Public funds should be used for BART. BART salaries should be lower.	English	E-mail Invitation Online
1332	Leave them as status quo.	English	E-mail Invitation Online
1333	They are OJ.	English	E-mail Invitation Online
1334	I worry about cost going to Oakland airport. Reduce fees so people use that option instead less expensive uber	English	E-mail Invitation Online
1334	U spend nearly \$20 a day on Bart and parking any fair increases would be unreasonable in my honest opinion.	English	E-mail Invitation Online
1335	STOP RAISING PRICES YOU GREEDY F***S	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1336	My husband is a senior, so he would have to pay more for trips on BART. We do park our car at a BART station, so we would have to pay more. Our public bus service does not enable us to take public transit easily to a BART station.	English	E-mail Invitation Online
1336	Please don't reduce the senior discount . Every day living expenses in the Bay Area price seniors out of many recreational activities and to increase Bart fares would be burdensome to those with the lowest income.	English	E-mail Invitation Online
1337	Bart needs to focus on reducing its operating costs. Bart fares are already astronomically high.	English	E-mail Invitation Online
1339	This is a burden for any BART rider.	English	E-mail Invitation Online
1340	Seems like these ideas are targeted at those least able to absorb the cost increase - the elderly and the poor. I'm presuming people with less income are scrapping change together just to buy a daily ticket. to think they can come up \$40-\$50 a month for a clipper card seems unlikely.	English	E-mail Invitation Online
1341	These changes won't affect me, but penalizing people who have to buy paper tickets is a crummy idea that penalizes low-income and vulnerable people.	English	E-mail Invitation Online
1342	Might as well just drive to work in the city if the parking fee and Bart ticket combine is pretty much the same cost.	English	E-mail Invitation Online
1343	Many seniors I know are on fixed incomes. It is disgraceful to have a janitor making hundreds of thousands of dollars a year in salary and propose taking more money from seniors.	English	E-mail Invitation Online
1344	I have few other commute options, so it would definitely impact me negatively. The parking fees increase is a slap in the face as BART said they would not rise above a certain level.	English	E-mail Invitation Online
1345	They won't our seniors need to be taken care of	English	E-mail Invitation Online
1346	the change would have a big affect on me since parking is \$3 already	English	E-mail Invitation Online
1349	The parking increases would discourage me.	English	E-mail Invitation Online
1350	Will never ride again	English	E-mail Invitation Online
1351	I'm a paper Bart ticket rider. I hate attaching my cc # to an automated system for deductions.	English	E-mail Invitation Online
1353	Should not impact me.	English	E-mail Invitation Online
1355	Both me and my husband commute and these would mean significant increases for us.	English	E-mail Invitation Online
1355	Increasing paper ticket prices unfairly penalizes people with lower incomes.	English	E-mail Invitation Online
1356	charging extra for paper tickets is wrong and charging more for parking is just going to make it more economical to drive.	English	E-mail Invitation Online
1356	I'm a senior, who still needs to work, and commute by BART, the senior discount means a lot to me, reducing it would be a real hit to my disposable income.	English	E-mail Invitation Online
1356	I use a clipper card and I think that that should remain at a discounted price and then more people would choose a clipper card. And it would also save paper as well and printing of tickets.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1357	I use the Pittsburg station. It seems those who travel from this distance pay the most but receive the least. Adding the Pleasant Hill runs have increased my commute time home. I think the parking is already too expensive and would not want to see any increase with parking.	English	E-mail Invitation Online
1359	I am not a senior, don't have a young child, do not drive and I have a clipper card so these changes don't impact me very much.	English	E-mail Invitation Online
1359	I really hope you don't charge more for paper tickets - I use commuter checks to exchange tickets for my rides and if you hike up the fee just to use paper tickets it would make my fare go up by a lot.	English	E-mail Invitation Online
1360	I use a Clipper card and do not own a car, so there would be little direct impact on me.	English	E-mail Invitation Online
1361	I am a senior and have a son with disability. This group should not pay to park a car or increase cost for tickets. We both have clipper cards. Cost for parking should not go up because people will not use Bart. This will discourage Bart usage and Bart will lose riders. I will not park at Bart if parking goes up.	English	E-mail Invitation Online
1362	It would cost more for me to commute and I would consider carpooling or biking more often. The problem with carpooling is that my carpool partner is not reliable and we often work differing hours.	English	E-mail Invitation Online
1363	People will consider the environmental impact of all those clipper cards in all those machines	English	E-mail Invitation Online
1365	I am an everyday commuter and I pay for parking on top of the fares... it would be extremely unfavorable to not only increase my fare but increase my parking fee as well. That's something that would be a deal breaker for me and chose to find another means of transportation to get to work.	English	E-mail Invitation Online
1366	CHARGE FOR PARKING!!! Cars are stupid.	English	E-mail Invitation Online
1368	First the issue I have is I believe it should be "expense reductions and in addition...." not the other way around. This is more than semantics. BART seems to have a lot of personnel waste (see station agent comments above as an example). Parking is already ridiculous so raising it seems brutal. I know if my costs go up too much more, I'm just going to drive.	English	E-mail Invitation Online
1372	Fee increases are expected. Limiting those to paper tickets (which have costs associated with them that paperless options don't) seems reasonable.	English	E-mail Invitation Online
1373	I have a concern that the SFO fare is already jacked with an airport surcharge, making it \$8.95 from SF Civic Center to SFO. So if a percent fee is added for paper ticket, I would hope that would not apply to the full SFO surcharge portion of the fare, but only to the base fare. That is just double gouging to hit up the paper-ticket-holding tourists for both the SFO surcharge and the paper ticket surcharge.	English	E-mail Invitation Online
1375	No more fare increases for working class people, are you kidding? Make Silicon Valley and its SF analogs and satellite firms pay!	English	E-mail Invitation Online
1376	You increase our parking every six months. People park in the reserved spot without permits. All we do is pay more and service gets worse.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1377	I am willing to pay out the increases. BART is crucial to Bay Area transit.	English	E-mail Invitation Online
1378	The price changes are steep . You are not providing a good enough service to warrant these high prices	English	E-mail Invitation Online
1379	With packed trains Bart has to be making money hand over fists. Total mismanagement. Cut budget items do not lay off on people	English	E-mail Invitation Online
1380	The increases won't have much effect on me. I worry about the extra charges for paper tickets since those tickets are more likely to be used by lower income riders. They're also more likely to be used by tourists and occasional riders, and I don't care muh at all how much they pay. So it's a dilemma.	English	E-mail Invitation Online
1381	It would be unconscionable to raise revenues on the backs of people living on fixed incomes (seniors, people with disabilities and youths).	English	E-mail Invitation Online
1382	It would affect me to a certain extent.	English	E-mail Invitation Online
1383	I don't park at the stations, but I constantly hear about the lots being full. Maybe BART should be taking advantage of this and enforcing parking rules as well. I have to imagine there are a number of people who do not pay for their spot. If you are goin to offer it, make sure people pay for it. Or add more parking options. It gets ridiculous at times.	English	E-mail Invitation Online
1384	These would not impact me at all, so I'm not speaking from a 'personal pain' point of view. Penalizing those who drive seems the most sensible option; it prompts people to locate themselves closer to transit, which is all for the good.	English	E-mail Invitation Online
1385	With the price going up, I think Bart should let their customers know and let them have a practice run.	English	E-mail Invitation Online
1386	Other than getting a clipper card, I wouldn't be too affected!	English	E-mail Invitation Online
1387	Seniors and disabled should not have to pay more. They are already on limited incomes. Parking should not continue to increase. At some point, this will have a negative impact on BART usage. If parking goes up to \$4 or \$5, more people will stop using ART and just drive their cars. It's unfortunate that BART let things go for so long and now realize that they are short on money. They need to be realistic that it may take a few years to raise all the money they need to make up their shortfalls. They eed to tighten their administrative and operating budgets a little more to reduce expenses which would help with their shortfall. Those of us that work in corporate settings don't get to increase prices. We have to cut expenses, personnel, etc. to balane our budgets. That is what BART needs to do.	English	E-mail Invitation Online
1388	I no longer use BART for my work commute, but did so daily from 2010-2016. In the future, I may return to using BART for my work commute.	English	E-mail Invitation Online
1389	Lest money for my family	English	E-mail Invitation Online
1391	The paper card surcharge would encourage me to switch from paper tickets to clipper.	English	E-mail Invitation Online
1392	Higher parking fee and the purchase of a BART ticket is a double whammy, I would rather not have the parking fee increased.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1393	I think that if you increase prices you should provide better services or amenities. It is unfair to increase prices for "operations" when ridership is clearly very high and you have many many riders every day already paying for your operations.	English	E-mail Invitation Online
1395	I use a clipper card and usually park in a lower cost lot (south Hayward) or an overflow non BART lot (union city). More reserved parking would be helpful to make my commute more predictable.  In general, though, BART fares are already high.	English	E-mail Invitation Online
1396	I am a senior and believe that the present discount is very fair. Parking seems to be more on the expensive side ...	English	E-mail Invitation Online
1397	If the ticket prices go up, then I might have to arrange some carpool commute with my fellow workers.	English	E-mail Invitation Online
1397	Ridership must be up because the parking lot at North Concord is full making it almost impossible to take Bart in off peak hours	English	E-mail Invitation Online
1398	Seniors fares should stay low.	English	E-mail Invitation Online
1400	Giving preferential treatment to clipper card users (rather than saying that paper ticket users will be penalized) is a fantastic option. Regular BART commuters are the folks most effected by the current BART shortfalls; a solution that doesn't affect the would be ideal.	English	E-mail Invitation Online
1401	I park at Bart every day. If you increased parking by two dollars a day I would stop taking Bart completely and just drive in. Period.	English	E-mail Invitation Online
1402	BART could increase their parking fees to substantially more than they are (and more than is being proposed) at certain, busy, popular stations.	English	E-mail Invitation Online
1403	The parking increase is not good. Already cars get broken into at lots and there does not seem to be anyone monitoring the lots	English	E-mail Invitation Online
1404	If parking rates were increased, household would drive to Bart less. Since we go to BART at 5 am that is the reason for driving -safety. Senior/child discount would not apply I have a clipper card and paper tickets seem like a waste so fully support this as long as it was easy for tourists to get a clipper card. Tourists should not be penalized for using our public transportation.	English	E-mail Invitation Online
1409	Changes would not affect me. I use a Clipper card and do not drive.	English	E-mail Invitation Online
1410	They would all impact me.	English	E-mail Invitation Online
1410	I'm a senior.	English	E-mail Invitation Online
1410	Senior citizens who exist on a fixed income should not be charged more. I'm fit in that category.	English	E-mail Invitation Online
1411	Repair the elevators and escalators and clean the stations maybe you could consider an increase. I see so many individuals suffer dealing with non operative things at Bart.	English	E-mail Invitation Online
1412	None.	English	E-mail Invitation Online
1413	Bart should reward efforts to commute. Drivers to Bart shouldn't be penalized. And don't raise fares on old people. That's just ugle.	English	E-mail Invitation Online
1413	increasing charges for paper tickets would disproportionately impact low income people and less educated people as they may not have the ability to set up and maintain clipper cards. If this could be avoided and the increase passed on mostly to tourists using the system then an increase would be acceptable.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1413	I'm a senior who travels to a low-paying job every day. Increase in senior fares would be a problem.	English	E-mail Invitation Online
1413	I would prefer to see an across-the-board fare increase, since I'm worried that increasing paper ticket fares would amount to a regressive tax (disproportionately affecting lower-income people). Thanks for all you're doing; I'm a big fan of BART, and of continuous improvement and expansion of BART service.	English	E-mail Invitation Online
1414	With exception of parking, I feel that all of the proposals impact the most disadvantaged in the community -- low income people who can only afford to buy paper tickets as needed, and the elderly. The increase in parking only encourages people to drive; in my case, I can drive and park in Oakland for \$12; BART and parking is now about \$13. If parking increases from \$3 to \$5, there is no monetary incentive to take Bart.	English	E-mail Invitation Online
1417	Adding a charge for the paper ticket before people can purchase clipper cards at vending machines seems unfair.	English	E-mail Invitation Online
1418	My main concern is to avoid making these increases regressive. The parking increase sounds better to me than increases to paper ticket printing costs (assuming that the majority of paper ticket purchasers are the "unbanked") and increases to seniors. Give the size of the operating deficit, all solutions must be considered. But if it can be weighted towards those of us who are in the best position to support this necessary increase, that would be my preference.	English	E-mail Invitation Online
1419	I see fare jumpers ALL the time. Plug this "hole". I feel like a fool paying for something when so many others simply walk in/out with no penalty.	English	E-mail Invitation Online
1420	Paper ticket fee, depending how it is implemented could be regressive tax on the poorest/vulnerable bay area citizens.	English	E-mail Invitation Online
1421	Parking should be the same at every station. Give discounts to those who use bart more!!	English	E-mail Invitation Online
1422	The reduction in the senior discount would be significant enough for me to take BART less often.	English	E-mail Invitation Online
1424	I would ride less. Unfortunately, riding BART is becoming as much as driving and the convenience is not short lived with the overcrowded trains and people behaving badly.	English	E-mail Invitation Online
1428	I am in a position to pay more but many are not. For someone who pays \$5/day parking, that's \$100 month. Same for the fare increases. My concern is for people who work minimum wage.	English	E-mail Invitation Online
1428	Being a senior, I am not very enthusiastic about decreasing the senior discount.	English	E-mail Invitation Online
1429	I have a monthly reserved spot. It has jumped in cost significantly over the last 5 years. Don't get greedy about your guaranteed income.	English	E-mail Invitation Online
1430	Stupid across the board	English	E-mail Invitation Online
1431	I can never park at BART stations, so I no longer try. I am not a senior, so this doesn't impact me. I believe that other light rail services charge up to \$1 for a paper ticket vs. plastic clipper card, so this charge seems fair.	English	E-mail Invitation Online
1432	As a senior, a 50 per cent discount seems to be equitable.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1432	Regarding charging for the paper tickets - I like the idea, but need more info - i.e. Do you charge for the clipper cards? And what if a customer is adding value to a paper card- are they still charged for it? I think they should only be charged for the initial ticket purchase	English	E-mail Invitation Online
1433	We need to take care of our young people and our seniors. The rest of us should pick up the slack if we make unsustainable choices - paper tickets. Push Clipper! And charge more for parking, which is already relatively cheap for the Bay Area!	English	E-mail Invitation Online
1434	Bart is the only way to get to work, but with delays and the costs I am looking into a ride share	English	E-mail Invitation Online
1436	Y'all need to stop increasing prices and pay your janitors less.	English	E-mail Invitation Online
1437	A parking increase would impact me. I try cutting costs wherever I can but again, I have no choice. Frankly I would like to see improvements in the conditions in the SF Civic Center & Downtown Stations, it is so terrible at times.	English	E-mail Invitation Online
1438	No. Though I see this in other places, this shifts the burden to people who don't have a Clipper card or don't want one. That doesn't seem fair (though it benefits me). Who pays for the administration of Clipper? Do you really get as much money from Clipper as the fare cards? I wonder what the real costs of this are.  Raising parking fees might discourage people in suburbs from taking BART.	English	E-mail Invitation Online
1440	Don't you the parking during the week. Use BART only on Weekends and Holidays when parking is free.	English	E-mail Invitation Online
1442	I strongly disagree with lessening the discount for seniors and the disabled. The 20% paper ticket fee may help. Bart parking is always full and already pretty pricey so I do not like the idea of raising prices.	English	E-mail Invitation Online
1442	Wouldn't impact me a lot	English	E-mail Invitation Online
1444	Increasing parking is not the solution. We have to drive to BART. Don't penalize us for having to do so. An increase to ride BART AND more increases for parking would not make it cost effective to take public transportation in the first place. Considering we can't even get WiFi to work (like CalTrain or Amtrak), we may as well drive.	English	E-mail Invitation Online
1445	Mentioned in the introductory statement regarding senior fares. Consider adding more parking stalls to stations that have higher demand- like West Oakland.	English	E-mail Invitation Online
1445	I disagree increasing charges for seniors and disabled.	English	E-mail Invitation Online
1446	financially it would impact me greatly and I would consider using Transbay bus more.	English	E-mail Invitation Online
1448	I have a senior clipper card but would be willing to pay a little more	English	E-mail Invitation Online
1449	This won't affect me much. I spend about \$4 per day commuting on Bart, so it would take a large change in fares to negatively affect me.	English	E-mail Invitation Online
1451	The paper tickets has no impact with me. I use Clipper already. I already pay way too much for my monthly parking at Colma BART so not in favor of increasing it again.	English	E-mail Invitation Online
1453	I don't think discounts to seniors or disabled persons should be reduced, but I don't believe children should be discounted at all.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1454	Union City Bart parking has limited amounts of parking spots so most of us park in the city parking that costs \$4 anyways so don't increase the rates.	English	E-mail Invitation Online
1455	I do not use paper tickets or park at Bart so I am for it. I use a bus to get to Bart every morning and have a clipper card through my work.	English	E-mail Invitation Online
1457	Will be really bad for my al ready tight bugett	English	E-mail Invitation Online
1458	These changes would make it difficult to ride Bart for people. The biggest impact would be to riders without clipper cards and seniors/children. Depending on demand the only real spice for revenue with this plan would be for those who use Bart parking.	English	E-mail Invitation Online
1459	I have been paying increase in monthly parking consistently. Why price hike without service improvement should be acceptable?	English	E-mail Invitation Online
1462	I wouldn't be impacte,d but think it's easy enough for riders to obtain a Clipper card, so there's no guarantee you will generate the expected revenue. I am concerned with reducing the discount for seniors and children, given the current political climateand the drastic cuts impending.	English	E-mail Invitation Online
1463	There is a tipping point at which it no longer makes economical sense to take BART. Parking fees have already increased dramatically. It's becoming too expensive to use the system.	English	E-mail Invitation Online
1464	Seniors, children and people with disabilities often barely make it in this City so this much increase is too much.	English	E-mail Invitation Online
1465	Take a god damn pay cut and work longer hours for no more pay, just like the rest of the working world to make up your shortfall.	English	E-mail Invitation Online
1466	Prices keep going up and service keeps declining	English	E-mail Invitation Online
1467	How dare BART consider erasing a budget shortfall on the backs of the elderly, youth, and disabled. That's just shameful.	English	E-mail Invitation Online
1468	Parking is already expensive enough	English	E-mail Invitation Online
1469	Changes are good. Parking at bart is often challenging and moderate increases in cost would help.	English	E-mail Invitation Online
1469	Fare reductions for seniors should be based on earnings. There are professionals over 65 years of age with six figure earnings taking advantage of lower fares. Why?	English	E-mail Invitation Online
1470	It is unfair to keep raising prices and parking prices. The bay area is already the most expensive city in the US. A parking and fare increase would be tantamount to a double increase	English	E-mail Invitation Online
1471	It would be helpful to understand what proportion of the total necessary budget shortfall each of these potential changes meets. \$3 mil doesn't sound like much compared to other options. How much do each of these actually impact your shortfall?	English	E-mail Invitation Online
1471	N/A	English	E-mail Invitation Online
1472	put yourself into riders' shoe, Work on how people can transfer/ link by such as bus connections, from the station when off the train or in reverse to hubs in the area.	English	E-mail Invitation Online
1472	Most of the proposals affect poor people more than those doing well. I don't think it is a good idea.	English	E-mail Invitation Online
1473	Why did Bart sell all the parking lot space? Now we have less money and less space. End consumer is suffering for all the dumb decisions	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1474	<p>I believe more simple pricing is MUCH better than lower, smaller percentages. For example, having a 10% increase to paper tickets requires annoying (though simple) math for passengers and bart staff to know. Imagine visitors and foreigners trying to understand our system. Sticking to simple percentages and math is MUCH better than less straightforward numbers.</p> <p>These changes would affect my budget and how much I put towards public transportation—something I am extremely happy to do if the service and experience is improved. I look forward to being able to brag about how great MUNI and Bart is, rather than now when I spend most time apologizing to visiting friends and family and spending a great deal of time explaining the intricacies.</p>	English	E-mail Invitation Online
1476	I think Bart is expensive, most people who ride Bart are barely getting by.	English	E-mail Invitation Online
1477	Charging extra for paper tickets will penalize people who don't have credit cards or internet access. BART fare increases should remain small and incremental. Larger issues should be handled through initiatives for bonds and/or transportation taxes. The burden should be shared by BOLART users and non-users, as everybody benefits from BART ridership.	English	E-mail Invitation Online
1477	None would affect me personally. My only concern is for people most vulnerable to increased public transportation costs - those with low incomes who already struggle to maintain a decent standard of living in San Francisco and the Bay Area generally.	English	E-mail Invitation Online
1478	I would use clipper and save money but pay more for parking	English	E-mail Invitation Online
1479	None of these fare increases impact me. BART should increase the base Clipper fare for everybody.	English	E-mail Invitation Online
1479	It makes more sense to add a surcharge for paper tickets than the other options, since BART riders can take action to reduce their costs by using a Clipper card. Increasing parking fees by nearly 50% may discourage BART commuter ridership. And raising the discount for seniors etc. would disproportionately affect those with lower or fixed incomes who are less able to pay.	English	E-mail Invitation Online
1480	If you make it too expensive you will push people back into their cars.	English	E-mail Invitation Online
1481	<p>Paper tickets: A flat increase doesn't seem reasonable, especially if the trip only costs \$1.95. A 10% charge would be more fair. (I have a Clipper Card, so it wouldn't impact me.)</p> <p>Concessions: I don't think we should be reducing the discount for people who likely do not have the higher incomes to support paying more for public transport. (I am not in one of those groups, so the change wouldn't impact me.)</p> <p>Parking: Increasing parking too much may discourage people from taking BART, and a \$2 increase per day would be about a \$500 increase per year. Those earning higher incomes probably aren't taking BART to work anyway. (I do not own a car, so I would not be impacted by this change.)</p>	English	E-mail Invitation Online
1482	<p>I don't think you should cut benefits to people who have less money, like seniors or youth. I'm hesitant to support the parking fee increases because I'm afraid it'll make people choose to drive rather than take public transit.</p> <p>Fare increases would affect me. The rest don't.</p>	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1483	OK to increase fees to maintain existing service and increase peak commute service	English	E-mail Invitation Online
1486	Financial hardship for routine riders	English	E-mail Invitation Online
1488	If parking costs increase, more people will bike. I already bike and lock up at MacArthur. I would love to see more bike lock-up availability inside the gates.	English	E-mail Invitation Online
1489	Might stop taking BART and drive to work.	English	E-mail Invitation Online
1490	Please, don't target at-risk populations (seniors and children) for your shortfall. Target wealthy communities that require the most maintenance/engagement/etc.. like Walnut Creek, Fremont, and Berkeley. These communities have higher per capita income, and require specialized services where there are no networking effects to decrease costs.	English	E-mail Invitation Online
1491	Charging more for paper tickets will discourage use of public transit. BART is becoming very expensive to ride. Maybe that's what BART wants by pricing out Senior and students.  And parking should be free at all lots. Bart should build more parking and make it free to encourage the use of public transit, instead of making it so expensive.	English	E-mail Invitation Online
1492	1) Who is the primary user of paper tickets? How does BART even know? Is BART keeping statistics on who uses paper tickets? Although I'm sure that tourists tend to use paper tickets, tourists may not be the only people using paper tickets. If there is any indication that lower-income people tend to use paper tickets because of difficulty signing up for or maintaining a positive balance on the Clipper Card, then I do not support this strategy. I do not support any proposal that includes raising more money for BART off the backs of lower-income people.  2) Where is the funding coming from to put Clipper machines in all BART stations by 2018? This sounds like another big expense but doesn't seem like it's going to improve my daily BART experience.  3) I do not support any increase in the cost of BART parking. Like I said? BART can't even manage to prioritize keeping its parking fare machines in working order. I have zero confidence that an increase in parking fees will improve my parking or riding experience. I will be very unhappy if BART increases parking fees.	English	E-mail Invitation Online
1494	I won't like bart fares to increase, we should find alternative ways to raise money for bart we have a lot of people violating bart fares on daily bases.	English	E-mail Invitation Online
1495	sometimes yes, sometimes no	English	E-mail Invitation Online
1496	Charging for paper tickets isn't fair to those that don't ride Bart often. There have been times that I have forgotten my clipper card and had to get a paper ticket. I would not have to pay extra	English	E-mail Invitation Online
1497	You are nickel and diming us to the point we will find other alternatives to commute to and from work	English	E-mail Invitation Online
1498	All fares are already too high. Increasing in price will discourage transit rider to use transit.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1499	I agree with the first option the best.....25cent fee for a printed ticket should reduce the amount of tickets and cause people to go paperless. I do not like the option that reduces the senior discount one bit! Since I use clipper, the paper ticket optios wouldn't affect me....but increasing the parking fee would definitely affect me...that's an extra \$10-12 a week which for some is too small to notice. Unfortunately, I would notice this change. I would possibly have to find another job closer to home an stop riding bart altogether.	English	E-mail Invitation Online
1501	None of these options would impact me. I am a young, able-bodied Clipper card user who walks to BART.	English	E-mail Invitation Online
1503	Please come up with any other options,	English	E-mail Invitation Online
1504	Happy serendipity Easter 2017	English	E-mail Invitation Online
1505	Get rid of paper	English	E-mail Invitation Online
1506	Bart is inaccessible to many users if there is no parking or if you increase the price of parking. This is not the fault of users. Ridership will decrease. For instance, I'll likely take the bus. It runs by my house and I have no need to park.	English	E-mail Invitation Online
1507	If they raise the prices for seniors and disabled it will make it hard on those with limited money to ride bart	English	E-mail Invitation Online
1508	Is there a correlation between paper tickets and cost? Does it cost more for Bart to provide printed tickets? If so, then charging extra makes sense. If not, it seems punitive. It doesn't impact me as I use a Clipper card.	English	E-mail Invitation Online
1510	None of these changes would affect me, I always use my clipper card, I am neither too young or too old, and I do not park at the bart stations.  I personally do not think fare increases should be made on children or the elderly. It seems that the projectd savings are low, and I assume they are the people with the least amount of money. Fare increases should be placed on daily commuters such as me for maximum effect. The cost of my bart tickets are offset a bit by my employer and I assume this goes for oter daily commuters as well. I would be annoyed, but it wouldn't harm me like it could harm the children/elderly.	English	E-mail Invitation Online
1513	Build more parking, and keep rates the same.	English	E-mail Invitation Online
1514	Build more Prking garage	English	E-mail Invitation Online
1515	Charging more for paper tickets doesn't impact me since I'm a frequent BART user with a Clipper card. I guess it would impact people making one time trips once in a while. Parking is already expensive, but that would be an extra \$40 per month if someone desn't have a permit. That seems like a lot.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1516	I prefer Option B, the 10% additional cost for paper tickets, rather than the flat fee of \$.50. It seems fairer. I do worry that it will be more confusing for some folks, however, and that the fare tables in each station will be a mess. But even then, I think B is the better option. Either way, I am glad to hear that Clipper cards will be available at each station, rather than how things are now where Clipper cards are kind of hard to get. I expect that more people will get them as a result (even as a regular rider, it took me a while to get a Clipper card), and suppose that the extra fee will be paid mainly by tourists.	English	E-mail Invitation Online
1518	Yeah it would be already high enough right now I know BART is trying to expand but it's already high enough but it's hard in 2-3 years just to get around it's going to be \$20-30 dollars and people are just going to buy cars cause it's cheaper	English	E-mail Invitation Online
1519	If the charge for parking is increased, additional free spots for motorcycles should be added.	English	E-mail Invitation Online
1520	I think a lot of these increases will have negative effects for the poor and disadvantaged in the Bay Area. Typically those are the people who have not bought a clipper card due to the cost, but now they are being penalized through paper tickets.	English	E-mail Invitation Online
1521	If you're going to charge more for parking, then maybe you should make sure security does a better job of protecting the cars in the parking lot. EVERY single day at the SSF BART station, I would see at least 1-2 cars with broken windows. WTF. So, if you're going to charge this much, make sure someone is going to WATCH OUR CARS.	English	E-mail Invitation Online
1522	The goal of most regional plans, including MTC's Plan Bay Area and BAAQMD's Clean Air Plan, is to decrease the use of private vehicles in commute. Increasing costs to discourage people from driving to transit stations and, instead, taking other transit options to get there is the best route for both revenue increase and meeting the cost of other plans. Keeping fares low is key, as well, to motivating people to take BART trips instead of driving.	English	E-mail Invitation Online
1523	no	English	E-mail Invitation Online
1524	You charge more for parking and the parking is already limited. You have all these wasted parking spaces open for car poolers. If you had a time limit for those spaces you could make more money. For example car pool parking is from 5:00am - 8:00 am. After 8:00 those stalls are open to all BART riders.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1525	I already think parking fees are too high, especially at West Oakland, and there are not enough spaces, and parking is never guaranteed. There should be much more parking and \$3 is the absolute max it should cost (after all they are parking in order to use and pay for bart). I don't like raising the price on paper tickets, would prefer that you lower the cost on clipper tickets, but of all the options I am most okay with that because it reduces waste, and regular riders can avoid that fee with pre-planning and preparation. I just think it is ridiculous that I spend up to \$400 a month on BART, and pay taxes that go to BART, and have to maintain a car and insurance and pay bus and taxi on top of that to get to and from BART stations or when there is no service, and still have to deal with grumpy, ineffective or absent station agents, out of service escalators, late trains, malfunctioning signs, broken windows in BART parking lots, out of service elevators, filthy stations and trains, disgustingly hot trains packed full of people yet the heat is still on full blast, intercoms that are unintelligible, piss smell in the hallways and elevators, kiosk microphones that don't work, constantly being advertised at from ALL DIRECTIONS and the fear of getting shot by a BART police officer over mistaken identity. Don't get me wrong, I am sure that running the BART system is more complicated and expensive than I could possibly understand, and I am so very grateful for the speed and efficiency of the trains themselves. Couldn't do half of the things I do without BART, so THANK YOU for that. But I do feel that is extreme that a 5th of my income goes to this one aspect of my transportation, and it is supposed to be the most affordable and subsidized part, and it is still not enough, and there are also lots of room for service improvement. It seems like something is being greatly mismanaged somewhere, and would really appreciate looking at internal areas of improvement before.	English	E-mail Invitation Online
1526	Parking would affect me as would senior discount but I would prefer the parking increase to senior increase.	English	E-mail Invitation Online
1527	Just raise overall fees as needed to cover the shortfall. Also, I think you could save a tremendous amount by reducing the overly generous retirement plan.	English	E-mail Invitation Online
1528	Increasing the daily parking fee would make it hard for me financially to be able to park at BART.	English	E-mail Invitation Online
1530	Amazing that BART is not at the level of other countries like Singapore. Need more efficiency and government funding. BART is packed, so not sure why not more profitable. Poor management?	English	E-mail Invitation Online
1531	The infrastructure for Clipper Cards must be robust and available at all stations. I worry about service outage for those machines causing an issue with adding fare ad hoc.	English	E-mail Invitation Online
1532	I don't ride that much for it to impact my daily life however my wife depends on BART.	English	E-mail Invitation Online
1533	n/a	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1534	Re: Discounted tickets - for those truly eligible for discounted tickets, the amount of the increase should not be punitive to those truly needing it. However, I'd like to understand how BART establishes eligibility for discounted tickets. For example, iscounted tickets should not be given to the homeless, who use BART as their personal living space. That issue should be addressed by other means, not through discounted tickets from BART.	English	E-mail Invitation Online
1535	Please don't impact seniors, people w/disabilities etc	English	E-mail Invitation Online
1536	I use clipper and walk to bart - these increases on paper tickets and parking charges wouldn't affect me. I encourage switching to clipper cards, but dissuading riders from parking and making it more expensive for disabled riders seems counterproductive.	English	E-mail Invitation Online
1537	Stealing from guests of the area and unfrequent riders?! Stealing from the elderly, disabled and children?!	English	E-mail Invitation Online
1538	I don't think increasing fares for seniors and youth is the way to go since bay area cost of living is already so high and seniors and youth are on fixed income. Perhaps charging more for parking could help, as well as offering a few hourly parking spots t a higher rate than daily fee.	English	E-mail Invitation Online
1539	No. But need to add more parking garages and spots throughout the system then the increases are justified.	English	E-mail Invitation Online
1540	I'm already paying \$15.00 @ day to commute with bart and parking. This would conline rlto increase my costs. Don't like.	English	E-mail Invitation Online
1541	This is why I didn't vote for the bond measure to support BART in the fall. I knew I would see red if I voted to increase funding to BART and then BART just increased fares anyway. As a daily commuter, it feels on a daily basis that no matter how high te fares are raised or how much of our tax money BART gets, it will continue to be expensive and poorly run.	English	E-mail Invitation Online
1542	I buy papers tickets because Bart closed the purchasing station at Civic Center. I prefer the paper ticket over a clipper card. It works for me.	English	E-mail Invitation Online
1544	In San Leandro, more than 300 parking spaces for Bart were taken away for housing. No accommodation has been made since then. What is Bart prepared to do to accommodate people who need to park near the BART station? I'm willing to pay for my parking, butl'd like to have it accessible.	English	E-mail Invitation Online
1549	Charge more for parking. People should leave their cars at home and take the bus to BART or move closer to BART.	English	E-mail Invitation Online
1550	I think everyone should use clipper cards, they reduce gate time.	English	E-mail Invitation Online
1552	Everytime you increase fares and parking you drive away riders. Based on the way BART is run - I avoid it whenever possible.	English	E-mail Invitation Online
1553	No comment.	English	E-mail Invitation Online
1554	Bart riders should not face additional fees. If there are budget shortfalls, Board of Directors should take pay cuts!	English	E-mail Invitation Online
1557	None	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1557	I retired from my job and do not travel on BART as much. However, when I do travel I have on a couple of occasions been unable to find a parking place timely and ended up driving into San Francisco. The problem with San Francisco is parking and it is expensive. I don't use other transit so I don't have a Clipper card. I have some paper tickets in my wallet and they don't take up space. I don't think that if you use a paper ticket that it should cost more for buying transportation any more than you should get a discount for paying with a ten dollar bill rather than two five dollar bills.	English	E-mail Invitation Online
1558	After years of increases, have not noticed any changes. Trains are still very noisy and dirty. People who are just trying to get to work may not be able to afford the increase with parking g and fare increases. Most seniors and people are on fixed income and the increases could affect their lives.	English	E-mail Invitation Online
1558	Doesn't ride BART	English	Richmond Senior Center
1559	Seniors don't have the money for a fare increase; will deter riders	English	San Bruno Senior Center
1561	Do not implement A+B until clippers are available in vending machines	English	San Bruno Senior Center
1563	Every penny counts when retired	English	San Bruno Senior Center
1564	Not Fair, lets be fair to all	English	San Bruno Senior Center
1564	Might be more inclined to drive if increase is too much	English	San Bruno Senior Center
1565	Not using parking Spaces	English	San Bruno Senior Center
1565	no idea	English	San Francisco Senior Center
1566	Doesn't matter to me	English	San Francisco Senior Center
1567	Finance difficult	English	San Francisco Senior Center
1567	No money	English	San Francisco Senior Center
1567	Money problem	English	San Francisco Senior Center
1569	Would impact me negatively. Please fix elevators/escalators	English	San Francisco Senior Center
1570	Don't increase fares for seniors, disabled, and children. Let ppl with cars pay for more parking	English	San Francisco Senior Center
1570	no idea	English	San Francisco Senior Center
1573	no	English	San Francisco Senior Center
1574	Don't have a car but need a mean of transportation. Should not change senior/disabled discount. I would want to reduce parking fees as much as possible	English	San Francisco Senior Center
1575	On fixed income, increase parking would hurt my budget	English	San Pablo Senior Center
1576	Will drastically affect seniors, living below poverty level/losing benefits, who rely on using Bart	English	San Pablo Senior Center
1577	Seniors should be considered for low fares since they're on set income	English	San Pablo Senior Center
1579	Would affect my disabled son and myself	English	San Pablo Senior Center
1580	Would impact me greatly	English	San Pablo Senior Center
1581	Increasing fares and cutting discounts will lose Bart riders	English	Walnut Creek Seniors' Club
1583	On retired income	English	Walnut Creek Seniors' Club
1584	Why penalize seniors who are unemployed	English	Walnut Creek Seniors' Club

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1585	Already blacklisted for non-essential trips because they charge for parking	English	Walnut Creek Seniors' Club
1587	Any increase in fares would hurt me	English	Walnut Creek Seniors' Club
1589	Not a frequent Bart user	English	Walnut Creek Seniors' Club
1590	Prices keep increasing but wages stay the same	English	Walnut Creek Seniors' Club
1592	no comment	English	Walnut Creek Seniors' Club
1592	We need more parking	English	Walnut Creek Seniors' Club
1592	This would have a huge impact for daily Bart riders trying to find parking	English	Walnut Creek Seniors' Club
1594	A lot of seniors live on a budget that cannot afford an increase	English	Walnut Creek Seniors' Club
1595	Bart should not increase the fare for seniors as we are on a limited budget/cannot afford fare	English	Walnut Creek Seniors' Club
1595	I feel there should not be a change in the senior discount fare as I am on a fixed income	English	Walnut Creek Seniors' Club
1596	none	English	Walnut Creek Seniors' Club
1596	It all comes out of my pocket	English	Walnut Creek Seniors' Club
1598	Being a customer, service, staff are important	English	West Oakland BART Station Outreach
1617	I would support park increase as long as it won't decrease Bart usage/ridership. This seems to impact tourists	English	West Oakland BART Station Outreach
1617	How does this change affect the quality of the ride	English	West Oakland BART Station Outreach
1617	Sounds like you're unfairly taxing paper tickets which are often used by lower income riders	English	West Oakland BART Station Outreach
1617	Wouldn't affect me as a Clipper card user. I agree with A&B	English	West Oakland BART Station Outreach
1617	Do not make parking more expensive. Do not penalize seniors/disabled	English	West Oakland BART Station Outreach
1617	Yes, as I take Bart on the daily	English	West Oakland BART Station Outreach
1617	Parking option would impact me, but I'm concerned about how this prices out low income riders	English	West Oakland BART Station Outreach

# **APPENDIX F**

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## **Comments Received – Question 4**

## Appendix F Comments Received – Question 4

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
2	<p>Advertisement everywhere - have any of you in BART took ride in Beijing subway? They have a nice system that show advertisement on the side of tunnel wall and move at the same speed as the train. Maybe BART can do similar in transbay tube and SF/Oakland subway. While I think ad is ugly but if you can get money from there it is one good option I guess.</p> <p>Allow retail business in stations and charge to them - and allow business to sell stuff that people want in stations - like coffee, candies, cookies - to be able to maximize income. Do not care too much about trains get dirty - the trains are already dirty even if eating/drinking is currently not allowed. In Tokyo we can get all things we can eat inside of commuter trains stations but trains are far cleaner than BART.</p>	English	Title VI Outreach Online
3	Yes. Allocate fare revenue to operating costs and fund capital improvements with the bond funds. If this means net funding for capital improvement declines, so be it -- at least it keeps parking and fares in check. If you continue raising fares while delivering a terrible service, you'll see further demand destruction. The commuters you fleece for money can only take so much abuse before leaving for Austin, Portland, and other less defective urban areas.	English	Title VI Outreach Online
4	Freeze all hiring. Significantly reduce all employee compensation. Significantly reduce all employee benefits. Significantly reduce all employee retirement benefits. Eliminate all proposed Bond measures and tax increases. Cut executive and administrative pay first and foremost. Also, stop paying your janitors \$270K/yr. Break up BART union.	English	Title VI Outreach Online
5	<p>I think Bart could continue to have bond measures that voters can approve in elections and they can ask a gas tax to be implemented to all counties where Bart operates so that drivers who choose to use gas and highways can subsidize Bart operating costs.</p> <p>The negative cost of pollution and highway congestion needs to be mitigated by increases in gas taxes. I think a state and federal gas tax should be created to fund public transit systems like BART.</p>	English	Title VI Outreach Online
6	Explore the use of multi-ride or monthly fares, similar to how riders at the WMATA take advantage of their frequent rider passes. By inducing a monthly charge on a base fare (with the difference taken from Clipper Cash), you could entice more riders to take advantage of this system.	English	Title VI Outreach Online
7	BART makes driving on the freeways possible by diverting so many people from their cars to trains. Get more from the drivers.	English	Title VI Outreach Online
8	You could lease space within the station to stores, atms, or vending machines to get more money or decrease the frequency of less popular times.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
9	<p>1. Start Sunday and Holiday Service at 6 am instead of 8 am with the current three line service schedule.</p> <p>2. Run the blue line to SFO and Millbrae, so that the yellow line can bypass Colma, South SF and San Bruno Stations on its way to SFO and Millbrae.</p> <p>3. Run a Bayfair (or Dublin Pleasanton) to Pittsburg Bay Point Line so that orange line riders do not have to transfer to the yellow line in Downtown Oakland. Also the yellow line riders at Downtown Oakland can ride this line instead. Thus, the yellow line can run express between West Oakland and MacArthur.</p> <p>4. Build a parking garage at West Oakland.</p> <p>5. Restore direct service between SFO and Millbrae during the day and eliminate the out of direction transfer at San Bruno.</p> <p>6. Re establish the BART Express bus network in a different way as an extension of BART, timed to meet with each BART train. Take over the express bus routes running out of El Cerrito Del Norte, Walnut Creek and Pleasant Hill BART Stations. Establish missing connections like an Express bus between Walnut Creek BART down the 680 corridor to the Warm Springs BART station (faster than BART rail with the transfers). Also a connection from Warm Springs to West Dublin / Pleasanton and Dublin Pleasanton Stations would be nice.</p>	English	Title VI Outreach Online
10	reduce some salaries; enforce fare evasion	English	Title VI Outreach Online
11	Shorter trains during non-commute hours.	English	Title VI Outreach Online
12	<p>Raise revenue with a fare surcharge that is devoted to a participatory budgeting process. For example, increase fares by 5% and let riders choose one of between 5 to 10 projects (submitted by Bart and riders, approved by Bart) to spend the money on. This means you don't have to spend general funds on that project.</p> <p>Saving money: enclose the escalators so they don't have to get repaired so often?</p>	English	Title VI Outreach Online
12	Perhaps having people available to walk you to your car later at night could increase ridership later into the night. One of the reasons I don't take bart beyond 9:30 PM is because I am scared to.	English	Title VI Outreach Online
13	Develop housing on BART land, consolidate parking into garages and charge more for parking.	English	Title VI Outreach Online
13	Sell some land for high-density transit oriented-development around suburban stations.	English	Title VI Outreach Online
14	<p>Fare gate jumpers need to be stopped/reduced. Why should I pay for a ride when I see MANY fare gate jumpers riding for free. They even jump the gates in front of the station agents who do NOTHING. Why not step up the advertising programs on the trains and in the station. I don't care about looking at ads and it would generate \$\$\$ to offset the unfair rise in fares for riders. Of course - it could be difficult getting advertisers that might not want to have their product or services associated with BART. Charge \$1 per ride for people who bring their bikes on board the trains. And seriously - why are you asking the public for answers. What is wrong with your highly trained staff? BART needs to quit "nickel and diming" its riders.</p>	English	Title VI Outreach Online
15	Yes, see my comments on page 1.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
15	I hear you pay absurd overtime. Stop doing that, or I won't support any type of budget increases. It's a sign of bad management.	English	Title VI Outreach Online
16	Yes, get your shit together, be more reliable, keep the homeless out, and raise ticket prices 2x. The Gold Line in LA is a great model to copy. Extremely nice and reliable service. I do not mind paying more as long as I get the service promised. I RARELY arrive on time based on the Bart schedule, which makes me not even want to pay what I am paying now. And multiple times, I have had to both pay for Bart AND a taxi home because something happens on the tracks and everyone has to get off the train.	English	Title VI Outreach Online
17	Get your employee costs under control. Institute reasonable overtime rules and oversight. I still cannot believe the \$271k annual janitor salary; those are our tax dollars that could be used to increase and enhance service.	English	Title VI Outreach Online
18	No	English	Title VI Outreach Online
20	To minimize costs, BART should prioritize the operating costs, and take care of problems when they start arising.	English	Title VI Outreach Online
20	BART needs to cut costs not increase fares or parking. This is the fiscally responsible manner to handle its problem.	English	Title VI Outreach Online
21	STOP OVERPAYING ALL BART EMPLOYEES!	English	Title VI Outreach Online
22	1. Staff attrition 2. Hiring freeze 3. wage freeze on all non-union staff, or peg wage increases for non-union staff to match what the union contract stipulates for unionized staff. 4. offshore administration, IT, and other operations that can just as easily be done overseas. Indians will work for far less than US staff for doing the same work. Indians will gladly work for 1/10th what BART managers are being paid. Sorry, but that's the reality of today's world. And something I am CERTAIN that BART will never consider, and the union would stridently oppose, but it would save billions of dollars and make BART one of the most efficient, clean, and well-liked transit systems in North America -- turn over operation of the system to Hong Kong Transit (MTR Corporation). Per Wiki, "... the [Hong Kong] MTR [Mass Transit Railway] is one of the most profitable metro systems in the world, with a high farebox recovery ratio of 186%." Here is the Wiki on MTR Corporation -- they operate transit systems around the world, and they could operate BART better than BART can operate BART. <a href="https://en.wikipedia.org/wiki/MTR_Corporation">https://en.wikipedia.org/wiki/MTR_Corporation</a>	English	Title VI Outreach Online
23	Hold fare evaders accountable. Stop letting vagrants sleep and live on the trains during the day.	English	Title VI Outreach Online
24	Increase weekend fares only, those trips are often taken for enjoyment and not as a requirement to get to work so the impact to every day riders would be more minimal. Run less weekend trains unless there is a major event. Most times the weekend trains are not at full capacity. I am not sure what sort of system powers the electrical needs of bart but it's time to explore solar power options to reduce costs of powering systems and trains. Take some of the money you are already getting from the tax payers and use it to start migrating stations to run in solar power.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
25	Rent out space in your stations (especially in downtown San Francisco and Oakland) to retail businesses (as they do in Japan) to offset fare increases.	English	Title VI Outreach Online
26	Put seats back in trains. Have police routinely walk through cars between west Oakland and MacArthur looking for homeless and obnoxious teens with loud stereos. Work with employers to stagger start times to reduce crowding. Make trips to airport more economical than Uber by letting kids ride free during off peak, and reducing fares to airport. Sell coffee on morning trains.	English	Title VI Outreach Online
27	Negotiate better contacts with your service providers who overcharge for services and products. Cut out customization to avoid crazy up charge. Cut your operating expenses. Fine violators (those that puke and litter the trains and stations, break things, cause trouble), that'll more than cover the security and oversight on each car. Cut money from your leadership. They won't stay, that's OK. Haven't seen anything innovative or productive, or smart solution from their leadership over the years. Where's all the parking Monday going? It was free for years, was never in the plans for revenue generation that Bart would depend on, and yet there's still no money to operate Bart after all parking spots are packed every weekday and so much revenue is being collected after increased parking fees.	English	Title VI Outreach Online
28	I work in advertising. Work with agencies to help promote their products at BART stations. Work with local stores to see if they want to purchase ad spots. That would be a bump in revenue without making your commuters mad.	English	Title VI Outreach Online
29	Peak pricing--charge more at peak times to encourage people to travel at off peak times  Sell more advertising and concession space	English	Title VI Outreach Online
30	Stop filling your pockets with fares and parking fees. Use the money where it matters.	English	Title VI Outreach Online
31	Stop paying so much overtime for the staff. Reduce the number of staff.	English	Title VI Outreach Online
32	Crack down on fare cheaters exiting via emergency exit doors.  Peak-hour pricing, and/or peak-station pricing. E.g., charge more for Embarcadero Station exits during weekday mornings.  Raise money from Bay Bridge tolls.	English	Title VI Outreach Online
33	Bart should charge parking fees on the weekend and weeknights. That can help allviate budget pitfalls and does not penalize commuters who rely and choose to ride Bart.	English	Title VI Outreach Online
34	Actually enforce fares. I always see so many people just walking through the gate without paying	English	Title VI Outreach Online
36	Get more money from companies,not people	English	Title VI Outreach Online
38	Put it on the ballot. Appeal to voters and get more assistance from the city through tax revenue.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
39	(1) Balance BART's budget by stopping wasting money on trouble-plagued new cars. This is a prestige project that rewards contractors, but will sticking riders with louder, less-comfortable cars (because they're designed with hard interior surfaces). Cut off this boondoggle, and instead do a deep rebuild of the fleet's 40-year-old workhorse cars – using regional labor and parts fabrication. (2) Give riders more for their money, so that we'll be more amenable to fare increases. E.g., why is there zero police presence on trains? There is currently a plague of disorderly riders blaring music out of phones. Also, between downtown/West Oakland and downtown San Francisco, there's a plague of "performers" who try to shake down their captive audience by bombarding loud music, sometimes while swinging or jumping from the overhead bars in obviously dangerous ways. This is all illegal, but there's zero enforcement, because there's zero policing of bad behavior on cars. What exactly are we paying for?	English	Title VI Outreach Online
39	1)If possible reduce overall combined price for people who park and use Bart as these people will see a 36% rise in weekly expenditure. 2) Everyone at Bart takes a pay cut for a year3) Offer monthly discount packages for commuters4) obviously get newer trains that don't need fixing	English	Title VI Outreach Online
39	One time charge for Clipper	English	Title VI Outreach Online
40	Cut back on your spending and don't pay people 271k for sleeping in a closet.	English	Title VI Outreach Online
41	Increase parking fees. Make it easier for people to get clipper caress (especially tourists), and sell daily or weekly passes (for tourists -- advertise this heavily especially at big entry point stations. Make it easy for them to buy and encourage its purchase!)	English	Title VI Outreach Online
42	Budget reform for BART police. They do virtually nothing to help rider's and their budget for cars is absolutely absurd as their is absolutely no need for any officer to drive a massive SVU. By the time officers arrive to the scene of any crime the suspect has almost always gotten away rendering their involvement useless. If you want crime to decrease cut the budget for parking attendants and give it to BART police.	English	Title VI Outreach Online
43	Advertising, no overtime. Commuter express trains that get you to SF faster for a higher price ticket.	English	Title VI Outreach Online
44	Charge Uber and Lyft for use of Bart's transportation bays. Increase fees for companies offering commuter benefits, especially if it is a large company. Charge surge pricing for parking.	English	Title VI Outreach Online
45	Reduce overall cost by effective service and employee has to be more efficient to do so. BART can generate more revenue through advertisements and may be use train for shipment.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
46	Hire parking assistants and use them to aggressively enforce non payment of parking, instead of using bart police.  Shut down or reduce frequency and/or operation hour of the Oakland connector train.  Reduce frequency of SFO connections. Make every other yellow train end at San Bruno.  Prominently advertise airport parking on BART.  Clean up downtown stations so they are appealing and more people can take BART.	English	Title VI Outreach Online
47	Do not cut service. In this survey you should make it clear what \$10-20 million would translate to in terms of service, cleaners. Otherwise no one will vote in favor of any kind of increase in fees!	English	Title VI Outreach Online
50	How about you stop allowing your janitors to work so much overtime that they make \$270k a year?	English	Title VI Outreach Online
51	Paycuts for everybody, especially management.	English	Title VI Outreach Online
52	Crack down on people skipping fares. I see at least one person exit free every time I get off a train, in SF, Oakland, Berkeley, and El Cerrito, every time.	English	Title VI Outreach Online
53	1. Cut number of carts during non-peak hours, like from 10 car train to 5 car train 2. Monthly ticket	English	Title VI Outreach Online
55	Reduce the employees' wages for new employees and overtime rates too.	English	Title VI Outreach Online
56	Reduce employee overtime allowances. I would think at this point it could be cheaper to add additional staff then pay the current ones to work overtime. I would consider spending less money on trains and more money on the infrastructure if that's what is holding you back on running more trains during commute hours. If you can transport more people (COMFORTABLY -being key here) during commute time, then you can raise more money. Especially if you increase fare amounts.	English	Title VI Outreach Online
57	Review your management salaries I'm sure you can find ways to cut back on that type of staff...	English	Title VI Outreach Online
59	Lower the salaries of excess.	English	Title VI Outreach Online
60	Continue making incremental ticket price increases. Increase parking to \$4 this cycle, increase to \$5 the next budget cycle. Be more transparent, detailed with the plan and the budget to help the average BART rider understand the financial needs to maintain and improve BART	English	Title VI Outreach Online
61	Perhaps vending machines at either certain or most Bart stations. If people need a quick snack or are very thirsty before getting on or after arriving, (with receptacles nearby), it could help generate revenue.	English	Title VI Outreach Online
62	...you could always decrease the salaries from BART Administrators but I doubt that would ever happen.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
63	I think raising revenue could include more advertising from bigger companies. I honestly don't like this very much but allowing customers to pay less I believe should be the actual goal. Not forcing them to pay more. also maybe looking at how different counties like the U.K. or Japan have worked their train lines and their fair prices to get some extra ideas of things you can build off of. One last idea could be to make more room on bart by allowing less seats and the seats that's are still available can be used for accommodating people such as pregnant, elderly or people with disabilities. the more space for standing could possibly mean the more customers.	English	Title VI Outreach Online
64	Increase pension contribution rates for employees. Increase the service length before health care benefits become vested for employees. Increase fares to and from SFO. I realize this might be a hard sell for the union, but as a fellow public employee I am well aware of the reality that these benefits represent a large share of the budget.	English	Title VI Outreach Online
64	Charge higher fares, or introduce a surcharge, for train rides during peak commuting hours. This could also help reduce congestion.	English	Title VI Outreach Online
65	Stop overpaying the train operators, station agents and management. Reduce internal expenses, renegotiate vendor contracts for reduced costs,etc. find and execute what BART can do as a company to reduce expenses instead of just passing the budget issues to the commuters by increasing fares and parking	English	Title VI Outreach Online
66	I would like to see a monthly pass option... Not sure of impact to revenue.  Need more cars on commute trains or more trains...having more seating available would encourage more riders. It is uncomfortable to stand for a half hour from El Cerrito Plaza to San Francisco.	English	Title VI Outreach Online
67	yes put up gates at fare gates and surrounding areas. if i'm seeing 7-10 people a day hop over while i'm paying to ride bart. and that's just me seeing that on two stops daly city and embarcadero. just imagine how many people throughout the whole system. raising prices will put a burden and thousands of people	English	Title VI Outreach Online
68	PEAK and OFF-PEAK FARES	English	Title VI Outreach Online
69	Start cracking down on fare evaders. Keep the homeless off the trains and out of the stations. Only paying patrons should ride BART.	English	Title VI Outreach Online
71	Lowering fares on weekends might increase ridership. Cleaner cars would also help.	English	Title VI Outreach Online
72	increase cost to ad sales space, energy efficiency retrofits to think about cutting costs in other areas	English	Title VI Outreach Online
74	Reduce your expenses if you cannot upgrade these obsolete trains with bullet trains	English	Title VI Outreach Online

<b>Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?</b>			
<b>Response ID</b>	<b>Response to Question 4, Comments</b>	<b>Language</b>	<b>Outreach Event (2017)</b>
75	Ask for corporate donations since people use BART to get to work  Have fare inspectors on trains give out hefty tickets.	English	Title VI Outreach Online
76	Don't know, sorry.	English	Title VI Outreach Online
77	De-Unionize. I am from Detroit and have seen Unions overcharge for labor and maintenance and destroy companies regularly. We have state laws to serve the purpose of workers rights. You don't need the political noose of the Union.	English	Title VI Outreach Online
78	Better fare evasion reduction tactics (ie: only have one open emergency exit per station)	English	Title VI Outreach Online
80	How much is management getting paid?	English	Title VI Outreach Online
81	Look internal.	English	Title VI Outreach Online
81	advertising, spend less on overtime.	English	Title VI Outreach Online
81	it is public knowledge that Bart employees are way overpaid. Please, please carefully examine and compare Bart employees' compensation package - this is where you will find the solution of solving the root problems.	English	Title VI Outreach Online
81	Lower worker wages	English	Title VI Outreach Online
82	More folks are riding bart as a result of traffic on the streets so I do not see how the costs have not been balanced thus far. But if they have not, maybe instead of charging 3\$ for the clipper card purchase at Walgreens, raise it to a one time 5\$ fee?	English	Title VI Outreach Online
82	Sell food like chips, chocolates, biscuits etc., no liquid foods.	English	Title VI Outreach Online
83	CUT THE PAY FOR ALL YOUR STAFF, AND FIRE THE JANITOR WHO MADE \$200,000 +. WHAT A DISGRACE	English	Title VI Outreach Online
83	Add \$1 fee for bringing a bike on train. Bikes take up AT LEAST the space of one passenger--maybe two. With trains so overcrowded, it's an issue.	English	Title VI Outreach Online
84	BART should get operating funds from a gasoline tax! I know that's politically infeasible, but it would make the most sense! Otherwise, are BART fares currently time sensitive? How about a fare increase during rush hours, like the ones on bridges? It would be unpopular, but it may make the most sense.	English	Title VI Outreach Online
85	Cut overtime pay to janitorial and other hourly based positions. An employee "working" every day in a calendar year and more than doubling their base salary is a sign that management has no clue what they are doing.	English	Title VI Outreach Online
86	It's called fiscal responsibility. Learn to live within your means.	English	Title VI Outreach Online
87	Review their payroll. Review their workers. Daily, I see people hop the ticket gates in front of employees with no repercussions. The station manager does not leave their booth or say anything. Maybe we should all hop the ticket gates to avoid you fare increase. Also, cut back on employee benefits. Why do employee's nitrite family get to ride the system for free. Could save million there if you charged me people.	English	Title VI Outreach Online
88	Tax the rich.	English	Title VI Outreach Online

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<b>Response ID</b>	<b>Response to Question 4, Comments</b>	<b>Language</b>	<b>Outreach Event (2017)</b>
89	Perhaps you need to reconsider giving high raises to management. I am a government employee and we haven't gotten any raises for years yet, everything expect our paycheck have increased.	English	Title VI Outreach Online
90	salary cut!	English	Title VI Outreach Online
91	Improve ways in which Bart staff are utilized. For instance, when I see Bart Station Agents simply standing in booths, it's disheartening to know how much they get paid. I recently went to the 24th and Mission Bart station and saw a group of 3-4 rowdy elementary school age kids w/ no accompanying adult running around the station yelling obscene language and jumping/swinging on the ticket gates leading down to the trains. The Station Agent simply stood in his booth watching the kids w/ his arms folded. I was appalled that he didn't grab the mic to say anything or make any move to call Bart police. Also, there was the recent story of the Bart janitor w/ a 6 figure salary, when all I see is trash and the smell of urine in Bart stations. Horrible and a poor use of funds.	English	Title VI Outreach Online
92	Fix your gate so that people can't cheat the system and get rides for free. The gate on the sides are never locked and in 20 years of riding BART I have never seen anyone questioned who walks through those gates.	English	Title VI Outreach Online
94	It's time to look at the top administrators on down and see where consolidation could be made.	English	Title VI Outreach Online
95	Lower the outrageous salaries of all BART employees. The fact that a janitor is making nearly \$300,000 is DISGUSTING. By the appearance of the trains and stations, it feels as though there are no janitors on staff, yet station agents and janitors make over six figures.	English	Title VI Outreach Online
96	Mass Transportation tax	English	Title VI Outreach Online
98	increasing various fares and fees is fine	English	Title VI Outreach Online
100	A monthly pass that applies to the whole bart line instead of San Francisco county	English	Title VI Outreach Online
101	Look into every line item In the operating cost and make cuts before passing the cost on to the customer.	English	Title VI Outreach Online
102	Refer to the last sentence above	English	Title VI Outreach Online
105	Parking enforcement. Fare enforcement. Stop paying people whose sole purpose seems to be playing games on their phone inside the station kiosk and/or giving a lack of respect to customers who need support. Provide more consistent service to attract more people to the system. The inconsistency of morning travel times especially is maddening and keeps people on the roads (better the evil of traffic you know than the incinsistency of service - my travel time in the morning is listed in the Bart schedule as 51 minutes - that's a straight lie, or a projection made when the programmer was on halcyon - it NEVER takes less than an hour and often takes much longer - if I'm trying to plan my arrival time why do I subject myself to that?)	English	Title VI Outreach Online
106	Stations that are within a clos proximity should be skipped after certain times. After 8 no more stopping at 24. Just sixteen. No Montgomery just Powell and embarcadero.	English	Title VI Outreach Online
107	see my first comment	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
108	Yes, what about reducing maintenance costs? Salaries of drivers? Having efficiency studies conducted, and look at how to reduce fixed or indirect costs.	English	Title VI Outreach Online
109	Charge more for bike storage. Increase fare to airports if no clipper card is used. Increase parking even more at west Oakland and contra costa stations.	English	Title VI Outreach Online
110	Resolved: BART should sell all higher commission members and decision making personnel into slavery. Then use the proceeds to cover budget shortfall	English	Title VI Outreach Online
111	Is surge pricing for high traffic times still on the table? I very much enjoyed the BartPerks experiment	English	Title VI Outreach Online
112	Seriously raise prices for people with more than 50k income and tourists. pass the savings on to the struggling low-income Bart riders. All we need are w-2s for our discount clipper cards.	English	Title VI Outreach Online
113	Get more janitors and reduce the OT.	English	Title VI Outreach Online
114	I find the weekend Bart schedule on the Richmond line to be disappointing. The required train change to get into the city means that it's at least an hour ride into San Francisco. At that point, a lot of people decide to drive.	English	Title VI Outreach Online
115	Biggest item --- catch free loaders. I see two or three going through the free gate every time. They just wait for station agent to not be looking. It's bad.  Other suggestions: Post more advertisements. Have a car sponsored by a company, like the Google Car. Have Wifi added and have it paid by a company like T-Mobile. Run more cars during peak times (more riders, more revenue).	English	Title VI Outreach Online
116	Fare evaders. How about you put any energy at all into those who don't pay for their rides AT ALL. Start at 16th and Mission. You could have a field day. They've even turned off the buzzer for that "emergency exit" door, probably because it was annoying and they were tired of hearing it so often.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
117	<p>Reduced Service Mid-Day + Saturday: BART should consider/study the costs savings of reducing the frequency of trains in mid-day periods on weekdays (e.g. 10:30 am – 2:30 pm). In most areas of the system, BART has the same level of service at 8:00 am as it does at noon. In addition, BART should consider/study reducing service frequencies outside of the core in off-peak periods, as it is not efficient to run mostly empty 8/9/10-car trains to far flung suburban areas (e.g. Pittsburg / Bay Point, Dublin/Pleasanton, etc.) in off-peak periods. For example, BART could consider/study segmenting its lines in off-peak periods. This would involve something like running 10-car trains every 15 minutes from Daly City to Rockridge or Walnut Creek and then running 5-car trains from Rockridge or Walnut Creek to Pittsburg / Bay Point every 30 minutes with a timed transfer at Rockridge or Walnut Creek (wherever there is appropriate infrastructure). In short, this would involve implementing the “Metro Core” and “Metro Commute” concepts in the BART Sustainable Communities Operations Analysis as much as possible, but, given budget constraints, it would involve decreasing frequencies for “Metro Commute” during off-peak periods.</p> <p>Reduce Fare Evasion: It obviously costs additional money/resources for increased enforcement efforts to decrease fare evasion, but it is a substantial problem, especially in the core of the system (e.g. San Francisco, Oakland, and Berkeley). Are BART’s revenues down because ridership is down or are BART’s revenues down because paid ridership is down? (This is impossible to know precisely.) It is likely that approximately 10% of riders evade fares, so decreasing fare evasion by just 10% would amount to a 1% fare increase for BART. (What came of BART’s effort to lock employee gates at stations in Downtown San Francisco that the Fire Marshall put a stop to? There were reports of hundreds of riders being “caught” in just a couple of hours.) The only solutions BART has publically shared on this issue are long-term (e.g. renovating stations to have taller barriers). In the short-term, BART could close secondary entrances and exits within stations during off-peak hours and add more substantial barriers when an area is closed, as the vast majority of fare evasion seems to take place in areas away from station agents. For example, at secondary station agent areas in the core during off-peak hours (when there is no station agent on duty at secondary entrances/exits), riders frequently evade fares by jumping over the fare gates or using the employee access gate adjacent to the fare gates.</p>	English	Title VI Outreach Online
119	Charge a dollar for paper tickets. NYC does. Solicit Google and Facebook for money- there is tons of money in the Bay Area. BART is already a rather expensive public transit option and the people who commute are by majority middle class or lower class and already being strapped by the cost of living in the Bay.	English	Title VI Outreach Online
120	Employee pay cuts/benefit reductions. sell ad space on the trains similar to transit buses.	English	Title VI Outreach Online
121	Why is BART so expensive? Why do other US cities with FAR LESS of a tax base have flat fare rate systems? A look at other operational expenses is probably prudent. Cost cutting and driving other efficiencies should happen before simply making riders pay more.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
121	More advertisement space on the exterior of the trains? The blue car wraps for BART jobs are very noticeable.	English	Title VI Outreach Online
122	Pay your people less.	English	Title VI Outreach Online
123	BART riders shouldn't have to suffer and add additional time to their commutes, just to make up for the fact that BART can't manage its money properly. We've all seen the news stories about BART janitors making hundreds of thousands of dollars in overtime pay each year. Try using THAT money to fix your operational issues. Increase advertising costs - that is something that is optional for businesses, whereas commuting is a mandatory necessity for most of us who ride BART. Allow people to buy monthly passes for unlimited rides, similar to what Muni does.	English	Title VI Outreach Online
124	I would pay 10% more if the station is use received better maintenance, was clean, and SAFE	English	Title VI Outreach Online
125	Raise the prices even more across the whole system.	English	Title VI Outreach Online
126	Start issuing tickets for people who eat & drink and make the system dirty (which increases cleaning costs). The policy is stated everywhere and people break it every day. I've never seen it enforced or seen anyone writing tickets for it.	English	Title VI Outreach Online
128	none	English	Title VI Outreach Online
130	Reduce staff, abolish pensions and replace with private 401k, increase current employee contributions for retirement and medical benefits, hire better workers and dismiss the inefficient associates. Study how Asian public transit agencies operate and try to incorporate more efficient practices to save for the future. Instead of charging for paper tickets, find ways to replace them altogether with new technology, more advanced than clipper, even for those that don't take Bart regularly. In the interim, bring in more rev from media and advertisement, especially on the train.	English	Title VI Outreach Online
131	Reducing costs: More efficient technology. Operational process efficiency. Addressing preventative maintenance.	English	Title VI Outreach Online
132	Of course! Reduce the salary package for the Bart management and board of directors. Only god know what these people have been doing anyway.	English	Title VI Outreach Online
132	People ride the BART less on the weekends because there is less service and fewer cars. If you would provide incentives to people, they would probably be glad to take BART into San Francisco on Saturday. Save money by not making unnecessary cosmetic changes to stations as you are to the Berkeley BART. Provide clear station signs in the stations for people on the train so we know where we are. Don't replace the comfortable wide seats in the two-by-two arrangements with the impractical seats you are planning for us unfortunate people. The new seats have little leg room and no handles on their backs for standing people to hold onto.	English	Title VI Outreach Online
132	Stand up to the union. Automate the system.	English	Title VI Outreach Online
133	Stop letting homeless people crap on your escalators, maybe you could save money on the repairs. Replace all your lighting with LED. charge 10% more between peak hours. Or charge more at off peak.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
134	Parking is high enough even those who are low income	English	Title VI Outreach Online
135	Maintain low fares during high peak commuting times and potentially slightly increase during weekends/after-hours.	English	Title VI Outreach Online
136	Bart can be more cautious of the time employees put in. I saw on tv the Bart janitor who made ridiculous amounts of money by just being clocked in and not even working most of the time. Also, maybe Bart can retrain some of their employees on professionalism. I had a female Bart employee be extremely rude to me just because I had asked her how to buy a ticket at the Fremont Bart station about 2 years ago. Bart can help itself by being more transparent about their expenses and cost of operating.	English	Title VI Outreach Online
136	- address ticket evaders issues - with heftier fees. - charge parking surcharge during special events	English	Title VI Outreach Online
137	Introduce tiered pricing for peak and non-peak hours to minimize crowding during rush hours and increase revenue. Price sensitive commuters could save money by commuting at a different time	English	Title VI Outreach Online
137	Raise the in-zone fare to the same price as a bus fare.	English	Title VI Outreach Online
138	Limit overtime; cut admin/overhead costs; look at internal systems.	English	Title VI Outreach Online
139	Look at the Boards salaries? Overtime should be capped or checked closely. If an employee is not producing why should they be kept?	English	Title VI Outreach Online
140	There must be so many studies on this and there must be ways. How do other metropolitan cities do it??	English	Title VI Outreach Online
142	How about vendor stalls at stations? Like selling T-shirts or baseball stuff.	English	Title VI Outreach Online
144	Consider charging different prices depending on time of day or how congested BART is.	English	Title VI Outreach Online
145	1. Reduce employee pay raises. They make enough money. 2. ADVERTISING! a) Place more adds on BART trains. DO NOT COVER THE WINDOWS. Ads painted on the train only. b) Advertising on the station platform walls. c) Whatever happened to the moving ads? Those were cool. 3. Fare evaders: Do more to catch these people. Every day I enter a station, several people just walk through the emergency gates or hop the turnstiles. How about a camera that snaps the fare evaders' pictures, then put their pictures on the internet. Public embarrassment might help.	English	Title VI Outreach Online
146	In stead of finding ways to raise revenue, has BART considered cost cutting?	English	Title VI Outreach Online
147	STOP FARE EVADERS and put harsher fines on people who fare evade and break other rules, such as parking, eating/drinking/smoking on the trains, etc.	English	Title VI Outreach Online
150	Hiring smarter people would be a start	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
150	<p>Have some sort of donation drive to clean up the stations and trains. They are filthy. Every station in SF is filled with junkies. I would give some money here and there to know it would go towards the trains not having broken AC or the stations smelling like piss. This ad hoc payment model would be more appealing to me than having a fare or fee increase thrust upon me. It could help cover quality of life non "safety" related costs.</p> <p>I think a lot of the 20-30 year old and especially tech people like myself are accustomed to this pay as you go model and would throw some money in, especially if donating could easily be done online.</p>	English	Title VI Outreach Online
151	Copy the Hong Kong style: Own and Build at BART stops.	English	Title VI Outreach Online
152	Update your equipment and infrastructure. Stop the outrageous wages and do not allow the homeless to use the cars as their shelters. Clean the stations and the bathrooms.	English	Title VI Outreach Online
153	Reduce your employees salaries.	English	Title VI Outreach Online
154	<p>Yes. Just like the ferries and Caltrain, allow people to eat &amp; drink on the trains and have BART take a cut of the revenues generated from sale of food and beverage by outside vendors. Also don't give us this BS about cost cutting when you're installing solar panels and new signs etc. at stations -- they aren't needed. Sure they're nice, but not if you have budget problems. Also keeping the Warm Springs station open and staffed with no trains running there (and having a janitor get \$200,000+) are other examples of BART mismanagement and waste.</p>	English	Title VI Outreach Online
155	If paper tickets cost so much don't make them, offer the \$4 plus for \$60 ticket on clipper. Have reusable clipper cards with a deposit for one time user which will be refunded when the card is returned. Raise fares and parking by 1/2 dollar not trying to break your riders. Don't offer high salaries and benefits; look at what everyone else is making and go with the average.	English	Title VI Outreach Online
156	Yeah, crackdown on fare jumpers!! It's ridiculous! I feel like a chump for paying!	English	Title VI Outreach Online
158	<p>Something needs to be done about fare dodgers. I see 3 or 4 people jump the fare gates EVERY.MORNING! A lot of other people see it too per our discussions on Facebook. I think there is some revenue to be recouped from stopping the free riders. Empower your station agents to do something about it. Its infuriating to watch people jump the gates right in front of the station agent. Same with the emergency exits -- people just walk right through.</p>	English	Title VI Outreach Online
159	BART needs to crack down on people who evade paying their BART fares	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
160	Reduce waste Increase efficiency Fining people for eating and drinking. So many people eat and drink Fare gates should be policed. I have so many people jump the gates I have seen people smoke and drink on the platform and trains. Catch and fine them Negotiate with your employees and ask them to do the right thing and take lesser raises and perks. The board memebers can lead the way by setting an example	English	Title VI Outreach Online
162	Pay your janitors less! Seriously a janitor who makes several hundred k? Costs should be cut before riders are charged.	English	Title VI Outreach Online
163	Figure out where the bulk of your money is going and seriously assess whether that makes sense. Don't penalize conductors that get us to and from places. I'd look straight at management salaries and figure out why when things are in such bad conditions they collect a good salary.	English	Title VI Outreach Online
164	Layoff the high pay management	English	Title VI Outreach Online
164	Raise revenue by operating more trains so there will be more people riding. If we can depend on there being more trains and later into the night you will have more riders.	English	Title VI Outreach Online
165	Efficient operations. Lower operation expenses. You might find it difficult because you are immerse in your daily operations but please share experience with other countries (in Europe for example). Revenue streams can be generated with additional services such as partnering tickets for special events, or games fast wifi onboard, parking for non-frequent users, uber/Lyft partnerships to integrate systems and promote their sales, better advertising - digital, partnering with fast food chains in Bart stations, tourist ticket packages partnering with Expedia/Orbitz or hotel chains, partnerships for art galleries in stations.	English	Title VI Outreach Online
169	Continue to lobby for state and federal funds. (That won't be easy, right now, but should not be ignored.	English	Title VI Outreach Online
170	Spare the air day - I remember years when it was spare the air day,that was a free ride on the Bart that day. Why not give people the option on sparing the air day a lower discount ticket day- this will encourage people to take Bart and not drive( increase in trains that day).	English	Title VI Outreach Online
171	Reduce the absurd salaries that BART personnel get paid. Improve their surly attitudes. Clean the stations. They are disgusting.	English	Title VI Outreach Online
172	Ask for more from the State of CA. BART should be cheaper and it should be more expensive (a privilege) to drive anywhere. We should be taxing drivers more.	English	Title VI Outreach Online
173	See my previous comments. BART needs to look at long term solutions in order to make this a sustainable and profitable business. Wages, benefits, pension, overtime all need to be reviewed and cut. As riders we continue to see fare increases, yet we experience delays in service, out of service escalators (for months in downtown SF) and extremely dirty stations.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
174	Service improvements needed to be better value. System is overcrowded, deteriorating, and unreliable.	English	Title VI Outreach Online
175	I notice that escalators in some stations (esp. downtown SF) always go out of service and I'd imagine this is costing BART a lot of money. What can be done to fix this?	English	Title VI Outreach Online
175	Adding a policy of no overtime pay for hourly employees.	English	Title VI Outreach Online
176	I wish I did! Other than the wet year we have had I hope you might be able to find out why ridership on weekends has dropped. I blame uber!	English	Title VI Outreach Online
177	Cut costs. Why do Bart drivers get paid 100k? Reduce salary	English	Title VI Outreach Online
177	You should focus on cost cutting. No reason why you should be paying janitors over #100,000. Surely you can find cost savings if you tried.	English	Title VI Outreach Online
178	Do a big mass donation initiative. Have a special option ticket that costs slightly more, but extra funds goes towards 'adopting' a car on BART.	English	Title VI Outreach Online
179	Make sure your janitors don't make \$270,000 a year would be a start.	English	Title VI Outreach Online
181	Remove seats on trains. More people could fit in one car comfortably, which would increase throughput. Perhaps shorter trains could run more frequently, which if it didn't cut costs, might improve service which would get more people to ride Bart instead of using Uber or Lyft.	English	Title VI Outreach Online
182	Upper management salaries could be lower, and all employees probably have too generous work rules, medical and retirement benefits.	English	Title VI Outreach Online
184	Peak and off-peak fares, please!	English	Title VI Outreach Online
184	Surge pricing. Higher cost at peak commute times, lower cost in the valleys and weekends.	English	Title VI Outreach Online
185	Yes, I suggest an honest open review of where BART money is going. It is not going to commuter safety or cleanliness of the trains. No matter what time of day I get on the train (from 430am to 8pm) I have yet to see a clean train. Also, the panhandlers and transients are on trains going through cars soliciting (sometimes aggressively) - sometimes with infants/small children. I realize that the BART agents/operators and police officers can't be on every train - but the response I have gotten when trying to bring a concern to an agent/operator or officer has been less than positive.	English	Title VI Outreach Online
186	Yes...try working within the budget you have - salary freezes? more efficiency in your work processes?	English	Title VI Outreach Online
187	increase bridge fare to force more drivers to take bart. parking structure at west oakland station where that building burned, and the warehouse next to the station.	English	Title VI Outreach Online
188	Yes, build more parking and attract more customers by being more available. If there is a waiting list of 3000 for parking at a station. Build 3500 spots, you're sure to rake in over 2500 new regular customers at probably close to \$10/day in ticket fare (\$200/month) plus \$105/month for each spot. That's \$762,500/month (over \$9mil/yr) at just one station by bringing in more paying regulars, as a low estimate with room to grow.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
188	BART needs to eliminate overtime of employees as with any organization, payroll is the largest expense.  Aside from this, another option would be to enforce parking fees on the weekends and Holidays to raise money.	English	Title VI Outreach Online
189	Raise the price of fare during peak hours, and stop paying your janitors 200k	English	Title VI Outreach Online
191	Stop fare gate jumpers!	English	Title VI Outreach Online
192	Better control fare cheaters. I regularly use 16th Street BART and see fare evaders 2 out of 3 visits.	English	Title VI Outreach Online
193	what about more advertising, like for real things that might bring in more revenue (current film releases, beverages, even fast food restaurants... etc) there must be some ruling I do not know that requires BART to place ads for weird almost generic or very slim things ... strange tech ads, odd educational facilities - you know the ones I'm talking about, also keep the ads more current, sometimes they a very out of date... I don't think people would mind ads all over the place on trains if it profited the system ... there's nothing sacred about the exterior of a BART car	English	Title VI Outreach Online
194	monthly passes  property taxes and things rich people pay for	English	Title VI Outreach Online
195	- Increase base fares for longer routes in the East Bay where there is little immediate transit competition. In particular, increase base fares more for stations that are reasonably close but not adjacent, particularly those that pass through the congested 12th st/19th st corridor. For instance, the fare from Ashby to West Oakland is just \$1.95, the same as from Ashby to downtown Berkeley; the fare to West Oakland could and should be more.- Increase the baseline trans-bay fare by a larger amount. As long as the fare remains comparable or even a little bit higher than the transbay bus fare, the fare should be competitive.- Depending on feasibility, look into peak hour surcharges in fares. Peak hour surcharges could apply only to paper tickets, or to all tickets.- Run shorter trains during the early morning, middle of the day, and late night.- Reduce train frequency in the early morning and during the middle of the day.	English	Title VI Outreach Online
196	Improve the service than everybody will be happy to pay. Sometimes the cars are so stinky, how often do they get cleaned?	English	Title VI Outreach Online
197	Make riding BART a more pleasant experience--then more people would do it. I know a lot of daily commuters that refuse to ride BART anymore because of overcrowded and delayed trains. It also feels like the train cars just smell terrible all the time now.	English	Title VI Outreach Online
198	On platform and in car advertising. Bulk purchasing options - Individuals for a month/year, School pre-sales for field trips, and at SF hotels. Require bart ticket to enter SF stations from street level to reduce custodial costs inside, reduce train startup speed (driving with a lead foot) to save electricity, charge bike surcharge for added space requirements.	English	Title VI Outreach Online
199	Manage your staff	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
200	I think fares should be more during commute hours. Not only would this raise funds, but it might reduce congestion at those hours.	English	Title VI Outreach Online
201	Revenue: Advertising painted on the trains. DO NOT cover the windows with ads like SF Muni. Revenue: Update the advertising on the platform walls. Moving ads are interesting. COSTS: Control your overtime expenses. Institute Internal policy of no overtime without special permission. COSTS: Do a better job catching fare evaders. COSTS: Control salary. BART employees make good money already.	English	Title VI Outreach Online
202	Stop overpaying employees and wasting taxpayer's money on employee benefits, etc. Customer Service is horrible, with most station agents being rude, lazy and condescending. Stop paying janitors who make more than \$200,000 a year but the stations and trains are filthy and stinky!	English	Title VI Outreach Online
203	Run shorter trains at non rush hours, install parking vending machines at stations so riders can buy a reserved space on short notice, make fewer paper Bart bulletins and schedules	English	Title VI Outreach Online
204	-Peak hour pricing: raise fares during peak hours to spread out ridership out throughout the day-Offer discount to 30+ rides covered in a 30 day period: reward those that ride more often - Look at reducing fares to/from BART via transit: Lower fares to ?50 cents to reduce costs to those that don't drive/park/get rides to/from BART stations. This could encourage more people to ride BART by reducing barriers.	English	Title VI Outreach Online
205	Clean you frigging bathroom, elevators, escalators and end seats on trains. Hire some station agents who actually know what customer services is and actually DO it. Say thank you once in a while to the taxpayers that have been funding your cushy lifestyle instead of crying poor-mouth every time we turn around. For a start.	English	Title VI Outreach Online
205	The janitor issue is a real stain on BART's reputation. That being said it is nothing compared to the issues over at WMATA.	English	Title VI Outreach Online
206	Divert Caltrans Freeway and Highway funding to BART and AC Transit.  Charge a regional petrol tax at 1 USD a Liter.  Get Caltrans to charge toll on all directions of bridges and freeways as is done with the New Jersey Turnpike.  Institute a 1 USD per ride tax for Uber and 5 dollar tax for Uber and Lyft airport rides.	English	Title VI Outreach Online
208	Parking, use less cars during off peak hours. Stop giving raises to the people who don't need it.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
210	What is the best way to raise revenue? Ridership? People do not want to ride on a pee-smelling bart train that runs every 15 minutes. Make it easier for people to Choose bart.. make the ride more pleasant. Build parking lots. Run trains more frequently on cleaner trains. People ONLY take bart because it saves time. No one wants to sit through traffic but you have not make it easy to take bart by not offering enough parking. Look at current spending and see what you can cut. Benefits and overtime.	English	Title VI Outreach Online
211	Stop painting over the graffiti at your civic center boondoggle. That escalator has been out of service for months with no end in sight	English	Title VI Outreach Online
212	No.	English	Title VI Outreach Online
213	Yes, decrease pay for CEOs and upper management. Leave your customers alone!	English	Title VI Outreach Online
214	Stop subsidizing cars	English	Title VI Outreach Online
215	Get better control on your salaries and benefits.	English	Title VI Outreach Online
216	Stop increasing already high wages for station employees. In understand wanting to have competitive wages, but the job should merit the wage.	English	Title VI Outreach Online
217	Maybe ask some of the larger tech firms for donations? Over the last 5 years the commute-time trains are jam-packed with people to the point of severe discomfort. These firms are most of the problem, maybe they could be part of the solution by either making donations (maybe in exchange for ad space) or by encouraging their staff to commute on off-hours. There are many times when I have taken MUNI instead because BART is SO crowded with tech workers with giant backpacks cramming the trains full. When many of us choose other forms of transportation, BART loses money.	English	Title VI Outreach Online
217	Finding new riders, even just weekend riders.	English	Title VI Outreach Online
218	More affluent tech workers use the Clipper cards, charge them extra instead! Don't charge the paper tickets more because poor people are more willing to use paper tickets than Clipper cards because poor people don't have bank accounts to connect their Clipper cards. Poor people can't afford to have a bank account.	English	Title VI Outreach Online
219	I have read that significantly more people use the BART system for shorter trips, like Oakland to SF, than longer trips like Richmond/Fremont to SF and Daly City. It might make sense to change the revenue scheme so the fare charges are more evenly dispersed across ridership.	English	Title VI Outreach Online
220	I think the high executives should take pay cuts in order to help supplement the changes to the again infrastructure of BART!	English	Title VI Outreach Online
222	Cut advertising, marketing and "sustainability" programs. BART is the bay areas most significant sustainability program in that it's a super low impact transport system. Use the money saved to clean the stations and get one more person out of their car. This will do more for the environment than the entire sustainability program, let alone 1000 people out of their cars.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
222	Make it harder for fare jumpers to get through the system without paying. I see fare jumpers every time I ride Bart. I don't suggest increasing police presence, but perhaps making it more difficult for people to squeeze through behind paying patrons.	English	Title VI Outreach Online
223	Increase fares to cover the current operating budget, but limit future labor cost increases. Support a change in state law that prohibits BART labor strikes. Support a change in state law that allows counties or groups of counties to increase their gasoline taxes to support both road construction and public transit. Charge ten cents extra for a paper ticket. Limit increases in parking fees.	English	Title VI Outreach Online
224	Break the union, lower senior management salaries,	English	Title VI Outreach Online
224	Weekend map looks almost the same as it did in 1972. It is time to look at the entire system and adjust accordingly. Adding transfers and surcharges are pushing people back to their cars.	English	Title VI Outreach Online
225	offer an easily visible option to donate online or at most stations, offer options to donate funds from small change cards somehow (if 1 way trip on paper card is 1.95, and rider has to put 2.00 on)	English	Title VI Outreach Online
227	Why not reduce budgets: wages of executives at BART?	English	Title VI Outreach Online
228	<p>Maybe partner with local venues for events and include Bart charges in the tickets? Maybe you can get some more out of it.</p> <p>Have monthly commuter pass available so you are getting exact amount every month from those riders. (Make it reasonable enough for them to buy, not just 5% savings or paltry amount like that.. maybe 10-15%)</p> <p>I am for Unions usually but they are getting away with way too many. So is the management. Quit it.</p> <p>New tracks that you build should be based on generic specs not what custom spec Bart has right now and run new trains on those lines but and hopefully look to replace old ones slowly.</p>	English	Title VI Outreach Online
229	Referring back to my original statement check the earnings of the top bosses and pit that against their actually work output. Check the quality of seats you are using and consider making that cheaper and not switching them around to find new designs when you flat out can't afford it. Find outside agencies to put advertisements on Bart more...make that a bigger source of revenue. Advertise the F out of the Bart walls...cover them with crap just like buses have the upper walls covered with ads...anything to keep the fare from going up.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
229	This question is posed in a vacuum. BART should make its annual fiscal report public so that the ridership can actually assess how the current operating budget is used. BART boasts (via posters on its train cars) that ridership is at an all-time high; why has record-breaking use not manifested itself in a balanced operating budget? Why is BART's employment process so convoluted that BART remains understaffed and, therefore, uses perhaps other-budgeted funds for contracted workers and overtime payments? Local papers point to advertising as a source of possible revenue; BART may be as well served addressing ongoing issues which drain limited resources, e.g., pest and waste abatement (human and animal), malfunctioning external station lights which stay illuminated during daylight hours, energy usage (generating excess power to sell back to local municipalities may be a possible source of revenue). Lastly, never underestimate the elephant in the room: management's decisions regarding funds allocation must be evaluated e.g., handing out BART cards to patrons during non-commute hours as a promotional incentive; failing to require BART police to deter fare evasion, unauthorized parking, non-service animals in the stations and on the trains; failing to hold its employees accountable for their work (even union contracts can have a provision for employment standards and practices).	English	Title VI Outreach Online
230	Sell more ads. It's crass, but the public is used to it. Signboard an entire train or station, many of us will likely block it out anyway.	English	Title VI Outreach Online
231	Sell advertising on the outside of the trains like AC Transit (shrinkwrap the whole thing). Charge even more for parking. Institute means-to-pay based fares	English	Title VI Outreach Online
231	Yes. Freeze salaries on your highest earners. Freeze Board salaries. Raise revenues by advertising in stations and trains. And then go for a tax that will actually satisfy your budget. Engage in a real campaign so you can actually win.	English	Title VI Outreach Online
232	Per the most recent news articles, cut overtime, don't staff stations for three months with no riders (warm springs).	English	Title VI Outreach Online
233	Enforce fare evasion	English	Title VI Outreach Online
234	Don't increase fares. Decrease wages for BART employees. Reduce worker hours or pay.	English	Title VI Outreach Online
234	Reduce number of cars for non-peak hours and make sure that all the cars during commute hours (especially leaving sf) are 10 cars	English	Title VI Outreach Online
235	Hard to answer without more information. The number of times that elevators and escalators are out of service at the SAME station tells me that either the repair people are doing a poor job or that the equipment is faulty. The ongoing expense of repairing the same things over and over seems wasteful and it would be probably cheaper in the long run to overhaul the things that keep breaking.	English	Title VI Outreach Online
237	Stop the fare evaders and fare cheats	English	Title VI Outreach Online
238	Huge potential for in train advertising that is being ignored now	English	Title VI Outreach Online
239	Increase the fares during peak commute times	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
240	Of course. You can guaranteed to be able to reduce the fare by reducing the paycheck of the management, board of directors and the executive team.	English	Title VI Outreach Online
241	charge for parking all day.	English	Title VI Outreach Online
242	BART is just seemingly mismanaged. Poor and unreliable service coupled with a high level of bureaucracy at the management level just drags BART down into the ditch. Why do we keep approving measures to fund BART and never see things that we've voted on completed on schedule? I really don't understand how BART continues to operate at this level - in any company, this type of performance would be absolutely unacceptable. I feel like all of our money is just going to support over time and your pensions. I don't see any visible improvements to stations or train cars. In other cities, the fare gates are higher and can only be activated by card, which prevents people from jumping over to evade fairs. Homeless people live in the stations - just this weekend I saw someone shooting up (needle was visible) inside the civic center station. Why is BART so mismanaged that you can't even fix something so drastic as this health hazard? People panhandle all the time on the BART trains and homeless people choose to just sleep on the trains. I don't understand how BART continues to allow this. CalTrain doesn't have this problem. I wouldn't mind giving more money to BART if BART was doing a good job, but BART isn't. Why can't BART be like Caltrain??? I am just so baffled by how poorly BART responds to these kinds of issues. It's like you've forgotten that the customers are your #1 priority.	English	Title VI Outreach Online
243	Find ways to actually costs verses making empty promises	English	Title VI Outreach Online
244	Stop paying insane overtime to employees and instead hire more people!	English	Title VI Outreach Online
245	Not at this time.	English	Title VI Outreach Online
246	Simpler stations that cost less to build and require much less lower long-term commitments to maintenance. Less suburban expansion at the expense of reliable service for the majority urban riders who pay for he most into the system and cost the least to service.	English	Title VI Outreach Online
247	Yes, no bonuses until all expenses are covered and there is an excess in the budget. Then bonuses based on meeting performance objectives based on key performance indicators.	English	Title VI Outreach Online
247	Open up Bart property to real estate development, especially all those massive parking lots.	English	Title VI Outreach Online
248	Advertising, not give you a brand new paper ticket when you add fare, hire non union labor.	English	Title VI Outreach Online
249	Should not deserve raise	English	Title VI Outreach Online
249	I don't know how this would impact revenue, but is it possible that you can calculate one fee that everyone pays no matter where they entered/exited that would not require entering your ticket/tapping your ClipperCard when exiting the station. I would suspect that people traveling a shorter distance will pay more while reducing fares for those taking a longer trip but it would remove the bottleneck, especially during commute hours, of people trying to get out of the station.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
250	Charge more for tagging in to BART during peak hours. Will also possibly cut down on transients selling things in downtown stations.	English	Title VI Outreach Online
251	Why do you need MORE money? You aren't even running trains 24 hrs a day so what is it needed for?	English	Title VI Outreach Online
252	Personally, I think using an approach on weekend days where you actually charge LESS for BART will actually drive more people to ride it. It will give people more of an incentive going to the city, since they get to pay less, and don't have to worry about paying to park their car in a busy downtown San Francisco parking lot. I hope that this idea gets some serious thought, because I think that it could honestly work in your favor. You could even perhaps charge for parking at like half price in BART lots on weekends, too.	English	Title VI Outreach Online
253	Don't pay the executives so much.	English	Title VI Outreach Online
254	Reduce or eliminate overtime for your employees! Look at your administrative costs instead of ways to gouge your customers. Tighten your own belts...we have already done that. Maybe you should think of ways to charge people with bikes. Those bikes take up more space than one person.	English	Title VI Outreach Online
256	I work in non-profit, so am aware of the challenges of creating enough revenue to run an organization. Here, we often do it by cutting expenses -- which has meant cutting hours, cutting positions, freezing pay, trimming expenses, etc. BART is well-known for paying very high wages, and that may be due to a union, but if there is an operating deficit, perhaps that could provide the justification for some internal cuts, including positions and freezing salaries. I honestly believe the addition of the parking fees, and the continual escalation of those fees, has led to lower ridership, primarily because it is often less expensive to drive, and people are willing to endure traffic so they can pay their rent. I suggest BART leadership study metro trains in other urban areas that are not in financial distress to see what they are doing (or not doing).	English	Title VI Outreach Online
257	Apply preventive measures on elevator and escalator failures to prevent them from failing rather than spending lots of money on fixing them.	English	Title VI Outreach Online
258	Stop overpaying your workers. Hold a fucking bake sale, I don't know. Stop putting it on the riders.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
259	BART could sell more advertising in the stations and in the cars. There are a lot of people who abuse the system of BART and avoid paying fares by jumping gates and exiting through unlocked and unalarmed emergency exits. There are a lot of people who eat and drink on BART. If tickets were actually handed out for those who do not abide by the common rules of riding, they should be ticketed, but no one is ever ticketed for eating or drinking at the platforms or on the trains, yet money is spent to clean up the messes. There needs to be more presence by BART employees. I know people have stopped taking BART because the trains are so crowded during commute times on the Richmond line. If there were an adequate amount of trains during commute hours, then more people may ride. If the fares were actually discounted on the evenings/ weekends when there are less riders, more people may be willing to take it on the weekend. Raises prices when ridership is low will only deter more riders and not increase the number of riders.	English	Title VI Outreach Online
260	I believe that the most effective increases should be as follows: 1. parking fees. BART parking fees are currently way below market rate in most of the Bay Area. 2. fare increases for more suburban stations; the per-mile rate is far lower for the users whose rides are, infrastructurally, more expensive per-mile. Do _not_ reduce the discount for seniors and kids/students, please: these populations already have (in the aggregate) financial challenges and our duty as a society is to help keep them mobile. Please also do not increase the paper ticket surcharge for normal rides as it is a regressive tax for people who either cannot afford a clipper card or who are unbanked. A paper ticket surcharge for rides originating from airports, on the other hand, would appropriately tax visitors to the city. See the way that Venice (Italy) does it: the tourism surcharge for canal boat-buses is significant. Thank you for your attention.	English	Title VI Outreach Online
260	I wish there was a way to tax cars and/or gas and have those funds go to BART.	English	Title VI Outreach Online
261	Monitor the fare gates for multiple people using 1 ticket to get thru the gates	English	Title VI Outreach Online
262	Menos gastos operativos. Subsidios a los usuarios de bajos recursos.	Spanish	Title VI Outreach Online
263	Me parece que hacer un incremento minimo a la tarifa general y apoyar con clippers solo la targeta a personas de bajos ingresos o personas viviendo en situacion de calle, y estudiantes para que no tengan que pagar extra por un boleto de papel. Mejor como una campaña para reciclaje de clippers.	Spanish	Title VI Outreach Online
264	Decrease number of managers, have automated station personnel instead of the humans you have now that don't do any work or don't care. Use the Silicon Valley technology to improve and innovate!	English	Title VI Outreach Online
265	You could fire the board. Are they paid to mismanage the budget? Because whatever they earn, it's too much. The trains aren't safe, the stations aren't safe or clean, what exactly do you all do with the money you collect??	English	Title VI Outreach Online
266	Claro, que no puede ser que suba, estamos en la pobreza y pagar eso y no hay trabajos en nuestra comunidad	Spanish	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
267	<p>alarm the emergency gates so that using them would create a disturbance. Update the fair gates so they are turnstiles (like the NYC subway) rather than the current (often malfunctioning retracting barriers).</p> <p>Require parking fees at all times, rather than ending at 3pm.</p> <p>Increase the cost for reserved monthly parking spaces at a higher percentage than general daily parking (since having that reserved space is really a huge luxury in itself).</p>	English	Title VI Outreach Online
269	Retail spaces?	English	Title VI Outreach Online
271	Increase amount of parking available which would allow for more parking fares. There is a serious lack of parking options at all locations and makes most of us leave very early to find anything at all. Have you done studies on New York's subway? How are they able to keep the cost down?	English	Title VI Outreach Online
272	Federal grants Explore voluntary method like merchandising, corporate sponsorships etc	English	Title VI Outreach Online
273	Measure RR should cover all your capital projects, everything else in your budget should cover operations. Cut down on overtime pay.	English	Title VI Outreach Online
274	Fire unnecessary people, limit overtime	English	Title VI Outreach Online
275	Add capacity	English	Title VI Outreach Online
276	Reduce over time abuse. Recruit junior resources for low cost. Find out cost saving opportunities. Allow independent audit firms review the financial and get feedback from them and implement those cost saving opportunities	English	Title VI Outreach Online
276	It seems like more advertising space could be added to the BART cars. I have seen transit cars in other cities (and even the Muni buses) that have narrow horizontal ads running the entire length of the car at the top of the walls.	English	Title VI Outreach Online
277	Carbon tax and income tax. BART needs to work with the federal, state and local governments to increase revenue.	English	Title VI Outreach Online
278	I witness a lot of people who use emergency exits so they don't have to pay for their fare ( I see at least 3 or 4 on my daily commute every day). BART should implement measures to stop these people from gaining access to BART. London Underground can give you some ideas. You simply can't get in/out unless you have a ticket or Oyster card. There is a lot of lost revenue from the "free" riders.	English	Title VI Outreach Online
279	Bart, you should manage your budget on how you waste it on overtime. Every day I see people don't pay for their fare to access Bart. Also, you need to stop making up a reason why so much overtime is needed it. I have taken too many people that they wish they can get a job at Bart. But some dumb reason you're spoken say it hard to find people to work. So much trash coming from her mouth. reduce overtime and hire more people and consumer won't mind paying higher prices.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
280	It baffles me that Bart can't make ends meet especially since it's already one of the highest cost to ride public transportation systems in the country. If it was run like a private company I doubt it would have these budget issues. Salaries are ridiculously high and there are multiple people for one job. Bart needs to run more lean and be a more flexible organization. Stop relying on commuters who are already paying more than a fair share to ride. I say hire a business consultant to identify opportunities to cut costs and trim the fat.	English	Title VI Outreach Online
281	Charge a bag fee, since backpacks, purses, luggage occupy seats and aisles. Charge a pet fee, since people are sneaking pets onboard using bags and baby carriages. Charge a bike rider fee, since a tall guy with a backpack occupies up to 6 seats. Enforce rules and issue citations on violators.	English	Title VI Outreach Online
282	Focus on the number of people that refuse to purchase tickets and walk in and out of the stations in plain view of BART employees.	English	Title VI Outreach Online
283	unlimited use ticket	English	Title VI Outreach Online
284	Freeze salaries and benefits for 5 years. Remove employees who are not adding value.....it is a joke.	English	Title VI Outreach Online
285	lock the bart gates, i see people all the time exiting and entering through these gates that don't pay their fare. lock the gates so those people pay their fare. Charge for parking all day long	English	Title VI Outreach Online
287	Have fine for people who behave badly on Bart trains : i.e Feet on seats, Playing loud music, not giving up a priority seat when needed, RIDERS WHO INSIST ON SITTING AISLE SIDE WHEN THE TRAIN IS FULL, OR PLACE BAGS ON SEATS WHEN THE TRAIN IS FULL.	English	Title VI Outreach Online
288	Reduce cheaters who jump fare gates and use red or green tickets when not qualified.	English	Title VI Outreach Online
289	Eliminate the police department and contract with outside agencies for protection through the same process as is done with fire protection. If the police stay, they should actually walk through BART cars and fine people for eating, drinking etc. Now they just stand by the door and talk to each other. Rent out the Powell street station long hallway to the Coalition for Homelessness to provide services to the huge group of drug users that hang out there. Hold BART salary increases to the cost of living index used for social security increases. BART employees should pay more for their retirement and health coverage.	English	Title VI Outreach Online
291	Support part time workers and stop paying so much overtime to full time employees. Add more jobs and flatten out the overtime pay	English	Title VI Outreach Online
293	Have recycling for old tickets	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
294	<p>Labor costs, I know the union has a strangle hold on the system,(the bart strike made it obvious). Enforce overtime restrictions and similar things related to labor costs.</p> <p>I currently work for the federal government and have a good idea how money is freely spent or there is no oversight, that's why the first idea to fix your 'budget' problems is to raise fairs. But continue to do that and see what happens to your ridership, we already know that a portion of the bart bill is going to fill the shortfall for pension obligations (which are probably generous, maybe I should have been a bart operator) You need to take hardstands to win over the public against the unions, if not, don't come to the public asking for more money since it is never enough.</p>	English	Title VI Outreach Online
295	<p>Avoid costs such as fighting BART workers during contract negotiations with expensive consultants and legal advisors. Increase ridership by cooperating and coordinating with other Bay Area transit companies, such as with no or very low cost transfer fees. Make using Bay Area transit systems more appealing so as to get people out of their cars. Support shuttles from and to diverse neighborhoods so that cars would not be so necessary. Expand hours of operation and train frequency. Make transit user friendly. And have a bake sale.</p>	English	Title VI Outreach Online
296	<p>Find the where the money we've already invested in you went? Find some way to adjust salaries? Federal subsidies?</p>	English	Title VI Outreach Online
297	<p>Public transportation should be paid for from taxes on the rich. All other proposals hurt the people. I think the best proposal of the ones given here is increasing the charge for paper ticket usage.</p>	English	Title VI Outreach Online
297	<p>Increase the charge for parking to the market rate with no maximum.</p>	English	Title VI Outreach Online
298	<p>Find ways to reduce crowding on trains, because that obviously impacts your ridership. Also check the pay grades of the upper echelons of Bart management and see if you can find savings there. Or, have more vendors that pay rent to Bart serve your stations.</p>	English	Title VI Outreach Online
300	<p>Stop fare evasion !!!Those emergency doors at Fruitvale are a joke...free rides....those emergency doors and elevator at Coliseum are a joke....elevator at Bayfair..joke....emergency gates at Union City and Fremont....jokes... Make it safer more people will use.... Passenger and employee safety is a joke to BART...</p>	English	Title VI Outreach Online
300	<p>You should focus on reducing costs, including overtime pay</p>	English	Title VI Outreach Online
301	<p>Allow advertising in stations.Partner with the employers in the area who benefit from having a working system to get their employees to work on time each day. These businesses should contribute towards the operating cost of bart.</p>	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
302	I heard that BART is considering locking the emergency gates and hiring personnel to monitor BART exits to eliminate fare jumpers that are causing millions of lost revenue per year. BART could take a lesson from New York City where they installed seven foot high fare turnstiles on all subway stations to eliminate fare jumpers. This solution would be a one time cost and BART would probably recoup the cost in one year.	English	Title VI Outreach Online
302	Allow more advertising in stations, trains. Place video monitors in stations and trains and video advertising.  Put a disclaimer on all ads that say something like "This ad helps keep fares down."	English	Title VI Outreach Online
303	lay off workers, more ads, quit building more stations with money you don't have	English	Title VI Outreach Online
304	Stop letting teenagers jump the gates, keep the homeless off the trains, more police presence on all trains and all stations during service.	English	Title VI Outreach Online
305	Increase rate of advertisements, get more advertisements, reduce operating costs.	English	Title VI Outreach Online
306	Stop giving hiked up COLA's to employees.	English	Title VI Outreach Online
307	Increase advertising in BART as much as possible. It's ugly anyway	English	Title VI Outreach Online
309	Take out the seats on the trains so people can fit on the trains. More people=more money. Fix the air circulation so people will ride on trains. Fix escalators so people aren't discouraged from using Bart. Lower salaries.	English	Title VI Outreach Online
311	You should check parking at ALL Bart station. You guys only check the main ones. I know for a fact that you guys don't check Dublin/Pleasanton. If people are students they should get a discount rate.	English	Title VI Outreach Online
312	Add fees to the station that currently have low to none fees for parking	English	Title VI Outreach Online
313	Sell advertising on the backs of tickets. AARP related ads on the backs of Senior tickets, Lyft.com, SWA, Warriors, A's and Giants on regular adult.  Sell branded Bay Area sports teams Clipper Cards at a collectible premium rate. Or join with Bay Area high schools to do the same Encinal Jets, Alameda Hornets, Fremont High Tigers, Acalanes Dons, Saint Mary's Gaels, SCU Broncos, etc.	English	Title VI Outreach Online
314	Increase parking further. Sell more parking lots for TOD. In-station vending. More automation. Less police.	English	Title VI Outreach Online
316	no	English	Title VI Outreach Online
317	Charge peak pricing premiums.	English	Title VI Outreach Online
318	I think fare evasion represents a significant loss of revenue. My continuing experience, although probably atypical (I regularly board & exit through Fruitvale Station) is that fare evasion is rampant. Collecting fare evasion fines would help in the short term (fare evaders would soon learn that it was expensive) and in the long term would result in more fares paid.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
319	Don't give raises to Bart employees who already make more money than most people. Don't give raises to Bart executives.	English	Title VI Outreach Online
320	I don't understand how the trains can be packed but there isn't enough money to run the system. Back in the 1980s the London Underground reduced fares, this increased ridership and the system made money. Unfortunately, this was stopped for political reasons. Maybe a weekend fare DECREASE may help.	English	Title VI Outreach Online
321	bart should target fare invaders	English	Title VI Outreach Online
322	See previous comments. Improve your strategies to work with companies that are willing to advertise to hundreds of thousands of BART riders a day. Look at your long-term relationships and how to improve and build upon them. Do not rely on annual price increases alone.	English	Title VI Outreach Online
323	currently the high value tickets are \$48 and \$65. have you thought about increasing up to \$90? this would mean that bart could potentially see the \$\$ faster.	English	Title VI Outreach Online
324	Parking Fees can be charged on the weekends and weeknights. Increase Fare Enforcement at Station Gates. Take what SFMTA does and perhaps ticket people who do not have a valid ticket on Bart Trains.	English	Title VI Outreach Online
325	No	English	Title VI Outreach Online
326	Yes! Start getting serious about fare evasion! Virtually EVERY SINGLE TIME I go through BART turnstiles I see someone going through without paying. In some stations you can take an elevator right out of the paid area. Think anyone might be doing that? Unstaffed booths are practically "Free Ride" signs.  Asking paying riders to pay more while you do NOTHING about catching non-paying riders is unfair, lazy, and stupid.	English	Title VI Outreach Online
326	Enforcement!! Without exaggeration, I see fare evaders every day I use BART at the Fruitvale Station. They simply walk through the doors leading out to 35th Avenue. (Why aren't these doors locked?) I've mentioned this to the station agent and they are aware but are helpless to solve the issue.  Another method that riders are cheating the system is buying and using the discounted tickets without fear of enforcement.  These two issues are running rampant and yet BART wants to raise the fare. This is why riders are insulted by the thought of a fare increase when we don't feel BART is doing everything it can be recover revenue.	English	Title VI Outreach Online
326	Fix your employee problems. Get new management.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
327	I don't know much about this, but from what I understand, in many cities around the world, metro is getting increasingly automated, including driverless trains. Perhaps this is the direction in which one should go. Aside from decreasing the budget, it would be great if the drivers' barely understood station announcements were replaced with a clear recording, in English and in Spanish. It would be great if tableaus in every car were put in that showed the next station, but, of course, this would only increase the costs, so I don't expect this to be implemented anytime soon (but it seems that any civilized system should have this and not have people rely only on their eyes to figure out which station they're at, which is often impossible when the train is pulling into the station).	English	Title VI Outreach Online
328	Stop the cheats jumping gates and entering/exiting the emergency exits will probably cover a lot of the shortfall. As noted in the above, look at how Hong Kong, Tokyo and other world class systems run, and see what processes and procedures could be used for your system. Reward teams and groups ONLY when they mean targets of reliability, schedule, cost and/or availability. PLAN for the future: track maintenance, new cars, new lines. How is it Taipei or ShenZhen can have an entire subway system in less than 10 years but it takes decades for BART to go 5 miles from Fremont to Warm Springs?	English	Title VI Outreach Online
330	See above. Get rid of all the old shitty trains and machinery you have. That will cost upfront but save a ton of money in running costs. Reduce bonuses from your fat arsed management and the huge benefits you dish out. Run like a private company not like a subsidized government managed institution.	English	Title VI Outreach Online
331	Yes I do- charge money to use the restrooms. Doing so will also keep the restrooms cleaner.	English	Title VI Outreach Online
332	- charge people more to bring their bikes on the train. They take up valuable space on each car. - create first class car. People will pay more to ride in nicer conditions without homeless people laying around.	English	Title VI Outreach Online
334	Layoffs. Pention restructuring.	English	Title VI Outreach Online
334	I like these ideas, They reduce paper costs and increase the expense for people who drive which is also fine, incentivizing people to use Clipper Cards and BART instead of driving and paper clipper cards.  The only thing is when Clipper Cards are blocked the block should be removed more quickly so as not to cause a card holder to have to buy a paper ticket.	English	Title VI Outreach Online
335	BART should develop unused land around BART stations to create mix use commerical and residential property. Provide incentives to retail shop owners and property owners to break ground to create affordable but fair living quarters for community BART patrons. Use 45% percent of the revenue generated by these properties and place it into a fund to help capital improvements. By doing this BART will help the affordable housing concerns of the region and creating revenue for capital improvements.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
336	CHARGE FOR BIKES, THEY TAKE UP SO MUCH SPACE. i have seen 7 BIKES in one train and people had no where to stand anymore	English	Title VI Outreach Online
337	1. Do not offer free tickets to your employees. At least offer them discounted ticket. 2. Do not offer lifetime tickets to the ones and their families that worked for BART for at least 5 years! 3. Do not pay \$270,000 to a janitor. Stop the corruption within the BART. Control your workers work ethics better. do not let them abuse your over time payment system. Watch their work carefully during regular hours of their work. You pay \$270,000 to you Janitor but the bathrooms to stations are more than dirty, the stations are not clean at all	English	Title VI Outreach Online
338	Start charging for bicycles. It occupies space for people	English	Title VI Outreach Online
339	Make more parking available so more people use bart.	English	Title VI Outreach Online
340	Offer a discount for rides in the off-peak and reduce weekend fares. Offer a monthly pass.	English	Title VI Outreach Online
341	Stop wasting money hiring expensive and notorious union busters to handle "contract negotiations". Cut salaries of executive mgt.	English	Title VI Outreach Online
342	Like I said above, you need to start looking at all the deals you signed off with the union and grow a backbone next negotiation session. Charge for parking 7 days a week 24/7. Stop giving your staff \$1K just because you reach a designated ridership level. You are a subsidized entity not a for profit company. You need to start managing your money accordingly. For example, the janitor who stays in the closet making \$270K, please....get a grip. These kind of stories don't help BART at all, this smacks of an inability or unwillingness to hold people accountable..and yes I voted no on RR because BART has demonstrated time and time again that you can't manage the money we (the voters/property owners) have to give to you (extort from us really with very little in return.).	English	Title VI Outreach Online
343	Charge an entrance and exit fee at those stations who weren't part of the original plan (i.e., those counties that opted OUT!) That means SF airport/Milbrae. When Milpitas and San Jose stations open, same there. Make them pay \$5 for parking off the bat. Stop making those of us who paid with our property taxes since the 60's shoulder their costs.	English	Title VI Outreach Online
344	I see fare jumpers all the time. Find a way to curb that. Raise costs for long term parking.	English	Title VI Outreach Online
345	Charge bicycles for the right to lock their bikes at the station. While not an enormous sum, it could offset the cost of raising senior fares. Why do they get to use Bart real estate for free when others have to pay for it.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
346	Charge more for rides to stadiums when events are going on e.g. Oakland Coliseum. (With exceptions for regular users of the station). Charge more for rush hour rides, but make discounts more widely available. Tax cars/gas more to pay for public transit. Stop charging so much to get to Oakland Airport so more people will use the service.	English	Title VI Outreach Online
347	In my work, our supply requests are monitored strictly; Bart might want to do that too.	English	Title VI Outreach Online
348	Improve your operations, reduce inflated salaries to your drivers and other employees	English	Title VI Outreach Online
349	Limit over time and better manage scheduling/headcount. Invest in new cars that not only provide more comfort for rush hour travelers but also are easier/faster to clean	English	Title VI Outreach Online
350	Fix stations so the people can ride for free	English	Title VI Outreach Online
352	Cut the salaries of the employees	English	Title VI Outreach Online
352	Slightly reduce service during off-peak hours	English	Title VI Outreach Online
353	Bart should be cheaper because Bart is always so dirty. Not only youth students should get discounts college students should get discounts TOO.	English	Title VI Outreach Online
354	I saw a news report on Channel 2 where a BART janitor at the Powell St station was earning an insane amount of money, by logging an insane amount of overtime over the past few years. The report highlighted that the man wasn't doing his job very well if he was clocking those hours; at times, disappearing into an 'office' or 'break room' for hours. If this is true, it is unacceptable and BART management needs to do their job, to manage employees and to manage costs.	English	Title VI Outreach Online
355	Allowing more advertising in stations and on trains would be acceptable. As for reducing costs, how about keeping BART employee salaries and benefits in check for a while??	English	Title VI Outreach Online
355	Reduce electricity usage. We're in tech valley -use the minds here and find sustainable tech	English	Title VI Outreach Online
355	BART needs to manage its spending better. Cuts need to be made internally including cutting overtime. Our organization has a strict NO overtime policy which has help us to maintain a favorable budget. BART needs to do the same.  Aside from this, you could also enforce parking around the clock including evenings and weekends to generate additional revenue.	English	Title VI Outreach Online
356	I would start with cutting salaries for upper management before raising fares again. Eliminate any free parking times. Reduce service frequency or car length during lower use times.	English	Title VI Outreach Online
357	Hire a good consultancy to see where you are leaking and plug these holes. Why are some of your employees, including drivers getting paid more than a person with very highly skilled person?	English	Title VI Outreach Online
358	please reevaluate your compensation packages you are currently giving out to your employees. maybe headcount needs to be cut or salaries need to be reduced.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
359	I'm sorry I don't have any suggestions. I tried thinking of some, but I have nothing.	English	Title VI Outreach Online
361	Start catching fare evaders.	English	Title VI Outreach Online
362	Bart is proud of its nationally-leading high farebox recovery ratio, but that seems to be due mostly to the fact that Bart fares are significantly higher than other systems. Bart benefits the entire region by reducing traffic; drivers and other non-riders should pay more to support Bart.	English	Title VI Outreach Online
363	Transfers, Passes, Raise fares and create a low-income pass like seattle did.	English	Title VI Outreach Online
364	Introduce a no tolerance campaign instead of just announcements over the communication speakers. Over time additional personal that are in place to block the exits from fare evasion would pay for the current shortage of staff. Safe ridership would promote The idea of ridership vs the current avoidance by some because of what is happening on each train.	English	Title VI Outreach Online
365	Advertising covering up whole train car interiors like new york	English	Title VI Outreach Online
367	Damn state and federal government should be supporting operating expenses for all transit.	English	Title VI Outreach Online
368	station police at El Cerrito Del Norte for the final few trains of the day to catch fare evaders - there are tons of them	English	Title VI Outreach Online
369	Stop expanding the system and work on improving and maintaining what exists.	English	Title VI Outreach Online
370	BART management and personnel costs are exorbitant for a transit system of its size and with its countless management problems. BART needs to reduce its operational costs, not pass those on to the ridership.	English	Title VI Outreach Online
371	7-day and 30-day passes for unlimited usage. Run more trains at rush hour using the \$3.5 billion bond money. Fight fare evasion: I see people get through without paying often; it's extremely irritating that emergency exit doors are not alarmed or monitored, especially at 16th Mission.	English	Title VI Outreach Online
372	I notice very often people leaving through the emergency exits. I see it at Embarcadero because that's where I get off the most but it most likely occurs at all stations. No one questions or stops them. Once I told the attendant about it and she said "there's nothing I can do about it. I just work here." I think if security was tightened on people riding for free you would have a lot of extra revenue. Raising the price on honest citizens while the freeloaders get to keep riding for free is very unfair. And the employees should care, take some responsibility! I'm sure they aren't all like this but "I just work here"... wow.Leaving at Embarcadero or Montgomery one time I took the elevator up. To my surprise I was then outside the pay gate and I had to enter the emergency gate so I could tag my Clipper going out. It would have been so easy to just walk out. So that configuration should be fixed. Another thing is I know someone who didn't pay a few times because he was in a hurry but is normally a very honest person. Later he tried to make good and pay \$50 and the office in downtown Oakland would not accept the money. I think someone who wants to pay for previously "stolen rides" should be able to!	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
373	Run longer hours on the weekends. I know a bunch of people that would take BART from SF out to the east bay if it was available after the bars closed	English	Title VI Outreach Online
374	Reduce employee salaries which many of my colleagues consider too high.	English	Title VI Outreach Online
375	It is my perception that the greedy unions have gotten salaries too high. I see the station agents and it is my perception that some (not all) are lazy. Some are helpful but others have "don't bother me" attitudes when I need help. Stations are dirty. I questions mid level management competence and ability to manage in an effective manner. My background is in private business where employees are held responsible for their actions and pay the consequences for material poor performance. It is my perception that the greedy unions have now gotten the upper hand in the contract and take full advantage of this. The greedy unions are fleecing the taxpayer and the farepayina BART riders.	English	Title VI Outreach Online
376	Reduce overtime paid to employees. Hire Temp or Part Time employees to relieve over stressing/working employees. Offer monthly, weekly, and unlimited day passes, great for tourists and visitors.	English	Title VI Outreach Online
377	BART should create a specialized ticket for any college student in the Bay Area perhaps so that it will be easier for them to get around the Bay Area at a cheaper price. This could help bring customers. Also, BART should consider partnering with companies to feature their products in the stations. This could bring in money for BART and help businesses spread their word. BART could also consider charging vendors who set up shop at their stations like the Coliseum.	English	Title VI Outreach Online
378	Have BART police do actual police work, like stopping break ins in cars in the BART parking. Allow vendors in BART stations and charge a space fee, have 'premium' cars or seating areas & charge more	English	Title VI Outreach Online
380	Reduce the salaries of mechanics and train operators. They are way overpaid. At the next contract, they will be looking for 21% or more raises. As for another bond measure for \$34 Billion to pay for employee salaries.	English	Title VI Outreach Online
381	Aggressively pursue transit-oriented development on BART parking lots, even if not all BART parking spaces are replaced. BART stations are prime real estate; leverage these assets! Work with local transit agencies and cities to find alternatives to providing replacement parking, which is expensive per rider.	English	Title VI Outreach Online
382	Lower fines for people without tickets. Then set up a new cost for people that use bart over 8 journeys a week- and increased fares for people that live in the area but usually drive to work or use alternate means of transport.	English	Title VI Outreach Online
383	Bart should be more efficient on how it uses it's money and raise it's revenue by cutting costs. Eliminate overtime by employees and use cheaper quality materials for construction as long as they are safe and meet regulations. Putting the costs on the riders is the fastest way to lose riders. We have had a fare increase 3 times in the last couple years. Enough is enough.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
385	Aim your fare and fee increases at higher-income riders and/or institute new discount programs to help reduce impact on lower-income riders.	English	Title VI Outreach Online
385	I always thought BART could easily have a solution to the trash on trains at the end of lines. I suggest a youth programs for high schoolers to help clean out trains at the end of lines. But to also have the benefit of having a BART Contractor Pass to ride the system for free. To make the program have a more beneficial reason, the program should also include and require homework assistance at that station (maybe in a portable) and help with getting to college. BART, its riders, and the youth would all benefit from this program. BART could move more cleaning crew to BART Stations to keep stations clean, while youth keep the trains clean. Which could encourage more riders if BART was cleaner and knew BART was helping youth thru High School. Riders would love the cleaner BART and mostlikely ride more. The youth could get better grades and know there doing something good for the Bay Area and look good on a job resume or college application. This plan does not mean totally removing professional BART cleaning crew from trains, it just keeps them clean through the day or depending on school hours.	English	Title VI Outreach Online
386	Fire Sr management Fire the Board, hold all bonuses until they perform ABOVE Expectations Set the bar high so all employees contribute more Make people accountable Hold on salary increase coz salary increases and bonuses are to reward performance-that's superior performance NOT SUB par performance as you are now Limit over time and only to perform necessary duties but this too needs to be monitored and shown in the results as necessary Why should we the riders pay for BART's mistakes and mishandling of the budget-make it work and do it right	English	Title VI Outreach Online
387	Round fares to the nearest quarter. Offer discounted pricing for carpools (but increase parking rates based on demand). Additionally work with colleges to promote and provide a student pass that students can take advantage of.	English	Title VI Outreach Online
387	Have more parking options so more people can ride BART.	English	Title VI Outreach Online
388	Cut back operations and employee benefits costs to balance budget instead of raising fares.	English	Title VI Outreach Online
389	Is there any way to know whether an employer pays for someone's transit or what income level a rider has? Charge me for more	English	Title VI Outreach Online
390	Reduce salaries of executives, eliminate bonuses, increase parking 50 cents or fees by 10 cents	English	Title VI Outreach Online
391	I think you guys should team up with the girl scouts. I'm serious, they usually sell their products at bart stations anyway. Maybe you guys could sell their products at some of the bart snack vendors. Everyone wins. People love their cookies, you both could benefit from it too	English	Title VI Outreach Online
392	Bart should spend more effort to catch fare cheaters, to reduce staffing personnel, to change overtime policies like a janitor made more than \$200K/year, and to assign personnel like people working at Warm Springs Station before its open	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
393	Catch the fare cheats. Get rid of the mentally ill homeless in the system so that hours long situations with personnel don't have to take place because yet another person wanders onto the tracks. Don't pay people more than is reasonable.	English	Title VI Outreach Online
394	Tax San Francisco's top 0.5% citizens.	English	Title VI Outreach Online
395	As with any expense, set a budget and stick to it. Restructure the pension program, not every operation needs to be unionized.  To raise revenues: Most station are big empty spaces. Besides selling poster space for advertisements, set up retail rental space. Be like MUNI and the buses, and sell advert space on the trains. The floor walkways, that can be used to adverts too. The areas are dirty, the adverts can also have multiple uses as in diverting from the dingy-ness of the stations.	English	Title VI Outreach Online
396	Start laying off management - obviously they are unable to keep their budgets. Stop giving raises to all employees.	English	Title VI Outreach Online
397	Raise price of paper tickets	English	Title VI Outreach Online
398	I think BART needs to take a long hard look at reducing costs. The escalators are out in the San Francisco stations more often than they're available. Take cover them to prevent abuse or take them offline. Curb overtime. Take a serious lean approach, and eliminate all possible waste.	English	Title VI Outreach Online
399	Eliminate overtime! Stop giving out bonuses until BART has balanced its budget. This will solve the majority of your budget problems without impacting your customers. BART needs to hold itself accountable and cut wasteful spending. Aside from this, parking fees can be enforced around the clock or even raised to \$10. I think \$10 is still a fair amount as many of the parking garages by my work are around \$15-20 for daily parking.	English	Title VI Outreach Online
400	Offer a bundle package of BART tickets and a discounted ticket (discounted to the customer but still higher than what you received the ticket for) to a particular event and charge a slight convenience fee. That way you encourage ridership and make a small profit.	English	Title VI Outreach Online
400	Charge more during commuter hours.	English	Title VI Outreach Online
401	Provide more secure bike parking for a small fee.  Move to fully automatic trains.	English	Title VI Outreach Online
401	Charge double for bicyclists, since the bikes take up the space of at least one other human if not two.	English	Title VI Outreach Online
401	Reallocate funds from capital improvements. Reduce costs internally before increasing costs to riders. Riders already see parking increases every six months, plus fare increases.	English	Title VI Outreach Online
402	Rush hour/peak fare, better project/contract management so things like the "Fleet of the Future" aren't delayed for dumb reasons.	English	Title VI Outreach Online
403	Televise all labor negotiations. We want members of the public to oversee future labor negotiations as a means to cut costs since the management likes to bend a knee when the going gets tough. Outrageous demands would not take hold if taxpayers have a seat at the table.	English	Title VI Outreach Online

<b>Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?</b>			
<b>Response ID</b>	<b>Response to Question 4, Comments</b>	<b>Language</b>	<b>Outreach Event (2017)</b>
404	Add BART to the Martinez area.	English	Title VI Outreach Online
406	Try doing additional advertising on the outside of the BART train. Go to various work places and promote people to ride BART. Work with the Legislature and find ways to prevent union workers from going on strike. When union workers go on strike, it costs BART additional money.	English	Title VI Outreach Online
408	n/a	English	Title VI Outreach Online
408	Encourage long-distance commuters with higher fares by increasing parking capacity at outlying stations and adding express trains that make limited stops in inner city stations such as those through Oakland.	English	Title VI Outreach Online
409	Definitely more (tasteful) advertising on trains, platforms and throughout the stations. You see much more of this among subway systems on the East Coast and in Europe.	English	Title VI Outreach Online
410	Stop the waste in money to improve the courtyard at Concord - instead use that money to fix trains so that more people will want to ride.	English	Title VI Outreach Online
413	As I mentioned earlier, I think that working more closely with Caltrain, Muni, and other local public transportation systems so that it's easier to use them together will bring more riders to each system. Using Clipper cards across all three systems is a great first step; I think anything else that makes it easier to transfer from one system to another with minimum hassle would be a huge improvement.	English	Title VI Outreach Online
413	It might be good to allow people who are taking the bus from the Bart station to park there for the same or maybe even a slightly higher fee than Bart riders. Right now, you have to enter the Bart station to pay for parking, but many people who are not riding Bart but only taking the bus from the transit terminal located outside the Bart station might be willing to pay for parking there if it was available.	English	Title VI Outreach Online
414	Cut the salary of high ranking officers.	English	Title VI Outreach Online
415	Sell more ads. Sell train wraps, rotate your ads/billboards more (they stay the same for months). Ask large companies based in SF that benefit greatly from public transit to contribute more (\$35M is basically no money to a company like Salesforce or Google). Allow brands to create experiences in high traffic stations, where bart charges a bunch of money and the brand gets a high touch experience with a captive audience of riders.  You guys shuttle 400,000 people a day to some of the wealthiest companies in the world. Take advantage of that.	English	Title VI Outreach Online
416	Work on catching and fining fare jumpers and people littering. They are the ones contributing to an unpleasant commute experience.	English	Title VI Outreach Online
419	Add more parking and increase parking cost - demand still outweighs supply. You can raise rates more at stations that run out of parking every day.	English	Title VI Outreach Online
421	less overtime for workers	English	Title VI Outreach Online
422	Cut labor costs. Try to reduce the amount of union labor when possible. Stop unpaid ridership.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
423	make a kickstarter	English	Title VI Outreach Online
424	more advertisements in BART and stations to generate funds.	English	Title VI Outreach Online
425	cut every employee's pay by 10%	English	Title VI Outreach Online
426	Bart should investing in infrastructure,not transit villages,	English	Title VI Outreach Online
428	Yes, make everyone pay their fare share! Lock those dang 'emergency' exits and get the BART police out there. Just their presence would make folks hesitate to pay their fare share. If not having everyone pay their fare share is some misguided political tactic, at least start a program for subsidized fare. Right now, the message is that it is okay to not pay one's fare and steal from all those that don't have the mindset to steal. When I ask non-paying riders how I can get to ride BART for free, the most frequent coherent response is that they 'don't care' or 'nobody cares.'	English	Title VI Outreach Online
429	Take care of the homeless situation cleaner stations more riders more influence to riders for the increase of pay knowing there ride is clean.	English	Title VI Outreach Online
429	Use the money we as commuters pay more wisely.	English	Title VI Outreach Online
430	Renegotiate the union contract to be market rate -- the labor costs for BART are out of control. Stop paying benefits to people who don't work for BART anymore.	English	Title VI Outreach Online
431	Nope.	English	Title VI Outreach Online
432	Charge a premium for a guaranteed seat.	English	Title VI Outreach Online
433	Get the homeless and all the free loaders out of the stations that never pay while the station agent just looks at them doing nothing	English	Title VI Outreach Online
434	Catch the fare invaders. I see them daily	English	Title VI Outreach Online
435	See my initial comment. Figure out a way to MAKE EVERYONE PAY. Even if you didn't hire new people but actually made our employees pay some attention, I'm guessing you would catch people. Another problem, lots of people who don't want to pay just use the elevators. El Cerrito Del Norte and civic center, my two stations, are perfect examples. People just bypass the turnstiles at these stations by using the elevators. It's so easy it's laughable. and given the number of homeless people at the CC station, I'm amazed I never actually see anyone working at this station. You could also consider firing your janitors. I've never actually seen one at civic center and I've been riding there continually for 8 years. That station ALWAYS smells like pee. Considering what you pay your janitors, you nights consider never hiring another one.	English	Title VI Outreach Online
436	Manage your resources better. In five years I've gone though a strike and multiple fare and parking increases as well as voting for a tax. Figure it out or get more competent people!	English	Title VI Outreach Online
437	Measure RR??	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
438	Try implementing sound management practices, begin by hiring people that can actually do the job. In many ways, it begins at the top and quite frankly, that's where you should begin. Any group who thought it was a good idea to spend \$500 million on that airport connector nobody rides isn't fit to run a Popsicle stand.	English	Title VI Outreach Online
439	Increase commercial services inside stations - coffee, etc to bring in rental income	English	Title VI Outreach Online
440	Surcharge on paper tickets, dynamic pricing to charge more during peak (reduces crowding and impacts revenue), and selling train wraps to advertisers.	English	Title VI Outreach Online
441	Secure the BART station to ensure that EVERYONE pays a fare.	English	Title VI Outreach Online
442	Seek sponsorship from local ecommerce businesses	English	Title VI Outreach Online
445	Crack down on fare cheaters across the system -- including parents with children and via the elevators.Reduce service hours on weekends -- if ridership is low.Figure out how to get by with fewer gate agents, who all seem to stand around chatting about 50% of the time.Make the system more reliable and cleaner to attract more riders. (And if you could better exclude some of the really messed up riders and homeless folks who use the trains as their bedrooms and bathrooms, that would help too -- hey, maybe those "extra" or bored gate agents could actually do something about watching the riders coming into and hanging out around the stations.)	English	Title VI Outreach Online
446	Decrease employees salary; decrease station agents but more police security patrolling.	English	Title VI Outreach Online
447	revamp all employee benefits!	English	Title VI Outreach Online
448	Put solar panels on top of all the trains. Sell vending items and snacks in a "food car". Make Bart a tourist destination with a centrally located gift shop-- maybe even a booth that sells model trains, historic photos, mugs, etc. Allow nearby concerts and events to include subsidized pricing on Bart tickets included during checkout (Stubhub, Ticketmaster). Offer a season pass to get to all warriors games, sf giants games, etc. for a one time yearly fee.	English	Title VI Outreach Online
450	Better accountability for labor cost controls. As said on page 1, BART has a time-of-day/day of week capacity issue and should seek to raise revenue during off-peak times by notably lower fares at those weekend days and weekday off-peak times. I do not object to increased systemwide advertising which is safe and in good taste, but no wrap-around ads which cover windows should be allowed. SF Muni wrap-around ads impair outward window viewing significantly and should not be copied by BART.	English	Title VI Outreach Online
451	Monitor fare cheaters.	English	Title VI Outreach Online
452	If riders found it more safer to ride and at ease to ride without the distractions that happen daily on a commute, there would not be any issues on your plan.	English	Title VI Outreach Online
453	1) Use the money that you received from the last ballot 2) realistic salaries for employees that actually work on the job	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
454	Maybe you should monitor the emergency gates better. I see SO many people walking thru the emergency gates, jumping turnstiles or pushing me thru so when I use my card to get out and they jump thru on my dime. Put a system in place where if someone is getting a free ride they need to be issued a card or something to get thru the emergency gates or the turnstiles like everyone else. If there was a true emergency the station agents who chit chat and make you wait to ask your question can get off their butt and push a button to release that locks before they leave so everyone else can escape. They currently just watch everyone freely go thru. No one monitors the back gate at del Norte. It's always teens and you can see them looking back and slightly running to make sure they don't get caught.	English	Title VI Outreach Online
454	reduce employee overtime, and possibly change benefit structure.	English	Title VI Outreach Online
455	Tax the advertising. Increase advertising. Start a BART bonds program with \$5 to \$50,000 ranges. Provide sidewalk space for CA cottage vendors and tax them gently. Allow big corporations to buy pools of BART fare for employees. Encourage spare change donations at stations. Look to schools, churches and civic organizations for bulk clipper purchasing. Don't pass on increases to seniors, students and the poor. Be progressive please.	English	Title VI Outreach Online
456	Improve service. Riding BART is not a pleasant experience anymore. I ride it as a last resort, but used to enjoy riding it when the trains ran frequently and were less crowded.	English	Title VI Outreach Online
458	None at this time, but again, PLEASE do not implement another increase.	English	Title VI Outreach Online
462	Cut salaries, pensions, benefits and overtime expenses.	English	Title VI Outreach Online
463	Crack down on fare evaders. Make BART more attractive to ride by putting back the seats you removed and cracking down on homeless people who camp out on the trains. Maybe clean the stations occasionally. At Castro Valley station I recently noticed the same vomit splat near the entrance for weeks.	English	Title VI Outreach Online
465	Place a cap on overtime. Hire enough employees at a base rate and avoid overtime altogether. Decrease benefits for new employees.	English	Title VI Outreach Online
466	Open eBart to get more passengers in the system, increase monthly parking slots at packed stations like bay point, so you get paid even when people aren't using their pass, increase the paid parking hours to 4pm,	English	Title VI Outreach Online
467	Fire the board of directors.	English	Title VI Outreach Online
468	see original comments. Cut some of the employee benefits.	English	Title VI Outreach Online
469	Cut pay of overpaid employees, Jesus ... 70k to sit in a booth all day, wtf!	English	Title VI Outreach Online
470	Commercial advertising in and on cars	English	Title VI Outreach Online
472	Start a fundraiser or a charity event .	English	Title VI Outreach Online
473	Stop giving raises to management.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
475	Perhaps you should stop grossly overpaying your executives and inflating employee pay. You should have tighter control over how your employees are clocking in and out of work appropriately and not abusing the system.	English	Title VI Outreach Online
476	<p>Bart employees shouldn't be working more than 8 hour shifts to reduce costs on O/T if possible. O/T should be approved by managers. Bart employees should pay to ride bart.</p> <p>Bart gets funded by the government and they get funds from the riders. That's double-dipping as it is.</p> <p>Maybe the funds aren't allocated properly. Is Bart paying for parties for their employees (Christmas, Thanksgiving)? Are there bonuses given out when there's a surplus? Is Bart paying for the higher ups visa cards? drinks? meals? hotel stays? other entertainment? uber? gas? car wash? dry cleaning? When was the last audit done? Perhaps use the Bart cars as a means to make money from advertising.</p> <p>You should look internally before asking to increase fines.</p>	English	Title VI Outreach Online
477	1. Fare enforcement! Especially at Pittsburg Bay Point station. 2. Add vendor booths at busy stations to collect rent. 3. Charge fares for bicycles since they take up significantly more space on a train than a person does. 4. Stop overtime except in cases of emergency or unusual circumstances.	English	Title VI Outreach Online
478	If you won't better revenue better service stop paying your employees janitorial people so much hire more people I would work for you if you pay me good wages not lying you can see what going on he made to much better higher up bosses that is my offering	English	Title VI Outreach Online
478	If ridership is down on the weekends, possibly operate fewer trains on the weekends.	English	Title VI Outreach Online
479	Reduce your employees' salaries by 10%; cut off free rides for employees & DEPENDENTS (ridiculous); no more OT; conduct parking audits; more oversight for fare evaders.	English	Title VI Outreach Online
480	Citing fare evaders, people eating, smoking on trains and platforms, citing bicyclists for being on escalators. Further slashing overtime (the janitor who made over \$200,000 and was found to be not work comes to mind), asking labor to give back part of their raises	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
481	I've read in the paper that BART loses millions each year from people who jump turnstiles and try to skip out on their fares. It can also be rather unpleasant when the homeless population of the Bay Area is allowed to use BART as its homeless shelter. I don't mean to sound callous but it severely upsets me when people abuse public goods. We end up with situations like we have now. Most people who ride BART are hard working tax paying citizens who not only pay their way every morning to and from work but also pay taxes to support BART. I think that BART needs to severely crack down on people who abuse the system like fare jumpers and people who sleep on the trains. If you end up at the end of the line you should be kicked off and made to board another train. As for fare jumpers, I recognize that hiring more BART Police is a counter productive budget balancing solution. So one of my thoughts has been to locate the ticket agents, ticket purchasing areas, turnstiles, etc. at the VERY entrance to a BART station (i.e. you have to buy a ticket to even enter a station). This way, most would be thieves would have to no choice but to pay or walk on and people wouldn't be able to loiter in the stations or sleep on the trains without paying first.	English	Title VI Outreach Online
482	Charge 1.00 to use bathrooms. This will keep the riff-raff out and will help keep bathrooms cleaner so there's less money needed to pay janitors to clean them and stock supplies. Of course make it so you can pay with the Clipper card or your BART ticket. Install wi-fi on the trains that works and charge a nominal fee to use it. Maybe .50-\$1.00 for a round trip. Luggage surcharge for people that bring more than one piece of luggage per person. When a person pays the luggage surcharge, the machine would print out a sticker that could be affixed to the extra luggage. What is defined as luggage could be difficult to determine.	English	Title VI Outreach Online
483	Yep. Internal audits, streamlining, better management of internal costs and salaries. Junk the damn new cars. Stop looking to us to solve your issues. Manage your own damn self, and start looking for ways to take care of your riders, and not just making us despise you for taking advantage of us. Oh and one other thing. I have a clipper card. You know why I use your stupid paper cards? Because I cant figure out how to pay for parking with my clipper card. I know it involves a credit card, and I actually have one of those. Why do you make it so damn hard to pay for parking with a clipper? Why cant we just tap that circle thing and pay for parking that way? Why do we have to bounce it off a credit card and carry a balance to pay for parking? What the hell? I have trouble figuring it out, and I am a professional. Imagine how your average citizen feels. I buy the paper tickets because I can run them through the machine and pay for parking that way. You want to charge me extra for that? Its DIRECTLY because of your stupid system that I do that and I KNOW I'm not the only one. You dont even GET how much of this is your fault. You are alienating the very people who give you jobs.	English	Title VI Outreach Online
483	Have concessions at the stations. More leased out space to retailers. Sell designer clipper cards at a premium.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
484	Reduce the salaries of the OVERPAID Top management and some positions don't warrant what they get paid just to name a few....	English	Title VI Outreach Online
486	Why not a general rate increase? Why not increase service on the weekends to encourage more people to use BART?	English	Title VI Outreach Online
487	The company needs to look within their our business model to reduce expenses to cover budget shortfall. During California's budget shortfall, state employees were forced to cutback with reduced work schedules. Lay out a detail plan showing which adjustments were made internally to reduce budget shortfall.	English	Title VI Outreach Online
488	Put officers out in the crossing areas during morning commute hours to issue tickets to the MANY drivers that go through the crosswalk while pedestrians are crossing.	English	Title VI Outreach Online
489	REALLY go after those fare cheaters!	English	Title VI Outreach Online
490	Hire private contractors to replace 50% of your incompetent staff and leadership.	English	Title VI Outreach Online
491	Uber and Lyft tax for pick ups and drop offs at the station?	English	Title VI Outreach Online
492	REVIEW TIMESHEETS EFFICIENTLY SO THAT MONEY IS ALLOCATED EFFECTIVELY	English	Title VI Outreach Online
493	More parking enforcement. More fare evasion enforcement.	English	Title VI Outreach Online
494	Increase the amount of commercial options in and around stations. I'm surprised that there aren't more spots to get coffee or refreshments in stations.  Focus any dollars on core improvements that can increase capacity. Aesthetic enhancements should be the lowest priority. The reason people aren't taking BART isn't because it doesn't look nice. People aren't taking BART because its uncomfortable and unreliable.	English	Title VI Outreach Online
495	Manage labor negotiations better. At the very least negotiate for more flexibility. Having hired Warm Springs personnel months before Station opened does not foster confidence in management. Bart has to get its personnel and labor costs under better control instead of giving away the farm and then pleading poverty to its users. While the capital costs are real and need funding, Bart undermines its support with less than scrupulous management of its expenses.	English	Title VI Outreach Online
496	PLEASE introduce a monthly pass option. It could cost equivalent to the longest ride x 22 days, for example, and would raise a level amount of money across the whole year, helping offset low ridership months / times of the week. This could also help guide more people to Clipper cards.	English	Title VI Outreach Online
497	Yeah, they could fire all the staff that are paid to highly, and stop with the overtime costs. Perhaps actually managing out the losers from their teams, stop with the free fares and the multiple pensions set up. Why not actually cut some costs, and stop giving into the union demands. Why can you not fire these idiots who do nothing. Janitors who get paid in the hundred of thousands, why not do something about that instead of just finding ways to steal money from passengers, and manage out the staff who are just shit,	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
498	See above	English	Title VI Outreach Online
498	<p>1) Clean up stations and trains and more people would pay to use BART.</p> <p>2) Stop people from passing through the security gates without paying for a ticket. 9 times out of 10 these are undesirables who are one of the reasons why more honest paying travelers aren't using BART.</p> <p>3) If you're going to overpay cleaners, make sure they're actually doing their job. Other than the tourist stations (e.g., Powell) most stations are filthy and disgusting. Civic Center is a disgrace.</p>	English	Title VI Outreach Online
499	Again, address fare evasion - it is rampant at many stations; I see it daily at the 14th Street exit gates at Oakland City Center, and again at El Cerrito del Norte elevators, which exit directly to the streets. Don't turn a blind eye to this opportunity to address collecting revenue. It is unfair for BART to allow fare evaders to ride for free and often, while raising fares for its paying customers. For years, I watched riders evade fares at the 16th and Mission Station; now that I've moved, it still happens, probably even more at El Cerrito del Norte. Check it out.	English	Title VI Outreach Online
500	Get rid of at least two of the 7 vice presidents you have sitting around. Do not let the union go on strike and force costs raises, and Bart needs a competitor if you did you would manage your money better!	English	Title VI Outreach Online
501	Perhaps have ridership counters a la the bicycle counters that exist in a few spots in the city, which perhaps are tied to fare gates for instantaneous feedback, and show up at the fare gates, but also up at street level, by tunnel entrances. They could count ridership counts, miles travelled, smog reduced, etc. The hope being that this would be good marketing for BART, and increase ridership over time by encouraging it -- and reinforcing it directly by people being able to see their use of the fare gates bump up the numbers (which, at that location, might be separated out on a per-location basis, as well as showing system-wide).I have no idea if/how this would work, or what it would cost to put in place... but it's an idea. :)	English	Title VI Outreach Online
501	Decrease the salaries that are over \$100,000 by 10%.	English	Title VI Outreach Online
502	<p>Yes - you people need to implement more oversight in how much you pay your employees (A JANITOR SHOULD NOT BE MAKING \$200,000 WITH EXTENDED LUNCHES IN A CLOSET!!!)</p> <p>Less money to Executives, and less power to the union. I'm sorry that we have an idiot President and a worthless administration in the White House, but I think you poeple need to start sacrificing some of your own money to benefit the public! D</p> <p>What happened to the person that replaced Zachary Mallet? She seems useless!! What is she doing for service to West Contra Costa?</p>	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
503	Sell ad space on the outside of train cars. Have vending machines or some other kiosks that provide some kind of service at BART stations where BART gets a cut of the revenue. Doesn't even have to be snacks and sodas...like a Redbox or other similar "vending machine".	English	Title VI Outreach Online
504	<p>Get only as many new rail cars that you can afford. Don't blow the budget on a lot of new rail cars, and based on the test performance of the last one, have braking problem issues.</p> <p>Stop the program of giving unlimited free BART tickets to family members or to the board members. That is a huge expense that is shouldered by regular commuters. Why is this even a benefit? Or limit free BART tickets to a certain amount every month.</p> <p>Focus more on stopping fare cheaters. Those piggyback riders who scoot out of the station behind an honest fare-paying passenger. Make it harder for them to exit the station. Some of them have gotten more brazen with their cheating - essentially jumping over the turnstiles in full view of the station agent. Or walking out of the exit gates without paying. Those exit gates should be alarmed or locked.</p> <p>What is BART doing to stop employees from gaming the system in order to get excessive overtime pay? Limit overtime and that would reduce your costs.</p> <p>BART should not treat the paying public as a never ending source of revenue. Households try to hold to a budget. BART should learn to do the same.</p>	English	Title VI Outreach Online
504	Encourage more off-peak and weekend ridership, when there is capacity. Parking is free already, and that encourages ridership. Advertise a weekend discount or off-peak discount to encourage additional riders. Make BART a more integral part of people's lives. Right now it is simple, functional transport and no fun. Partner with businesses near Bart stations to increase people's bart integration. Reduce the barriers to go shopping near the bart, like fix pedestrian access issues, and in return ask businesses to give a discount when we show a clipper card. Ask businesses to have booths selling goods at the bart stations, ask businesses to work up a program to deliver things to people as they get off the bart. All that could integrate bart into people's daily lives, and get them out of cars and onto Bart.	English	Title VI Outreach Online
505	Allow vendors inside the BART stations and rent out the space. Get rid of the union.	English	Title VI Outreach Online
506	Are you really policing the garages for parking fare payers? How about getting elevators and escalators that don't keep breaking down?	English	Title VI Outreach Online
507	No	English	Title VI Outreach Online
509	Please don't pursue the increase on parking fee. The increase of \$3 is too much for us. Fare and parking fee increases are double whammy for us!	English	Title VI Outreach Online
510	Stop giving the employees' raises	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
512	Yes, please catch those who cheats for not paying going in and out of the station. Start posting a station agent around the clock rotating the shift, and make they pay. If commuters have to pay, why don't they.	English	Title VI Outreach Online
514	I think it would be reasonable to charge extra for a paper ticket, but not based on the fare amount. Like NYC, if you need a new ticket, or a paper one in our case, you are charged an extra 25 cents for printing that ticket. This is reasonable and ultimately reduces waste as more people convert to reusable clipper cards.	English	Title VI Outreach Online
517	how about management pay reductions	English	Title VI Outreach Online
521	In addition to raising parking fees, implement a small 20% rush-hour increase during morning and evening rush hours. Don't balance the budget on the backs of the poor, disabled and elderly.	English	Title VI Outreach Online
523	Bart has a HUGE ridership. Your fares are high AND you charge your paying customer to pay for parking too! You need to pay CLOSER ATTENTION to the DAILY CHEATERS! STOP punishing your honest riders and go after the CROOKS! Half the time, the station agents don't pay attention, or aren't even in the booth!	English	Title VI Outreach Online
524	Stop fare evaders. I would say you are losing millions of dollars a year to this problem. Also, I know you will not like this, but your workers are very highly compensated for what they do. I know you cannot just lower salaries and benefits but the increases they receive, and the bonus they received last year for record ridership, (not thanks to their hard work but for the fact that traffic in the Bay Area is horrendous) is way out of whack with what workers in the private sector earn.	English	Title VI Outreach Online
525	There have been many stories about overtime pay for employees and clean that stations. This needs to reduced to save fare costs and parking costs	English	Title VI Outreach Online
526	Pay more attention to fare hoppers, esp when station is crowded and in the middle turnstiles. I have had people practically shove me off my feet to sneak in behind me as I pay my fare. The station gates are bleeding money.	English	Title VI Outreach Online
527	Loose the homeless, I bet more people would ride if the trains were cleaner! I know I would	English	Title VI Outreach Online
528	Have staff really pay attention to people who just run through the gates without payment. I see it all too often. That's where you're losing money	English	Title VI Outreach Online
529	Not pay janitors a huge salary? I think oversight of monies paid would be a very good idea.	English	Title VI Outreach Online
530	(1) A good start is to make it more difficult to "jump the gate" (this is a euphemism for individuals who ride BART without paying). (2) When not working, charge BART workers a minimal amount to ride so that everyone contributes toward the solution. (3) Stop BART workers' family members from riding BART for free because it is a lost opportunity for revenue. (4) Charge for parking at all BART stations where parking is available, and charge the same amount.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
531	Bart has been know to pay it's employees a very high pay. Operating the trains, cleaning the stations, assisting patrons with ticket issues are not hard tasks. But yet Bart still feels that it's employees especially it's management deserve HIGH PAY. If the patrons did not use Bart as much as they do then Bart employees would not be paid such salaries. The fact of the matter is for the fares we patrons have paid over the years we deserve to ride in clean and decent trains. BOTTOM LINE STOP ABUSING THE SYSTEM.	English	Title VI Outreach Online
532	nope	English	Title VI Outreach Online
533	Charge for weekend parking. Why should people who have to take BART to work five days a week bear the entire burden of parking fees? If you only charged \$1 a day for weekend parking, it should raise a chunk of money. Reduce revenue - already made suggestions about reducing payroll. Bonuses paid to each and every employee when ridership increases was a really stupid idea from the viewpoint of not having enough money to maintain and repair an aging system. Get real about your salaries and bonuses.	English	Title VI Outreach Online
536	Reduce some payroll. When an article leaks showing that a janitor pulls in \$75k a year, that's crazy!	English	Title VI Outreach Online
538	More advertising on trains to raise revenue. Freeze BART hiring to reduce costs to balance its budget.	English	Title VI Outreach Online
539	I wish there was a way that companies who depend on bart for their workforce could pay an extra public transit tax of some sort. Salesforce, AirBnB, and even SF based retail and food chains all depend on bart for their workforce.  I understand it is much easier to raise fares than public investment in transit infrastructure...I don't have any more useful comments.	English	Title VI Outreach Online
540	HOW ABOUT MAKE EVERYONE PAY MORE FOR TICKETS. Regardless of the format. Like an "x" percentage increase on all tickets. How is this not an option being considered?????????!	English	Title VI Outreach Online
541	Raise revenue by throwing fundraising events like other businesses do.  Reduce costs by assessing your needs in house instead of using expensive consultants.	English	Title VI Outreach Online
543	Increase cost of fares during rush hour.	English	Title VI Outreach Online
543	The fraudulent OT was a bad look and makes people wonder what other kinds of things are going on undiscovered.	English	Title VI Outreach Online
546	How about work force and overtime management, for a start?	English	Title VI Outreach Online
547	I think some of the station maintenance, such as escalator maintenance, should be outsourced to other companies.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
549	<p>1) Solicit more paid advertisements to be shown on the outside of BART trains.</p> <p>2) More platforms with those large flat screens showing digital ads, like the Montgomery Station platform. Note: If BART could display crucial announcements on those flat screens, such as the one several weeks ago when all BART trains going to West Oakland were stopped for an indefinite time, would make truly worthwhile and help people with hearing loss (and not just for generating money for BART) because the overhead announcement system on the platform is horrendous.</p> <p>3) Do something about fare evaders! BART's own estimates say that fare evaders costs BART between \$15 to \$25 million per year! That's 80% of the \$31 million budget shortfall BART expects (note: that number was prior to the millions BART is getting from the state). I am surprised that BART hasn't done anything about that but instead decided previously, as well as considers yet again, to raise fares for disabled people and seniors.</p>	English	Title VI Outreach Online
550	<p>-How about selling swag? Sell BART clipper card holders/lanyards</p> <p>-Instead of having validated parking, how about having validated tickets for using BART to get to events. -Offer a discounted fare for all on weekends to encourage more ridership during the weekends.</p> <p>-Instead of using mag readers, what about using nfc paper tickets (like MUNI). Those tickets can be used on the clipper tags to enter and exit. I don't know the cost of those tickets vs mag stripe tickets, but BART would be able to just use the clipper card readers for both types of tickets, thus wouldn't need to maintain the mag readers.</p>	English	Title VI Outreach Online
552	I suggest BART consider not raising employee salaries, look for grants or federal funds to assist.	English	Title VI Outreach Online
553	Pay cuts for the executive team(s)	English	Title VI Outreach Online
554	Why are you building more parking lots like the one at west Dublin? That has to be costing millions of dollars. Maybe before those types of projects are underway make sure there is enough money in the budget to accommodate them without bilking your loyal customers. Make your financial employees do their jobs by balancing your budget just like the rest of us have to do in order to make our lives run properly.	English	Title VI Outreach Online
558	Cut bart operator salary, renew tracks so you can reduce maintenance feel in the long run	English	Title VI Outreach Online
559	Yes, lower the fares and get more riders. Very simple. Don't be stupid.	English	Title VI Outreach Online
560	More advertising is fine with me. More small business opportunities - coffee stands, newsstands, flower stands... like european train stations. How about a rush hour premium express lane? (Or high volume surcharge, like the bridge.) Make money from the rich, don't take it from the poor.	English	Title VI Outreach Online
561	Crack down on fare evaders.	English	Title VI Outreach Online



Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
569	BART in the Del Norte station has a parking lot that it does not use. This lot can be used for permit people only. There are many people on the wait list for parking.	English	Title VI Outreach Online
570	Gate jumpers is a BAD problem. I see it all the time. At Del Norte the elevator is outside of the fee zone so people skip paying all the time. You should put a fare collector there: you pay the fare and the elevator will work.	English	Title VI Outreach Online
570	Monthly passes that offer a reasonable discount may be a way to increase ridership and overall raise revenue.	English	Title VI Outreach Online
570	No	English	Title VI Outreach Online
571	You are a public agency BART...your mission is to serve the public, your customers and your paycheck providers...How bout keeping the trains operating, clean, and affordable to the public. How about reducing some of the executive level positions and using the salary savings to provide trains that operate, in a clean environment, and that are affordable to the public that you serve. Looking from the inside, out...a culture change is needed at BART to raise revenue or reduce costs to balance its budget. Youve gotten multiple rate changes over the years, but seemed to invest little of this in improvements over time.	English	Title VI Outreach Online
572	There is a chronic homeless problem riding trains - they are used as public restrooms, hotel rooms, storage lockers. Manage your homeless fare evader problem, that would twofold, increase your revenue and reduce operating costs for repairing damage done.  Manage your non-homeless problem on BART - I see people regularly exit without paying - in fact, have seen station agents call out to people that they need to pay their fares just like everyone else.	English	Title VI Outreach Online
573	Do more to stop the people that steal rides.	English	Title VI Outreach Online
574	1. Reduce all executive salaries by 20%. 2. Cut middle management or reduce salaries by 15%. 3. Remove BART benefit of allowing employee families to ride BART free. Riders and tax payers are subsidizing BART employee families. 3. Forget about updating the cars. Cars are fine as is. 4. Increase # of trains. I have to wait 15 minutes for the next train on a week day while traveling to work and getting back home, which is ridiculous. In NYC, the longest wait is 5 - 10 minutes, and it is cheaper than BART. 5. Board members are not to receive a salary. All work is voluntary. 6. Dismiss BART police force and contract with city/county police force. 7. Have direct supervisors/managers of front line employees work alongside employees to create a sense of partnership and teamwork to minimize distrust. This would allow for supervisors/managers to retain their skills, be available for emergencies, have a better grasp of workloads to approve overtime, and to perform operations instead of giving overtime.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
576	Stop fare evaders. This cost BART tons of money. Watch what your employees make. Watch the overtime and make sure it is valid. Other corporations watch their overtime expenses, BART should do the same thing.	English	Title VI Outreach Online
577	monitor employee's overtime (i.e. janitor incident) / increase gate security---so many fare evaders, homeless on the train.	English	Title VI Outreach Online
578	Increase fees for parking	English	Title VI Outreach Online
578	Taxes	English	Title VI Outreach Online
578	Hire more ticket checkers as you guys plan to do. That may help increase revenue. Hire more competent help at stations, so if a fare gate breaks down people are able to pay instead of walk through because no one was around to help.	English	Title VI Outreach Online
579	Cut management pay and benefits as well as get rid of all the union workers and make them actually pay for their retirement and healthcare like everyone else!!!	English	Title VI Outreach Online
580	See above. There just seems to be a lot of people stealing using different methods. I am sure there is money out there that can be recouped if bart just cracked down on the cheating.	English	Title VI Outreach Online
581	Stop paying ridiculous amounts to your board of directors, bart police that do not do anything.	English	Title VI Outreach Online
582	BART should look inwards to find ways to reduce costs. When fares go up too much, many commuters would prefer driving to work instead of using BART.	English	Title VI Outreach Online
583	Increase the service frequency and quality will drive more people to use bart for their transportation needs.	English	Title VI Outreach Online
584	Manage operating costs better. Deliver better service to increase ridership/ fares.	English	Title VI Outreach Online
585	Of course, pay the Bart Employees based on their job performance and not the overly inflated pay structure currently in place	English	Title VI Outreach Online
586	Reduce costs: No more salarybenefit increases. BART has a lot of nerve trying to raise revenue/reduce costs without having BART employees bear some of the brunt.	English	Title VI Outreach Online
587	Use some of your capital money to increase parking, which will in turn, increase your ridership. When planning future stations, you need to increase onsite parking.	English	Title VI Outreach Online
588	Stop paying your lazy workers ridiculous wages that are no where near in line with other major transit systems. Stop caving in to workers unreasonable demands and take away their right to strike and shut down the system. Until you get wages and benefits in line you will NEVER have a balanced budget.	English	Title VI Outreach Online

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589	Perhaps create a way to raise revenue by turning stations (that can do it) into commercial hubs. Perhaps keeping the fares as is or even reducing them to attract more riders off the highways. And there's always streamlining the operation by cutting unnecessary overtime by both management and employees (perhaps actually negotiate a fairer contract that corrects overtime rules.) and perhaps maybe having BART's board actually explore other alternatives (basically do their jobs as boardmembers.) What you are doing here in Pleasant Hill and plans for Walnut Creek is a start. But before you raise fees and raise fares, start considering actually the reasons why ridership has fallen (especially on weekends). Perhaps the constant delays, crime, and general dissatisfaction with the riding experience are the real factors on why BART's budget is out of whack (in addition to inefficient operations and governance).	English	Title VI Outreach Online
591	Learn how to budget! Where is this taxpayer money going? None of it is visible to a BART rider.	English	Title VI Outreach Online
592	Increasing ridership in the non rush-hours is a clear path to revenue generation, but you will have to address the issues of parking availability after rush hour on weekdays. For weekend trips, we used to routinely use BART until the rider experience became so unpleasant with screeching rails (so bad that we have to plug our ears), unsanitary conditions in the cars and stations, inoperable escalators, and uncertain security. The recent student mob robbery raises concerns about BART's emergency preparedness to ensure a safe trip. While addressing these issues takes money, not addressing them costs you revenue as well. One final suggestion: why is there no provision for luggage on the SFO bound trains? I have traveled all over Europe and without exception the Europeans provide for luggage on airport transport. You've just ordered new cars to begin replacing your aging fleet, and if I understand the configuration correctly, there is no luggage rack or other provision for suitcases. Many of the challenges facing BART have been solved in cities like Paris. Can't you examine their work practices and fee structure to see whether any of their solutions could be applied to BART?	English	Title VI Outreach Online
594	BART has to do more about fair evasion than it has been doing. It also needs to provide more parking and more access to parking at stations that have it. If BART patronage increases without the parking availability increasing, people will find alternate ways to commute. Increasing the amount people pay for parking will cause more of them to choose to drive and congestion on the roads will increase.	English	Title VI Outreach Online
595	Stop paying your moronic employees so much. Your union should be dissolved. Stop the overtime and monitor people to make sure they are actually working. Eliminate your waste before hurting everyone else.	English	Title VI Outreach Online
596	Stop abuse of overtime, assess employee performance so that bonuses/raises aren't given to employees that take advantage of the lack of supervision, improve security so that ridership doesn't drop. Reinforce/rethink the gates/entry points and have a more visible police presence so that people can't easily jump over the gates and ride for free!!	English	Title VI Outreach Online

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597	<p>BART needs to make riding it safer and more secure. Last Saturdays train robbery at Coliseum station only reinforces the "tax paying public" that it is not safe to ride the system on weekend evenings. It also further discourages people from using the airlink to OAK when their departing or return flight is after dark.</p> <p>The stations in SF need to be steam cleaned to eliminate the stench of urine. BART needs to stop beggars and pan handlers from disturbing passengers. You also need to roust the homeless who sleep on the trains and take up seats. There is such fear that people move to different cars.</p> <p>If safety, security, and civilized hygiene are not increased dramatically, then a way to save costs is to cut weekend service. BART is so expensive now that people I know of means only take it for commuting and going to SFO.</p>	English	Title VI Outreach Online
598	Get more trains more often on the popular lines like the Pittsburg/Bay Point line and drop the fares to a reasonable amount. Raising fares will discourage riders from riding BART, this BART will loose more money and have to charge more. Also Not being able to find a seat at 6:00 AM from Concord is very frustrating.	English	Title VI Outreach Online
601	Get rid of over priced management. They are useless and costly. No ROI.	English	Title VI Outreach Online
602	Lowering salaries across the board. People will flock to government jobs no matter what	English	Title VI Outreach Online
603	Kick the bums off bart	English	Title VI Outreach Online
604	Fire everyone, get rid of the union and start over.	English	Title VI Outreach Online
605	Take a freeze in pay increase for a year or two.	English	Title VI Outreach Online
606	<p>Run a line from Walnut Creek to San Ramon along 680 to get ridership] and divert funds from high speed rail for it.</p> <p>Build housing above your parking lots so that people are there with the transit as well as having income from the rental of the units.</p>	English	Title VI Outreach Online
607	<p>stop overtime pay, limit the bonuses/large wage increases to BART employees. This makes me sick, complete mismanagement:</p> <p><a href="http://www.mercurynews.com/2016/11/01/bart-janitor-grossed-270k-in-pay-and-benefits-last-year/">http://www.mercurynews.com/2016/11/01/bart-janitor-grossed-270k-in-pay-and-benefits-last-year/</a></p>	English	Title VI Outreach Online
608	that's not MY job.	English	Title VI Outreach Online
609	Charge for parking on Saturdays (keep Sundays free). Charge for parking until 5:00 p.m. instead of only until 4:00 p.m. Folks traveling to San Francisco, Berkeley or other places for the evening should have to pay just like commuters. Folks heading to Oakland or San Francisco for sporting events should pay as well.	English	Title VI Outreach Online
610	Groups to reserve BART trains for special events; BART would go straight to event(not stopping in stations).	English	Title VI Outreach Online
611	Consider reducing salaries of those who manage the system.	English	Title VI Outreach Online

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612	Not necessary to hire more staff to check riders' fare-- as it's a way to increase the cost of BART. We just need a couple staff/cops there to catch people who jump off the gate, or go out through the swing door. Especially at the Oakland stations.	English	Title VI Outreach Online
613	Yes. Get people, companies, etc who benefit from having BART, but don't use it to contribute toward it. The tech companies in SF in particular get tax breaks and don't have to pay toward BART, yet all their employees take BART. Look for other ways to raise revenue besides raising fares. Also have BART police stop killing people so you don't have to cover million dollar lawsuits. Think of all the money you would have saved from Oscar Grant's family.	English	Title VI Outreach Online
614	Seriously? It's common knowledge that BART wastes money, pads management's pockets, and is really trying to refund the retirement system that the manager EMBEZZLED.	English	Title VI Outreach Online
615	Increase fares with deep discounts for locals who qualify for Medi-Cal.	English	Title VI Outreach Online
616	Offer different volume discounts for large priced tickets. Offer combined Muni/Bart tickets.	English	Title VI Outreach Online
617	If the service was more reliable or maintained better, more people would actually want to ride.	English	Title VI Outreach Online
618	What happened to those BONDS! And how about not letting the Unions and unionized staff steel the money that should be going to infrastructure and better experience for BART riders????	English	Title VI Outreach Online
619	Offer monthly tickets	English	Title VI Outreach Online
620	Renegotiate your labor contracts.	English	Title VI Outreach Online
621	Get a better handle on fare skippers. I see them all the time. Run more trains at rush hour (and the tail edges of rush hour) to improve the riding experience and allow more people to use your trains.	English	Title VI Outreach Online
622	Cut the pay of your overpriced employees! Especially management!	English	Title VI Outreach Online
623	Trim the fat the top. Freeze salaries...the fat cats will move onto other jobs, then don't replaces the beuacratc/administrative bullshit jobs. Seriously monitor what employees are surfing on the net when the should be working, and the. Get rid of the dead weight. cut the overtime nonsense with the janitors, yes everyone saw that news story.	English	Title VI Outreach Online
624	BART has a history of mismanaging its money and it is a mistake for BART patrons to have to come up with the money to fund this mismanagement. I feel that BART should undergo a full audit of its books and cover any shortfall by making wiser decisions, i.e. not paying janitors 100K in overtime.	English	Title VI Outreach Online
625	Look at all of your bart employees salaries and Pensions especially your bart janitors who make 100,000 per year which is 120% of an normal janitors salary and is unreasonable with over time. Let's give them 60,000 per year.  Clean up your own house before raising the prices on the people that support you by taking public transportation to work, schools and universities.	English	Title VI Outreach Online

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626	Honestly, I don't. I appreciate your concern for the public's opinions, but as professionals, BART should not even be in a predicament like this in the first place. Go talk with the New York subway where they pay \$2.50 to go anywhere in the subway lines. Their trains do not come every 15-20 minutes either. When the bus is late and I miss the BART train by one minute and have to wait 20 minutes and pay ridiculous amounts of money to even ride the train and then have my train come late (so I am waiting even more then the 15-20 minutes I should be), I AM NOT HAPPY. I am a very, very unsatisfied customer and user of BART. If I had an electric car and rush hour was not a problem I would hands down drive over taking a shitty BART train any day. And it is not because I don't like public transportation. I do. I just do not like BART. I apologize for the tangent but I am very disappointed with the downhill direction that BART has taken over the last year or two.	English	Title VI Outreach Online
627	Set up things for people to dump spare change in maybe	English	Title VI Outreach Online
628	Stop overtime, hire more people. Use the tax revenue that was just passed. This is shameful given I vetoed for this. I'd hoped increases would be avoided.	English	Title VI Outreach Online
629	See ABOVE!	English	Title VI Outreach Online
630	Stop the people from jumping the fare gates. You apparently already know what you need to do to prevent these violations from occurring. I don't understand why you haven't already done it.	English	Title VI Outreach Online
631	Re-evaluate your contracts and make sure you give the projects to the best bidders.	English	Title VI Outreach Online
632	Can you add a surcharge to auto load because people and companies that pay for it could probably afford a little more? Is there a way to increase or dedicate a tax on secondary beneficiaries like land developers or companies close to BART? Could there be a more robust and innovative department to raise revenue from advertising? Is everything possible being done to improve sustainable practices like energy efficiency and streamlining systems?	English	Title VI Outreach Online
634	Fight the UNION... cut salaries by 30% or more... and make your lazy employees work harder. I'm a state employee that came from the private sector. I work very hard everyday AND get WAY more than "just what's needed". I think BART needs to look at how the "real" world works.	English	Title VI Outreach Online
635	Make the initial clipper card purchase more expensive (but discount the fare for clipper card users)  Decrease BART fares on weekends to encourage more ridership.  Partner with MUNI to offer a monthly pass that covers both systems.	English	Title VI Outreach Online
637	I think Bart needs to look internally to see where costs can be cut within their own resources. I know that a part time station agent starts at approximately \$30/hour. This seems like a fairly high starting salary for a starting/part time employee. Also, Janitors should not make \$250,000/year.	English	Title VI Outreach Online

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638	How can a janitor make \$280,000 in one year with no one noticing? Where's the management? Where are the checks and balances? Manage your labor expense better.	English	Title VI Outreach Online
707	Cut salaries, fire the BART board and start over again with new members who have the public's interest in mind and act as responsible leadership for the public benefit, not people whose only goal is to line their own pockets at rider and taxpayer expense! REDUCE salaries and benefits across your organization in a labor market that does not require such outrageous compensation packages for highly unskilled workers without college degrees.	English	Title VI Outreach Online
707	Go back to the bargaining table and make tough choices with unions!	English	Title VI Outreach Online
707	Build more monthly parking. BART is losing an incredible amount of potential revenue.	English	Title VI Outreach Online
707	Stop expanding! The trains and workers are already overwhelmed.	English	Title VI Outreach Online
707	Reduce the overhead in terms of salaries. The janitor who made a ton in OT but was sleeping in the closets? Why was he not noticed sooner? The agents at a station that hadn't been opened on time? The crazy rampant OT pay that is not necessary but there are no controls to watch over how it's racked up?	English	Title VI Outreach Online
707	Police the fare gates. Make people feel safer at night. Get money from drivers crossing the bridge - part of the bridge toll. Get more gas tax money. Fare increases put people in cars - so go after the cars.	English	Title VI Outreach Online
707	Manage your internal expenses - salaries, OT, benefits	English	Title VI Outreach Online
707	Bump up the cost of a Clipper Card and create themed cards that cost even more.	English	Title VI Outreach Online
707	stop giving in to the unions on every contract.	English	Title VI Outreach Online
707	Yes: It amazes and disgusts me that BART does not even indicate the POSSIBILITY of charging monthly account holders considerably more, considering how many of them don't use their parking spots while actively denying them to others. People with regular high-paying jobs that presumably buy the monthly parking spaces are making enough money to afford higher payment for their privileged parking. Charge the people who make more money, more money to park -- and leave the rest of the parking at \$3 a day.	English	Title VI Outreach Online
707	The top ten people in the administration take a pay cut, higher fines and greater scrutiny of people who jump turnstiles, and income based transportation cost adjustment.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	Reduce costs by not paying your useless janitors 6 figures. (Seriously, at coliseum Bart there was a pile of vomit that was not cleaned for four days straight. People are doing crack in Civic Center Bart and their needles are left everywhere. Why are these people paid so much?)Crack down on fare evaders, or don't employ any station agents or BART police since they don't address those issues. Don't build new stations until you can address the issues you already have. Add more trains later at night during the weekends so people don't have to spend \$50 to uber across the Bay--or drive drunk. Do a fundraiser. Hire a better financial advisor. Don't raise fares because we already hate having to pay this much for a service that doesn't serve us.	English	Title VI Outreach Online
707	Stop paying your employees overtime. It would be cheaper to hire a part time person than paying an employee time and a half.  Upper management probably make a lot of money, give them a big pay cut or eliminate top positions. They are normally not the ones doing all the work anyway.	English	Title VI Outreach Online
707	I'm wondering if some of the weekend and off-peak rider usage that is down has to do with Lyft and Uber. Can BART campaign with City officials and City residents to get the state to change how Lyft and Uber and overseen, to make it the same as taxi cabs? Maybe a per ride City transit fee (I often see those drivers blocking MUNI stops and turning in the way of buses). I take BART regularly peak and also off-peak, although it is a drag on Sundays and evenings when there is a 15 or more minute wait time. Having staff regularly in station booths or another staff free could stop the gate hoppers I regularly see. There is no usually one to stop people from walking through the gate at 16th & Mission or Civic Center.	English	Title VI Outreach Online
707	Fight the Union HARDER!!! Give the overpaid employees less... a lot t les at bargaining time. Force them to work harder, not lazier.	English	Title VI Outreach Online
707	BART needs to do a better job of controlling costs. This should include managing overtime and labor costs. In addition BART should eliminate free rides for anyone who is not an duty employee. Instead employees and others currently receiving this benefit should get discounted rides when off duty.	English	Title VI Outreach Online
707	Go back to the labor unions. Use every political power you can to pressure them. Bart could also sell ad space on the exterior of trains and add more ad space throughout stations and along fences that face the freeway	English	Title VI Outreach Online
707	Cut the salaries of the personnel. Expect more from the personnel. Many of them are barely working!	English	Title VI Outreach Online
707	- Corporate taxes. - Subsidies from cities that BART services - Higher fare cars that guarantee a homeless-free, odor-free experience.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	<p>Help governments find ways to make driving more expensive for those who have the option.</p> <p>Help corporations encourage workers to use public transit.</p> <p>Get Trump to put some money into the infrastructure, and tighten up operations. Subcontract maintenance.</p>	English	Title VI Outreach Online
707	To reduce lost revenue with respect to individuals not paying their fare. In light of the latest incident of patrons getting "robbed" at Oak coliseum last week...I suggest BART hire "fare Inspectors," like SF Muni has, have them directly work with BART police. that would decrease your lost revenue of 9 million to 15 million annually..... also that would demonstrate to the "public" that BART is serious about this issue. .. Also would show a public a "healthy safety" environment when taking BART especially for tourists.	English	Title VI Outreach Online
707	Cut salaries, overtime and bonuses for board members. I'm sure they're insane.	English	Title VI Outreach Online
707	Make everyone who rides BART pay for their ticket.	English	Title VI Outreach Online
707	Sorry. I get a VERY tiny salary increase from my employer, and am not in a position to pay higher fares.	English	Title VI Outreach Online
707	I'm a 3rd generation native of SF, residing in the east bay for 25 yrs now (I'm 57 yrs of age). There have been so many problems with Bart these past 15 yrs, and it saddens me. I now ride from Embarcadero station up to 16th St station during evening commutes. Not even civic ctr station is helpful to get a seat or just get a good standing position. Bart has not been able to handle the overwhelming number of riders these past 15 yrs. The equipment is old, always broken down and simply dirty. And the excuse for not having available restrooms in the stations in the city is just deplorable. Yet, the employees are making money hand over foot as my grandmother likes to say. Cut out all the pay raises, bonuses and such for management. Start at the top and then work your way down to the customers. Bart police should give up their cars and ride bart trains more often. I rarely, if ever, see an office on the trains during commute hours.	English	Title VI Outreach Online
707	It doesn't really matter what we as riders think. You take survey after survey on the trains and we see not results. How about the board members not have a raise for a few years and they pay for their own benefits.	English	Title VI Outreach Online
707	I think bart should open the same time on weekends as the weekday at 4 am everyday. I agree people should use the clipper card more instead of paper Bart cards. so I agree paper Bart tickets might go up but clipper card bart tickets should stay the same.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	Advertisement on the outside of Bart cars. Less money spent on Bart police. Charge the Christian organization that gets to set up flyers inside Bart stations (or charge them more if they are already being charged. Also, why are they the only organization that gets to be in there?). Have people 'buy a shout out' from a train conductor (people could pay \$10 to have a conductor tell a friend happy birthday!). Ok, that probably wouldn't make much money, but it would be fun!	English	Title VI Outreach Online
707	A new analysis of employee compensation for BART workers has found that some make almost three times their base salary in overtime annually, particularly if they are repairmen.  Quit paying out so much overtime. <a href="https://cbssanfran.files.wordpress.com/2016/05/copy-of-bart_-2015-compensation_benefits.pdf">https://cbssanfran.files.wordpress.com/2016/05/copy-of-bart_-2015-compensation_benefits.pdf</a>	English	Title VI Outreach Online
707	Put people in charge who know how to manage the budget and stop caving into the unions. BART seems to be consistently asking for more money - fare increases, the bond measure, asking for toll increases - but the situation never gets any better.	English	Title VI Outreach Online
707	Add more parking at El Cerroto del Norte. The garage is full by 8am, so there is clearly additional demand and each space earns \$3 per day.	English	Title VI Outreach Online
707	The fact that the workers are allowed to strike against a public conveyance is contrary to the principles of such an entity.	English	Title VI Outreach Online
707	I think the BART system is poorly managed any changes are years overdue. work more visibly with the communities you serve to get people to BART who can't afford overpriced parking. Show some pride in the stations and cars by keeping them clean or at least not disgustingly filthy. People might be more inclined to pay a small increase if riding wasn't so distasteful and uncomfortable.	English	Title VI Outreach Online
707	I hear Bart parking is cheaper at other location so why not charge the same in all the locations? Why should Concord be cheaper then Pittsburg since we all have to pay for parking? There is some revenues to be made out of that.	English	Title VI Outreach Online
707	Give people more amenities. Charge a nominal amount for good wi-fi. Stop packing cars like sardines. Makes people not want to ride.	English	Title VI Outreach Online
707	Maybe BART could save money by having the BART police ride on trains and not drive everywhere.  BART should run extra trains for events and after events (like Warriors games) for increased revenue.	English	Title VI Outreach Online
707	Reduce salary costs - BART workers are overpaid.	English	Title VI Outreach Online
707	charge more for parking, charge tech shuttles to park at BART, sell parking lots for development	English	Title VI Outreach Online
707	See my opening comment.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	<p>Here are some suggestions:</p> <ul style="list-style-type: none"> <li>-reduce wages for the highest paid employees</li> <li>-apply for a grant</li> <li>-fundraise</li> <li>-cut it's own cost-- look into how BART is using its money within the company and cut out waste</li> <li>-reach out to a college or some business school and ask if students can do some sort of business case to help BART figure out how to not make things worse for passengers but at the same time reduce costs</li> </ul>	English	Title VI Outreach Online
707	<ol style="list-style-type: none"> <li>1. Enforce fares - I can't imagine how many free rides BART gives every single day (just based on my observation - it is a ton). Your revenue would increase simply by forcing everyone to pay to ride.</li> <li>2. Get SF to fork over some of their homeless budget to help BART. The majority of homelessness I see is in and around BART.</li> <li>3. Did I mention you should ENFORCE THE PAYMENT OF FARES??</li> </ol>	English	Title VI Outreach Online
707	Adding in a "peak traffic" fare surcharge during periods when higher number of folks go through the BART system	English	Title VI Outreach Online
707	Personnel costs are very high, like for many other government employees. Hard to stomach more ticket costs when already paying salaries via taxes for employees who are paid much more than me.	English	Title VI Outreach Online
707	Pay cuts for BART employees, including train operators and BART Police. Stop all extensions of the BART system.	English	Title VI Outreach Online
707	Reduce the wages paid to employees. I don't understand why sometimes there are 6 ticket agents in a station doing nothing but chatting. And in stations like civic center during rush hour there isn't anyone in the booth. I've heard that one janitor is paid more than 90k, I don't see how this makes any sense. I can't fathom how much money is spent on the administration if this is the case.	English	Title VI Outreach Online
707	Build more parking spaces and charge \$5 for these new spaces only.	English	Title VI Outreach Online
707	<p>Monitor the carpool parking better. Not sure of the disability parking but there seems to be an outrageous number of cars that require them. Those spaces seem to fill up the earliest in the morning too. Is this vetted properly?</p> <p>Offer better service and security if you want more off-peak and weekend riders. Focus on cutting internal costs with salaries and pensions. Cut out the fat.</p>	English	Title VI Outreach Online
707	BART needs someone who can manage money. The people managing the finances now are a joke.	English	Title VI Outreach Online
707	Establish a fare policy and enforce fare evasion through education, awareness, a visible BART presence, and citations that return money to the District. BART may find that enforcement of fare evasion improves the passenger experience in stations and on-board vehicles.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	Ultimately, the unionized employees need to give up some of their benefits. I recommend that pensions be funded through employee payroll with employer matching to help growth. Medical, dental, and vision benefits should have some employee contribution. Eliminate loopholes that allow any BART employee, including management, from earning higher pension payouts due to increased overtime pay. Retirement benefits should be factored only by base salary.	English	Title VI Outreach Online
708	Regional fees/transit tax, congestion pricing, increase bridge toll	English	16th St BART Station Outreach
710	Funding from cities in Bay for operation expenses	English	16th St BART Station Outreach
712	Sell off parking real estate for housing and grow demand	English	16th St BART Station Outreach
712	Automate drivers	English	16th St BART Station Outreach
713	Open Bart coffee kiosk	English	16th St BART Station Outreach
714	don't increase ticket price	English	16th St BART Station Outreach
715	Reduce OT	English	16th St BART Station Outreach
717	already receive government assistance	English	16th St BART Station Outreach
719	Tax increases	English	16th St BART Station Outreach
720	Payroll cuts	English	16th St BART Station Outreach
721	Have trains run 24/7 with less frequency at off hours. Freeze salaries for 5 yrs	English	16th St BART Station Outreach
723	Stop people from jumping the gates, would pay to reserve seat on Bart, rent space to vendors in more stations	English	16th St BART Station Outreach
723	Have trains run later on Fri and Sat and charge higher rate.	English	16th St BART Station Outreach
724	Efficiency focused management	English	16th St BART Station Outreach
725	Tax the rich	English	16th St BART Station Outreach
726	Offer clean, affordable services and monthly passes at discount = more riders/revenue	English	16th St BART Station Outreach
727	Increase fare price during peak hours	English	16th St BART Station Outreach
727	Not at this time	English	16th St BART Station Outreach
728	Yearly fee for fare discounts on Clipper	English	16th St BART Station Outreach
729	Advertising, less office staffing	English	16th St BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
731	Lease platforms to vendors selling coffee,breakfast in morning or snacks/newspapers	English	16th St BART Station Outreach
732	higher charge peak hrs/congestion, vmt tax	English	16th St BART Station Outreach
736	All access Bart pass	English	16th St BART Station Outreach
737	Fix the escalators so they work consistently. Premium pass for express train straight to Embarcadero.	English	16th St BART Station Outreach
739	More bond measures. Need new cars, another tube, less breakdown	English	16th St BART Station Outreach
740	Sliding scale rates so tech workers pay more ( \$10 a ride)	English	Bernal Heights Community Center
742	Keep as is	English	Bernal Heights Community Center
743	Pay less to Bart police	English	Bernal Heights Community Center
744	Maybe some fundraisers or donations. Help communities and they will reciprocate	English	Bernal Heights Community Center
745	No	English	Bernal Heights Community Center
747	Public donations/sponsors. Better service/environment so ppl want to use BART	English	Bernal Heights Community Center
748	Spending too much money. So called improvements are joke	English	Bernal Heights Community Center
749	none	English	Bernal Heights Community Center
749	no	English	Bernal Heights Community Center
750	stop wasting money	English	Bernal Heights Community Center
751	Better service!	English	Bernal Heights Community Center
752	Fundraisers or donations	English	Bernal Heights Community Center
753	More paid service provided at station	English	CBO
754	Hire station agents that enforce fare evaders	English	CBO
755	Needs more pay services, police	English	CBO
758	Increased fares for working adults	English	Castro Senior Center
759	Less pay for management	English	Castro Senior Center
760	Don't give your employees such large raises	English	Castro Senior Center
761	Manage staffing to decrease worker OT and no raises for Bart mgmt. Don't pass on cost to elderly, disabled, youth	English	Castro Senior Center
763	You pay people to come up with an answer to these issues	English	Castro Senior Center
765	no	English	Castro Senior Center
766	Spend money in an effective manner	English	Daly City BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
768	Students should be able to use Bart for almost no cost	English	Daly City BART Station Outreach
769	Most Bart stations are dirty/smelly. A lot of crazy people on the Bart at night time.	English	Daly City BART Station Outreach
770	Follow Muni in having a disabled/low income rate	English	Daly City BART Station Outreach
770	Make the restrooms cleaner	English	Daly City BART Station Outreach
771	Make "tourist" tickets, charge more for temp passes in the city. Make student passes	English	Daly City BART Station Outreach
774	Look at employee staffing and plan better	English	Daly City BART Station Outreach
775	E-mail Invitation checks for fares. Maybe require monthly permit charge for those riding bikes	English	Daly City BART Station Outreach
777	Need funds from federal and state	English	Daly City BART Station Outreach
777	Don't pay employees so much	English	Daly City BART Station Outreach
779	If Bart were cleaner/safer/faster, perhaps people would be willing to ride it = more revenue	English	Daly City BART Station Outreach
781	Cut some unnecessary OT, decrease excessive bonuses	English	Daly City BART Station Outreach
781	Charge significantly more for BART ads i.e. tech companies/start ups	English	Daly City BART Station Outreach
782	Reduce top heavy management and reorganize management structure	English	Daly City BART Station Outreach
782	Consider fare increase while considering what Bart can do to help riders. Enforce fare avoiders and control homeless drug dealing	English	Daly City BART Station Outreach
783	Discount greater than 50% on fares are excessive	English	Daly City BART Station Outreach
785	Cut workforce to reduce costs	English	Daly City BART Station Outreach
787	Charge corporate interests/companies that Bart riders work for	English	Daly City BART Station Outreach
790	Bart could charge \$10 for parking. Lots are always full during weekdays	English	Daly City BART Station Outreach
791	Cut back on excessive use and waste paper/supplies	English	Downtown Oakland Senior Center
793	Frequent rider/user card for people as an incentive to ride Bart instead of drive	English	Downtown Oakland Senior Center
794	Reduce the discount to high value tickets.	English	Dublin Senior Center
796	Money appears to be mismanaged by staff/directors, too much money goes towards emp benefits	English	Dublin Senior Center
797	no more salary increases	English	Dublin Senior Center
798	Naming rights to stations like stadiums	English	Dublin Senior Center
799	Secure Bart gate entrances	English	Excelsior Community Center

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
800	Keep raises to employees and directors reasonable, we ourselves are not getting raises	English	Excelsior Community Center
801	Reduce high salaries of officials	English	Excelsior Community Center
801	Stop overpaying consultants for assistance/advice.	English	Email
802	Have fundraisers. Remedy delays, escalators/elevators to appease commuters	English	Email
803	cut your waste	English	Fax
804	increase fines to fare jumpers; non paying parkers etc.	English	Fax
805	Reduce employee salaries.	Spanish	Fruitvale BART Station Outreach
806	I don't know as I am not an expert.	Spanish	Fruitvale BART Station Outreach
807	Add trains to add more travelers/BART users.	Spanish	Fruitvale BART Station Outreach
809	Provide more security so that some people don't board without paying.	Spanish	Fruitvale BART Station Outreach
809	What they should do is give tickets for bums, resources for mothers.	Spanish	Fruitvale BART Station Outreach
812	Pay board members less	English	Fruitvale BART Station Outreach
813	License deal with Oaklandish brand	English	Fruitvale BART Station Outreach
814	Increase all fares for both Clipper/paper users	English	Fruitvale BART Station Outreach
824	One consistent fare between Bart, bus, and train	English	Fruitvale BART Station Outreach
834	\$4 round trip everywhere would increase Bart revenue	English	Fruitvale BART Station Outreach
840	Fire board of directors	English	Fruitvale BART Station Outreach
841	Charging fares on a sliding scale determined by economic/monetary status	English	Fruitvale BART Station Outreach
849	Restructuring employee wages, selling advertisement on trains/stations, enforcing Bart gate security	English	Fruitvale BART Station Outreach
849	Don't penalize monthly parkers with parking fee increase	English	Fruitvale BART Station Outreach
849	Raise fee to park bike/scooter, increase fare during early commute and weekend night service	English	Fruitvale BART Station Outreach
849	Increase riders by increasing service	English	Fruitvale BART Station Outreach
849	Clean the bathrooms	English	Fruitvale BART Station Outreach
850	More communication with/and community outreach	English	Fruitvale BART Station Outreach
850	Bart management/ceo decrease salary	English	Fruitvale BART Station Outreach
850	Sell concessions at Bart stations	English	Fruitvale BART Station Outreach

<b>Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?</b>			
<b>Response ID</b>	<b>Response to Question 4, Comments</b>	<b>Language</b>	<b>Outreach Event (2017)</b>
851	Have monthly Bart pass	English	Fruitvale BART Station Outreach
853	Clean the bathrooms	English	Fruitvale BART Station Outreach
853	Reduce salaries for Bart employees	English	Fruitvale BART Station Outreach
854	Add more Bart trains to allow more riders	English	Fruitvale BART Station Outreach
855	Stop increasing Bart employee and Board salaries	English	Fruitvale BART Station Outreach
856	Charge more for parking and stop overpaying janitors	English	Fruitvale BART Station Outreach
857	More student discounts for Bart fares	English	Fruitvale BART Station Outreach
858	Reduce upper management salaries	English	Fruitvale BART Station Outreach
859	Pay freeze for upper management until 6 months after Bart breaks even on budget/revenue	English	Fruitvale BART Station Outreach
860	Reducing employee wages, spending problem	English	Fruitvale BART Station Outreach
861	Host flea markets at Bart parking lots, charge rental fees	English	Fruitvale BART Station Outreach
861	Charge transaction fee to reload Clipper cards	English	Fruitvale BART Station Outreach
862	Sell food/concessions at Bart stations. Offer parking/Bart fare deal	English	Fruitvale BART Station Outreach
863	Lower Board salaries	English	Fruitvale BART Station Outreach
863	Agree with parkng increase	English	Fruitvale BART Station Outreach
863	Enforcing fare evaders especially in the city	English	Fruitvale BART Station Outreach
864	Stop fare evasion, see it everyday	English	Fruitvale BART Station Outreach
865	Federal/state funding increase	English	Fruitvale BART Station Outreach
866	Hire more productive employees. Clean up filthy Bart stations	English	Fruitvale BART Station Outreach
867	Only pay workers when working, no OT for those not working	English	Fruitvale BART Station Outreach
868	None	English	Fruitvale BART Station Outreach
869	Discontinue subscription parking, have higher/flat rate for all spaces	English	Fruitvale BART Station Outreach
870	Less management overhead	English	Independent Living Resource Center of San Francisco
871	Payouts	English	Independent Living Resource Center of San Francisco

<b>Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?</b>			
<b>Response ID</b>	<b>Response to Question 4, Comments</b>	<b>Language</b>	<b>Outreach Event (2017)</b>
<b>872</b>	BART should use its own profit and surplus of its budget not add burden to customers	English	Independent Living Resource Center of San Francisco
<b>875</b>	Reduce the salaries of overpaid workers	English	Independent Living Resource Center of San Francisco
<b>876</b>	Try to maintain BART by not taking the increase	English	Independent Living Resource Center of San Francisco
<b>877</b>	Help make discounted tickets for Seniors & Person with Disabilities easier to access (reprogram the machines via station agent)	English	Mail
<b>878</b>	Don't waste money on extensions and pretty new stations. Users need basic, clean, functioning system. I would rather see better infrastructure maintenance than prettier stations.	English	Mail

<p>878</p>	<p>1. Prevent fare evasion by providing more police presence at the fare gates during both morning and evening commute hours, at as many stations as possible.</p> <p>2. When the crime has occurred, and if the fare evader doesn't get away before the police arrive at the station, instruct the police officers to arrest every single fare evader and issue the \$250.00 citation; additionally, the fare evaders should not be permitted to leave the station premises until they have paid the fare for the trip they just took, or were about to take. (The fare evaders must have some cash in their wallet- after all, they can afford nice smart phones and cigarettes.)</p> <p>3. Consider hiring community service personnel who are not police officers -- such as active and confident retirees who would be willing to accept a small salary, or receive free BART rides for one year in lieu of compensation, or even volunteer their services. Their job would be to position themselves at the fare gates to witness the crime, enter the incident into a written log, take a photo if possible of the fare evader, and call for police assistance.</p> <p>4. As referenced above, hire community service personnel/volunteers to walk through the train cars while in transit to look for the passengers who are eating, drinking, or smoking on the train. The community service persons would carry a large plastic bag with them ( as flight attendants do) to collect the food, cups of coffee, etc. They could explain to the offender that if a crowded train comes to a sudden or hard stop, the people holding large paper cups of hot coffee could easily spill that hot coffee onto the people around them. And even if nobody gets burned, the coffee travels on the floor down the entire length of the train car, causing soiled shoes and a hazardous situation. Assure that these employees/volunteers would be authorized to make a "citizen's arrest" and could present the \$250.00 citation to those people who are eating, drinking, or smoking on the train. The employee/volunteer should also be provided with a company cell phone with a good camera on it to take a photograph of the offender's driver's license or other photo ID.</p> <p>5. Collect on your citations. If the citations issued are not paid by the offenders within a reasonable amount of time, other BART personnel or its Board of Directors could each take a turn, as their schedules permit, at collecting the fines via every legal option available to them. Or, if BART already has its own collection agency, the agency could do the job. Every weekday I commute to and from work on BART, between the Pittsburg/Bay Point station and the 12th Street City Center Oakland station. During the last two years, I have observed more and more occurrences of fare evasion, and it bothers me to see it so often, because it is so unfair to the paying passengers. These are the methods of fare evasion I have observed: 1) The fare evader jumps up and simply hops over the fare gate                  2) He jumps up and simply hops over the metal fencing near the fare gates                  3) He goes to another part of the station where metal fencing is, and hops over that fencing (such as at the large middle area located within metal fencing between the station exits at Oakland's 12th St/City Center station)                  4) He easily walks through the emergency gate                  5) As he approaches the fare gates, he positions himself extremely close to the person in front of him who is in the process of going through the turnstile/fare gate. Then the fare evader quickly "piggybacks" and moves through during the</p>	<p>English</p>	<p>Mail</p>
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Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
	<p>seconds the fare gate closes, using the fare evader in front of him. This has happened to me twice. On one evening commute home, a man followed me close behind as I was going through the turnstile at Pittsburg station. I said to him, "what are you doing, did you just use my fare?" He just laughed at me. I then shouted to the station agent to call BART police. The cowardly fare evader ran away. There were no police. The one-way fare from Pittsburg to Lake Merritt St. Oakland is \$4.75. Just inside those two stations, on average I see fare evasion occurring 4 times every single day. So I am unhappily seeing BART lose at least \$19.00 of lost revenue every day, and I am in those two stations only for a few minutes.</p> <p>However, I imagine that many more incidents of fare evasion occur all during the day and night at Pittsburg, Oakland, San Francisco and other stations -- which are not seen, or are seen by the station agents and/or other passengers but the criminals are never caught and cited. I believe it is reasonable to assume that BART is losing thousands of dollars each day due to fare evasion.</p> <p>On May 25, 2016, you hosted an online Town Hall Meeting, and asked the public to submit questions regarding BART's funding priorities in 2017, which would be answered during the meeting. On the topic of fare evasion, Deputy Chief Jeff Jennings stated that the police issue an average of 4,500 citations for fare evasion per year. Has BART followed up to make sure that each citation has been paid, in order to recoup much needed funds? 4,500 citations X \$250.00 each= \$1,125,000.00. Over a million dollars.</p> <p>I truly believe that BART absolutely must make more effort to vigilantly reduce this crime. In my opinion, BART should not worry about being "politically correct" -- doing so doesn't recover your lost revenue. Do whatever it takes and don't be concerned about the whiners crying about so-called 'police brutality'. If you educate the public that fare evasion is not about some silly BART rule, that it is indeed a crime under the California State Penal Code, it might help the public to understand better. You must inform the public that when BART vigorously enforces the law regarding fare evasion, they will see that BART is not only trying to keep the paying passengers safe, but also that BART is doing everything it can to not have to continue asking the paying passengers to foot the bill for rampant fare evasion.</p> <p>Thank you. From a loyal and honest BART patron.</p>		
879	More effectively managing employees, salaries, necessity of positions. Increase Bart operation hours for revenue	English	Lake Merritt BART Station Outreach
880	Decrease high salaries of employees, cut OT	English	Lake Merritt BART Station Outreach
881	Limit overtime for janitors	English	Lake Merritt BART Station Outreach
882	Flat fee ticket like NYC weekly/monthly passes	English	Lake Merritt BART Station Outreach
884	Reduce conference, training, travel trips for admin	English	Lake Merritt BART Station Outreach

<b>Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?</b>			
<b>Response ID</b>	<b>Response to Question 4, Comments</b>	<b>Language</b>	<b>Outreach Event (2017)</b>
885	No need to extend to Livermore, focus on improving current Bart service	English	Lake Merritt BART Station Outreach
885	Give people tickets for littering	English	Lake Merritt BART Station Outreach
886	none	English	Lake Merritt BART Station Outreach
887	Reduce labor costs (janitor) , replace some escalators with stairs, driverless trains?	English	Lake Merritt BART Station Outreach
887	Upper management pay cut, spend more wisely	English	Lake Merritt BART Station Outreach
889	Have more food/concessions at the downtown SF stations	English	Lake Merritt BART Station Outreach
889	No pay raises to execs, catch non-paying individuals	English	North Berkeley Senior Center
890	Catch people who don't pay. Vastly reduce salaries paid to Bart employees	English	North Berkeley Senior Center
891	Set aside money for additional repairs	English	North Berkeley Senior Center
892	Fines for fare evaders	English	North Berkeley Senior Center
892	Reduce security footprint. Bart police is too large, highly paid, over equipped	English	North Berkeley Senior Center
893	Don't raise salaries, find more efficient ways to do things. Ads on Bart	English	North Berkeley Senior Center
894	Slightly raise the Bart fares every other month to slowly ease customers into	English	North Berkeley Senior Center
897	Bart budget analyzed where expenses are too high	English	North Berkeley Senior Center
899	Stop removing seats	English	North Berkeley Senior Center
903	Offer monthly passes for students or seniors	English	North Berkeley Senior Center
904	Reduce/enforce fare cheaters	English	El Cerrito del Norte BART Station Outreach
905	More garbage cans, allowed to drink water	English	El Cerrito del Norte BART Station Outreach
906	No	English	El Cerrito del Norte BART Station Outreach
907	No	English	El Cerrito del Norte BART Station Outreach
909	Sales taxes could be used for operating expenses	English	El Cerrito del Norte BART Station Outreach
910	Executives should take a pay cut	English	El Cerrito del Norte BART Station Outreach
910	Salaries are ridiculously high, reduce	English	El Cerrito del Norte BART Station Outreach
911	Top officials take pay cuts	English	El Cerrito del Norte BART Station Outreach
914	Pay employees less, cut benefits to those retired	English	El Cerrito del Norte BART Station Outreach
914	Clean the bathrooms	English	El Cerrito del Norte BART Station Outreach

<b>Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?</b>			
<b>Response ID</b>	<b>Response to Question 4, Comments</b>	<b>Language</b>	<b>Outreach Event (2017)</b>
915	More trains=more riders	English	El Cerrito del Norte BART Station Outreach
916	Stop increasing employee salaries	English	El Cerrito del Norte BART Station Outreach
917	More seats and more upgrades	English	El Cerrito del Norte BART Station Outreach
918	Plan accordingly	English	El Cerrito del Norte BART Station Outreach
919	no	English	El Cerrito del Norte BART Station Outreach
922	increase gas tax	English	El Cerrito del Norte BART Station Outreach
923	Don't let employees work ridiculous OT without actual work. No strikes, better management decisions	English	El Cerrito del Norte BART Station Outreach
924	We already passed measure X?	English	El Cerrito del Norte BART Station Outreach
925	Advertising, better connections with local communities to encourage use of BART	English	El Cerrito del Norte BART Station Outreach
926	no	English	El Cerrito del Norte BART Station Outreach
927	no	English	El Cerrito del Norte BART Station Outreach
929	Solar panel	English	El Cerrito del Norte BART Station Outreach
930	Cuts from the top down	English	El Cerrito del Norte BART Station Outreach
931	Taxes on driving/car sales	English	El Cerrito del Norte BART Station Outreach
932	Better enforcement of fare gate jumpers	English	El Cerrito del Norte BART Station Outreach
935	Have you considered higher fares at stations like those in financial district, and lower fares for folks going reverse commute? Or lower off peak fares?	English	North Richmond District Advisory Committee
936	Raise prices during rush hour	English	North Richmond District Advisory Committee
936	Title VI test: What mitigation would be put in place? How about we reduce discounts during off peak.	English	North Richmond District Advisory Committee
937	Salary decreases. Work furloughs. Lay offs. Decrease employee benefits. Get rid of the unions	English	North Richmond District Advisory Committee
938	Yes, BART can have retail stores inside BART Station	English	North Richmond District Advisory Committee
939	Ask AC Transit and CCCT to make more BART only Shuttles	English	North Richmond District Advisory Committee
940	More advertising, more state/local subsidy or tax rather than fare increase.	English	North Richmond District Advisory Committee
940	Employee salaries and overtime	English	The Open House Senior Center

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
941	Shouldn't increase salaries so much	English	The Open House Senior Center
942	Quit giving raises, would vote to make it so BART employees cannot strike	English	The Open House Senior Center
943	Government/ Big Business etc. need to pay some amount	English	The Open House Senior Center
944	I would like more security	Spanish	Pittsburg/Bay Point BART Station Outreach
948	For me everything is fine, no problems.	Spanish	Pittsburg/Bay Point BART Station Outreach
949	Don't allow bums on BART, these people dirty the cars, cleaning costs go up.	Spanish	Pittsburg/Bay Point BART Station Outreach
950	Changes for bathrooms, vendor booths at stations, additional buses to Bart stations	English	Pittsburg/Bay Point BART Station Outreach
956	Add different measure on the ballot, checks and balances on spending	English	Pittsburg/Bay Point BART Station Outreach
957	Reduce executive pay, reduce litigation costs/damages for deaths/injuries, better trained cops.	English	Pittsburg/Bay Point BART Station Outreach
958	Capital improvements, increase train service, reduce executive pay	English	Pittsburg/Bay Point BART Station Outreach
960	Tax the city and government	English	Pittsburg/Bay Point BART Station Outreach
961	stop charging for parking	English	Pittsburg/Bay Point BART Station Outreach
967	Spend it more wisely	English	Pittsburg/Bay Point BART Station Outreach
969	Outside venture capitalist funding	English	Pittsburg/Bay Point BART Station Outreach
971	<p>Reduce your incredible operational expenses. There's a german saying that goes something like "Organization before technology before concrete"; you should be able to make the service better with just organizational changes.</p> <p>I saw a report from forever ag, I think 1997, that mentioned a number of concepts BART offered to reduce costs. I recall that some of the huge ones were permanent-magnet motor conversions to trains and overhauls of the heating and cooling systems on the trains. It would be interestingto know which of those plans has actually been upgraded.</p> <p>Get those new trains running, ffs. It is truly ASTONISHING how long it has taken. Tesla Motors went from nothing to being worth more than Ford and GM in less time than it has taken for BART to evenstart replacing its fleet.</p> <p>At this rate, it probably would be faster and cheaper to just give Tesla a no-bid contract to design and build the new cars from the ground up, including the traction motor system, automatic train control, etc.</p>	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
981	I witnessed too many people skipping fares, in particular your Downtown Berkeley station. There's your lost revenue, why should others paying for their fares? People are eating and drinking on BART causing a mess, homeless and other uneducated people mistken train stations and trains as a public restroom. The need for hiring people for clean up must be astronomical (\$271,000 per janitor). Why should we pay for it when your agents failed to do their job. Spending reserve funding as bonus and then charging iders more to make up for the misused of funding is unacceptable. We will vote NO for any further fundings until such above issues are improved.	English	E-mail Invitation Online
981	Charge people who jump the fair gates	English	E-mail Invitation Online
981	premium charge for riding during rush hour (this should exclude seniors/children/people with disabilities, and there should be a "low income" payment option that is also excluded from this premium charge).	English	E-mail Invitation Online
982	N/a	English	E-mail Invitation Online
983	Talk the people in Marin and Sonoma counties into paying taxes? lol	English	E-mail Invitation Online
984	Force people to stop driving within the city so much by making what are now car lanes into all bike/driverless car lanes; impose tolls on roads within the city. There are way too many people driving - and poorly - in this city!	English	E-mail Invitation Online
985	Use the money you have more wisely. I read that BART has over 400,000 daily commuters. With 400,000 commuters five days a week (minus 2 weeks of vacation) with an average of \$7 for a round-trip commute into SF, BART makes over \$700 million each year befor tax whatevers. That's outrageous. BART pays train operators and station agents around \$30 an hour. I don't know too much about the position but I know that you don't need a college degree to do the work and I barely see the operators or station agents do any work. I agree that station agents and operators deserve to make a living wage but as a college graduate working in the city I was making \$15/hour. Not only for train operators and station agents but the director and manager salaries also should get cu.	English	E-mail Invitation Online
987	Invest is long term technology so that bart stops wasting money on obsolescence. Take out half the seats to accommodate more people and reduce maintenance	English	E-mail Invitation Online
988	Bart should look at operational schedules and instead of every 15 minutes, do every 30 minutes during off peak hours in a day and weekend. Also open retail shops and charge rent. Allow commuters to have a subway experience. Be on time so reliability increases and commuters know when to get on and off. That way having less frequent but more full trains will make sense. Lastly, cultivate experience at college level. Ask students to come up with technology and ideas to shape the future. You will be surprise by the solutions that come out of those brilliant minds. Have an annual contest. Don't close anything.. from HR, recruitment, to technology .. put everything on the table	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
988	All profit based companies look at the profit lines , if you do not take in enough money you need to cut in other areas and payroll is always the first place to start. Raises should be on merit basis not a given...	English	E-mail Invitation Online
988	Control the unions.	English	E-mail Invitation Online
990	Do better, so that more people will want to ride Bart more often.	English	E-mail Invitation Online
992	Personally - I think Bart management should earn less or at least take a pay hit until Bart can balance the budget.  Stop blaming the Bart workers.	English	E-mail Invitation Online
993	I feel like Bart should charge more for parking and add fare to paper tickets.	English	E-mail Invitation Online
993	Raise price on tolls on Bay Bridge and other bridges where traffic is alleviated by people taking BART. Also, put a transit tax on gas in the counties/cities where BART is an alternative to driving. People should be paying for the road space that is created by others who are not driving and taking BART. If everyone who rides BART were to drive the roads would be in gridlock, as seen during the BART strike. Therefore for those people who insist on driving should be paying to upgrade BART in order for otherpeople to still continue to use BART and encourage more people to take BART as the population of the Bay Area increases.	English	E-mail Invitation Online
995	Reduce employee compensations! Stop paying your unskilled labor so much in salaries.	English	E-mail Invitation Online
996	Charge for weekend parking and nominal amt after 4 on weekdays. Also you can get a lot more revenue if current parking is reinforced.	English	E-mail Invitation Online
997	Maybe some kind of business assessment taxes since employees use it to go to work.  I don't know if more bonds are the answer, but possibly more bonds. Probably property taxes get passed on to renters in some cases.  Maybe charge for advertising on thetrains more or using electronic screens on the new bart cars. Get sponsors for Bart Cars or wrap a few in advertisements.	English	E-mail Invitation Online
998	Pay employees market-rate and lower the pension to something reasonable. Private companies hardly ever offer pensions anymore.  Raise the price of fines for littering or for hopping over or for parking without paying.	English	E-mail Invitation Online
999	Pay employees market-rate and lower the pension to something reasonable. Private companies hardly ever offer pensions anymore.  Raise the price of fines for littering or for hopping over or for parking without paying.	English	E-mail Invitation Online
1003	reduce pay to top managers, not the riders...you've been gouging us enough I the past 2 years...	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1004	Nicer train cars	English	E-mail Invitation Online
1005	Cut and reduce Bart board of Directors and senior management Salaries.	English	E-mail Invitation Online
1007	Reduce the un-wanted trips, like decrease frequency during the non-peak hours from 15 mins to 25 mins	English	E-mail Invitation Online
1008	Cut salaries and the fluff	English	E-mail Invitation Online
1010	Increase ridership. Make the system more reliable. Clean up the cars, and make them more comfortable.	English	E-mail Invitation Online
1011	I think that if BART creates a more pleasant experience (which, as far as I'm concerned, primarily means cleanliness), more people will take BART.	English	E-mail Invitation Online
1012	Charge more after 9 pm.	English	E-mail Invitation Online
1013	The parking fees should be increased more. There should be better enforcement of pet policies and higher fines for violations. Allow more vendors at BART stations and charge a higher rent for each stall.	English	E-mail Invitation Online
1016	The parking fees should be increased more. There should be better enforcement of pet policies and higher fines for violations. Allow more vendors at BART stations and charge a higher rent for each stall.	English	E-mail Invitation Online
1017	The parking fees should be increased more. There should be better enforcement of pet policies and higher fines for violations. Allow more vendors at BART stations and charge a higher rent for each stall.	English	E-mail Invitation Online
1017	Stop caving into the union when they threaten to strike. Mgmt should have made them take a lower wage or give their jobs to someone else if they won't return to work. Also reduce pension benefits for all new hires.	English	E-mail Invitation Online
1017	Stop caving into the union when they threaten to strike. Mgmt should have made them take a lower wage or give their jobs to someone else if they won't return to work. Also reduce pension benefits for all new hires.	English	E-mail Invitation Online
1018	I'm sure you know, but WMATA in DC has eliminated paper tickets altogether. All riders must use their equivalent of Clipper. If you don't have a card, the fare machine will sell you one for \$2.	English	E-mail Invitation Online
1019	BART could partner with corporations with a big amount of employees who use the system to get to work. BART can also launch a capital campaign geared towards donors who have an invested interest in conducting business in the Bay Area.	English	E-mail Invitation Online
1021	Pressure civic and political leaders to make the top 1% pay the difference.	English	E-mail Invitation Online
1022	Labor negotiations MUST consider the operating budget and not rely on free increases to cover those costs. Why the shortfall? That is a HUGE budget oversight. Who is responsible for that? They should be fired. Bring in financially responsible people to beter manage the EXISTING budget so that these shortfalls do not exist.	English	E-mail Invitation Online
1023	Cheaper fares during non commute times	English	E-mail Invitation Online
1024	Not increase prices too much, give discounts	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1025	One of the things that I can think of is to introduce balance the frequency of the trains from peak hours to no peak hours.eg: Fremont-Richmond runs without commuters in the peak hours while as Fremont-SanFrancisco train is almost full.May be a careful cosideration might help.	English	E-mail Invitation Online
1025	possibly charge for parking on holidays and weekends	English	E-mail Invitation Online
1025	I don't. I'm sure it's a very complicated balancing act.	English	E-mail Invitation Online
1025	I wish Pleasant Hill BART did not have a commercial entity that blocks most of the pedestrian walkway.  Reduce the retirement costs and the benefits to BART staff - very few Californians have such good benefits	English	E-mail Invitation Online
1026	watching labor costs, especially overtime	English	E-mail Invitation Online
1026	Pay their damn employees less	English	E-mail Invitation Online
1027	Put on a ballot for all areas that Bart serves increasing tobacco and or alcohol taxes to off set the budget.	English	E-mail Invitation Online
1028	See above, possible reduced weekend parking collection	English	E-mail Invitation Online
1029	Maybe keep seniors at regular rate at non-rush hours.	English	E-mail Invitation Online
1031	Stop paying costly overtime. Hire staff accordingly so there are more employees working normal hours to clean, and keep clean, the stations instead of having to seek individuals who will take overtime.  No bonuses/ Lower salaries of the executives.	English	E-mail Invitation Online
1032	A single 2am train just on Friday and Saturday that runs between Powell and Lake Merritt, charging \$5 (or some higher than usual price).  Sell more ad space in the station or platform.	English	E-mail Invitation Online
1033	cut the directors salary	English	E-mail Invitation Online
1034	lower fares for non-commute hours would increase the number of people who use BART during those hours.	English	E-mail Invitation Online
1035	donations that are tax deductible. incentivize travels (e.g. if you spend more than 60 dollars per month on bart travel you get a certain amount of credit), CLEAN BART STATIONS so people would like to use them!, less delays, take a deposit for clipper cads the same way they do in japan for swica metro cards. return the deposit when someone returns their cards.	English	E-mail Invitation Online
1036	Eliminate free rides for Bart employees. Discount okay.	English	E-mail Invitation Online
1037	None come to mind. Would need some time to think about that one	English	E-mail Invitation Online
1037	I believe BART is the largest owner of parking west of the Mississippi. Raise parking rates at all 47,000 parking spaces across 33 parking lots. A \$0.25/day increase would raise over \$3 million dollars/year.	English	E-mail Invitation Online
1039	Stop the high salaries and fire the unions.	English	E-mail Invitation Online
1040	Cut back on overtime. Hire more workers.	English	E-mail Invitation Online
1041	I think areas of destination such as downtown SF, and airports should have primary increase of fares.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1044	Reduce employment. It i pretty much self service when taking bart.	English	E-mail Invitation Online
1045	Yeah, BIG TIME ! Cut Executive salaries by double-digit% ,get rid of the Do-NOTHINGS on every level !	English	E-mail Invitation Online
1046	I noticed that some people parked their cars @ Bart station and nobody check if they pay or not, would be good if Bart have someone checking on this, this may help.	English	E-mail Invitation Online
1046	Enforce struck sick leave abuse policies, freeze wages until Bart begins to show financial responsibility. Cleanse your damn trains, they smell of urine, and quit allowing vagrant s ride all day long,for 1 fee.	English	E-mail Invitation Online
1047	Revisit pay and benefits. Use non-unionized labor. Bring in a private-sector consultant who has expertise in Six Sigma-type of programs to improve operations and streamline costs. Increase advertising fees and improve and expand channels (in-car electric igns). Offer paid seating for those who would like to sit & work but who are not old or disabled.	English	E-mail Invitation Online
1049	The Bay Area is rolling in money. Raise taxes on corporations and developers to pay operating expenses.	English	E-mail Invitation Online
1051	Setup and rent spaces to established vendors within the BART stations (e.g., coffee shops and cafes, laundry, dry cleaning, and shoe repair services, small gift/souvenir, and flower shops, to increase BART revenues.	English	E-mail Invitation Online
1052	IMPROVE PARKING STRUCTURES EVERYWHERE YOU WILL INCREASE RIDERSHIP THROUGHOUT THE DAY ESPECIALLY FOR PART TIME WORKERS WHO CAN'T USE BART AFTER 8AM BECAUSE ALL THE PARKING LOTS ARE FULL	English	E-mail Invitation Online
1053	Lower entry level wages from \$30hr!!!! For sweeping and sitting in a box playin on their phones 80% of the time! Monitor fare evaders to prevent lost income, ie) Bayfair Bart has an elevator completely separated from the station and goes straight to theplatform, no ticket?? No problem! I go there 5days a week and no exaggerating, i see an easy 5-10 people a day doing this. And im there 20-30mins@ most. Rockridge does too	English	E-mail Invitation Online
1054	Lower entry level wages from \$30hr!!!! For sweeping and sitting in a box playin on their phones 80% of the time! Monitor fare evaders to prevent lost income, ie) Bayfair Bart has an elevator completely separated from the station and goes straight to theplatform, no ticket?? No problem! I go there 5days a week and no exaggerating, i see an easy 5-10 people a day doing this. And im there 20-30mins@ most. Rockridge does too	English	E-mail Invitation Online
1055	Not sure at this time	English	E-mail Invitation Online
1056	Bart should invite major or local businesses to provide foods coffee at all stops, a starbucks or bagel shop with % going to bart. some stations have these however. bart could also offer items for sale at every location, including hand sanitizer, disinfecant wipes, mints, gum, water, paper fans, coloring books and other knick knacks for kids.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1059	1. Reduce no of employees nominally to win public sympathy 2. Run few cars and reduce frequency in off peak period. 3. Increase reserved parking spaces and charge higher fee for those. 4. Build more parking and charge accordingly 5. Run special 4/5 bogis Express trains for certain high demand trips like San Francisco, Silicon Valley etc at special higher fee added to the tickets.	English	E-mail Invitation Online
1060	stop increasing employers pay so often	English	E-mail Invitation Online
1062	Refuse the high paying management salaries.	English	E-mail Invitation Online
1063	Have you considered looking at the salary structure? I know you don't want to incur another strike, but you could start talking about it early, and include the salaries of management in the discussion, and something beneficial might emerge.	English	E-mail Invitation Online
1064	Sell or lease the air rights over parking lots for development.	English	E-mail Invitation Online
1065	No.	English	E-mail Invitation Online
1066	Cut employee related costs.	English	E-mail Invitation Online
1067	Start collecting from the scofflaws who don't pay any fares	English	E-mail Invitation Online
1068	Charge mroe during commute hours	English	E-mail Invitation Online
1068	increase more parking spots than increasing the prices.	English	E-mail Invitation Online
1070	How about fining people for listening to music without headphones?	English	E-mail Invitation Online
1071	Reduce overhead costs, de-layer unessential bureaucratic elements from the organization. Increase ad-generating revenue. Provide more space for more ads, and improved ads. Add trains with WiFi built-in and offset that service with increased costs. Find soe other new services or products that you can provide that improve the customer experience, then offset those new costs with higher prices. Customers will feel less insulted by charging more if they feel they're getting more, even if you charge slightly mre than the cost of the actual improvement.	English	E-mail Invitation Online
1072	Reduce overhead costs, de-layer unessential bureaucratic elements from the organization. Increase ad-generating revenue. Provide more space for more ads, and improved ads. Add trains with WiFi built-in and offset that service with increased costs. Find soe other new services or products that you can provide that improve the customer experience, then offset those new costs with higher prices. Customers will feel less insulted by charging more if they feel they're getting more, even if you charge slightly mre than the cost of the actual improvement.	English	E-mail Invitation Online
1075	Raise the prices of tickets in tourist places, so that tourists have to pay an increased price and not the locals who live here.	English	E-mail Invitation Online
1076	I am a strong believer that we should be more eco friendly. I think one of solution is that we implement a recycling use tickets problems where riders can get some sort of money back from their tickets. So if we decide to add that extra \$0.50 to each tickt, by the end of the trip, if they recycle the ticket (instead of throwing it on the floor or anything), it will reward them with \$0.25 to \$0.50.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1076	Avoid paying BART employees huge amounts for overtime. Limit increases in benefits. Limit terminal leave benefits for managers to something reasonable.	English	E-mail Invitation Online
1080	I would check with the vendors and suppliers to see if better prices could be negotiated. I would go over the time line of construction and improvements to see if those time lines could be improved so that the needed product is obtained in less time and fr less money.	English	E-mail Invitation Online
1081	no	English	E-mail Invitation Online
1082	reduce labor costs	English	E-mail Invitation Online
1083	Start treating your customers better by providing a better service and fire all of your high paid three letter acronym employees	English	E-mail Invitation Online
1085	Increase fares by an additional amount across the board?	English	E-mail Invitation Online
1086	BART has a lot of public space inside and outside of it's stations, these areas could be put to very good use in generating revenues for the system.	English	E-mail Invitation Online
1088	Pay your executives less, and plan your personnel better to decrease higher overtime pay.	English	E-mail Invitation Online
1089	Advertising. People are staring at the walls for 20+ minutes. Have changing advertising panels.	English	E-mail Invitation Online
1089	Personal! People should be working when they are on the clock. Don't pay people full salary to be on standby. I was told I should get a job with BART because you only work 4 hours, get paid for 8 plus overtime. I am an union electrician. I am retired.	English	E-mail Invitation Online
1090	BART and the unions need to get serious about pension reform and labor contracts. While I'm sympathetic to BART employees' needs to earn a living wage, salaries (as reported in the media) certainly outpace other transit districts and other jobs in the Ba Area. Yet, despite the higher salaries, service has declined significantly, and the system has become unreliable (to the point I will not ride BART if I have a critical meeting). BART can not continue increasing fares and fees in the face of worsening ervice and expect commuters to continue to pay. Focus on the basics - reliable transit, good service, and a well-maintained system and have a backbone when it comes to negotiating salaries, bonuses (including management) and pensions. Perhaps the ship hs already sailed on that one, but many BART riders, who used to be supporters of BART, are getting tired of paying more and getting less.	English	E-mail Invitation Online
1091	Multi-million dollar businesses along the BART line should be tapped as community advisors to see how to a) clean up the BART, b) reduce costs by way of using their specialized services to better the communication infrastructure, c) reduced fares during on-peak times, d) family passes at a combined rate that you pay a large lump sum online, yet get the benefit of in/out privileges (where you can take BART w/o getting charged more) for two days out of the week of your choice, e) weekend fares cost less ifyou pay for a bunch of weekends ahead of time online, f) get a free Peet's specialty coffee after a certain amount of rides (or other benefits, based on when and/or how much you travel/use BART), g) make those benefits for local businesses around where peple travel to/from the most	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1092	cut overtime.	English	E-mail Invitation Online
1093	More people would ride if the bad experiences didn't stand out so much in people's minds. One delayed trip to SFO ( or six bucks to shuttle to OAK) one stinking car, one bunch of fence hoppers...have you guys ever seen some of the newer metro trains in th US?	English	E-mail Invitation Online
1095	Catch the fare jumpers. Seeing them more often now. Charge more during peak hours to also help reduce congestion. Advertise on the outside of the cars more (wraps).	English	E-mail Invitation Online
1096	Don't need increase need reliable workers to do their jobs cut back on overtime especially when they're not doing their job in the first place	English	E-mail Invitation Online
1100	Bart could offer overnight parking rates for people who have to travel to the airport and want to leave their car at a station rather than going to the airport to park. This could increase Bart riders.	English	E-mail Invitation Online
1101	Look outside of low income commuters and maybe employees of big tech companies who commute should pay more.	English	E-mail Invitation Online
1102	Increase advertising costs	English	E-mail Invitation Online
1103	This would be a good project for an MBA or Masters in Public Policy student team. Create a contest between local universities (Mills, Haas, etc.) and offer unlimited Clipper card or scholarship to the winning team.	English	E-mail Invitation Online
1104	you know how SF buses have the random fare checks with high dollar tickets for violators? The same should be done for the mid-day dancers and pan-handlers. There are ALWAYS some on the 2-3 o clock trains from civic center to east bay, and I have seen the ancens jump the toll gates.	English	E-mail Invitation Online
1105	More policing of BART and fine people who break the rules such as eating and drinking on the trains and in the stations. Need waste containers in the stations for trash.	English	E-mail Invitation Online
1107	don't let employees work overtime.stop increasing pay at such a high rate for employees	English	E-mail Invitation Online
1108	Stop increasing benefits for employees and keep raises to a minimum like the rest of the civilized world. Not everyone gets 3-5% raises a year and when we don't we are going behind paying your increases to commute to jobs that cost us money.	English	E-mail Invitation Online
1110	I see nothing here about reducing costs. Given how many more people seem to be riding Bart, I don't understand how the budget deficit can be so large.	English	E-mail Invitation Online
1111	Stop over paying your employees	English	E-mail Invitation Online
1112	Increase fares for everyone not just seniors and the disabled.	English	E-mail Invitation Online
1113	Do a better job developing in and around your stations. Why is there no high-opportunity retail at MacArthur BART?! Or at West Oakland?! You could be better landlords!	English	E-mail Invitation Online
1115	Sell naming rights to the stations and more advertising. Director Lateefah Simon said she supports advertising, but wants to make sure it doesn't "start looking like Target." Give me a break! I wish the Bart stations started looking like a Target! Targetsare clean and smell nice - the Bart stations....not so much.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1116	I think BART should offer more services in the station, such as a coffee and bakery at each station. In Europe they have 7 Elevens or other vendors. BART should also monitor people who are taking advantage of the system and riding BART for free.	English	E-mail Invitation Online
1118	stop offering time and a half to employees, they end up making more than doctors in a year with all the overtime you pay. Why not just hire more people.	English	E-mail Invitation Online
1120	New Management	English	E-mail Invitation Online
1123	Ridership might increase if you could keep the bathrooms clean and the derelicts off BART. My last two trips I was accosted 5 times in the train. And 3 times at my destination points. Without a breakdown of true expenditures, salaries, benefits, etc. we cn't really know where to say.	English	E-mail Invitation Online
1125	More people would take BART if the trains ran on time.	English	E-mail Invitation Online
1126	How about charging more for passengers going to and from SFO? Taking BART to the airport saves people a lot already compared to taking a cab or driving and paying for parking at the airport, so additional buck or two would be justifiable.	English	E-mail Invitation Online
1129	No raise increases for your management.	English	E-mail Invitation Online
1130	Allow people to pay more for premium (closer) parking spaces, sell BART-themed merchandise (mugs, shirts, etc.)	English	E-mail Invitation Online
1134	Allow people to pay more for premium (closer) parking spaces, sell BART-themed merchandise (mugs, shirts, etc.)	English	E-mail Invitation Online
1135	1. Using BART's access to Government, work TIRELESSLY to defeat Trump and the sociopathic Republicans who cut funding for transportation projects. Work to get energy-friendly dems or independents like Bernie in power, who care about sustainable public trnsportation.  2. Sell a dedicated WIFI service on board.	English	E-mail Invitation Online
1136	I'm not sure if this would affect the budget much but I would really like to see more enforcement of fare evasion.	English	E-mail Invitation Online
1138	Start cutting salaries. BART police do not deserve \$100,000+/year. Nor do bureaucratic managers.	English	E-mail Invitation Online
1140	make sure homeless people don't get on the bart and make it so dirty because now a day they always go into the bart and asked the customers money and make the whole bart stink	English	E-mail Invitation Online
1141	When the station are closed after the last trains , turn off the lights!!	English	E-mail Invitation Online
1142	How about using the BART mobile app to buy tickets and use a QR scanner at the station.	English	E-mail Invitation Online
1143	No	English	E-mail Invitation Online
1144	Yes, BART employees both Exempt and Non-Exempt should have their salaries reduced to cover whatever is lacking in your Operating Expenses. I am sick of BART crying poor every year when their employees make more money than any other Transit System I know f. Shame on you for putting the burden on the public when it's your own fault for being so incompetent.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1145	<p>I'm a huge BART fan. The service is vital and pretty comfortable and reasonably reliable. The management has made great choices over the years.</p> <p>My *big beef* with BART involves fares--too high--and budget--too little benefit to the system from large and rowing expenditures. Transit workers and management deserve excellent salaries--especially in the high-cost Bay Area. Station maintenance and upgrades are understandably expensive. The infrastructure sorely needs expensive upgrades--now, before things getworse.</p> <p>But the outpour of funds for these needs does not strike this user as commensurate with the benefits we are seeing. But whether it's a failure of PR, errors in budget planning, lack of supplementary funding from government sources that should be helping to maintain and build BART, we commuters are paying too much in fares and seeing too little benefit.</p> <p>BART needs to try harder--by tightening budget leaks and by seeking outside supplementary funding.</p>	English	E-mail Invitation Online
1147	<p>flat rates rather than distance-based fares. Discounts for commuters who buy monthly or annual passes. Adopt Costco's pay model - ask your high-level employees, who make over \$300k/yr, to take a pay cut and stop trying to offset every cost through consumes. I know \$300k/yr doesn't sound like much in the Bay, but you work in transit, not tech (where these inflated salaries are predominantly happening). I know, it won't happen, but the fact that BART is debating foisting costs onto the disabled and elderly s ...its so disgusting and abominable I am struggling to find words for it. Can we appeal to the humanity of higher income people, or are we taking it for granted that they don't care about anyone else?</p> <p>Other ideas - increase advertising space and take cut? Ask tech for sponsorship in exchange for advertising, and/or ban the private tech busses that use public space/resources. Make them take BART+Caltrain like the rest of us. Increase vendors/vendor spaces and take a cut of that.</p>	English	E-mail Invitation Online
1148	<p>I think it would be great for BART to examine the salaries and compensation packages for individuals not working on trains or in the stations. There are executives making ridiculous amounts of money and banking vacation days in a way that places more burdn on ordinary riders. It seems inappropriate to focus on ways to get more money out of folks who are already trying to make responsible transportation choices rather than examine possible cost reductions through more reasonable compensation packages.</p>	English	E-mail Invitation Online
1148	No.	English	E-mail Invitation Online
1148	enforce the rules more often; there are too many panhandlers, druggies, and people playing bad music ssuper loud on bart.	English	E-mail Invitation Online
1149	If BART can't get its house in order, maybe an independent consultant needs to take a look at BART's budget.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1151	Hire skilled workers on salary, not hourly, and manage not to pay overtime. This will keep the cost down.	English	E-mail Invitation Online
1152	Bring your salary demands closer to reality.	English	E-mail Invitation Online
1153	no	English	E-mail Invitation Online
1154	BART should look for other areas to reduce costs such as employee incentives and benefits.	English	E-mail Invitation Online
1154	Seems like the simple solution but probably not the best. BART appears to be a poorly managed operation in many areas. I can't understand why surging ridership does not equal surging revenue.  1) Crack-down on fare evasion 2) Lease BART-owned propertyfor development 3) Control wages 4) End paper tickets completely 5) Sell wi-fi service	English	E-mail Invitation Online
1156	Seems like the simple solution but probably not the best. BART appears to be a poorly managed operation in many areas. I can't understand why surging ridership does not equal surging revenue.  1) Crack-down on fare evasion 2) Lease BART-owned propertyfor development 3) Control wages 4) End paper tickets completely 5) Sell wi-fi service	English	E-mail Invitation Online
1157	One option would be to hire a concessions provider who could sell coffee, etc to passengers. This provider would, as part of the contract, also be required to clean trains. This could reduce BART costs, improve passenger satisfaction, and raise money atthe same time. While it would certainly add to trash levels on trains it could be managed.	English	E-mail Invitation Online
1158	Seems like the simple solution but probably not the best. BART appears to be a poorly managed operation in many areas. I can't understand why surging ridership does not equal surging revenue.  1) Crack-down on fare evasion 2) Lease BART-owned propertyfor development 3) Control wages 4) End paper tickets completely 5) Sell wi-fi service	English	E-mail Invitation Online
1160	Can Bart convert their parking structures to condos or apartments with underground parking structures? This would help with the housing crisis, give Bart a source of income and people would be living near transit.	English	E-mail Invitation Online
1161	The changes mentioned don't reduce operating expenses. It's just seems that BART is passing the cost of poor management to the consumer.	English	E-mail Invitation Online
1163	Reduce the salaries of your employees. Reduce overtime!	English	E-mail Invitation Online
1164	There are very many fare jumpers. Having someone at turnstiles would prevent this.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1165	The fare is already extremely high. The fact that there is no pass option is still a major problem for most, if not all, riders. Increasing fare once again without providing better services would anger the users so much again. You should revise the pay structure of the employees (who at the booths have never once actually provided me with useful information/help) and crack down on people not paying fares/parking. People will be forced to stop or drastically reduce their use of the bart system and find alternatives if this is passed. You should pay the employees less and train them better. If they cannot provide help to people, then the stations should be unmanned and have the security agents also help out. Spend less on new cars and more on new tracks and functioning cars. Reorganise cleaning, make every employee be more efficient and streamlined and reduce the inflated workforce as the services provided are not what they should be.	English	E-mail Invitation Online
1167	Why not raise ticket prices across-the-board? Or, why not make suburbia-to-SF trips disproportionately more costly? How bout 'surge pricing' during rush hours? It could be a clearly-posted flat fee increase to certain destinations within a certain time frame. I understand there'd be perverse incentives and unexpected entailments, but it seems messed up to penalize people who (perhaps need to) use paper tickets instead.	English	E-mail Invitation Online
1168	In all my years riding BART, I have never once witnessed disruptive, dangerous, or non-rule abiding passengers get a ticket, with which a fine might be associated. Loud speaker phones blasting music; rowdy, wild, unpredictable and dangerous passengers giv women traveling alone anxiety and stress; folks eating and drinking against the rules; riders vandalizing car interiors - all are opportunities for BART to ticket and fine violators. I realize this would require human resources to dole out said tickets, ut it would also improve the riding experience and theoretically make BART as a transportation option feel safer.	English	E-mail Invitation Online
1169	N/A	English	E-mail Invitation Online
1171	No	English	E-mail Invitation Online
1171	How about a cut in wages and benefits for the employees and management ~	English	E-mail Invitation Online
1171	Stop paying your employees to damn much	English	E-mail Invitation Online
1171	Reduce costs by keeping top grade executives' pay capped under \$200,000 annually and eliminating incentivized bonuses, which have been shown in studies to have little to no effect on performance in an office environment.	English	E-mail Invitation Online
1174	Reevaluate the annual salaries of employees to determine whether or not taxpayer money is being squandered and riders are left to pay for the difference. Janitors should not be paid six figure salaries regardless of how much overtime they are working. Be ure that employees are taking fair breaks (30 minutes for an 8-hour shift or 1 hour for overtime shifts) and are not abusing the system. This is merely one example of wasted taxpayer money that could go to meaningful projects like replacing old tracks andbrakes, adding more cars to trains, and expanding the BART system.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1175	BART should take away free rides perks from its executives and upper management. Ever heard of leading by an example??? I am sure they make enough money, and BART pays them pretty well to afford their own fare.	English	E-mail Invitation Online
1176	Don't pay employees for a station that isn't open yet. Maybe some more oversight of where money is being spent.	English	E-mail Invitation Online
1176	Operate 24 hours like other major metro areas, earn more \$.	English	E-mail Invitation Online
1177	No	English	E-mail Invitation Online
1179	- Add retail space to bart station, like 19th st subway - lease out space for weekly farmer markets outside stations - charge more for parking - make sure all riders pay -	English	E-mail Invitation Online
1180	- Add retail space to bart station, like 19th st subway - lease out space for weekly farmer markets outside stations - charge more for parking - make sure all riders pay -	English	E-mail Invitation Online
1181	- Add retail space to bart station, like 19th st subway - lease out space for weekly farmer markets outside stations - charge more for parking - make sure all riders pay -	English	E-mail Invitation Online
1184	See my comment above.	English	E-mail Invitation Online
1185	No.	English	E-mail Invitation Online
1186	If Bart was a pleasant safe ride. I might agree with the increase. Being that your station agents are lazy, rude. I get on at Castro valley in the morning and get on at Montgomery in the evening and don't get a seat. I have been riding Bart to the City fr 20years and each year the service gets worse. Figure out how give better service. If I was able to drive work I would. That is not an opyfor me.	English	E-mail Invitation Online
1187	No	English	E-mail Invitation Online
1188	Have a grand jury review the efficiency of BART's use of current revenue. Let this review include employee salaries (regular hours and overtime), pension and health contributions by BART--are these sustainable, and system maintenance (cars and infrastructre). Assuming there's waste that can be trimmed and contributions sized properly, this ought to help the revenue stream.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1189	<p>Can each train car have more space for advertising? The NY subway system is covered in ads. Even Muni buses have more available ad space. That could help revenue.</p> <p>It seems like the system wastes a lot of money trying to maintain escalators. They seem to e regularly malfunctioning in busy stations (embarcadero, Montgomery). Diverting more money to Elevator maintenance helps disabled riders, and the rest of us can just walk up stairs.</p> <p>The emergency exit system at fare gates makes it way to easy to leave without paying. I think Bart can recover lots of funds in lost fares due to people ducking out emergency exits. Just reduce the number of emergency exits, or redesign them to require unlatching. If it's more conspicuous to use the emergency exit, then less eople will casually cheat.</p>	English	E-mail Invitation Online
1191	<p>Can each train car have more space for advertising? The NY subway system is covered in ads. Even Muni buses have more available ad space. That could help revenue.</p> <p>It seems like the system wastes a lot of money trying to maintain escalators. They seem to e regularly malfunctioning in busy stations (embarcadero, Montgomery). Diverting more money to Elevator maintenance helps disabled riders, and the rest of us can just walk up stairs.</p> <p>The emergency exit system at fare gates makes it way to easy to leave without paying. I think Bart can recover lots of funds in lost fares due to people ducking out emergency exits. Just reduce the number of emergency exits, or redesign them to require unlatching. If it's more conspicuous to use the emergency exit, then less eople will casually cheat.</p>	English	E-mail Invitation Online
1196	How do you check that people on the Bart have paid? I've seen a couple of people jump the turnstile. Maybe increase parking tickets or provide an incentive for carpoolers?	English	E-mail Invitation Online
1197	Improve car layouts to fit more people and reduce bottlenecks at doorways.	English	E-mail Invitation Online
1200	Focus on the way the budget is balanced and on the people who are responsible for balancing the budget. If people in the Bay Area were willing to pay more income tax, more of it could go toward funding public transit.	English	E-mail Invitation Online
1200	Focus on the way the budget is balanced and on the people who are responsible for balancing the budget. If people in the Bay Area were willing to pay more income tax, more of it could go toward funding public transit.	English	E-mail Invitation Online
1200	How about you reduce the amount of overtime pay your janitorial staff makes.....	English	E-mail Invitation Online
1202	cut back on personnel expenses and benefits. These costs are WAY out of line,.	English	E-mail Invitation Online
1203	Grow a spine and stop overpaying the unions.	English	E-mail Invitation Online
1204	reduce the overtime to the janitors, reduce the salary of the Bart board and make them ride Bart a minimum of 3 times a month during commute hours from one end of Bart to the other end	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1205	see last answer	English	E-mail Invitation Online
1206	Actually ticket fare hoppers, etc	English	E-mail Invitation Online
1207	Charge more for advertising space, rotate advertisements more frequently.	English	E-mail Invitation Online
1207	implement a bike only train like caltrain and eliminate seats entirely to increase space and room for customers. Seats should ONLY be for the elderly and/or injured/disabled	English	E-mail Invitation Online
1208	How it the new train design. Is it maximized for energy efficiency and durability. Goal is to maximize ridership and that goes down with rate increases.  Initial Charge for a clipper card, then the cheaper rate.	English	E-mail Invitation Online
1210	you could round fair trips up and keep the change for the difference. Basically only sell tickets in whole dollar amounts (would probably also save time in the ticket lines). So a trip costing \$4.90 would now cost \$5.00 and the extra .10 goes to Bart. It could force people to either buy clipper cards in large amounts or add more to their initial paper ticket.	English	E-mail Invitation Online
1211	PAY EMPLOYEES LESS!!!!!! SOME DO NOT DESERVE IT STATION PEOPLE....WHAT DO THEY REALLY DO I HAVE SEEN SOOOO MANY PEOPLE GETTING OUT WITHOUT PAYING...THEY JUST JUMP OVER - WHY? BECAUSE STATION PERSONNEL DON'T DO ANYTHING...THEY DO NOT KEEP AN EYE HAT'S WHERE BART NEEDS TO REINFORCE...KEEP AN EYE ON COMMUTERS WHO DO NOT PAY!! I SEE THIS EVERYDAY....PIGGY BACK FREE RIDE	English	E-mail Invitation Online
1211	Raising prices on parking structures at stations is a good idea as a majority of vehicle owners work in a revenue heavy company in San Francisco or as professors for Berkeley. Of course, this will affect riders who aren't of the majority but that should oly be a slim percentage opposed to the latter who predominantly use such services to park their vehicle	English	E-mail Invitation Online
1212	Spend more wisely! I'm sure your employees can find a way to be 2.7% more productive!	English	E-mail Invitation Online
1214	My initial suggestion to increase taxes on the rich would be beyond the jurisdiction of BART, but I still believe the BART Board could advocate for this with the State and Federal government, perhaps in coalition with other transit and public infrastructure agencies.	English	E-mail Invitation Online
1215	If Bart can organize more public events where the public can meet and participate with Bart staff to understand better all changes for our safety, security, health in our community as well as all visitors from other states/countries. As a Bart user, and fiend of Bart friend users, I also would like to suggest to open up " volunteer work" or " teen/adult students" or "ex-convict" or "disabled" involved in activities, training with Bart to open up volunteered or part time jobs experiences in order to increae more funds and fun.	English	E-mail Invitation Online
1217	Put up New York style turnstyles to keep vagrants out and make BART more palatable to more customers.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1219	See my comment about BART cops and issuing citations for bad acts - from previous. comment at start of survey.	English	E-mail Invitation Online
1220	Don't you have a department dedicated to analytics, finances, and budgeting? I pray that the answer is yes so DO BETTER BART.	English	E-mail Invitation Online
1223	how about a cut on those on the higher up positions! crazy fees, and wouldn't it make more sense to hire bart employees then to pay OT...	English	E-mail Invitation Online
1224	Perhaps train some of your own employees to do the work that contractors do, plus you could force the use of the clipper card and get rid of paper tickets all together! Maybe charge only a \$1 more for parking instead of \$5!	English	E-mail Invitation Online
1225	<p>The improvements being made to the tracks and stations will help. Newer and quieter cars will appeal to more people. Reducing crowding will encourage more people to ride and riders to do more than commute to and from work or school. Scheduling extra trins or cars during special events or political events might not increase revenue, but increases goodwill. Better coordination with AC or other transit agencies could facilitate taking BART. Advertise the convenience of taking BART to downtown Oakland an San Francisco. Run trains more often. Improve safety. I observe that people, including myself, tend to gravitate to the middle cars on trains. This is due in large measure to the location of stairs and elevators in relation to where the trains stop i the stations. I was also told that the cameras in the middle cars are more likely to function and that the middle cars are generally safer. Quieter tracks and cars will make BART rides less unpleasant. Advertise BART connections to MUNI and other tranit systems. It is almost impossible to drive through SF and find parking during commute hours or on weekends. Co-marketing of public transit should be a priority. Install kiosks with connecting transit routes readily available. This may be unnecessarywith smartphones. However, it does serve to orient new riders, tourists, and those who are trying public transit to travel to places that they otherwise would drive.</p> <p>I would need to see the BART budget to make suggestions about reducing costs. Reducingcosts often backfires.</p>	English	E-mail Invitation Online
1227	Administrative costs always seem to be excessive.	English	E-mail Invitation Online
1228	Why don't you raise the cost of clipper card (3\$ to 5\$)	English	E-mail Invitation Online
1229	None. Again....riders have no choice to what Bart wants to do.	English	E-mail Invitation Online
1230	INCREASE ON OTHER THINGS NOT ON FAIRS	English	E-mail Invitation Online
1232	Parking fees should be increased to the highest amount that demand will allow for. Fares should be reduced. In this way, the subsidy is going to those who need it (transit riders), and the fare increase goes largely to those who can afford it (drivers).	English	E-mail Invitation Online
1234	Make fare evaders pay. Have those who don't fined. Have those who harass other passengers arrested.	English	E-mail Invitation Online
1237	Arrest people who avoid paying fares	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1238	As my suggestion, you need to learn feedbacks and advices from Hong Kong Motor Transit Railway (MTR) system and services. It is the best service in Hong Kong. All train cars are neat, and plenty spaces for all passengers standing.	English	E-mail Invitation Online
1239	Either increase BART fares or parking but not both.	English	E-mail Invitation Online
1240	No	English	E-mail Invitation Online
1241	The counties in which BART operates should institute a tax on purchase and registration of luxury cars. Is there a payment option for Clipper cards that would incur less than the 3% surcharge typical of credit cards?	English	E-mail Invitation Online
1242	Stop paying the custodians \$200,000! All of the BART employees make a lot of money in overtime. Figure out how to budget with your employees so that you do not have to spend so much money in overtime. Hire enough people to cover the shifts. If you have to hire some more employees to overlap with existing employees, that way when they go out for sick or vacations there is still adequate coverage and no overtime required. Try hiring some per diem, non-benefited positions to cut down on costs.	English	E-mail Invitation Online
1243	Price the parking fees by hours used to increase turnover.	English	E-mail Invitation Online
1245	Set up an easy permit/fee system where food trucks or other vendors can pay fees to set up next to BART stations to sell food or other goods and services during commute hours.	English	E-mail Invitation Online
1246	-Figure out a way to have to pay more for a seat. I'd pay for that... -Sorry to say, the BART station employees have NEVER been able to answer a BART question...e.g., where can I park w/long-term parking, what time is the lot full, which parking spot will be available during the construction--maybe you could reduce their pay or reduce to only one person who cannot answer questions.	English	E-mail Invitation Online
1247	You need to learn how to cut your budget. You need to be audited and told how to save money. The rest of us have to struggle to live within our means. You do too!	English	E-mail Invitation Online
1249	Would it be possible to charge more/less based on WHEN Bart is used, as opposed to distance?	English	E-mail Invitation Online
1252	It's time to reduce the pay to all Bart employees. Especially to all executives.	English	E-mail Invitation Online
1254	Put a moritorium on raising salaries.	English	E-mail Invitation Online
1255	I don't know enough about California or Bay Area property tax determination, but properties in areas well-served by BART should pay more (to BART) for that benefit.	English	E-mail Invitation Online
1256	I like higher parking fees.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1257	Consider a focus group on how you can benefit form our growing technology. This is important. Note that Blockbusters went out of business simply because they thought they were at the top of their game with no competitors ... didn't bother to listen to employee suggestions ... including the suggestion from their then employee who left after multiple attempts to bring his idea forward fell on deaf ears and started his own company NETFLIXS. How did AAA (mapping service, roadside service, etc.) not become Gogle Maps? Yellow Cab ... Uber or Lyft? Quit doing things the way they always been done ... unless ... if you like where you are, keep doing what you are doing ... this will guarantee you will remain stagnant.	English	E-mail Invitation Online
1258	I would charge more for parking.	English	E-mail Invitation Online
1259	What about bike tickets? Someone has to declare they are bringing a bike which would have a 15 percent upcharge. While its great that people use bikes it also takes away space from other riders.	English	E-mail Invitation Online
1261	higher charge for lost tickets..	English	E-mail Invitation Online
1262	Reduce excessive employee benefits and overtime.	English	E-mail Invitation Online
1262	Evaluate productivity of staff to ensure you are running a lean organization. Implement LEAN management.	English	E-mail Invitation Online
1263	Please consider options like building retail buildings (like shopping mall) on top of the BART stations, as well as developing a community/town around BART stations so that the people will gather around stations. All the major train companies in Japan do hat to keep increasing users and revenue.	English	E-mail Invitation Online
1264	<p>Put Retail in the stations (newsstand, candy store, etc). Yes I know you're not supposed to eat on BART, but let's be honest, you can't control that anyway. NYC subway has had this forever and the world did not end.</p> <p>Do a MUCH better job at preventing far evasion. I don't think there is a single BART trip I take where I don't witness some form of it, and I use BART 5 days a week roundtrip.</p> <p>Rotate the advertising in stations more frequently, perhaps using "ad rotators" so commonly seen in Europe.</p> <p>Find was to boost ridership during off-peak hours, eg fare *discounts* to encourage people to BART rather than drive.</p> <p>During off-peak hours, run less service, or suspend direct service (eg Daly City/Fremont) in favor of service with timed transfers. At 12 noonthere are trains coming through Glen Park every 4 minutes and most are pretty empty. BUT make the service *frequency* better, eg every 15 vs every 20. I frequently don't use BART at night because 20 minutes is not a service interval that says "rapid trasit". I'd be happy to make transfers rather than wait 20 minutes for a one-seat ride.</p> <p>Pick one line to 100% automate. Pretty sure NYC is trying this with the L train and Paris has done it with Metro Line 1. I guess the trick is finding a line that doesnt share trackage with other lines.</p>	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1265	Please see my first answer. Current management doesn't have any ideas so they're asking the riders? I don't crowdsource how to do my job; I wouldn't have one if I did.	English	E-mail Invitation Online
1267	I don't know	English	E-mail Invitation Online
1269	Hire more employees and don't pay janitors over 200 thousand in overtime	English	E-mail Invitation Online
1269	Make a slight increase to all fares.	English	E-mail Invitation Online
1270	Charge more for parking!	English	E-mail Invitation Online
1270	My suggestion would be to review salary allocation. It's been in the news that BART is paying too much overtime, but the BART patrons do not see a difference in quality of service. Management should be held accountable for misallocating funds.	English	E-mail Invitation Online
1271	Trim the trees from the top (upper management )	English	E-mail Invitation Online
1271	Lower salaries of overpaid employees. Ridiculous!	English	E-mail Invitation Online
1274	Management skills	English	E-mail Invitation Online
1275	The Clipper addfare/ticket purchase machines at new stations should not eat money without returning putting it on the Clipper card at new stations such as happened at the Warm Springs station on opening ceremony day.	English	E-mail Invitation Online
1277	get rid of overpaid management	English	E-mail Invitation Online
1278	Reduce pensions and worker pay.	English	E-mail Invitation Online
1280	Employees take a pay cut	English	E-mail Invitation Online
1281	no	English	E-mail Invitation Online
1285	REDUCED BIG SALARIES FROM THE UPPER MANAGEMENT. ENTERPRISING MEMOBILIA OF BART ISSUES, SINCE WE HAVE SO MANY TOURISTS RIDING BART.	English	E-mail Invitation Online
1286	Stop fare gate skippers.	English	E-mail Invitation Online
1287	Charge bike riders. 50% premium for riding during rush hours	English	E-mail Invitation Online
1289	Has the option of controlling personnel cost been considered? Would peak pricing (higher prices at rush hour) help?	English	E-mail Invitation Online
1291	Bart already makes extra money by offering whole priced tickets. Fro example, some puts \$5 on a card to go to Powell but gets rid of the card with \$0.05 on it. Bart keeps the money that person didn't use. I suggest upgrading the trains to use less energy ut keep ticket prices the same. Reduction in energy means smaller energy bill for you guys and a benefit to the environment for everyone else.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1292	Have your lazy grossly overpaid and underworked employees pay for their benefits instead of making the taxpayer and fare payers to pay for it in addition to their own retirement benefits. Make management do their jobs and make sure employees are doing their jobs. Ex. A janitorial employee claims to have worked 17 hours a day for 18 straight days, this is physically impossible unless that employee is sleeping on the job and management not checking up on them to make sure they are in fact working. DO YOUR JOB!!! Fire the BART General Manager and hire a QUALIFIED GENERAL MANAGER not a CROOK like GRACE CRUNICAN! Make the Board of Directors do their jobs and make BART management do their jobs!	English	E-mail Invitation Online
1293	Clean up the stations and maybe even more people would use BART,	English	E-mail Invitation Online
1296	I don't know much about BART's financial situation. Provide more bike lockers and charge for them Providing more frequent, consistent, and reliable service with more destinations and cleaner cars will get more people to use BART. Lease more space to on-site vendors, lease land to developers	English	E-mail Invitation Online
1297	Try charging for parking on the weekends for a start. Maybe increase fares during certain hours like non-commute times.	English	E-mail Invitation Online
1299	Try charging for parking on the weekends for a start. Maybe increase fares during certain hours like non-commute times.	English	E-mail Invitation Online
1300	Run longer trains more often. This would reduce overcrowding, too.	English	E-mail Invitation Online
1301	Improve administration and look at where you can improve efficiencies, just like any other business. Agents and train operators (those we as riders see) generally deliver lackluster performance. I don't know to what degree reports of overtime abuse are true, but look internally FIRST.	English	E-mail Invitation Online
1303	Parking is so tight and you want to charge more? You're scalping Bay Area BART riders.	English	E-mail Invitation Online
1305	increase only BART parking charges	English	E-mail Invitation Online
1308	Crowdfunding, State Gov, Fed Gov	English	E-mail Invitation Online
1308	.I think TRUMP should just write a personal check for it.	English	E-mail Invitation Online
1309	It is a big picture. Don't feel qualified to answer. Have travelled in other countries in my youth, and transportation was affordable, comfortable and respected by citizens.	English	E-mail Invitation Online
1310	Cut overtime. Remember the janitor?	English	E-mail Invitation Online
1311	Already mentioned in the first page. It may be hard to achieve in cutting down the current staffing salary due to strong union support but to the general public, they are definitely overpaid. If their salary level can be adjusted, the amount is even greater to help fund the BART's maintenance and improvement needs.	English	E-mail Invitation Online
1312	Fire lazy staff. Stop overtime. Outsource operations. Increase operating hours.	English	E-mail Invitation Online
1313	well start from the top and see what you can do about the overpaid salaries 1st	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1313	I think that Bart needs to take a better look at employee costs.	English	E-mail Invitation Online
1314	Besides lower salaries? Revenue should come from an increase in taxes for gas or statewide increase in corporate taxes. How about development taxes? With all the new development in BA, developers do not have to pay for the externalities associated with 100s of new people trying to get from the city or mid-peninsula to the south bay, etc. Why should those people who can't afford cars, city parking, etc. pay for this increase.	English	E-mail Invitation Online
1315	in the Hayward parking structure remove all of the current sodium lighting and replace them with energy efficient led lighting.  At both the Hayward and Balboa Park stations get the BART police to stop the fare gate cheaters who jump over the gates or wal thru the swinging gate daring the station agent to try and stop them.	English	E-mail Invitation Online
1317	Wages are too high.	English	E-mail Invitation Online
1319	That answer is too broad to answer because there are no specific's as to where Bart is falling short. Maybe hire an independent auditor who can explain where you can figure out where to cut cost. Bart already isn't safe for riders and there are train delas everyday. Making customers pay more justhan to get your budget in order instead making Bart better and safer for us is wrong.	English	E-mail Invitation Online
1323	Cut the salaries of everyone in charge.	English	E-mail Invitation Online
1324	no	English	E-mail Invitation Online
1325	Automate as many functions as possible, eliminate pension contributions and convert to 401(k) plans like everyone else, substantially increase employees' share of benefits.	English	E-mail Invitation Online
1326	I wonder if bart could increase ridership by offering people a 1st month free pass. If people understood or could prove to themselves whether or not Bart can be truly reliable and help them get to work on time, more riders may chose to get to work via bar. And once they've established they have a pay check they can rely on they may choose to sign up for a clipper card with auto deposit.  I'm guessing major employers may be willing to partner with such a project and "sponsors' new employees. I already knowmany employers contribute to monthly fees.	English	E-mail Invitation Online
1327	Stand up to the unions and stop paying out golden parachutes to management (cough, Grace Crunican, cough). Stop letting employees abuse the overtime system.	English	E-mail Invitation Online
1328	I think when things are raise, less people will take Bart, so even if you raise the fare. A few people are the only ones that will ride it so it won't raise fund.	English	E-mail Invitation Online
1329	Hold wages steady for two years. Contract out janitorial services so you don't have millionaire janitors paid for by the public. Offer a plan, fares will increase but BART will not strike, ever, so riders feels that they are getting something for the increased fares.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1330	Service reductions? Also, maybe have better, more fiscally prudent overtime rules for your employees? Don't pay janitors hundreds of thousands of dollars to sleep on the job?	English	E-mail Invitation Online
1331	Service reductions? Also, maybe have better, more fiscally prudent overtime rules for your employees? Don't pay janitors hundreds of thousands of dollars to sleep on the job?	English	E-mail Invitation Online
1332	Unfortunately decertify the union lower wages for long time employees raise wages for young employees	English	E-mail Invitation Online
1334	yes stop paying employees unnecessary overtime	English	E-mail Invitation Online
1334	Go out of business	English	E-mail Invitation Online
1335	Why don't Bart workers hold fundraiser's of some sort. Cut back on overpaid worker's & cost like other company's do to make budget. I work for a start-up, so believe I know about cut-backs. They shouldn't always reach to the consumer for bail-outs.	English	E-mail Invitation Online
1336	Stop wasting money on Overtime when you should bring in more headcount/employees.	English	E-mail Invitation Online
1337	Have volunteers get together to clean stations? Bart museum? There's a rich history there.	English	E-mail Invitation Online
1340	sell space in your stations for retail. offer bundled bart tickets / parking/ for events like ball games, etc. offer discounts during certain times of day to encourage spreading out peak travel charge for bikes (they take up 2x space) monitor fare skipprs more closely partner with moscone center / hotels to encourage bart riders for conventions (offer a 2 day pass) work with corporations to offer discount bart tix so they can ride to a better pick up place for commuter buses. sublet your parking lot onweekends for local events like farmers markets, art fairs, education events partner with local museums to promote "bart to art" venues.	English	E-mail Invitation Online
1341	sell space in your stations for retail. offer bundled bart tickets / parking/ for events like ball games, etc. offer discounts during certain times of day to encourage spreading out peak travel charge for bikes (they take up 2x space) monitor fare skipprs more closely partner with moscone center / hotels to encourage bart riders for conventions (offer a 2 day pass) work with corporations to offer discount bart tix so they can ride to a better pick up place for commuter buses. sublet your parking lot onweekends for local events like farmers markets, art fairs, education events partner with local museums to promote "bart to art" venues.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1342	<p>sell space in your stations for retail.</p> <p>offer bundled bart tickets / parking/ for events like ball games, etc.</p> <p>offer discounts during certain times of day to encourage spreading out peak travel</p> <p>charge for bikes (they take up 2x space)</p> <p>monitor fare skipprs more closely</p> <p>partner with moscone center / hotels to encourage bart riders for conventions (offer a 2 day pass)</p> <p>work with corporations to offer discount bart tix so they can ride to a better pick up place for commuter buses.</p> <p>sublet your parking lot onweekends for local events like farmers markets, art fairs, education events</p> <p>partner with local museums to promote "bart to art" venues.</p>	English	E-mail Invitation Online
1343	<p>sell space in your stations for retail.</p> <p>offer bundled bart tickets / parking/ for events like ball games, etc.</p> <p>offer discounts during certain times of day to encourage spreading out peak travel</p> <p>charge for bikes (they take up 2x space)</p> <p>monitor fare skipprs more closely</p> <p>partner with moscone center / hotels to encourage bart riders for conventions (offer a 2 day pass)</p> <p>work with corporations to offer discount bart tix so they can ride to a better pick up place for commuter buses.</p> <p>sublet your parking lot onweekends for local events like farmers markets, art fairs, education events</p> <p>partner with local museums to promote "bart to art" venues.</p>	English	E-mail Invitation Online
1344	<p>try making the folks who have the most money pay more, not the ones who can afford it least.</p> <p>i e the guy who has a McMansion in Walnut Creek, and takes BART to his corner office on Montgomery St</p>	English	E-mail Invitation Online
1344	<p>Hire two people to monitor the exit stalls at Pittsburg during rush hour. You are loosing so much money on fare jumpers. It really upsets me to see so many people get away with fare jumping. You'd save a fortune.</p>	English	E-mail Invitation Online
1345	<p>maybe figure out how to buy used cars or ways</p>	English	E-mail Invitation Online
1346	<p>no</p>	English	E-mail Invitation Online
1350	<p>Don't pay CEO's so much. Don't pay executives so much. Don't give out bonuses.</p>	English	E-mail Invitation Online
1351	<p>Surge pricing. If you use BART during commute or large event/busy times, then you pay an additional percentage, say 5 to 10%. You could exempt Clipper Card users. This would affect tourists, infrequent BART riders and anyone who uses a paper ticket. Fie people who litter or vandalize the trains or stations.</p>	English	E-mail Invitation Online
1355	<p>Most companies cut salaries.</p> <p>Cut marketing.</p>	English	E-mail Invitation Online
1355	<p>I say pray about it and see what the Lord says.</p>	English	E-mail Invitation Online
1356	<p>Make the cities with the worst station conditions pay to improve their conditions or increase prices to those stations in order to create revenue to do so.</p>	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1356	Don't know if implementing fare gates that are harder to hop (like Chicago or NYC) would pay for itself.	English	E-mail Invitation Online
1356	Add a super high end BART club car on some trains. Access is only available to BART supporters who pay \$1K a year for the privilege. This "first class" section gives the rich an incentive to subsidize the rest of the system.	English	E-mail Invitation Online
1356	Yes, make the mega rich corporations pay!	English	E-mail Invitation Online
1356	Get rid of the management you have.	English	E-mail Invitation Online
1357	PLEASE do not add any pricey fancy touches to new BART cars. CLEANLINESS and REALIABILITY are more important. Cars should be capable of being hosed down. I've seen this on other subway systems.	English	E-mail Invitation Online
1359	Stop paying your employees overtime . Run your business like other business and not pay employees for 16 hour shifts .	English	E-mail Invitation Online
1360	Yes fire management and getvpeople who know how to run system	English	E-mail Invitation Online
1361	Charge everyone who brings a "companion" animal a \$10 surcharge. Bring-your-dog-on-BART is completely out of control and BART is doing nothing -- that's NOTHING -- to address this problem. Show a little concern for the vast majority of riders who don't cae to share train space with dirty dogs.	English	E-mail Invitation Online
1362	See initial comments.	English	E-mail Invitation Online
1363	Not now, let me think and I'll let you'll know.	English	E-mail Invitation Online
1364	I think extended hours on Friday and Saturday nights would be beneficial. Why cutoff service when a lot of major events happen on these days. Also providing transportation to those who have been out and drinking would be beneficial, less drunks on the roas.	English	E-mail Invitation Online
1365	Fix the restroom and keep them clean. As well make the stations feel more safe with better lighting.	English	E-mail Invitation Online
1367	Stop the exorbitant pay increases from the Board of Directors down to the janitors. The salaries and benefit packages are out of line with the median income of the ridership that it serves.	English	E-mail Invitation Online
1374	Put a freeze on hiring. They may need to reduce staffing a little. We've had to do this in corporate settings at times and it puts everyone on notice that everyone needs to do a little more with a little less. The people that are left still get all thework done as they become more efficient since they don't want to loose their job. When hiring new people, BART should also reduce benefits, retirements, etc. from a certain date going forward. This does not have an impact on those who are already employes, but new employees will then have a different, less expensive set of standards to work with. Look for ways to reduce costs on purchasing by putting things out to bid. Hold suppliers accountable for keeping costs down otherwise they will lose BART's bsiness to other companies who can reduce costs.	English	E-mail Invitation Online
1375	Reduce overtime pay to workers, and/or create a system that can be audited to ensure non-train driver worker productivity and compensation are maximized.	English	E-mail Invitation Online
1376	Not currently.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1377	Eliminate overtime for employees. Hire more people if necessary instead of paying absurd overtime amounts to ineffective employees. (No one is effective 100 hours a week!)	English	E-mail Invitation Online
1378	Increase the frequency of the service. You need more people taking the BART, not the same loyal people paying more money.	English	E-mail Invitation Online
1379	Raise parking fees for commuters and build a multi story parking lot at North Concord so that off peak riders can ride Bart without worrying about parking Add more trains to accommodate commuters	English	E-mail Invitation Online
1380	Lower retirement benefits. The employees have better benefits than private employers provide.	English	E-mail Invitation Online
1381	I think you guys should raise your fares by 10-25 cents like you've always done and you guys will be good to go. Also get the fucking crack heads off after you raise prices ok	English	E-mail Invitation Online
1382	BART could sell off the parking lots in high-value neighborhoods, or neighborhoods well-served by local transit, e.g. around the Ashby station. This would only be a one-time cash infusion, however.	English	E-mail Invitation Online
1383	Control over time	English	E-mail Invitation Online
1385	Bart needs to clean house within before passing costs to riders. Take a look at the outrageous salaries and overtime that is being paid. Stop the fare evaders that ride the system for free would also be one step to raise revenue.	English	E-mail Invitation Online
1386	Bart needs to clean house within before passing costs to riders. Take a look at the outrageous salaries and overtime that is being paid. Stop the fare evaders that ride the system for free would also be one step to raise revenue.	English	E-mail Invitation Online
1387	Bart needs to clean house within before passing costs to riders. Take a look at the outrageous salaries and overtime that is being paid. Stop the fare evaders that ride the system for free would also be one step to raise revenue.	English	E-mail Invitation Online
1388	Not at this time.	English	E-mail Invitation Online
1392	None	English	E-mail Invitation Online
1395	None.	English	E-mail Invitation Online
1397	Reduce salaries (i.e. The janitor making \$200,000). Stop fare crashes / gate jumpers.	English	E-mail Invitation Online
1397	Reduce salaries (i.e. The janitor making \$200,000). Stop fare crashes / gate jumpers.	English	E-mail Invitation Online
1398	Peak hour surcharge? Fare increases during weekdays, during normal commuting hours? I'd assume that more resources are deployed at that time. I'm also hoping that the number of people who'd be affected by this would be large enough that the per fare increase would be largely diluted on an individual basis.	English	E-mail Invitation Online
1401	Reexamine the inflated wages of Station Managers, who give the attitude of not caring when I report fare jumpers.  If self-driving cars can negotiate the complexities of urban streets, why can't BART have self-driving trains on train tracks?	English	E-mail Invitation Online
1402	Stop paying employee so much! Reduce overtime!	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1403	Reduce salaries of senior management, reduce overtime costs by hiring more staff	English	E-mail Invitation Online
1406	Maybe charge more off/on peak hours.	English	E-mail Invitation Online
1406	reduce overtime pay. Also reduce ridership benefits for retired employees and their families, why should they have all life time of free rides? Perhaps the employee should pay the senior and disabled rates when using bart but their family should not receive the benefit.	English	E-mail Invitation Online
1406	Charge more for advertising in stations and offer mor ad space inside the cars.	English	E-mail Invitation Online
1409	BART has to rain in its labor costs. The time of generous compensation packages has passed long time ago.	English	E-mail Invitation Online
1411	Yea! Manage your labor costs and don't give away ridiculous benefits that the rest of us don't even come close to enjoying.	English	E-mail Invitation Online
1412	The toilet paper dispensers in the bathrooms are circa 1970s-- that can't be an efficient use of paper!  What about an app that allows people to let BART know non-police events: trash on the train car, bathroom needs service, etc? This might allow better jst-in-time servicing.	English	E-mail Invitation Online
1414	Find ways to add more paid advertising perhaps, to take the cost burden off the consumer. Also on the weekends run the trains until 3am and even charge more for that late night service- I'd rather pay an increased bart fare than have to pay for a Lyft fro the East Bay back to SF	English	E-mail Invitation Online
1414	Unfortunately, I don't know enough about Bart's operating budget, but I now intend to learn more.	English	E-mail Invitation Online
1418	Decrease employees salaries and put the extra money into the budget	English	E-mail Invitation Online
1419	pay your workers less they don't do anything	English	E-mail Invitation Online
1421	Solicit more business sponsors.	English	E-mail Invitation Online
1422	You should consider changing your fare structure in a way to encourage more people to ride BART. For example, I don't want to do a bunch of short trips because it actually costs me more than driving. If I get off to do a little shopping, I have to pay mre for two trips. A transfer or zone based fare structure might help with that. The system is becoming so unpleasant to use, though, (dirty, old broken down cars, constant homeless people and panhandlers) that it might be hard to get more people to ride.  You should work on increasing ridership by making a more pleasant experience. Instead, you're on a downward spiral. People only ride because the traffic is so bad and because they want to do the environmentally friendly thing.	English	E-mail Invitation Online
1424	May not reduce costs but trash cans in underground station might keep them a bit cleaner.  There is no place to get rid of trash in some of the station. Notice that at Powell Station.	English	E-mail Invitation Online
1426	Continue to decrease operational costs	English	E-mail Invitation Online
1428	Stop the fare evasion	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1428	Stop paying ridiculous salaries. Hire the homeless or less fortunate to clean the stations and trains. To offset the cost of WiFi (which seems to be an issue), offer a low use-fee ex. \$5/month. Reduce costly employee/contractor turn-over by allowing them to improve and update processes.	English	E-mail Invitation Online
1429	Review infrastructure for more efficient operations. Research best practices in the industry. Update systems as needed.	English	E-mail Invitation Online
1431	Charge more for one-time / non-clipper purchases, or to special events.	English	E-mail Invitation Online
1432	I honestly don't know but I don't think my hard earned money is the answer.	English	E-mail Invitation Online
1433	One idea would be to raise fares on shorter trips. People are likely to accept higher % changes on smaller fares. Long Bart trips are already quite pricey.	English	E-mail Invitation Online
1434	YES, let your Management Team/Executive Committee Team, monitor all your Staff's time/paychecks on a monthly basis to prevent excessive pay, i.e. your JANITORS.	English	E-mail Invitation Online
1436	no	English	E-mail Invitation Online
1437	Need to find a way to not increase ticket prices everytime Bart needs money	English	E-mail Invitation Online
1438	The new cars with less seating shouldn't be funded. Planning for track work should be managed better. Lean out the project management process so less money is spent on the work.	English	E-mail Invitation Online
1440	Eliminate free riders.	English	E-mail Invitation Online
1442	city/state funds	English	E-mail Invitation Online
1443	Something needs to be done to protect the escalators from rubbish and waste from people living in the stations.	English	E-mail Invitation Online
1444	Work more and give up all your undeserved perks!	English	E-mail Invitation Online
1445	Stop paying your janitors over \$200,000 a year. Put in safeguards so this stops happening. Bart employees and their families should have to pay to ride bart	English	E-mail Invitation Online
1445	Stop increasing employee salaries or be more responsible when managing related expenses.	English	E-mail Invitation Online
1446	Why not eliminate systemic waste and the bloated pension program for Bart employees?	English	E-mail Invitation Online
1449	Apply more attention to condition of cars. More people would ride if trains weren't so filthy. Perhaps create some kind of time limit to train enter/exit tickets. That way there wouldn't be riders "living" on the train. They only pay once and ride all day using Bart as a hotel.	English	E-mail Invitation Online
1451	Bart can increase advertising in both Bart cars and at stations. Possibly having stations sponsored by companies in order to have either all or parts of cleaning and upkeep of said station	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1453	<p>Conduct an audit to identify operational efficiencies and cost savings opportunities within the business side</p> <p>Potential fee hikes for parking lots will be a burden to riders and could decrease ridership or, at a minimum, create additional ill will. Consider partnering with rideshare companies like Lyft and Chariot to get riders to Bart w/out having to leave their car. Could consider different partnership methods like Bart capturing a certain % of Bart station destination fares, or flat partnership fee from the outset, or they would get high value ad space/time but would have to front money for the campaign.</p> <p>Increase fees for vendors operating in Bart stations</p> <p>Better incentivize Clipper card - monthly pass discounts on clipper, discounted fees for every day rides (as suggested already in survey). Run ad campaigns about how much waste paper cards create over clipper cards ahead of fee hikes to paper cards.</p>	English	E-mail Invitation Online
1457	N/A	English	E-mail Invitation Online
1458	cut down salary spending	English	E-mail Invitation Online
1459	Bart could do a regular fair increase	English	E-mail Invitation Online
1463	Partnership with scoop, what is Bart gaining? Exploring options to sustain, selling booths in each station like Starbucks, breakfast	English	E-mail Invitation Online
1464	It feels like elevators go out of service every week. Investing in well-performing systems would avoid the ongoing maintenance fees and commuter hassle.	English	E-mail Invitation Online
1465	My solution is to go after fare evaders, increase fines, and or, fare evaders clean up Bart by increasing more Bart police, as well as cut some high salary earner(s). These people make twice or more per hour than the average rider.	English	E-mail Invitation Online
1466	My solution is to go after fare evaders, increase fines, and or, fare evaders clean up Bart by increasing more Bart police, as well as cut some high salary earner(s). These people make twice or more per hour than the average rider.	English	E-mail Invitation Online
1468	Lobby for transport funds (part of proposed gas tax). Part of road maintenance is reduction of wear and tear. Hold initiatives for sales or property tax increases, or part of car registration cost. Put expansions on hold to get through current shortfall	English	E-mail Invitation Online
1469	New car license fee.	English	E-mail Invitation Online
1469	Please increase the BART fares a lot more. BART is awful and it needs money to be better.	English	E-mail Invitation Online
1470	BART could partner with charities, nonprofits and/or Bay Area tech companies to sponsor/subsidize ridership by a small percentage for seniors, disabled and/or lower income riders. And/or BART could offer riders the option to pay an additional .20 or .25 when purchasing a BART card that would go toward a pool to subsidize tickets for seniors etc.	English	E-mail Invitation Online
1471	Drop BART Police. Hire a private firm to do the policing for a lot less (benefits, etc.). Micro-manage what money is spent on and cut back. Treat the business with a family budget in mind.	English	E-mail Invitation Online

<b>Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?</b>			
<b>Response ID</b>	<b>Response to Question 4, Comments</b>	<b>Language</b>	<b>Outreach Event (2017)</b>
<b>1471</b>	Sell advertising space: have you seen the subway trains in Tokyo? Not only are ads posted on the upper walls of trains, but they're also hanging from the ceiling and playing on TV screens above the doors.	English	E-mail Invitation Online
<b>1472</b>	Increase fees for adults at all times or during peak commutes (congestion pricing)	English	E-mail Invitation Online
<b>1472</b>	Not only raising revenue, should consider to reduce the expenditure.	English	E-mail Invitation Online
<b>1473</b>	Get rid of all that overtime on janitors.	English	E-mail Invitation Online
<b>1474</b>	Limit C-Suite bonuses and salaries. Bart is supposed to serve the community, not the other way around. Take a page from social entrepreneurship and focus on the people (customers). Consider investing in coaches to move people from currently unserved areas(SF Sunset / Richmond / Presidio) to Bart. Expand volume = expand revenues	English	E-mail Invitation Online
<b>1476</b>	Stop promising such excessive benefits including family healthcare for free and bloated pensions. Begin within the agency to reduce costs. Stop passing BART excesses onto commuters.  I park at Castro Valley and Bay Fair. I have never seen a ticket on vehicle. I believe the parking charge is similar to the fake cameras.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1476	<p>- Stop encouraging people to use BART for weekday, non-commute excursions, like shopping, going to museums, or getting to the airport. I see signs all the time, encouraging people to use BART for this or that. If the system is overloaded during the weekda commute, why is BART encouraging more people to get on the train during commute hours?</p> <p>- Charge for parking on the weekends. If BART is going to increase the cost of parking, leave commuters alone and collect more parking fees during non-commute times,like weekends.</p> <p>- Charge flat rate fees for trips. Other public transit systems operate this way. More money will be collected on short trips and lower-income commuters, who have been forced to commute from further away due to the housing market, aren't freed to pay such high prices.</p> <p>- Stop paying security/law enforcement, etc. to enforce low-level infractions like ticket fare evasion. If someone has to "steal" a BART trip, they are likely doing so because they are lower-income, don't have a car, and hav to get to important places even if they can't afford public transit. They can't pay BART fair nor your ticket. So stop wasting money trying to ticket them.</p> <p>- Figure out a way to allow people to make tax-deductible donations to BART and spread the word.People of a certain income are always interested in tax breaks. I would donate to BART if I could get a tax deduction for doing so - like when I donate to charities.</p> <p>- Make BART friendlier. Tell the operators to stop yelling at people for having bikes onthe "first train". No one understands/ is paying attention to where the first train begins and ends, so hearing the operators yell at these cyclists is annoying. If more effort were spent trying to make BART feel like a friendly institution that respects ts customers, customers like me would be more supprtive of the agency. When people like government agencies, they don't mind paying for those services.</p>	English	E-mail Invitation Online
1477	Going after the people that don't pay their fares. Richmond station has many people walking through the gate, jumping the fare gates, and walking behind people who are inserting their tickets at the gate fares. bart employees never care that people are nt paying their fares.	English	E-mail Invitation Online
1478	have weed smoking cars on ever train. Allow mj smokaing on trains	English	E-mail Invitation Online
1479	Stop paying the employees too much. The increases should be used to maintain the system and nothing should go to paying the employees more. If I saw changes then I would be ok with the rate increases but it's been the same excuse and nothing changes	English	E-mail Invitation Online
1479	Cut down on Bart's faulty "bart police" wouldn't have so many issues if you didn't have to pay all the lawsuits caused by a broken and incompetent police department	English	E-mail Invitation Online
1480	Solve internal management issue. Deal with BART admin expenses	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1481	<p>Advertising, advertising, advertising. There is soo much unused real estate on the train. The largest and most visible open space - especially on a crowded subway car - is on the ceiling. I've often wondered why things like the fire extinguisher decals an other important messages aren't put on the ceiling. Increased visibility of these things are a major plus, and on a crowded car you can't even see the walls of the train...but the ceiling is there...bare....</p> <p>Also, why not go use the outside of the trainas well? The trains do go above ground, along freeways, and stops on crowded subway platforms...all potential opportunities for someone to pay handsomly to reach millions of people a day - even better than a billboard.</p>	English	E-mail Invitation Online
1483	Stronger surveillance of all the fare evaders might help.	English	E-mail Invitation Online
1485	Ballot measures for tax increases	English	E-mail Invitation Online
1489	You could try managing the "system" correctly. Apparently ridership has fallen since the recent highs. That is because the system is so bad, so dirty, so crowded and so unreliable. If you make it work, ridership will increase. People will do almost anything to avoid it in its current state.	English	E-mail Invitation Online
1490	The public consensus is that the salary and benefits for Bart employees is beyond what is reasonable. Bart should be training a non union back-up on call team for next time the union threatens to strike. There are thousands of people in the bay area wh would love the pay and benefits Bart offers. Bart can reduce cost by not allowing salary increases and having Bart employees pay more into their benefits. I don't know how Bart employees got the right to strike. Most public employees don't. Bart employees have the most cushy deal ever. Next time they threaten to strike, let them and hire a trained back up crew.	English	E-mail Invitation Online
1491	Please look into a similar business model adopted by other countries and take advantage of the fact that the BART is a centerpiece of livelihood. I see a lot of empty space in the SF bart stations, small shops could open up there. I hope that one day, BAR can be a mini-mall of sorts. Restaurants, quick bites, small shops that you can browse while you wait for your train to arrive. (Would be helpful to have train arrival times in the area before you buy tickets.)	English	E-mail Invitation Online
1492	Vending Machines?	English	E-mail Invitation Online
1494	Salary freezes, expanded hours for certain lines.	English	E-mail Invitation Online
1495	N/a	English	E-mail Invitation Online
1496	Aren't there models in other cities that have clean, functioning subways. How do they raise revenue?	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1497	This relates to making the Clipper cards available at each station...I recommend making more varieties of commemorative cards (i.e., in addition to the Golden Gate Bridge Clipper Card, which I proudly have), making them available for a higher premium, and MAKING SURE THEY ARE SOLD RIGHT ALONGSIDE THE REGULAR CLIPPER CARDS AT EACH STATION. People will definitely pay more for a cool commemorative card if they have a chance, but you have to get them when they are buying their first card, because only the most diehard are going to give up a perfectly working card to get a new one with a cool design. Licensing deals would be great, too, to bring more revenue to BART, but also to expand brand awareness and create a sense of belonging with Bay Area cultural institutions, Some ideas: SF Giants/ Oakland As cards, 49ers and other local sports team cards; SF MOMA cards, UC Berkeley Alumni Cards, city/region specific cards (Oakland, Berkeley, SF); even just more iconic designs (like the Golden Gate card) celebrating Bay Area events, locals, and institutions. I honestly love my special edition Clipper Card, and I think you'd be crazy not to expand on this idea!	English	E-mail Invitation Online
1498	Have the government help out bart with a program that helps people like us cause everything is high and it hurt us the "little people" i wish things could go back the way it was cause its just going maje people sneak on and off bart more	English	E-mail Invitation Online
1499	Could additional advertising/company station sponsor ships or concession sales be used to increase revenues?	English	E-mail Invitation Online
1500	Could additional advertising/company station sponsor ships or concession sales be used to increase revenues?	English	E-mail Invitation Online
1501	One way to increase revenue would be to undertake an aggressive marketing campaign, but at this point it seems like BART is at capacity for the number of riders. Another idea is to make BART more appealing. The stations are not welcoming, the trains are uclean, there are always delays, etc. If you undertook a campaign to clean up BART and make it more hospitable and efficient (I know this costs money in the short term), then in the long run people would be more inclined to use BART. Another way to increas revenue would be to provide incentives to large companies who might have employees commuting on BART. Many tech companies have moved their headquarters to Oakland so they have a lot of employees commuting from SF and BART is the fastest way.	English	E-mail Invitation Online
1506	Get a better person to assist with fundraising for bart.	English	E-mail Invitation Online
1508	Without seeing BART's budget and expenditures, it is hard to propose ways to reduce costs.	English	E-mail Invitation Online
1510	no	English	E-mail Invitation Online
1511	You charge more for parking and the parking is already limited. You have all these wasted parking spaces open for car poolers. If you had a time limit for those spaces you could make more money. For example car pool parking is from 5:00am - 8:00 am. Afte 8:00 those stalls are open to all Bart riders.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1513	<p>I really like that they got rid of the cloth seats, and am also a fan of the removal of seats to make more standing room. That seems like it would cut down on cleaning costs. Maybe it could be cheaper to pay for parking with clipper, as an incentive to top pay by cash parking, and receipts could be sent by email, to reduce paper receipt waste, and cash removal and processing.</p> <p>Maybe there is a better manufacturer of escalators that could be contracted, as it seems like a lot of man power is spent repairing escalators. Maybe lower paid, customer service centric bart representatives (think Trader Joe's, or trendy hotel greeters) could be in charge of asking people not to poop in the escalators and pee in the elevators, instead of high paid police officers, who could focus on the bomb threat and safety emergencies. Maybe wealthy donors would be more inspired to donate if there were friendlier station agents, and cleaner stations, and more art installations. Maybe there are aspects of the station agents job that can be modified, so that the job is more palatable, and they don't take out their frustrations on passengers. Maybe they don't like being in that cage, or maybe there can be an opening so the interactions are more personable.</p> <p>Thank you for taing the time to do this survey</p>	English	E-mail Invitation Online
1514	no other ideas	English	E-mail Invitation Online
1515	<p>1) Fare jumpers cost the system much money. Start installing barriers/gates that eliminate this problem. 2) The system is automated enough that train drivers are not needed. Not only do you save the salary of the driver but decrease your overall retireent plan costs as well.</p> <p>3) I don't think the system is reliable enough for the following suggestion, but you could have premium seating in one car (or half a car) at increased fare. That car would be clean, comfortable and with assigned seats.</p>	English	E-mail Invitation Online
1516	push for community service fulfillments in order to provide cleaning and other low skill services to the system. Save on contracting.	English	E-mail Invitation Online
1518	Start over. You're doing something wrong. Maybe contact Thailand and ask them what to do.	English	E-mail Invitation Online
1519	I bring my bicycle on BART I would pay for very secure parking at 24th Street BART. I also see way to many fare cheats using the elevators and then the emergency gates to exit avoiding paying a Fare.	English	E-mail Invitation Online
1519	Tighter budgetary controls with regards to salary and operating costs, stiffer punishment for those abusing the system (e.g. the janitor who slept in a closet while claiming overtime), management and staff restructuring, increase parking permits for thosewith reserved spots.	English	E-mail Invitation Online
1520	close BART at night when it's not operating guys!! all people do is wander down there and piss on things.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1521	Pay the surly and useless staff less. Easier said than done I know. But seriously, these are some of the highest paid transit workers in the world, and I have yet to see a station agent who isn't playing candy crush on their phone or chatting to other Bar employees.	English	E-mail Invitation Online
1522	Better fare gate design. Evader's fares would yield much more than all these increases.	English	E-mail Invitation Online
1523	Private BART cars for events or VIP and charge for that service?	English	E-mail Invitation Online
1524	Lower employee pay	English	E-mail Invitation Online
1525	Stop the people who are not paying. Issue tickets to people sleeping on trains and taking up 2 seats.	English	E-mail Invitation Online
1526	No, I don't. But why don't you ask someone who has actual expertise in this area rather than a random stranger?  Are you beginning to understand my frustration with BART?	English	E-mail Invitation Online
1527	Bart needs to manage its money better	English	E-mail Invitation Online
1531	No I don't	English	E-mail Invitation Online
1532	Reduce your operating expenses by reducing your salaries. Many of your employees make far more than other regions with comparable cost of living expenses, i.e. New York city, Washington, D.C.	English	E-mail Invitation Online
1533	Only change the parking prices if you are bulding additional parking, as it is now nobody can ride the sysytem during the non commute times due to sold out parking lot. If you use the buses it adds additional time to your commute.	English	E-mail Invitation Online
1534	Stop wasting money! Start by tightening your belts and show the public you are serious about cost management.	English	E-mail Invitation Online
1535	Sell more ad space above the seats like the subway trains in NYC.	English	E-mail Invitation Online
1536	Bart Board of Directors should take pay cuts. Quit being selfish money grubbers and do something that will assist people that are living paycheck to paycheck.	English	E-mail Invitation Online
1537	Raise ridership by making riding BART much more affordable than driving a car.	English	E-mail Invitation Online
1538	None	English	E-mail Invitation Online
1539	The federal government has all of the money already. I have no suggestions, but one option would be to cut employee raises and increase their contributions to benefits.	English	E-mail Invitation Online
1540	Don't pay Janitors overtime	English	Richmond Senior Center
1541	Prevent ticket sharing and provide a safer/cleaner/quieter service	English	San Bruno Senior Center
1541	Stronger evader deterrents	English	San Bruno Senior Center
1542	Reduce Management salaries, C.E.O etc. and reduce retirement pay	English	San Bruno Senior Center
1549	Overtime pay can be cut	English	San Bruno Senior Center
1550	BART has some seats being used for sleeping by homeless at all hours	English	San Bruno Senior Center
1552	no idea	English	San Francisco Senior Center

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1553	Increase sales tax	English	San Francisco Senior Center
1554	better management	English	San Francisco Senior Center
1555	Better management	English	San Francisco Senior Center
1557	no raises	English	San Francisco Senior Center
1558	Maintain a consistent schedule, avoid breakdowns, expand Bart buses	English	San Francisco Senior Center
1558	Salary freeze for all Bart execs	English	San Francisco Senior Center
1559	Rent space out in stations, cut staff	English	San Francisco Senior Center
1560	Bart needs volunteers in their system	English	San Francisco Senior Center
1561	no	English	San Francisco Senior Center
1563	Millionaires should pay more / others pay a fee based on income. Tier level payments	English	San Francisco Senior Center
1565	None for now	English	San Pablo Senior Center
1565	Bart needs to manage their budget with the available funds, reduce pensions and salaries, have Bart employees be courteous and helpful	English	Walnut Creek Seniors' Club
1566	Instead of increasing fares, reduce overpaid salaries/pensions	English	Walnut Creek Seniors' Club
1567	Reduce fares to A's games	English	Walnut Creek Seniors' Club
1567	Pay employees/upper management salaries that are reasonable! i.e. reduce them	English	Walnut Creek Seniors' Club
1567	Have Bart trains run 24/7 like NYC. Have no workers work OT, especially ridiculous janitor pay	English	Walnut Creek Seniors' Club
1569	Bosses take less salary, put money back into system	English	Walnut Creek Seniors' Club
1570	Cut salaries	English	Walnut Creek Seniors' Club
1570	none	English	Walnut Creek Seniors' Club
1572	You are all overpayed and your salaries won't save raising the prices of a ticket	English	Walnut Creek Seniors' Club
1573	reduce salaries	English	Walnut Creek Seniors' Club
1574	Lower Bart employee salaries	English	Walnut Creek Seniors' Club
1580	Reign in benefits, limit bonuses	English	Walnut Creek Seniors' Club
1581	none	English	Walnut Creek Seniors' Club
1582	Stop paying employees so much	English	Walnut Creek Seniors' Club
1583	Reduce staff, not using company vehicles for personal use	English	Walnut Creek Seniors' Club
1584	none	English	Walnut Creek Seniors' Club
1586	Discounts for groups/young children	English	Walnut Creek Seniors' Club
1606	Tax high revenue companies, not the people	English	16th St BART Station Outreach
1607	Hire more workers to reduce overtime costs	English	16th St BART Station Outreach
1609	Raise rate as needed	English	16th St BART Station Outreach
1610	Watch gate crashers, enforce fare payment	English	16th St BART Station Outreach
1611	For me it would be good for them to use the budget for what it's for as much money is stolen from all the programs.	Spanish	16th St BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1612	High fines for those who board BART without paying or those who litter.	Spanish	16th St BART Station Outreach
1614	Pulic transportation shouldn't be for profit	English	16th St BART Station Outreach
1615	Improve/train police force to reduce risk of lawsuits	English	16th St BART Station Outreach
1617	SF residents should have discount. Increase in price should reflect increase in quality	English	16th St BART Station Outreach
1595	You need to take money from manager salaries	English	West Oakland BART Station Outreach
1596	Prosecuting fare jumpers who do it multiple times a day	English	West Oakland BART Station Outreach
1596	Tax the Warriors	English	West Oakland BART Station Outreach
1617	No, that's not my job	English	West Oakland BART Station Outreach
1617	Find a way to most costs to higher earners. Taxes on businesses?	English	West Oakland BART Station Outreach
1618	Use capital to repair rather than retrofitting cars to allow more passengers	English	16th St BART Station Outreach
1619	Put credit card vending machines nside stations, create express trains	English	16th St BART Station Outreach
1620	Fire/use money from Bart admin salaries	English	16th St BART Station Outreach
#N/A	Rush hour price increase	English	16th St BART Station Outreach
#N/A	Consider reducing salaries of its upper management/highest level of org	English	16th St BART Station Outreach
#N/A	Re-evaluate how money is spent. Increase employees, regulate janitor OT	English	16th St BART Station Outreach
#N/A	Fundraisers, tax tech companies/buses	English	16th St BART Station Outreach
#N/A	Not pay janitors to work excessive OT, prevent gate hoppers	English	16th St BART Station Outreach
#N/A	Tax cars in Bart service areas, add toll	English	16th St BART Station Outreach
#N/A	Bart should add cars, trains too crowded, stations dirty. Lower Bart emp salaries	English	16th St BART Station Outreach
#N/A	Paper tickets should increase	English	16th St BART Station Outreach
#N/A	Manage their budget better, fix homeless issue	English	16th St BART Station Outreach
#N/A	Review/analyze cost structures for projects	English	16th St BART Station Outreach
#N/A	Advertisements, grants, government funding	English	16th St BART Station Outreach
#N/A	Enforce the ticketing gate. Monthly Bart disc passes	English	16th St BART Station Outreach

# **APPENDIX G**

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## List of Contacted CBOs

## Appendix G List of Contacted CBOs

### Alameda County

1000 Mothers to Prevent Violence	Berkeley Chamber of Commerce	Chinese Community United Methodist Church
1200 Foundation (Strive for Change)	Berkeley Chinese Community Church and Senior Center	Chinese Independent Baptist Church
A Jewish Voice for Peace	Berkeley Zen Center	Chinese Presbyterian Church
Academy of Chinese Culture	Beth Eden Baptist Church of Oakland California	Christian Church Homes
Adventist Homeless Action Team	Beth Israel Congregation	Church of Jesus Christ of Latter-Day Saints
Afghan Coalition	Brighter Beginnings	City of Fremont - Family Resource Center
Alameda Alliance for Health	Brothers on the Rise	Community of Grace
Alameda County Community Food Bank	Buddhist Temple of Alameda	Community Resources for Independent Living
Alameda County Social Services Agency	Buena Vista United Methodist Church	Community Resources for Independent Living Tri-Valley Branch
Scotlan Youth & Family Center	Building Opportunities for Self Sufficiency (BOSS)	Corporation for Supportive Housing
Alameda Korean Presbyterian	Calico Center	Cypress Mandela Training Center, Inc.
Albany Senior Center	Castro Valley United Methodist Church	Davis Street Family Resource Center
Allen Temple Baptist Church	Cathedral Christ of Light	Downs Memorial United Methodist Church
Alternatives in Action	Catholic Charities of the East Bay	Downtown Berkeley Association
American Indian Child Resource Center	Causa Justa: Just Cause	Downtown Berkeley YMCA
American Muslim Alliance	Center for Elders Independence	Downtown Oakland Association
Asian Employees Association at the Port of Oakland	Center for Independent Living	Downtown Oakland YMCA
Asian Health Services	Center for Independent Living: Downtown Oakland	Dublin Senior Center
Asian Imigrant Women Advocates	Center for Lesbian and Gay Studies in Religion and Ministry	East Bay Asian Youth Center
Asian Pacific Environmental Network	Centro de Servicios	East Bay Community Law Center
Asian Pacific Islander Legal Outreach	Centro de Vida Independiente	East Bay Housing Organizations
Bay Area Community Services	Change to Come	
Bay Area Telugu Association	Chinatown Chamber of Commerce	

East Bay Korean-American Senior Service Center	Greater New Beginnings Youth Services, Inc.	Lao Family Community Development Inc.
East Oakland Youth Development Center	Greenlining Institute	Lavender Seniors
EASTBAY Works, Inc	Gujarati Cultural Association of the Bay Area	Legal Assistance for Seniors
Echo Housing	Harbor House Ministries	Lincoln Neighborhood Center
Economic Council for West Oakland Revitalization	Hayward Day Labor Center	Livermore Downtown Inc.
Ed Roberts Campus	Hayward Islamic Center	Livermore Senior Services Center
Eden Housing, Inc.	Hayward Senior Center	Lutheran Church of the Cross
Eden I&R Inc.	Hindu Community and Cultural Center	Martin Luther King Jr. Freedom Center
Emeryville Chamber of Commerce	Homeless Action Center	Masjid Abubaker Siddiq
Emeryville Community Action Program	Housing Rights Inc.	Masjid Muhajireen
Emeryville Senior Center	Iglesia Luz Del Valle	Mastick Senior Center - Alameda
Epworth United Methodist Church	Independent Living Skills Program	Matt Jimenez Community Center
Family Bridges, Inc	Indigenous Nations Child & Family Agency	Museum on Main Street
Family Paths	Intertribal Friendship House	National Network for Immigrant and Refugee Rights
Family Service Counseling and Community Resource Center	Islamic Center of Alameda	Newark Senior Center
Family Violence Law Center	Islamic Center of Fremont	Nichiren Buddhist International Center
Filipino Advocates for Justice - Oakland	Islamic Society of East Bay	North Berkeley Senior Center
First Samoan United Church of Christ	Japan Pacific Resource Network	North Oakland Senior Center
First United Methodist Church of Hayward	Japanese American Services of the East Bay	Oak Grove Senior Housing
Forward Together	Jewish Community Center of the East Bay	Oakland Asian Cultural Center
Foundation for Rehabilitation and Development of Children and Family	Jewish Family Children's Services East Bay	Oakland Housing Authority
Fred Finch Youth Center	Ken Aitkens Senior Center	Ohlone College Foundation
Fremont Senior Center	Kids First Oakland	Operation Dignity
Fundamental Gospel Baptist Church	Epworth United Methodist Church	Our Lady of the Rosary Parish
	Korean Grace Presbyterian Church	Peacemakers, Inc.
	Korean Oakland United Methodist Church	Pleasanton Cultural Arts Council
		Pleasanton Senior Center
		Prescott-Joseph Center for Community Enhancement

Prospera	South Hayward Parish	Tri-Valley Housing Opportunity Center
Purple Lotus Buddhist School and Temple	South Hayward United Methodist Church	Tri-Valley One-Stop Center
Rebuilding Together Oakland	Southern Alameda County Buddhist Church	Trinity Lutheran Church
Resurrection Lutheran Church	Spectrum Community Services	Trinity Lutheran Church
Saint Clement Catholic Parish	St. Mary's Garden Senior Center	Ujamaa Youth Education Foundation
Salvation Army Hayward Corps	St. Paul Lutheran Church	United Roots Oakland
San Antonio Senior Center	St. Paul United Methodist Church	United Seniors of Oakland
San Leandro Hebrew Congregation - Temple Beth Shalom	Taylor Memorial United Methodist Church	Unity Council
San Leandro Senior Center	The Men of Iron	Urban Habitat
San Lorenzo Village Community Hall	The Salvation Army	Urban Strategies Council
Satelite Senior Homes	Through the Looking Glass	Urojas Ministry Center
Satellite Affordable Housing Associates	TransForm	Vietnamese Alliance Church of Union City
Senior Support Program of the Tri-Valley	Tri-City African Methodist Episcopal Church	Vietnamese American Community Center of the East Bay
Serra Center	Tri-City Volunteers	We Lead Ours
Sikh Temple	Tri-Valley Chinese Bible Church	Women of Faith Recovery Home
South Berkeley Senior Center		

## Contra Costa County

A Better Chance Programs	Community Housing Development Corporation	First Baptist Church
Ahmadiyya Muslim Community	Concord Family Service Center	First Christian Church
Antioch Chamber of Commerce	Concord Senior Center	First Lutheran Church
Antioch Church Family	Concord United Methodist Church	First Presbyterian Church
Antioch Church on the Rock	Congregation Beth Chaim	Fred Finch Youth Center
Antioch Salvation Army Church	Contra Costa ARC	Good Shepherd Lutheran Church
Asian Community Mental Health Services	Contra Costa Child Care Council	Grace Presbyterian Church
Asian Family Resource Center	Contra Costa County Community Development Division	Greater Richmond Interfaith Program (GRIP)
Asian Pacific Environmental Network	Contra Costa County Employment and Human Services Dept.	Hilltop Family YMCA
Bay Area Crisis Nursery	Contra Costa County Workforce Development Board	Holy Shepherd Lutheran Church
Bay Area Legal Aid	Contra Costa County Workforce Services	Independent Living Resources
Bay Area Rescue Mission	Contra Costa Economic Partnership	Iron Triangle Neighborhood Council
Bay Area Sikh Center	Contra Costa Health Services	Islamic Center of Contra Costa
Boys and Girls Club of Diablo Valley	Contra Costa Interfaith Supporting Community Organization (CCISCO)	Islamic Center of San Ramon
Boys and Girls Club of El Sobrante	Contra Costa Transportation Authority (CCTA)	Japanese American Religious and Cultural Center
Brighter Beginnings	County Connection	Jewish Family and Children Services of the East Bay
Buddha Gate Monastery	Crescent Park Multicultural Family Resource Center	La Clinica
Building Blocks for Kids	Dar-ul-Islam Mosque	La Clinica Monument
C.O.P.E. Family Support Center	East Bay Neighborhood Housing Services	Lafayette-Orinda Presbyterian
CASA of Contra Costa County	Easter Hill United Methodist Church	Lao Family Community Development
Catholic Charities of the East Bay	Envirojustice	Los Rancheros Market
Center for Human Development	Familias Unidas	Lynn Center
Christ Lutheran Church		Martinez Senior Community Center
Christ the King Catholic Church		Monument Impact
Church of the Good Shepherd UMC		Mt. Diablo Unitarian Universalist Church
City of Pittsburg Planning Department		Native American Health Center
Community Health for Asian Americans		North Richmond Family Service Center

Opportunity Junction	Richmond Police Activities League	St. Michael and All Angels Episcopal Church
Our Lady Queen of the World Parish	Richmond Senior Center	St. Paul's Episcopal Church
Our Savior's Lutheran Church	Richmondworks	St. Paul's Trinity Center
Pacific Community Services	Rivertown Resource Center	St. Peter Martyr Catholic Church
Pittsburg Baptist Church	Rubicon Programs	Stewart Memorial CME
Pittsburg United Methodist Church	Saint Cornelius Catholic Church	STS Academy
Planned Parenthood Community Services & Education Center	San Ramon Valley Islamic Center	Tabernacle Baptist Church
Pleasant Hill Senior Center	Shelter Inc. of Contra Costa	Temple Isaiah of Lafayette
Plumber and Steamfitters Local Union No. 159	SparkPoint Contra Costa	The Interfaith Council of Contra Costa County
Providence Baptist Church	St. Agnes Catholic Church	The Latina Center
Queen of All Saints Church	St. Andrews Presbyterian Church	The Stride Center
Rainbow Community Center	St. Bonaventure Catholic Church	Walnut Creek United Methodist Church
Reach Project, Inc.	St. George's Episcopal Church	We Care Services for Children
Richmond Annex Senior Center	St. Ignatius of Antioch Church	West County Toxics Coalition
Richmond Art Center	St. Jerome Parish	Workforce Development Board of Contra Costa County
Richmond Chamber of Commerce	St. John the Baptist Parish	Ygnacio Valley Presbyterian Church
Richmond Community Foundation	St. John's Lutheran Church	Youth Enrichment Strategies
Richmond Main Street	St. Mark's Lutheran Church	Youth Leadership Program - RYSE Youth Center
	St. Mary's Catholic Church	
	St. Matthew Lutheran Church	

## San Francisco County

A. Philip Randolph Institute SF	Chinese Chamber of Commerce	Mission Council
African American Art & Culture Complex	Chinese Consolidated Benevolent Association	Mission Dolores Basilica
Arriba Juntos	Chinese for Affirmative Action	Mission Economic Development Agency
Asian Neighborhood Design	Chinese United Methodist Church	Mission Education Project, Inc
Asian Pacific American Community Center	Coming Home Project	Mission Housing Development Corporation
Asian Women's Shelter	Compass Family Services	Mission Neighborhood Centers, Inc
Asian-Pacific Islander Legal Outreach	Donaldina Cameron House	NEMS Noriega Street Clinic
Asian, Inc.	Episcopal Community Services	North of Market / Tenderloin Community Benefit District
AsianWeek Foundation	Excelsior Family Connections	North of Panhandle Neighborhood Association
Bay Area Legal Aid	Family Service Agency of San Francisco	North Peninsula Neighboord Services Center
Bay Area Women's and Children's Center	Filipino Community Center	OMI/Excelsior Beacon Center
Bayanihan Community Center	Glide Memorial Church	Portola Family Connections
Bayview Hunters Point YMCA	Good Samaritan Family Resource Center	Richmond Torah Center
Boys & Girls Club, Tenderloin Clubhouse	Grace Urban Ministries, INC.	Richmond Village Beacon
Buddhist Church of San Francisco	Homies Organizaing the Mission to Empower Youth (HOMEY)	Russian American Community Services
Canon Kip Senior Center	Huckleberry Youth Programs	San Francisco Health Plan
Cathedral of St. Mary of Assumption	Independent Living Resource Center	San Francisco LGBT Center
Catholic Charities CYO	Islamic Society of San Francisco	San Francisco Living Wage Coalition
Causa Justa: Just Cause	Jewish Vocational Services	San Francisco Senior Center
Centro Latino De San Franscico	Jones Memorial United Methodist Church	San Francisco Southeast Asian Community Center
Chinatown Community Children's Center	Korean American Association of San Francisco & Bay Area	San Francisco Zen Center
Chinatown Community Development Center	Lao Seri Association	Self Help for the Elderly
Chinatown Merchants Association	Larkin Street Youth Services	Senior Action Network
Chinatown Transportation Research and Improvement Project	Manilatown Heritage Foundation	Shih Yu-Lang Central YMCA
	Mission Beacon Center	SOMCAN
	Mission Community Council	SparkPoint San Francisco
		St. Anthony Foundation

St. Marks Lutheran Church  
St. Patrick Parish of San Francisco  
Sunset Neighborhood Beacon Center  
Swords to Plowshares  
Temple United Methodist Church

Tenants Together  
The Arc San Francisco  
United Way of the Bay Area  
Up on Top  
Veterans Equity Center  
Vietnamese Community Center of San Francisco

Vietnamese Youth Development Center  
West Bay Pilipino Multi-Service Center  
Wu Yee Children's Services  
YMCA Bayview/Hunters Point

**San Mateo County**

Daly City Community Service Center

El Concilio of San Mateo

First 5 San Mateo

Hillsdale United Methodist Church

Holy Angels Catholic Parish

Hope Lutheran Church

Legal Aid Society of San Mateo

Liwanag Kultural Center

Masjid Ul Haqq

North Peninsula Food Pantry and Dining Center of Daly City

Our Lady of Mercy Parish

Our Lady of Perpetual Help

Pacifica Resource Center

Pilipino Bayanihan Resource Center

Saint Bruno's Catholic Church

Samaritan House

St. Andrew Parish

# **APPENDIX H**

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## **Senior Center Survey Drop-Off Locations**

## Appendix H Senior Center Survey Drop-Off Locations

### Alameda County

North Berkeley Senior Center  
Dublin Senior Center  
Fremont Multi-Service Senior Center  
West Oakland Senior Center  
Downtown Oakland Senior Center  
Fruitvale- San Antonio Senior Center  
Vietnamese American Community Center  
of the East Bay  
East Oakland Senior Center  
Pleasanton Senior Center  
San Leandro Senior Community Center

### Contra Costa County

Concord Senior Center  
The Open House Senior Center  
Pittsburg Senior Center  
Pleasant Hill Senior Center  
Richmond Senior Drop-In Center  
San Pablo Senior Center  
Walnut Creek Seniors' Club

### San Francisco County

Veterans Equity Center  
Rosa Parks Senior Center  
Mission Neighborhood Centers  
Excelsior Community Center  
San Francisco Senior Center (Downtown)  
Bernal Heights Community Center  
Richmond Senior Center  
Castro Senior Center

### San Mateo County

Doelger Senior Center  
Millbrae Senior Center  
San Bruno Senior Center  
South San Francisco Senior Services:  
Magnolia Senior Center

# **APPENDIX I**

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## **Ethnic Newspaper Advertisements**

## Appendix I Ethnic Newspaper Advertisements

**BART 希望聽取您的意見**

BART 現正積極研究捷運票價選項，以因應明年營運預算預計短缺情況。

請在下列日期下午 4:00 至晚上 7:00，親臨這些 BART 車站 提出您的想法：

4 月 4 日星期二	Daly City BART
4 月 5 日星期三	16th Street Mission BART
4 月 6 日星期四	West Oakland BART
4 月 12 日星期三	Lake Merritt BART
4 月 13 日星期四	Fruitvale BART
4 月 18 日星期二	El Cerrito del Norte BART
4 月 19 日星期三	Pittsburg/Bay Point BART

若要了解更多關於票價和車票活動，並進行線上問卷調查，請上網於 [bart.gov/faresurvey](http://bart.gov/faresurvey)。



Chinese Newspaper Advertisement

**BART WANTS TO HEAR FROM YOU!**

BART is studying fare options to help address next year's projected operating budget shortfall.

Come tell us what you think, 4:00-7:00pm at these BART stations:

Tuesday, April 4	Daly City BART
Wednesday, April 5	16th Street Mission BART
Thursday, April 6	West Oakland BART
Wednesday, April 12	Lake Merritt BART
Thursday, April 13	Fruitvale BART
Tuesday, April 18	El Cerrito del Norte BART
Wednesday, April 19	Pittsburg/Bay Point BART

For additional information on fares and outreach, and to take the survey online, please go to [bart.gov/faresurvey](http://bart.gov/faresurvey).



Filipino Newspaper Advertisement

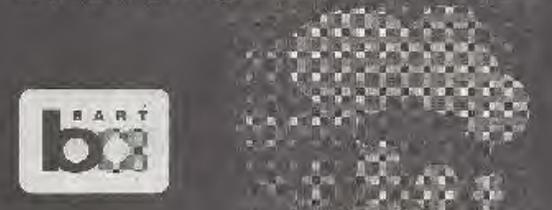
**BART는 여러분의 의견을 듣고자 합니다!**

BART는 내년에 예상되는 운영 예산 부족 문제를 해결하기 위한 요금 옵션을 연구하고 있습니다.

오후 4:00-7:00에 다음 BART 역을 방문하여 귀중한 의견을 들려 주시길 바랍니다.

4월 4일 화요일	Daly City BART
4월 5일 수요일	16th Street Mission BART
4월 6일 목요일	West Oakland BART
4월 12일 수요일	Lake Merritt BART
4월 13일 목요일	Fruitvale BART
4월 18일 화요일	El Cerrito del Norte BART
4월 19일 수요일	Pittsburg/Bay Point BART

요금 및 지역봉사부에 대해 자세히 알아보고, 온라인 설문 조사에 참여하려면 [bart.gov/faresurvey](http://bart.gov/faresurvey)로 이동하십시오.



Korean Newspaper Advertisement

**¡A BART LE GUSTARÍA CONOCER SUS OPINIONES!**

BART se encuentra estudiando las opciones referentes a las tarifas para ayudar a hacer frente al déficit presupuestario operativo proyectado para el año entrante.

Acuda a darnos sus opiniones de 4:00 a 7:00pm a estas estaciones de BART:

Martes 4 de abril	Daly City BART
Miércoles 5 de abril	16th Street Mission BART
Jueves 6 de abril	West Oakland BART
Miércoles 12 de abril	Lake Merritt BART
Jueves 13 de abril	Fruitvale BART
Martes 18 de abril	El Cerrito del Norte BART
Miércoles 19 de abril	Pittsburg/Bay Point BART

Para obtener información adicional sobre las tarifas y la encuesta que se realiza dentro de la comunidad, y para visitar la encuesta en línea, por favor visite [bart.gov/faresurvey](http://bart.gov/faresurvey).



Spanish Newspaper Advertisement



Appendix 10b:

Possible Changes to the Youth Discount Fare  
Equity Analysis and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,788th Meeting  
May 25, 2017

A regular meeting of the Board of Directors was held May 25, 2017, convening at 9:00 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Saltzman presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Blalock, Keller, McPartland, Raburn, Simon, and Saltzman.

Absent: None. Directors Allen and Josefowitz entered the Meeting later.

Director Saltzman called for Introduction of Special Guests. Director Saltzman welcomed members of the Police Citizens Review Board and BART Accessibility Task Force.

President Saltzman brought the matter of Oath of Office: Carlos Rojas, BART Chief of Police, before the Board. General Manger Grace Crunican administered the Oath of Office to Chief Rojas.

Chief Rojas addressed the Board.

President Saltzman announced that under the provisions of the Rules of the Board of Directors of the San Francisco Bay Area Rapid Transit District, this was the time set to hold a public hearing on Fiscal Year 2018 Budget, that staff would give a brief presentation on the item, and that the meeting would then be opened for comments from the public.

Mr. Rob Umbreit, Department Manager, Budget Department and Pamela Herhold, Manager Financial Planning, presented the item.

Directors Josefowitz and Allen entered the Meeting

The following individuals addressed the Board:

Mr. James Robinson

Mr. Alan Smith

Ms. Aleta Dupree

There being no further public comment, the Public Hearing was closed.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of May 11, 2017.
2. Fiscal Year 2018 Proposition 4 Appropriations Limit.

3. Professional Services Agreement with Cubic Transportation Systems, Inc. to Modify Addfare Machine Software to Implement Credit Card Processing Functionality on East Contra Costa Extension.

Consent Calendar report brought before the Board was:

1. Fiscal Year 2017 Third Quarter Financial Report.

Director Blalock made the following motions as a unit. Director McPartland seconded the motions, which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes - 0.

1. That the Minutes of the Meeting of May 11, 2017, be approved.
2. That the Board adopt Resolution No. 5343, In the Matter of the Establishment of the Fiscal Year 2018 Appropriations Limit.
3. That the General Manager is authorized to enter into direct negotiations and to execute a professional services agreement with Cubic Transportation Systems, Inc. to modify Addfare Machine (AFM) Software for credit card processing functionality, in an amount not to exceed \$240,000, subject to certification by the Controller/Treasurer that funding is available.

President Saltzman called for Public Comment. The following individuals addressed the Board:

Mr. Darrel Carey  
Mr. Cephus Johnson  
Mr. Rick Perez  
Ms. Jetta Robertson  
Ms. Kat Brooks

President Saltzman announced that the order of agenda items would be changed.

Director Josefowitz, Chairperson of the Finance, Budget, and Bond Oversight Committee, brought the matter of Safety, Reliability and Traffic Relief Program: Bond Oversight Committee Membership, before the Board. Ms. Kerry Hamill, Assistant General Manager, External Affairs and Ms. Maisha Everhart, Division Manager of Government and Community Relations, presented the item.

Ms. Alexandra Starr addressed the Board.

The item was discussed.

Director Blalock moved that the Board establish Bond Oversight Committee and appoint the following people to serve a two-year term, which will begin on July 1, 2017:

1. Darren Gee
2. Mike McGill
3. Michael Day

4. Marian Breitbart
5. John Post
6. Anu Natarajan
7. Christine Johnson

Director McPartland seconded the motion which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

President Saltzman announced that the Board would enter into closed session under Item 5-A (Conference with Labor Negotiators) of the regular Meeting agenda, and that the Board would reconvene in open session upon conclusion of the closed session.

The Board Meeting recessed at 9:58 a.m.

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The Board Meeting reconvened in closed session at 10:07 a.m..

Directors present: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon and Saltzman.

Absent: None.

The Board Meeting recessed at 11:30 a.m.

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The Board Meeting reconvened in open session at 11:34 a.m.

Directors present: Directors Allen, Blalock, Josefowitz, Keller, McPartland, Raburn, Simon and Saltzman.

Absent: None. Director Dufty entered the meeting later.

President Saltzman announced that the Board had concluded its closed session and that there were no announcements to be made.

Director Josefowitz, Chairperson of the Finance, Budget, and Bond Oversight Committee, brought the matter of Fiscal Year 2018 Annual Budget before the Board. Mr. Carter Mau, Assistant General Manager, Administration and Budget, Mr. Rob Umbreit, Department Manager, Budget Department and Pamela Herhold, Manager Financial Planning, presented the item. The item was discussed.

Director Dufty entered the meeting.

Director McPartland, Chairperson of the Administration, Workforce, and Legislation Committee, brought the matter of State and Federal Legislative Update, before the Board. Mr. Roddrick Lee,

Department Manager, Government and Community Relations, and Ms. Amanda Cruz, Acting Program Manager of Legislative Affairs, presented the item.

The item was discussed.

President Saltzman moved that the Board support Assembly Bill (AB) 399 (Grayson – Autonomous Vehicles: Contra Costa Transportation Authority: Pilot Project), AB 1444 (Baker – Livermore Amador Valley Transit Authority: Demonstration Project), SB 22 (Hill – Firearms: Law Enforcement Agencies: Agency Firearm Accounting), SB 595 (Beall – Metropolitan Transportation Commission: Toll Bridge Revenues), S. 862 (Klobuchar – The American Apprenticeship Act) and House Resolution 1670 (Delaney – The Infrastructure 2.0 Act). Director Allen seconded the motion, which carried by voice vote. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

President Saltzman moved that the Board support Assembly Bill (AB) 54 (de Leon – Law Enforcement: Data Sharing). Director Raburn seconded the motion, which carried by electronic vote. Ayes - 8: Directors Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 1: Director Allen.

Directors Dufty and Keller exited the meeting.

Director McPartland brought the matter of Amendment to Concession Permit M342-12 with Imperial Parking Corporation for Administration of Parking Permit Programs, before the Board. Mr. Robert Franklin, Department Manager, Customer Access and Mr. Ravri Misra, Chief Information Officer, presented the item.

Director Blalock moved that the General Manager or her designee be authorized to execute an amendment to Concession Permit M342-2 with Imperial Parking Corporation extending the term of the permit for up to two years and establishing new rates for the provision of services during the extension term. Director Raburn seconded the motion, which carried by unanimous acclamation. Ayes – 7: Directors Allen, Blalock, Josefowitz, McPartland, Raburn, Simon, and Saltzman. Noes – 0. Absent – 2: Directors Dufty and Keller.

Director Josefowitz Chairperson of the Finance, Budget, and Bond Oversight Committee, brought the matter of Alameda County Transportation Affordable Student Transit Pass Pilot Report, before the Board. Ms. Kerry Hamill Assistant General Manager, External Affairs and Ms. Donna Lee, Principal Planner, presented the item.

Directors Dufty and Keller entered the meeting.

The item was discussed.

Director Saltzman moved that the General Manager is authorized to execute an agreement with Alameda County Transportation Commission for BART to participate in the Affordable Student Transit Pass Pilot for the 2017/18 and 2018/19 school years. Director Dufty seconded the motion, which carried by electronic vote. Ayes - 8: Directors Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 1: Director Allen.

Directors Saltzman moved that the vote authorizing the General Manager to execute an agreement with Alameda County Transportation Commission for BART to participate in the Affordable Student Transit Pass Pilot for the 2017/18 and 2018/19 school years be rescinded. Director Dufty seconded the motion which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

Mr. Jerry Grace addressed the Board.

Director Saltzman moved that the General Manager be authorized to execute an agreement with Alameda County Transportation Commission for BART to participate in the Affordable Student Transit Pass Pilot for the 2017/18 and 2018/19 school years. Director Dufty seconded the motion, which carried by electronic vote. Ayes - 8: Directors Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 1: Director Allen.

Director Simon exited the meeting.

Director Josefowitz brought the matter of the Revised Investment Policy before the Board. Ms. Rosemarie Poblete, Controller/Treasurer presented the item. The item was discussed. Director Raburn moved the adoption of the revised Investment Policy. Directors Blalock and McPartland seconded the motion, which carried by unanimous acclamation. Ayes – 8: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, and Saltzman. Noes – 0. Absent – 1: Director Simon.

Director Simon entered the meeting.

Director Josefowitz brought the matter of the Independent Auditor's Report on Audit of Federal Awards under the Office of Management and Budget Uniform Guidance for the Fiscal Year Ended June 30, 2016, before the Board. Ms. Rosemarie Poblete, Controller/Treasurer presented the item. The item was discussed.

Directors Dufty, McPartland, and Simon exited the meeting.

Director Josefowitz brought the matter of the Title VI Fare Equity Analysis of Potential Changes to the Fare Discount Offered Youth Riders and the Title VI Fare Equity Analysis of Proposed Productivity-Adjusted Inflation-Based Fare Increase and FY18 Fare Changes Effective January 1, 2018, before the Board. Mr. Carter Mau, Assistant General Manager, Administration and Budgets; Ms. Sharon Moore, Program Manager, Workforce and Policy Compliance; and Ms. Pam Herhold, Manager Financial Planning, presented the item. The item was discussed.

Directors Dufty and McPartland entered the meeting.

Mr. Jerry Grace addressed the Board.

Director McPartland exited the meeting.

Ms. Aleta Dupree addressed the Board.

Director Blalock exited the meeting.

Director Keller, Chairperson of the Operations and Safety Committee, brought the matter of Quarterly Performance Report, Third Quarter Fiscal Year 2017 - Service Performance Review, before the Board. Mr. Paul Oversier, Assistant General Manager, Operations and Mr. Jeffrey Jennings, Deputy Chief of Police, presented the item. The item was discussed.

President Saltzman exited the meeting.

Mr. Jerry Grace addressed the Board.

Vice President Raburn called for the General Managers Report. Mr. Robert Powers, Deputy General Manager, reported on the steps taken by the General Manager and activities and meetings she had participated in and reminded the Board of the thirteen outstanding Roll Call for Introductions items.

Vice President Raburn called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director Dufty reported he participated in the Policy Committee for Lead San Francisco to address low-level drug offense and criminal activity behavior around the Powell and Civic Center BART Stations for a 26-month Diversion program.

Director Simon exited the meeting.

Director Raburn reported attendance at the Silicon Valley leadership group, Hayward Maintenance Complex Tour for Cal State East Bay Environmental Studies students and the Transit Oriented Development celebration for the 24<sup>th</sup> Street Tower in the City of Oakland.

Vice President Raburn called for Public Comment. No comments were received.

The Board meeting adjourned at 2:08 p.m.

Kenneth A. Duron  
District Secretary

**SAN FRANCISCO BAY AREA RAPID TRANSIT  
DISTRICT**

**Title VI Fare Equity Analysis of Possible  
Changes to the Fare Discount Offered to  
Youth Riders**

**May 31, 2017**

## EXECUTIVE SUMMARY

In 2013, the BART Board approved Resolution No. 5208 which extended BART's productivity-adjusted inflation-based fare increase program and directed staff to analyze certain fare options prior to January 2014. Staff performed a preliminary Title VI equity analysis of these options, and at the end of 2013, the Board directed staff to continue to study one of the options: extending the age at which BART offers youth a discounted fare, which is now from age 5 through 12 years. Riders in this age range currently receive a 62.5% discount to the regular fare. Children under the age of 5 ride for free. Students at participating middle and high schools receive a 50% discount by using a ticket color-coded orange.

The three options staff developed for the study are shown in the table below. The eligibility age for each of the options would be either through age 17 or age 18.

<b>Option A</b>	<b>All youth ages 5-17 or 18 would receive a 50% discount on BART.</b>
<b>Option B</b>	<b>The discount for youth ages 5-12 would remain the same at 62.5%. Youth ages 13-17 or 18 would receive a 50% discount on BART.</b>
<b>Option C</b>	<b>All youth ages 5-17 or 18 would receive a 62.5% discount on BART.</b>

Enrollment at a participating school would not be required as is the case now with the student discount program that gives a 50% discount to fares for students at participating middle or high schools. Any of the three options if implemented could replace this student discount program, or BART could continue to offer the program.

Each of the three options would constitute a fare change. To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and applicable implementing guidance (FTA Title VI Circular 4702.1B, dated October 1, 2012), BART has performed an analysis to determine if minority and/or low-income riders are disproportionately more likely to use an affected fare type and if such effects are adverse. This determination is made by applying the appropriate threshold from BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy) adopted on July 11, 2013 by the BART Board. If a fare option results in a disproportionate impact on minority and/or low-income riders, then BART may need to take additional steps to avoid, minimize, or mitigate disparate impacts. BART also performed the required outreach to receive public input on the options from low-income, minority, and Limited English Proficient (LEP) populations, in accordance with its Public Participation Plan, completed in May 2010 and revised in July 2011, and FTA Environmental Justice Circular 4703.1.

To analyze the fare change options, BART with the assistance of Imprint Communications Group gathered survey data during fall 2014 about youth riders from age 5 through 18 years. The parent or guardian of the youth rider provided the data to ensure the accuracy of the income data. BART gathered survey data for the three rider groups and age ranges shown in the table on the next page.

<b>Rider Group 1: Regular Fare Youth</b>	
<b>Group 1A. 13-17 years</b>	<b>Group 1B. 18 years</b>
<b>Rider Group 2: 50% Student Discount Youth (Orange Ticket)</b>	
<b>Group 2A. 13-17 years</b>	<b>Group 2B. 18 years</b>
<b>Rider Group 3: 5 through 12 Year-Olds</b>	

The survey sources for the youth rider data are described below.

- **2016 BART Customer Satisfaction Surveys for Rider Group 1:** The 2016 survey has a sample size of 5,342, including weekday peak, off-peak, and weekend riders. Responses were received that reported race or ethnic identification for 67 youth and income for 48 youth age 13 through 17 years paying the regular fare. Survey results indicate that Rider Group 1 is more minority and low-income than BART’s overall ridership.
- **Orange Ticket Program Survey for Rider Group 2:** Parents and guardians of middle and high school students at about 170 schools participating in the Orange ticket program were surveyed. Responses were received that reported race or ethnic identification for 294 youth and income for 276 youth middle and high-school student riders. Rider Group 2 is similar to BART’s overall ridership, with an identical minority percentage and very similar percentage of riders who are low-income.
- **BART Customer Database Survey for Rider Group 3:** The BART customer database consists of BART customers who completed a recent survey while onboard randomly selected trains and agreed to be re-contacted for research purposes. Responses were received that reported race or ethnic identification for 168 youth and income for 162 youth riders age 5 through 12 years. Rider Group 3 is substantially more minority and low-income compared to BART’s overall ridership.
- **Red Ticket Retail Location Survey for Rider Group 3:** Paper surveys were handed out to persons purchasing 62.5% discount Red tickets for children age 5 through 12 at eight retail locations that sell these tickets. Responses were received that reported race or ethnic identification for 25 youth, 100% of whom are minority, and income for 17 youth, 52.9% of whom are low-income.

The surveys asked participants to respond, for up to three youth in their households, how often each youth rides BART and, for demographic purposes, each youth’s age, type of ticket used, and race or ethnic identification. The adult respondent was also asked to provide the household’s income and number in household, and language preferences. The survey was available in English, Spanish or Chinese with notification that upon request the survey was also available in

Korean, Vietnamese, and Tagalog.<sup>1</sup> The survey also asked respondents to identify their preferred discount options, showing that larger discounts cost the District more.

A separate analysis was performed for 18 year-old riders (Rider Group 1B and Rider Group 2B) in order to determine the impacts of extending the discount to them. However, the resulting survey sample sizes for these riders are too small to be statistically representative, so the demographics reported for Rider Group 1A and Rider Group 2A (age 13 through 17 years) were used to determine if, respectively, Rider Group 1B and Rider Group 2B (age 18) are protected.

The analysis and determination described in this report use results from BART's 2016 Customer Satisfaction Survey and survey data gathered in October 2014 and November 2014. All of the data gathered for this Report is within the parameters of what is considered appropriate and current survey data (within five years) for use in a Title VI fare equity analysis, per the FTA Title VI Circular 4702.1B.

### **Disproportionate Impact Findings**

For fare type changes, BART assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Impacts are considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's protected ridership share is greater than 10%.

For each of the three options by rider group, the table below summarizes the results of the minority disparate impact analyses and low-income disproportionate burden analyses. A finding of "No Disproportionate Adverse Impact" indicates for that option and rider group, there is projected to be no adverse impact on a rider group that is disproportionately minority or low-income. A finding of "No Fare Change" occurs when the option would neither increase nor decrease the discount offered to the group's protected riders.

The report finds that Options B and C are not projected to result in a disproportionate adverse impact on low income and minority populations; the Options would not adversely impact studied rider groups because they would decrease fares or would not change fares.

Only Option A for Rider Group 3 (riders age 5 through 12) received a finding of "Disproportionate Adverse Impact," which indicates that Option A could result in an adverse impact on a disproportionately minority or low-income rider group. Survey results show that 5 through 12 year-old BART riders are disproportionately minority and low-income, exceeding the threshold established in BART's DI/DB Policy. In other words, Option A would raise fares for 5 through 12 year-old riders by reducing their discount from the existing 62.5% to the proposed 50%.

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<sup>1</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART's four-county service area (BART Title VI Language Assistance Plan, Dec. 2013 and Jan. 2017).

## Disproportionate Adverse Impact Fare Type Test Result Summary

	Rider Group 1: Regular Fare		Rider Group 2: Orange Ticket		Rider Group 3
	1A. 13-17 yrs	1B. 18 yrs	2A. 13-17 yrs	2B. 18 yrs	5 thru 12 yrs
<b>Option A</b> 50% disc for 5-17 or 18 yrs	No Disp Impact	No Disp Impact	No Fare Change	No Fare Change	Disp Impact
<b>Option B</b> 62.5% disc 5-12, 50% disc 13-17 or 18 yrs	No Disp Impact	No Disp Impact	No Fare Change	No Fare Change	No Fare Change
<b>Option C</b> 62.5% disc 5-17 or 18 yrs	No Disp Impact	No Disp Impact	No Disp Impact	No Disp Impact	No Fare Change

### Public Outreach

During October and November 2014, BART conducted public participation activities through surveying to collect input on the options. Public input was also gathered from BART’s Title VI/Environmental Justice (EJ) Advisory Committee and BART’s Limited English Proficiency (LEP) Advisory Committee meetings held in December 2014 and February and August 2015.

Question 19 of the survey asked respondents to rate the three options as either *Excellent*, *Good*, *Only Fair*, *Poor* or *Don’t Know*, and included space for respondents to provide comments.

### Public Comment Findings

Ratings are reported below by each survey method.

**Orange Ticket Survey.** For all 542 respondents, Option C had significantly more “Excellent” ratings-- 66.7% of respondents rated Option C as excellent. Option ratings by protected and nonprotected groups are also reported. For Option C, the findings are similar for both all respondents and protected groups. Protected groups, however, reported significantly less support for Options A and B compared to nonprotected groups.

**BART Customer Database.** Households responding to this survey gave ratings for two ranges of BART riders: riders age 5 through 12, and riders age 13 through 18.

- For households with riders age 5 through 12, 230 responses were received. Option C has the most “Excellent” ratings at 38.3%, with Option A at 37.4%. However, when the top two ratings, “Excellent” and “Good,” are combined, the leader becomes Option B at 67.0%, closely followed by Option A at 66.1% . Option C is now in third place with 56.6%. For Options A and B, the findings are basically the same for both all respondents and responses reported for protected groups. Protected groups, however, more heavily favored Option C compared to nonprotected groups.
- For households with riders age 13 through 18, 226 responses were received. Option C has the most “Excellent” responses at 46.0%. However, when the top two ratings, “Excellent” and “Good,” are combined, the leader becomes Option A at 69.9%, followed by Option B at 64.6%. Option C is now in third place with 61.9%. A substantially

higher percentage of protected groups rated Option B as “Excellent,” compared to nonprotected groups. Out of the three options, however, protected groups gave Option A the highest percentage when “Excellent” and “Good” ratings are combined.

**Red Ticket Retail Locations.** Of the 18 respondents, Option C was rated highest, with 64.7% of respondents giving it an “Excellent” rating.

### **Comments Received**

Comments were submitted by 446 survey respondents. While the number of comments received can be counted and comments can be generally categorized and reviewed for popular themes, they should not be analyzed numerically as doing so would give undue weight to the more subjective feedback solicited from respondents.

Categorizing the comments, however, provides a general indication of the points that those public outreach participants choosing to comment wished to communicate. The four categories in which the comments were grouped are: Support (Unconditional), Support (Conditional), Don’t Support, and Miscellaneous. The grouped comments were then analyzed for the most common themes.

Of the 446 survey comments received, 186 or almost 42% supported the discounts unconditionally. Based on general categorization of these comments, the ones who welcomed the discount unconditionally were in favor of any percentage discount that could be offered to all youths. An example of these comments from an Orange Ticket Survey respondent is *“Transportation availability for all families is so very necessary. In my household my children being able to access the city for lessons on a weekly basis is ideal for us. I am sure that a lot of families would benefit from this discount.”* As another Orange Ticket survey respondent noted, *“Many youth in Oakland rely on BART and discounted fares give them access to schools and opportunities that would not otherwise be affordable. Youth fares encourage our youth to use BART, learn the system and incorporate using public transit into a lifelong habit.”*

Comments from 159 respondents, about 35% of the total, supported the discounts, with conditions. Comments included ensuring that the discounts would not affect services, fares, or the disabled/senior populations. As one BART Customer Database Survey respondent commented, *“Youth discounts should be allowed, but not excessively. Very generous discounts negatively affect seniors, disabled, etc.”* An Orange Ticket Survey respondent noted, *“The discount should be available for students enrolled in high school even if they are 18. Our student will turn 18 in junior year and should still be able to receive discounted tickets for travel to and from school.”*

About 6% of respondents, or 26 people, did not want discounted youth fares, for example, because they felt that it could increase their fares. Other comments were miscellaneous, such as people either having no opinion or commenting on the process of obtaining the current youth discount at school or through Clipper.

The fare options were also presented to BART’s Title VI/EJ and LEP Advisory Committees on December 15, 2014. Members supported the 62.5% across-the-board youth fare discount, but wanted to know where the funds would be coming from to pay for the program. In addition,

some members expressed support for extending the youth fare discount age to 18, or past the age of 18 for populations such as the disabled or foster youths transitioning out of the foster care system. A follow-up meeting was held with the LEP Advisory Committee on February 24, 2015. Committee members commented that any discount would be beneficial and, as one member noted, *“Glad that this discount will not be tied to schools but will be based on age.”* On August 10, 2015, a follow-up meeting was held with the Title VI/EJ Advisory Committee, at which widespread support was voiced for extending the youth discount age to through 18 years, and a member reiterated the need to make the discount available to former foster care youth who are between the ages of 18 and 24.

### **Equity Findings**

An equity finding is made after considering both the fare change analysis results and public comment received. The equity findings of this report are as follows:

- **Option A** would offer a 50% discount to all youth age 13 through 18 but raise fares for 5 through 12 year-old riders by reducing their discount from the existing 62.5% to the proposed 50%. Survey results show that 5 through 12 year-old BART riders are disproportionately minority and low-income, exceeding the threshold established in BART’s DI/DB Policy. Option A, however, was rated as “Excellent” or “Good” by almost two-thirds of surveyed parents of 5 through 12 year-old protected riders, while fewer than one-third of these respondents rated it as “Only Fair” or “Poor.” Thus, the majority of parents of affected protected riders surveyed expressed support for an option that would increase fares when their children were age 5 through 12 but would also, once these children turned 13, provide them with six additional years of a significant 50% discount.

When considered together, the fare change analysis results and public comment indicate that a reduced discount, if offered through the age of 18, would be acceptable to parents of protected youth riders. However, in its equity finding, BART considers the finding of the fare change analysis to take precedence. Therefore, pursuant to BART’s DI/DB Policy and applicable Title VI regulatory guidance, BART should take steps to avoid, minimize, or mitigate disparate impacts from the proposed change.

- As **Option B** is not projected to result in a disproportionate adverse impact on minority and low-income riders because it would decrease fares or would not change fares, and public comment supported this option, this report finds Option B to be equitable and implementable as proposed.

As **Option C** is not projected to result in a disproportionate adverse impact on minority and low-income riders because it would decrease fares or would not change fares, and public comment supported this option, this report finds Option C to be equitable and implementable as proposed.

### **Mitigation Proposal for Option A**

As this analysis shows, Option A, a reduction in the discount from 62.5% to 50%, could adversely impact riders aged 5-12 years old, who are disproportionately minority and low-

income. Should BART proceed with Option A, BART is proposing that extending the age at which youths receive the discount to through 17 or 18 is sufficient mitigation of the adverse impact of the discount reduction, as children age 5 through 12 who are now receiving the 62.5% discount will benefit from a significant 50% discount for an additional five or six years.

**Public Comment on Proposed Mitigation.** As noted above, most surveyed parents of affected riders support Option A. In addition, staff has consulted with members of the Title VI/EJ Advisory Committee and LEP Advisory Committee. Support has been expressed for the proposed mitigation, including members' noting that offering a 50% discount through age 18 would benefit immigrant youth.

**1. INTRODUCTION**

At the February 28, 2013 Board meeting, the BART Board approved Resolution No. 5208 which extended BART’s productivity-adjusted inflation-based fare increase program and directed staff to analyze certain fare options prior to January 2014. Staff performed a preliminary Title VI equity analysis of these options, and at its December 5, 2013 Board meeting, the Board voted to direct staff to continue to study one of the options: extending the age at which BART offers youth a discounted fare, which is now from age 5 through 12 years. Riders in this age range currently receive a 62.5% discount to the regular fare. Children under the age of 5 ride for free. Students at participating middle and high schools receive a 50% discount by using a ticket color-coded orange.

Staff developed three options to study as shown in the table below.

<b>Option A</b>	<b>All youth ages 5-17 or 18 would receive a 50% discount on BART.</b>
<b>Option B</b>	<b>The discount for youth ages 5-12 would remain the same at 62.5%. Youth ages 13-17 or 18 would receive a 50% discount on BART.</b>
<b>Option C</b>	<b>All youth ages 5-17 or 18 would receive a 62.5% discount on BART.</b>

The cut-off age for each of the options above would be either through age 17 or age 18. Enrollment at a participating school would not be required as is the case now with the student discount program that gives a 50% discount to fares for students at participating middle or high schools. Any of the three options if implemented could replace this student discount program, or BART could continue to offer the program.

Each of the three options under study would constitute a fare change. To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and applicable implementing guidance (FTA Title VI Circular 4702.1B, dated October 1, 2012), BART has performed an analysis to determine if minority and/or low-income riders are disproportionately more likely to use an affected fare type and if such effects are adverse.

This determination is made by applying the appropriate threshold from BART’s DI/DB Policy adopted on July 11, 2013 by the BART Board.

The next section of the report describes this analysis and determination. In addition, BART has undertaken public outreach to receive public input on the options from low-income, minority, and Limited English Proficient (LEP) populations, in accordance with BART’s Public Participation Plan, completed in May 2010 and revised in July 2011, and FTA Environmental Justice Circular 4703.1. Public outreach results are reported in Section 3 of this report.

The analysis and determination described in this report use results from BART’s 2016 Customer Satisfaction Survey and survey data gathered in October 2014 and November 2014. All of the data gathered for this Report are within the parameters of what is considered appropriate and

current survey data (within five years) for use in a Title VI fare equity analysis, per the FTA Title VI Circular 4702.1B.

## **2. MINORITY DISPARATE IMPACT ANALYSES AND LOW-INCOME DISPROPORTIONATE BURDEN ANALYSES**

### **2.1 Assessing the Adverse Effects of a Fare Change**

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income riders, in accordance with the fare equity analysis procedures in FTA Title VI Circular 4702.1B.

Data analysis shall include the following steps as outlined in Chap. IV-19 of the Circular:

- i. Determine the number and percent of users of each fare media being changed;
- ii. Review fares before the change and after the change;
- iii. Compare the differences for each particular fare media between minority users and overall users; and
- iv. Compare the differences for each particular fare media between low-income users and overall users.

The impacts of a proposed fare change are evaluated by applying the DI/DB Policy adopted by the BART Board on July 11, 2013. For fare type changes, BART assesses whether protected riders are disproportionately more likely to use the affected fare type or media compared to overall riders systemwide, and if such effects are adverse. Impacts will be considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's ridership share is greater than 10%. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART will collect additional data. As a guideline, the size of the survey sample for this particular fare type should be at least 30 respondents in order to ensure statistically representative results.

Should BART find that minority riders experience disparate impacts from the proposed change, BART should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority riders, pursuant to FTA Title VI Circular 4702.1B and BART's DI/DB Policy, BART may proceed with the proposed fare change if BART can show that:

- A substantial legitimate justification for the proposed fare change exists; and,
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on minority populations.

Should BART find that low-income riders experience disproportionate impacts from proposed fare changes, pursuant to FTA Title VI Circular 4702.1B and BART's DI/DB Policy, BART should take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by fare changes.

Should BART find that a fare option results in a disproportionate impact on both minority and low-income riders, then BART shall follow the requirements as described above for addressing a finding of disparate impact on minority riders.

## 2.2 Data and Methodology Used

FTA Title VI Circular 4702.1B Chap. IV-19 states that an agency shall analyze any available information from ridership surveys when evaluating the adverse effects of fare changes. The three fare options under study are changes to a specific fare type, and the data and methodology used are described below.

### 2.2.1 Data

BART with the assistance of Imprenta Communications Group gathered survey data during October and November 2014 about youth riders from the age 5 through 18 years. The data was provided by the parent or guardian of the youth rider to ensure the accuracy of the income data.

To analyze the fare change options, BART gathered survey data for the three groups and age ranges shown in the table below:

<b>Rider Group 1: Regular Fare Youth</b>	
<b>Group 1A. 13-17 years</b>	<b>Group 1B. 18 years</b>

<b>Rider Group 2: 50% Student Discount Youth (Orange Ticket)</b>	
<b>Group 2A. 13-17 years</b>	<b>Group 2B. 18 years</b>

<b>Rider Group 3: 5 through 12 Year-Olds</b>	
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A separate analysis was performed for 18 year-old riders (Rider Group 1B and Rider Group 2B) in order to determine the impacts of extending the discount to them. However, the resulting survey sample sizes for these riders are too small to be statistically representative, so the demographics reported for Rider Group 1A and Rider Group 2A (age 13 through 17 years) were used to determine if, respectively, Rider Group 1B and Rider Group 2B (age 18) are protected.

The survey sources for the youth rider data are described below.

- **BART Customer Satisfaction Survey**

BART's Customer Satisfaction Surveys provide data for riders age 13 through 17 years, including those who pay regular fare (Rider Group 1A). Conducted every other September, this survey allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2016 study has a sample size of 5,342, including weekday peak, off-peak, and weekend riders. Survey data provides demographic information on BART riders' fare type and media usage. The survey collects data for the age range 13 through 17 years, with the next age range group of 18 through 24 years. BART riders under the age of 13 are not surveyed. The 2016 survey has responses from 67 regular-fare youth who reported race or ethnic identification and 48 regular-fare youth who reported income.

- **Survey for Parents of Youth at Schools Participating in BART's Student Discount Orange Ticket Program**

This survey provides data for Rider Groups 2A and 2B, 13 through 18 year-olds who currently use the 50% discounted student Orange ticket. BART with the assistance of Imprenta Communications Group surveyed parents and guardians of middle and high school students at about 170 schools participating in the Orange ticket program. The survey response period was

open from October 14, 2014 to November 13, 2014, and schools were offered the choice of either distributing the survey online or handing out paper surveys with postage-paid return envelopes for parents to complete. An incentive of a \$5 BART ticket was offered to the first 500 households that returned the survey.

Most schools chose the online survey distribution method. However, nearly 3,000 paper surveys were also handed out at schools, and Imprenta created a dedicated flyer for handout and display to encourage students to take the surveys home. Imprenta also kept in close contact with Orange ticket school administrators to answer questions and urge active participation in getting surveys returned. The survey was available in English, Spanish or Chinese with notification that upon request the survey was also available in Korean, Vietnamese, and Tagalog. Responses were received that reported race or ethnic identification for 294 youth and income for 276 youth.

- **Survey of BART Customer Database**

This survey provides data for BART riders age 5 through 12 years, Rider Group 3. The BART customer database consists of BART customers who completed a recent survey while onboard randomly selected trains and agreed to be re-contacted for research purposes. Responses were received that reported race or ethnic identification for 168 youth and income for 162 youth riders age 5 through 12 years.

- **Survey for Parents of Riders Aged 5 through 12 Using the Red Ticket**

This survey also provides data for Rider Group 3. Paper surveys were handed out to persons purchasing discounted Red tickets for youth age 5 through 12 at eight retail locations. Red tickets are sold at a 62.5% discount: a ticket with \$24 in value costs \$9. The Red ticket survey is essentially identical to the Orange ticket survey. Responses were received that reported race or ethnic identification for 25 youth and income for 17 youth riders age 5 through 12 years.

The surveys distributed to parents and guardians by the three methods described above asked participants to respond, for up to three youth in their households, how often each youth rides BART and, for demographic purposes, each youth's age, type of ticket used, and race or ethnic identification. The adult respondent was also asked to provide the household's income and number in household, and language preferences. The survey was available in English, Spanish or Chinese with notification that upon request the survey was also available in Korean, Vietnamese, and Tagalog.

A copy of the Orange ticket survey in English is provided in Appendix A. The other two surveys contained the same questions but in the survey of the BART customer database, the option rating and comment question, Question 19, was moved to the beginning of the survey to clarify the purpose of the survey for these respondents.

### **2.2.2 Methodology**

FTA Title VI Circular 4702.1B defines protected riders as anyone who describes themselves as minority or low-income.

For the 2016 Customer Satisfaction Survey and the surveys distributed as described above, minority includes riders who are Asian, Hispanic (any race), Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). Non-minority is defined as white.

According to responses to the 2016 Customer Satisfaction Survey, 63.3% of BART riders are minority. For the purposes of these analyses, low-income is defined as 200% of the federal poverty level. This level is approximated by considering both the household size and household income of respondents to the 2016 Customer Satisfaction Survey and respondents to the surveys that were distributed as described above. The household size and household income combinations that comprise “low-income” are as follows:

LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

As an example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2016 Customer Satisfaction Survey responses, 26.4% of BART riders are considered low income.

The steps used to assess the effects of a change to a fare type are described in Appendix B.

### 2.3 Minority Disparate Impact Analyses and Low-Income Disproportionate Burden Analyses

Pursuant to FTA Title VI Circular 4702.1B, dated October 1, 2012, BART is to perform an analysis of any fare change to determine if the change disproportionately impacts minority and/or low-income riders. In accordance with the Circular, BART is to make this determination by comparing the analysis results against the appropriate threshold defined in BART’s DI/DB Policy.

This section includes for each Rider Group the demographic data from surveys required to perform the analyses, followed by the analyses results for the three options by Rider Group.

#### 2.3.1 Rider Group Demographics

##### Rider Group 1A. 13-17 Year-Old Regular Fare Riders

As the table below shows, 2016 Customer Satisfaction Survey data indicate that BART’s overall ridership is 63.3% minority. A larger portion, 83.8%, of Rider Group 1A, riders aged 13 through 17 who pay the regular fare (i.e., do not use the student discount Orange ticket) is minority. Regarding income, the data as reported by riders aged 13 through 17 is to be viewed with caution, since it is likely many riders aged 13 through 17 are unsure of their family income.

With that caveat in mind, the survey results indicate that 53.0% of Rider Group 1A is low-income, compared to 26.4% of BART's overall ridership.

**Rider Group 1A: 13-17 Year-Old Regular Fare Riders**

	Minority	Non-Minority	Sample Size	Low-Income	Non-Low Income	Sample Size
<b>All Riders</b>	<b>63.3%</b>	<b>36.7%</b>	<b>5,211</b>	<b>26.4%</b>	<b>73.6%</b>	<b>4,880</b>
<b>13 thru 17 year-old Regular Fare Riders</b>	<b>83.8%</b>	<b>16.2%</b>	<b>67</b>	<b>53.0%</b>	<b>47.0%</b>	<b>48</b>
<b>Difference from All Riders</b>	<b>20.5%</b>			<b>26.6%</b>		

**Rider Group 1B: 18 Year-Old Regular Fare Riders**

The Customer Satisfaction Survey could not be used to obtain the necessary demographic information for 18-year old regular fare riders because the age ranges it reports are 13-17 years and 18-24 years. Data from the BART Customer Database Survey are available for 18 year-old riders, but the sample size of 20 falls below BART's guideline that the size of the survey sample for fare type should be at least 30 respondents in order to ensure statistically representative results. For informational purposes only, the data for the 20 youth are shown in Appendix B. Because the sample size for 18 year-old riders from the BART Customer Database Survey is too small to be statistically representative, the demographics reported above from the 2016 Customer Satisfaction Survey for Rider Group 1A are used to determine if 18 year-old riders are a protected group. These data indicate that 13 through 17 year-old regular-fare riders are a protected group because they are significantly more minority and low-income than BART's overall ridership, and by extension the determination is made that 18 year-old regular-fare riders are also a protected group.

**Rider Group 2A: 50% Student Discount Orange Ticket Riders**

Survey results show Rider Group 2A is similar to BART's overall ridership, with an identical percentage of riders who are minority and a very similar percentage of those who are low income.

**Rider Group 2A: 50% Student Discount Orange Ticket Riders**

	Minority	Non-Minority	Sample Size	Low-Income	Non-Low Income	Sample Size
<b>All Riders</b>	<b>63.3%</b>	<b>36.7%</b>	<b>5,211</b>	<b>26.4%</b>	<b>73.6%</b>	<b>4,880</b>
<b>Riders Using the 50% Discount Orange Student</b>	<b>63.3%</b>	<b>36.7%</b>	<b>294</b>	<b>29.0%</b>	<b>71.0%</b>	<b>276</b>
<b>Difference from All Riders</b>	<b>0.0%</b>			<b>2.6%</b>		

**Rider Group 2B: 18 Year-Old 50% Student Discount Orange Ticket Riders**

Respondents provided demographic data for 16 Orange ticket riders who are 18 years old, and this sample size of 16 is less than BART's guideline for fare type analysis that the size of the survey sample should be at least 30 respondents in order to ensure statistically representative

results. Appendix B provides, for informational purposes only, the data for the 16 Orange ticket riders over 17 years old.

Because the sample size of 16 for Rider Group 2B, 18 year-old Orange ticket riders, is too small to be statistically representative, the demographics for Rider Group 2A, 13 through 17 year old Orange ticket riders, are used to determine if 18 year-old Orange ticket riders are a protected group. Survey results show Rider Group 2A is similar to BART’s overall ridership, with an identical percentage of riders who are minority and a very similar percentage who are low income. By extension, the determination is made that Rider Group 2B, 18 year-old Orange ticket riders, are also so similar to BART’s overall ridership and so are not a protected group.

**Rider Group 3: 5 through 12 Year-Old Riders**

BART Customer Database Survey. The data for the analysis of impacts on riders age 5 through 12 years (Rider Group 3) are from the survey of the BART customer database. Data from those respondents with youth aged 5 through 12 who ride BART once a month or more are reported. Survey results in the table below show that Rider Group 3’s 5 through 12 year-old riders are substantially more minority and low-income than BART’s overall ridership. In both cases, the difference is greater than the Policy threshold of 10%.

**Rider Group 3: BART Customer Database Survey**

	Minority	Non-Minority	Sample Size	Low-Income	Non-Low Income	Sample Size
<b>All Riders</b>	<b>63.3%</b>	<b>36.7%</b>	<b>5,211</b>	<b>26.4%</b>	<b>73.6%</b>	<b>4,880</b>
<b>5 thru 12 Year-Old Riders from BART Customer Database Survey</b>	<b>81.0%</b>	19.0%	<b>168</b>	<b>51.2%</b>	48.8%	<b>162</b>
<b>Difference from All Riders</b>	<b>17.7%</b>			<b>24.8%</b>		

Red Ticket Retail Location Survey. Results from the survey distributed at Red ticket retail locations yielded race or ethnic identification for 25 youth and income for 17 youth riders age 5 through 12 years, and so the results from the BART customer database survey as reported above are significantly larger. Results from the two surveys should not be combined for analysis due to the different distribution methodologies used. Thus, for the purposes of this report, the data from the BART customer database survey are used to make a disparate impact determination, because sample sizes of 25 and 17 fall below BART’s guideline that the size of the survey sample for fare type should be at least 30 respondents in order to ensure statistically representative results. For information purposes, Appendix B contains the demographics of youth reported by Red ticket survey respondents.

### **2.3.2 Minority Disparate Impact and Low-Income Disproportionate Burden Analyses and Findings**

The analysis results for the three discount youth fare options by Rider Group are as follows:

#### **Option A. All youth ages 5-17 or 18 would receive a 50% discount on BART.**

- Rider Group 1A and Rider Group 1B are protected groups that are more likely to receive the benefit of a 50% discount and thus this fare change would not result in a disproportionate adverse impact.
- Rider Group 2A's and Rider Group 2B's discount of 50% would remain the same, and so these rider groups would not experience a fare change.
- Rider Group 3 is substantially more minority and low-income than BART's overall ridership. In both cases, the difference is greater than the Policy threshold of 10%. The fare change proposed in Option A would affect this group by reducing the discount from 62.5% to 50% and thus could result in a disproportionate adverse impact.

#### **Option B. The discount for youth ages 5-12 would remain the same at 62.5%. Youth ages 13-17 or 18 would receive a 50% discount on BART.**

- Rider Group 1A and Rider Group 1B are protected groups that are more likely to receive the benefit of a 50% discount and thus this fare change would not result in a disproportionate adverse impact.
- Rider Group 2A's and Rider Group 2B's discount of 50% would remain the same, and so these rider groups would not experience a fare change.
- The discount offered Rider Group 3, age 5 through 12 years, would remain the same at 62.5%, and so this group's protected riders would not experience a fare type change.

#### **Option C. All youth ages 5-17 or 18 would receive a 62.5% discount on BART.**

- Rider Group 1A and Rider Group 1B are protected groups that are more likely to receive the benefit and thus this fare change would not result in a disproportionate adverse impact.
- Survey results indicate that the demographics of Rider Group 2A and by extension Rider Group 2B are similar to BART's overall ridership, with an identical minority percentage and a very similar percentage of riders who are low income. Thus, protected group riders are not more likely to receive the benefit of an increase in the discount from the current 50% to 62.5%.
- Rider Group 3, riders 5 through 12 years old, would continue to receive a 62.5% discount and so would not experience a fare type change.

### 2.3.3 Summary of Disproportionate Impact Test Results

For each of the three options by rider group, the table below summarizes the results of the minority disparate impact analyses and low-income disproportionate burden analyses. A finding of “No Disproportionate Adverse Impact” indicates for that option and rider group, there is projected to be no adverse impact on a rider group that is disproportionately minority or low-income. A finding of “No Fare Change” occurs when the option would neither increase nor decrease the discount offered the group’s protected riders. Only Option A for Rider Group 3 received a finding of “Disproportionate Adverse Impact,” which indicates that Option A could result in an adverse impact on a disproportionately minority or low-income rider group. Survey results show that 5 through 12 year-old BART riders are disproportionately minority and low-income. In other words, Option A would raise fares for 5 through 12 year-old riders by reducing their discount from the existing 62.5% to the proposed 50%.

#### Disproportionate Impact Fare Type Test Result Summary

	Rider Group 1: Regular Fare		Rider Group 2: Orange Ticket		Rider Group 3
	1A. 13-17 yrs	1B. 18 yrs	2A. 13-17 yrs	2B. 18 yrs	5 thru 12 yrs
<b>Option A</b> 50% disc for 5-17 or 18 yrs	No Disp Impact	No Disp Impact	No Fare Change	No Fare Change	Disp Impact
<b>Option B</b> 62.5% disc 5-12, 50% disc 13-17 or 18 yrs	No Disp Impact	No Disp Impact	No Fare Change	No Fare Change	No Fare Change
<b>Option C</b> 62.5% disc 5-17 or 18 yrs	No Disp Impact	No Disp Impact	No Disp Impact	No Disp Impact	No Fare Change

## 2.4 Alternatives Available for People Affected by Fare Change Options

This section analyzes alternative transit modes, fare payment types, and fare payment media available for riders who could be affected by the fare options being analyzed. The section also includes a demographic profile of users by BART fare payment type.

### 2.4.1 Alternative Transit Modes including Fare Payment Types

BART operates a heavy rail system as well as an automated people mover that links the BART Coliseum Station and Oakland International Airport. There are four major operators in the BART service area that provide service parallel to some segments of the BART system:

- AC Transit: Bus operator with service in Alameda County and parts of Contra Costa County, and between parts of Alameda County and downtown San Francisco.
- Caltrain: Commuter rail with service from Gilroy in the South Bay through to downtown San Francisco.
- SamTrans: Bus operator with service in San Mateo County.
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco.

The table below compares BART fares and the fares of operators providing service in parts of the BART service area for youth aged 5 through 12 years, youth aged 13 through 18 years, and student discount riders. AC Transit, Caltrain, and SamTrans offer youth discounts to riders through age 18, and effective January 1, 2017, Muni also began to offer its youth discount through age 18. SFMTA's "Free Muni for Youth" program provides low and moderate income students 5 through 18 years old and residing in San Francisco free access to Muni. Fares are those in effect as of May 2017.

	Youth Aged 5 - 12			Youth aged 13-18			Student Discount		
	Local Fare	Discount	Monthly Pass Price	Local Fare	Discount	Monthly Pass Price	Local Fare	Discount	Monthly Pass Price
<b>BART</b>									
<b>\$1.95 Current Minimum Fare</b>	<b>\$0.73</b>	<b>62.5%</b> <sup>1</sup>	<b>n/a</b>	<b>\$1.95</b>	<b>0.0%</b>	<b>n/a</b>	<b>\$0.98</b>	<b>50%</b>	<b>n/a</b>
<b>Option A.</b> Youth age 13-17 or 18 receive 50% discount; 62.5% discount continues for 5-12 yr	\$0.73	62.5% <sup>1</sup>	n/a	\$0.98	50%	n/a	\$0.98	50%	n/a
<b>Option B.</b> All youth age 5-17 or 18 receive 50% discount	\$0.98	50%	n/a	\$0.98	50%	n/a	\$0.98	50%	n/a
<b>Option C.</b> All youth age 5-17 or 18 receive 62.5% discount	\$0.73	62.5% <sup>1</sup>	n/a	\$0.73	62.5% <sup>1</sup>	n/a	\$0.73	62.5% <sup>1</sup>	n/a
<b>OTHER OPERATOR FARES<sup>2</sup></b>									
AC Transit <sup>3</sup>	\$1.05	50%	\$20	\$1.05	50%	\$20	\$1.05	50%	\$20
Caltrain (min fare) <sup>4</sup>	\$1.75	53%	\$42.40	\$1.75	53%	\$42.40	\$1.75	53%	\$42.40
SamTrans <sup>5</sup>	\$1.10	51%	\$27	\$1.10	51%	\$27	\$1.10	51%	\$27
San Francisco Muni (fares eff 7/1/17) <sup>6</sup>									
Regular	\$1.35	51%	\$38	\$1.35	51%	\$38	\$1.35	51%	\$38
Low and Moderate Income	Free	100%	Free	Free	100%	Free	Free	100%	Free

Fares in effect as of May 2017.

<sup>1</sup>Discount based on mag-stripe ticket fares; BART Clipper discounted fares are rounded down to nearest nickel to provide at least a 62.5% discount.

<sup>2</sup>AC Transit, Caltrain, SamTrans, and San Francisco Muni youth fares through age 18.

<sup>3</sup>AC Transit cash fare is \$1.05 and Clipper fare is \$1.00; monthly pass is Clipper only.

<sup>4</sup>Caltrain cash fare is \$1.75 and Clipper fare is \$1.60; monthly pass is Clipper only.

<sup>5</sup>SamTrans cash fare is \$1.10 and Clipper fare is \$1.00; monthly pass is Clipper only.

<sup>6</sup>SF Muni cash fare will be \$1.35 and Clipper fare will be \$1.25 effective 7/1/17; monthly pass is Clipper only.

In comparing the other operators' fares to BART fares, the local cash fares of the other operators are higher than BART's minimum fare under all options. A rider on other transit systems would need to use their respective agency youth monthly pass a given number of times in order for the pass to be less expensive than BART's minimum one-way fare, as shown in the table below:

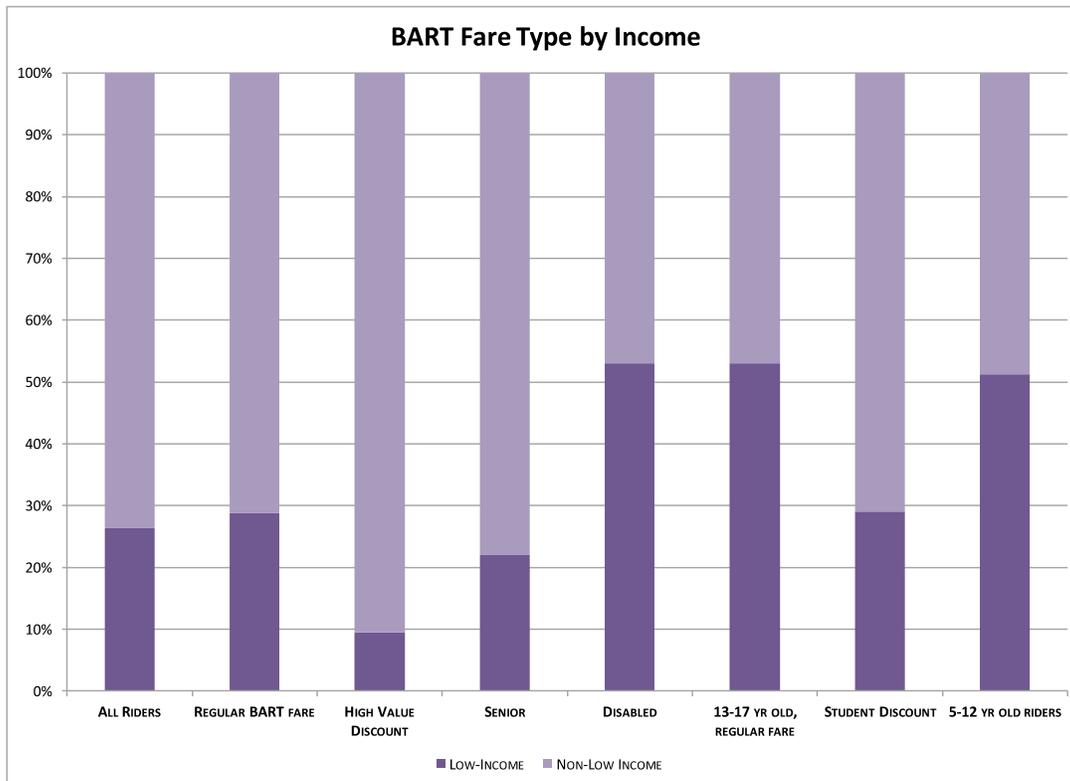
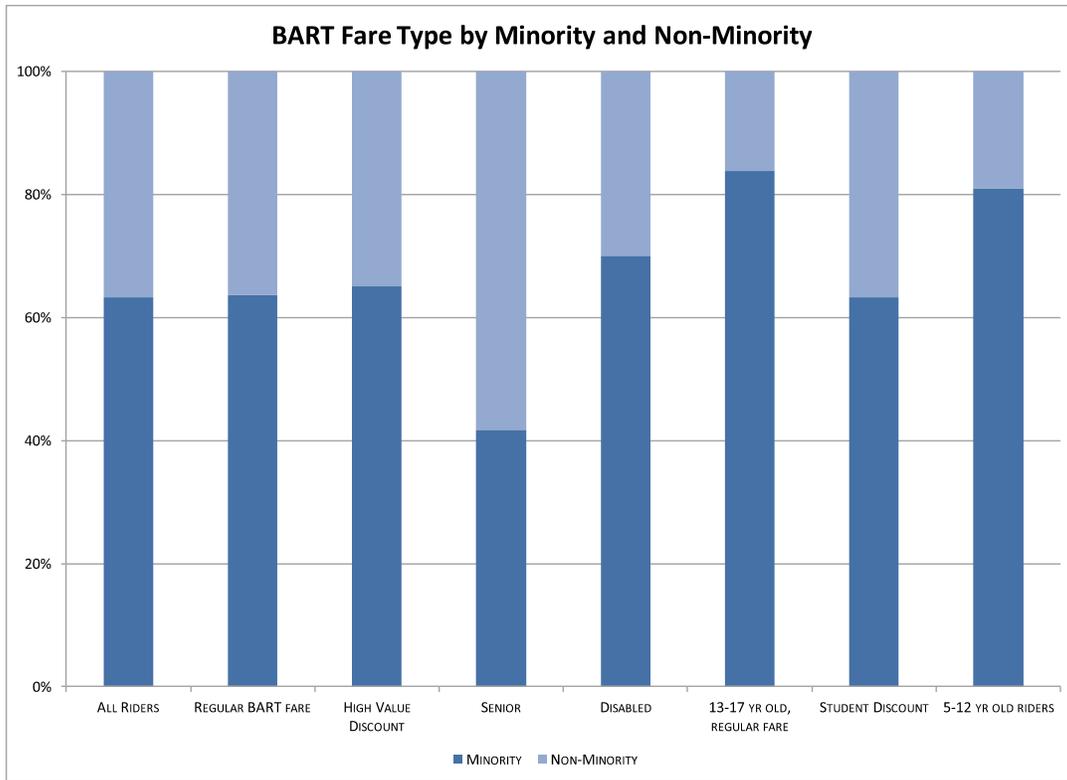
	<b>Youth Monthly Pass Price</b>	<b>\$1.95 Min BART Fare Rider Takes:</b>
<b>AC Transit</b>	\$20	11+
<b>Caltrain (min fare)</b>	\$42.40	22+
<b>SamTrans</b>	\$27	14+
<b>San Francisco Muni Regular (eff 7/1/17)</b>	\$38	20+
<b>Low and Moderate Income Youth program</b>	Free	n/a

*Fares in effect as of May 2017.*

#### **2.4.2 BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group**

The demographic profile of each fare type from BART's 2016 Customer Satisfaction Survey data is shown in the charts on the next page and in Appendix B. Note that the demographic profiles for riders age 5 through 12 and riders using the Orange ticket are from the BART Customer Database Survey and the Orange Ticket Survey, respectively. These survey data are used because the 2016 Customer Satisfaction Survey does not survey youth age 5 through 12, and it has fewer than 20 Orange ticket respondents.

Each fare type bar in the chart is made up of the protected and nonprotected percentages of riders who use that fare type, which together add up to 100%. As both charts illustrate, the senior fare type is used less by minorities compared to overall minority ridership. The disabled fare type is used more by low-income riders compared to overall low-income ridership, while the high value discount fare type is used less by low-income riders compared to overall low-income ridership. Regular-fare riders age 13 through 17 years are more minority and low-income than BART's overall ridership, as are riders age 5 through 12 years. The profile of riders using the Orange ticket is very similar to BART's overall ridership.



### 3. PUBLIC OUTREACH

During October 2014 and November 2014, BART conducted public participation activities to collect input on three options to extend the discount BART offers to youth. As described previously in the report, the three options are as follows:

<b>Option A</b>	<b>All youth ages 5-17 or 18 would receive a 50% discount on BART.</b>
<b>Option B</b>	<b>The discount for youth ages 5-12 would remain the same at 62.5%. Youth ages 13-17 or 18 would receive a 50% discount on BART.</b>
<b>Option C</b>	<b>All youth ages 5-17 or 18 would receive a 62.5% discount on BART.</b>

Public outreach activities included surveys of parents and guardians of youth distributed through the methods described in Section 2.2.1 above. Public input was also gathered from BART’s Title VI/EJ Advisory Committee and BART’s LEP Advisory Committee at meetings held in December 2014, February 2015, and August 2015.

Question 19, text below, was used to gather public input regarding extending the discount BART offers to youth.

“19. BART is considering changing its youth discount program so that all youth riders\* would be eligible for a discount. Currently, youth ages 5-12 get a 62.5% discount, and students attending participating middle and high schools get a 50% discount. Below are three possible changes to the current discount program. (Under all options, children under age 5 would continue to ride for free.) When making a decision about these proposed options, BART will consider your input, as well as BART’s ability to fund the cost of offering more discounts. *(Note that all options below would result in increased costs for BART.)*

Please rate each of the options below by checking “Excellent,” “Good,” “Only Fair,” or “Poor” for each one

	Excellent	Good	Only Fair	Poor	Don’t Know
<b>OPTION A:</b> All youth ages 5–17* would receive a 50% discount on BART. (Estimated annual cost: \$3.0 million)	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
<b>OPTION B:</b> The discount for youth ages 5–12 would remain the same at 62.5%. Youth ages 13–17* would receive a 50% discount on BART. (Estimated annual cost: \$3.6 million)	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
<b>OPTION C:</b> All youth ages 5–17* would receive a 62.5% discount on BART. (Estimated annual cost: \$4.7 million)	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

\*Enrollment at a participating school would not be required. The cut-off age would be either through age 17 or age 18. Extending the discount through age 18 would add approximately \$0.8 million to the estimated annual cost for each option.

**Do you have any comments about these options? How would these potential changes impact you, if at all?**  
*Space was provided on the survey for comments.*

The following table shows the number of surveys in which Question 19 was answered by survey distribution method. Because data was collected using a variety of survey methods, data cannot be tallied across methods; therefore, data from each survey method are reported separately. It

should also be noted that the surveys were not administered in a statistically valid manner. For the Orange Ticket Schools survey, Question 19 survey responses are from households with BART riders age 13 through 18 years who ride BART more than once a year. Responses from the BART Customer Database survey are from households with two groups of youth who ride BART more than once a year: 5 through 12 year-olds and 13 through 18 year olds. Red Ticket Retail Location surveys are from households with BART riders age 5 through 12 years who ride BART more than once a year.

Survey Distribution Method	Number of Surveys with Answers to Question 19*
Orange Ticket Schools	542
BART Customer Database: 5-12 year-old riders	230
BART Customer Database: 13-18 year-old riders	226
Red Ticket Retail Locations	18

\*Does not Include surveys with "No Response" to rating for one or more options

Quantifiable survey responses are reported in the next section, which is followed by discussion of qualitative input comprised of public comments made through the surveys.

### 3.1 Survey Question 19 Option Rating Results

Question 19 responses are reported below by the three distribution methods. Respondents were asked to rate the three options by checking "Excellent," "Good," "Only Fair," "Poor," or "Don't Know" for each option. Note that totals reported in the tables below may not equal 100.0% due to rounding.

#### 3.1.1 Option Rating Results from Parents of Youth at Schools Participating in BART's Student Discount Orange Ticket Program

The table below shows the results from surveys completed by parents answering Question 19 who had youth(s) that attend an Orange ticket middle or high school and ride BART at least once a year. For all respondents, Option C had significantly more "Excellent" responses at 66.7% of respondents rating Option C as excellent. However, when the top two ratings, "Excellent" and "Good," are combined, the margin narrows somewhat, with Option C still leading at 84.0%, Option B at 70.1%, and Option A at 67.3%.

#### Option Ratings from the Orange Ticket Survey

	Excellent	Good	Only Fair	Poor	Don't Know	Total	Number of Responses
Option A	31.5%	35.8%	19.4%	10.9%	2.4%	100.0%	542
Option B	25.6%	44.5%	15.5%	11.1%	3.3%	100.0%	542
Option C	66.7%	17.3%	6.8%	7.0%	2.2%	100.0%	542

The next table reports option ratings from the Orange Ticket survey by protected and nonprotected groups. For Option C, the findings are similar for both all respondents and responses reported for protected and nonprotected groups. Protected groups, however, reported significantly less support for Options A and B compared to nonprotected groups. Option A was rated “Excellent” or “Good” by 64.1% of minority respondents compared to 73.5% of non-minority respondents, and by 57.8% of low-income respondents compared to 71.4% of non-low income respondents. Option B was rated “Excellent” or “Good” by 66.9% of minority respondents compared to 76.9% of non-minority respondents, and by 64.2% of low-income respondents compared to 73.8% of non-low income respondents.

### Option Ratings from the Orange Ticket Survey, by Protected Group

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option A</b>	<b>Minority</b>	30.2%	33.9%	20.8%	12.3%	2.8%	100.0%
	<b>Non-Minority</b>	34.3%	39.2%	17.1%	7.7%	1.7%	100.0%
	<b>Low Income</b>	30.6%	27.2%	24.9%	15.6%	1.7%	100.0%
	<b>Non-Low Income</b>	32.2%	39.2%	17.8%	8.7%	2.1%	100.0%

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option B</b>	<b>Minority</b>	25.1%	41.7%	16.6%	12.9%	3.7%	100.0%
	<b>Non-Minority</b>	26.4%	50.5%	13.7%	6.6%	2.7%	100.0%
	<b>Low Income</b>	27.7%	36.4%	20.2%	12.7%	2.9%	100.0%
	<b>Non-Low Income</b>	24.7%	49.1%	13.6%	9.3%	3.3%	100.0%

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option C</b>	<b>Minority</b>	67.2%	18.2%	6.3%	5.7%	2.6%	100.0%
	<b>Non-Minority</b>	64.3%	15.9%	8.2%	9.9%	1.6%	100.0%
	<b>Low Income</b>	74.4%	13.4%	5.2%	4.7%	2.3%	100.0%
	<b>Non-Low Income</b>	63.5%	18.3%	8.1%	8.7%	1.5%	100.0%

### 3.1.2 Option Rating Results from BART Customer Database Survey

#### A. Parents of BART Riders Age 5-12

The table below shows the results from surveys completed by parents answering Question 19 who are part of BART’s customer database and have BART riders age 5 through 12 in their household. Option C has the most “Excellent” responses at 38.3%, closely followed by Option A at 37.4%. However, when the top two ratings, “Excellent” and “Good,” are combined, the leader becomes Option B at 67.0%, closely followed by Option A at 66.1% . Option C is now in third place with 56.6%.

## Option Ratings from the BART Customer Database Survey: BART Riders Age 5-12

	Excellent	Good	Only Fair	Poor	Don't Know	Total	Number of Responses
<b>Option A</b>	37.4%	28.7%	15.2%	16.1%	2.6%	100.0%	230
<b>Option B</b>	32.2%	34.8%	16.5%	15.2%	1.3%	100.0%	230
<b>Option C</b>	38.3%	18.3%	16.1%	23.5%	3.9%	100.0%	230

The next table reports option ratings from the BART customer database survey of parents of BART riders age 5 through 12 by protected and nonprotected groups. For Options A and B, the findings are basically the same for both all respondents and responses reported for protected and nonprotected groups. Protected groups, however, more heavily favored Option C compared to nonprotected groups: Option C was rated “Excellent” or “Good” by 63.2% of minority respondents compared to 40.6% of non-minority respondents, and by 60.3% of low-income respondents compared to 54.4% of non-low income respondents.

## Option Ratings from the BART Customer Database Survey: BART Riders Age 5-12, by Protected Group

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option A</b>	<b>Minority</b>	35.6%	29.4%	14.7%	17.2%	3.1%	100.0%
	<b>Non-Minority</b>	40.6%	26.6%	17.2%	14.1%	1.6%	100.0%
	<b>Low Income</b>	38.4%	26.0%	17.8%	12.3%	5.5%	100.0%
	<b>Non-Low Income</b>	37.4%	30.6%	12.9%	17.7%	1.4%	100.0%

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option B</b>	<b>Minority</b>	33.7%	35.0%	16.0%	14.1%	1.2%	100.0%
	<b>Non-Minority</b>	29.7%	34.4%	17.2%	17.2%	1.6%	100.0%
	<b>Low Income</b>	32.9%	37.0%	16.4%	12.3%	1.4%	100.0%
	<b>Non-Low Income</b>	32.7%	33.3%	16.3%	16.3%	1.4%	100.0%

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option C</b>	<b>Minority</b>	45.4%	17.8%	14.7%	17.2%	4.9%	100.0%
	<b>Non-Minority</b>	20.3%	20.3%	20.3%	37.5%	1.6%	100.0%
	<b>Low Income</b>	45.2%	15.1%	13.7%	17.8%	8.2%	100.0%
	<b>Non-Low Income</b>	35.4%	19.0%	17.7%	25.9%	2.0%	100.0%

## B. Parents of BART Riders Age 13-18

The table below shows the results from surveys completed by parents answering Question 19 who are part of BART’s customer database and have BART riders age 13 through 18 in their household. Option C has the most “Excellent” responses at 46.0%. However, when the top two

ratings, “Excellent” and “Good,” are combined, the leader becomes Option A at 69.9%, followed by Option B at 64.6% . Option C is now in third place with 61.9%.

**Option Ratings from the BART Customer Database Survey: BART Riders Age 13-18**

	Excellent	Good	Only Fair	Poor	Don't Know	Total	Number of Responses
<b>Option A</b>	39.8%	30.1%	15.9%	12.4%	1.8%	100.0%	226
<b>Option B</b>	28.8%	35.8%	17.3%	15.9%	2.2%	100.0%	226
<b>Option C</b>	46.0%	15.9%	11.9%	22.6%	3.5%	100.0%	226

The next table reports option ratings from the BART customer database survey of parents of BART riders age 13 through 18 by protected and nonprotected groups. Protected groups gave Option A a somewhat higher “Excellent” rating than nonprotected groups. A substantially higher percentage of protected groups rated Option B as “Excellent,” compared to nonprotected groups. Protected groups gave Option C a higher percentage of “Excellent” ratings compared to nonprotected groups. Out of the three options, however, protected groups gave Option A the highest percentage when “Excellent” and “Good” ratings are combined.

**Option Ratings from the BART Customer Database Survey: BART Riders Age 13-18, by Protected Group**

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option A</b>	<b>Minority</b>	40.5%	27.4%	16.1%	13.7%	2.4%	100.0%
	<b>Non-Minority</b>	38.5%	38.5%	17.3%	5.8%	0.0%	100.0%
	<b>Low Income</b>	43.2%	29.7%	17.6%	9.5%	0.0%	100.0%
	<b>Non-Low Income</b>	38.4%	30.1%	15.1%	14.4%	2.1%	100.0%

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option B</b>	<b>Minority</b>	31.5%	33.9%	15.5%	16.7%	2.4%	100.0%
	<b>Non-Minority</b>	21.2%	42.3%	23.1%	11.5%	1.9%	100.0%
	<b>Low Income</b>	37.8%	32.4%	16.2%	10.8%	2.7%	100.0%
	<b>Non-Low Income</b>	24.7%	36.3%	17.8%	19.2%	2.1%	100.0%

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option C</b>	<b>Minority</b>	51.8%	14.3%	10.1%	19.0%	4.8%	100.0%
	<b>Non-Minority</b>	26.9%	23.1%	19.2%	30.8%	0.0%	100.0%
	<b>Low Income</b>	54.1%	12.2%	13.5%	16.2%	4.1%	100.0%
	<b>Non-Low Income</b>	42.5%	18.5%	10.3%	25.3%	3.4%	100.0%

### 3.1.3 Option Rating Results from Red Ticket Retail Locations

There were 18 respondents to the Red ticket retail location survey who provided ratings, all of whom identified themselves as minority. Fourteen respondents reported income data, 7 of whom were low-income. Because the sample sizes of 18 and 14 are so small, the results presented in the two tables below are for information only and do not provide representative results.

Of the 18 respondents, Option C was rated highest, with 64.7% of respondents giving it that rating. When the top two ratings, “Excellent” and “Good,” are combined, Option C continues to be heavily favored at 88.2%. Option B is next with 66.6%.

#### Option Ratings from the Red Ticket Retail Location Survey

	Excellent	Good	Only Fair	Poor	Don't Know	Total	Number of Responses
<b>Option A</b>	33.3%	27.8%	11.1%	27.8%	0.0%	100.0%	18
<b>Option B</b>	33.3%	33.3%	22.2%	11.1%	0.0%	100.0%	18
<b>Option C</b>	64.7%	23.5%	11.8%	0.0%	0.0%	100.0%	17

The next table reports option ratings from the Red ticket retail location survey by protected and nonprotected groups. All 18 Red ticket retail location survey respondents identified themselves as minority and so the option ratings are identical to those reported in the above table. Only 14 respondents provided income data, 7 of whom were low-income.

#### Option Ratings from the Red Ticket Retail Location Survey, by Protected Group

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option A</b>	<b>Minority</b>	33.3%	27.8%	11.1%	27.8%	0.0%	100.0%
	<b>Non-Minority</b>	--	--	--	--	--	--
	<b>Low Income</b>	28.6%	14.3%	0.0%	57.1%	0.0%	100.0%
	<b>Non-Low Income</b>	33.3%	50.0%	16.7%	0.0%	0.0%	100.0%

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option B</b>	<b>Minority</b>	33.3%	33.3%	22.2%	11.1%	0.0%	100.0%
	<b>Non-Minority</b>	--	--	--	--	--	--
	<b>Low Income</b>	14.3%	42.9%	14.3%	28.6%	0.0%	100.0%
	<b>Non-Low Income</b>	57.1%	28.6%	14.3%	0.0%	0.0%	100.0%

		Excellent	Good	Only Fair	Poor	Don't Know	Total
<b>Option C</b>	<b>Minority</b>	64.7%	23.5%	11.8%	0.0%	0.0%	100.0%
	<b>Non-Minority</b>	--	--	--	--	--	--
	<b>Low Income</b>	57.1%	28.6%	14.3%	0.0%	0.0%	100.0%
	<b>Non-Low Income</b>	66.7%	16.7%	16.7%	0.0%	0.0%	100.0%

### **3.2 Survey Respondent Demographics**

The tables on the next pages summarize answers to survey questions that provide information on youth riders from survey respondents. Note that totals reported in the tables below may not equal 100.0% due to rounding.

<b>About how often does this child currently ride BART?</b>			
	<b>Orange Ticket Survey</b>	<b>BART Customer Database Survey</b>	<b>Red Ticket Retail Survey</b>
	<i>n=278</i>	<i>n=309</i>	<i>n=22</i>
<b>5-12 years</b>			
6-7 days a week	2.5%	4.9%	4.5%
5 days a week	6.5%	11.7%	40.9%
3-4 days a week	5.8%	5.5%	13.6%
1-2 days a week	12.6%	7.8%	0.0%
1-3 days a month	21.6%	27.5%	22.7%
Less than once a month	<u>51.1%</u>	<u>42.7%</u>	<u>18.2%</u>
Total	100.0%	100.0%	100.0%
	<i>n=780</i>	<i>n=292</i>	
<b>13+ years</b>			
6-7 days a week	9.6%	9.6%	N/A
5 days a week	20.9%	17.8%	
3-4 days a week	12.4%	13.4%	
1-2 days a week	17.1%	6.5%	
1-3 days a month	20.3%	21.6%	
Less than once a month	<u>19.7%</u>	<u>31.2%</u>	
Total	100.0%	100.0%	

<b>What is this child's race or ethnic identification?</b>			
	<b>Orange Ticket Survey</b>	<b>BART Customer Database Survey</b>	<b>Red Ticket Retail Survey</b>
	<i>n=269</i>	<i>n=306</i>	<i>n=22</i>
<b>5-12 years</b>			
American Indian/Alaska Native	1.5%	1.0%	0.0%
Asian or Pacific Islander	15.2%	17.0%	31.8%
Black/African American	8.9%	18.3%	31.8%
Hispanic, Latino, or Spanish (regardless of race)	46.8%	21.9%	22.7%
White	20.1%	28.8%	0.0%
Other, including multi-racial	<u>7.4%</u>	<u>13.1%</u>	<u>13.6%</u>
Total	100.0%	100.0%	100.0%
	<i>n=762</i>	<i>n=285</i>	
<b>13+ years</b>			
American Indian/Alaska Native	1.2%	2.1%	N/A
Asian or Pacific Islander	23.1%	19.6%	
Black/African American	9.7%	24.2%	
Hispanic, Latino, or Spanish (regardless of race)	24.3%	20.0%	
White	36.0%	23.9%	
Other, including multi-racial	<u>5.8%</u>	<u>10.2%</u>	
Total	100.0%	100.0%	

The table below shows annual household income before taxes; low-income status is determined based on this information and household size as reported by survey respondents. BART's overall ridership is 26.4% low-income based on results from the 2016 Customer Satisfaction Survey.

<b>Annual household income before taxes</b>			
	<b>Orange Ticket Survey</b>	<b>BART Customer Database Survey</b>	<b>Red Ticket Retail Survey</b>
<b>5-12 years</b>	<i>n=247</i>	<i>n=295</i>	<i>n=22</i>
Under \$25,000	16.6%	13.9%	13.6%
\$25,000 - \$29,999	4.0%	7.1%	13.6%
\$30,000 - \$39,999	11.3%	6.8%	13.6%
\$40,000 - \$49,999	10.1%	7.5%	9.1%
\$50,000 - \$59,999	16.6%	6.4%	27.3%
\$60,000 - \$74,999	7.7%	10.5%	0.0%
\$75,000+	<u>33.6%</u>	<u>47.8%</u>	<u>22.7%</u>
Total	100.0%	100.0%	100.0%
<b>13+ years</b>	<i>n=717</i>	<i>n=285</i>	
Under \$25,000	11.2%	15.4%	
\$25,000 - \$29,999	6.7%	5.3%	
\$30,000 - \$39,999	9.6%	7.7%	
\$40,000 - \$49,999	8.1%	6.7%	N/A
\$50,000 - \$59,999	9.3%	9.1%	
\$60,000 - \$74,999	9.8%	11.2%	
\$75,000+	<u>45.3%</u>	<u>44.6%</u>	
	100.0%	100.0%	

### 3.3 Public Comments

The public could provide comments by completing the part of Question 19 that asked:

**“Do you have any comments about these options? How would these potential changes impact you, if at all?”**

From the surveys distributed by the three methods described above (the Orange Ticket Survey, the BART Customer Database Survey, and the Red Ticket Retail Location Survey), 446 comments were submitted. Imprenta Communications Group transcribed, reviewed, sorted and placed survey comments into a comments database. BART staff sorted the BART Customer Database data. Imprenta also translated all the comments that were received in Spanish and Chinese from all survey takers. The complete comments database is provided in Appendix C.

While the number of comments received can be counted and comments can be generally categorized and reviewed for popular themes, they should not be analyzed numerically. Doing so would give the opinions of those who responded to what many consider to be an optional portion of a question undue weight in the process.

Categorizing the comments, however, provides a general indication of the points that those public outreach participants choosing to comment wished to communicate.

The four categories in which the comments were grouped are: Support (Unconditional), Support (Conditional), Don’t Support, and Miscellaneous. The grouped comments were then analyzed for the most common themes.

Of the 446 survey comments received, 186 or almost 42% supported the discounts unconditionally. Based on general categorization of these comments, the ones who welcomed the discount unconditionally were in favor of any percentage discount that could be offered to all youths. Many mentioned that the discounts would benefit their families financially. The ones who were not impacted by the discount were in favor of it because it would help other families who might be impacted. Some comments focused on the benefits of youth fare discounts, such as encouraging youth to use BART to both attend school and learn public transit habits early on. Commenters also mentioned the positive environmental impacts of more youths taking BART. Examples of these comments are:

- *“Transportation availability for all families is so very necessary. In my household my children being able to access the city for lessons on a weekly basis is ideal for us. I am sure that a lot of families would benefit from this discount.”* Orange Ticket Survey respondent
- *“I think the discounts are very helpful to families with children who rely on BART to travel to school or part-time jobs. These changes would not impact me.”* BART Customer Database Survey respondent
- *“This will be great for all low incomes like us.”* Orange Ticket Survey respondent

- *“Many youth in Oakland rely on BART and discounted fares give them access to schools and opportunities that would not otherwise be affordable. Youth fares encourage our youth to use BART, learn the system and incorporate using public transit into a lifelong habit.”* Orange Ticket Survey respondent

Of the 446 survey comments, 159 comments or about 35% supported the discounts, with conditions. Comments included ensuring that the discounts would not affect services, fares, or the disabled/senior populations. Other conditions included a preference for a particular option (mainly in favor of option C), or suggestions to simplify the fare to just one percentage discount for all youth. Many wanted to extend the age limit to through age 18 because some high school students turn 18 while still in high school. There were a few comments about possible fare discounts for college students. Comments supporting discounts with conditions were as follows:

- *“Youth discounts should be allowed, but not excessively. Very generous discounts negatively affect seniors, disabled, etc.”* BART Customer Database Survey respondent
- *“I strongly encourage/support a 62.5% discount for all Youth. It would definitely increase ridership.”* Orange Ticket Survey respondent
- *“The discount should be available for students enrolled in high school even if they are 18. Our student will turn 18 in junior year and should still be able to receive discounted tickets for travel to and from school.”* Orange Ticket Survey respondent

Fewer people felt that the youth discounts were unnecessary or unfair than those that supported the youth fare discount. This category (26 survey comments, or about 6% of the total received) did not want discounted youth fares, for example, because they felt that it could increase their fares. Some comments noted that the proper usage of youth tickets was unenforceable and the discount could be abused. Others felt that ridership was already high with not enough trains. A few felt that BART could not afford to lose the revenue from the discount and should divert the funds for other BART uses. Comments not supporting the discounts include:

- *“If it means that our adult fares will go way up, I do not think we should spend so much money making kid fares cheaper. It is very expensive already for working people to get to our jobs.”* Orange Ticket Survey respondent
- *“Why subsidize youth costs in the first place? How would you enforce this? No one checks tickets on the trains... and I don't even know if I can buy a youth pass at the kiosk. A youth Clipper could be too easily abused. One price for all seems more workable since BART has funding shortages to start with.”* BART Customer Database Survey respondent

Other comments were miscellaneous, such as people either having no opinion or commenting on the process of obtaining the current youth discount at school or through Clipper. There were also a total of six comments in Chinese and Spanish. Most of them were positive, with one comment in Spanish not supportive. These comments include:

- 希望提供更多的优惠给高中生，鼓励他们使用公共交通工具。这样也降低他们开车造成的环境污染和交通事故。(I hope to provide more benefits to high school students,

*encouraging them to use public transport. This also reduces environmental pollution caused by their driving and traffic accidents.)* Orange Ticket Survey respondent

- *“No creo que necesitan tener descuentos para los niños.” (I don’t think you need to have a discount for kids.)* Orange Ticket Survey respondent

The fare options were also presented to BART’s Title VI/EJ and LEP Advisory Committees on December 15, 2014. Members supported the 62.5% across-the-board youth fare discount, but wanted to know where the funds would be coming from to pay for the program. In addition, some members expressed support for extending the youth fare discount age to 18, or past the age of 18 for populations such as the disabled or foster youths transitioning out of the foster care system. A follow-up meeting was held with the LEP Advisory Committee on February 24, 2015. Committee members noted that any discount would be beneficial and voiced support for the discount’s being tied to age rather than attendance at specific schools. On August 10, 2015, a follow-up meeting was held with the Title VI/EJ Advisory Committee, at which widespread support was voiced for extending the youth discount age to through 18 years, and a member reiterated the need to make the discount available to former foster care youth who are between the ages of 18 and 24.

#### **4. EQUITY FINDINGS**

This section provides equity findings for the three options, which are made after considering both the fare change analysis results described in Section 2, as well as public comment received, as described in Section 3.

##### **4.1 Option A. All youth ages 5-17 or 18 would receive a 50% discount on BART.**

Fare change analysis results show that there would be no disproportionate adverse impact for Rider Group 1 as their fares would decrease, and there would be no fare change for Rider Group 2. Rider Group 3, however, is disproportionately more minority and low-income, exceeding the DI/DB Policy threshold. Option A, however, was rated as “Excellent” or “Good” by almost two-thirds of surveyed parents of 5 through 12 year-old protected riders, while fewer than one-third of these respondents rated it as “Only Fair” or “Poor.” Thus, the majority of parents of affected protected riders surveyed expressed support for an option that would increase fares when their children were age 5 through 12 but would also, once these children turned 13, provide them with five or six additional years of a significant 50% discount.

When considered together, the fare change analysis results and public comment indicate that a reduced discount, if offered through the age of 18, would be acceptable to parents of protected youth riders. However, in its equity finding, BART considers the finding of the fare change analysis to take precedence. Therefore, pursuant to BART’s DI/DB Policy and applicable Title VI regulatory guidance, BART should take steps to avoid, minimize, or mitigate disparate impacts from the proposed change.

#### **4.2 Option B. The discount for youth ages 5-12 would remain the same at 62.5%.**

##### **Youth ages 13-17 or 18 would receive a 50% discount on BART.**

Fare change analysis results show that there would be no disproportionate adverse impact for Rider Group 1 as their fares would decrease. For Rider Groups 2 and 3, Option B would result in no fare change. Ratings and public comment support Option B. Taking into account both the fare change analysis results and public comment, the equity finding for Option B is that it is equitable and may be implemented as proposed.

#### **4.3 Option C. All youth ages 5-17 or 18 would receive a 62.5% discount on BART.**

Fare change analysis results show that there would be no disproportionate adverse impact for Rider Group 1 and Rider Group 2 as their fares would decrease. For Rider Group 3, Option C would result in no fare change. Ratings and public comment support Option C. Taking into account both the fare change analysis results and public comment, the equity finding for Option C is that it is equitable and may be implemented as proposed.

## **5. MITIGATION**

In accordance with BART's DI/DB Policy, for a disparate impact finding on minority riders, BART should take steps to avoid, minimize, or mitigate such disparate impacts. Per the Title VI Circular, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available. Per the DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available. Should BART find that a fare change results in a disproportionate impact on both minority and low-income riders, then BART shall follow the mitigation requirements as described above for addressing a finding of disparate impact on minority riders.

As this analysis shows, Option A, a reduction in the discount from 62.5% to 50%, could adversely impact riders aged 5-12 years old, who are disproportionately minority and low-income. Should BART proceed with Option A, BART is proposing that extending the age at which youths receive the discount to through 17 or 18 is sufficient mitigation of the adverse impact of the discount reduction, as children age 5 through 12 who are now receiving the 62.5% discount will benefit from a significant 50% discount for an additional five or six years.

**Public Comment on Proposed Mitigation.** Almost two-thirds of surveyed parents of 5 through 12 year-old protected riders rated Option A as "Excellent" or "Good," while fewer than one-third of these respondents rated it as "Only Fair" or "Poor." Thus, the majority of parents of affected protected riders surveyed expressed support for an option that would increase fares when their children were age 5 through 12 but would also, once these children

turned 13, provide a benefit to them of five or six additional years of a significant 50% discount.

In addition, staff has consulted with members of the Title VI/EJ Advisory Committee and LEP Advisory Committee. Support has been expressed for the proposed mitigation, including members' noting that offering a 50% discount through age 18 would benefit immigrant youth.

## Appendix A. Orange Ticket Survey



# 2014 Youth Discount Survey

**Dear Parent:** BART is currently considering changes to our youth discount programs. Please complete this brief survey to help BART understand your needs, and return it in the postage-paid envelope provided by November 7th. Your participation is very important. To thank you for your time, the first 500 people to return completed surveys will receive a **\$5 BART ticket**. Your responses will be treated confidentially.

- 1 School name: \_\_\_\_\_
- 2 How many children ages 5–18 currently live in your household?  
 1     2     3 or more

Please complete the following for children ages 5–18 in your household, starting with the oldest child.

Child 1	Child 2	Child 3
<b>3</b> Date of birth <i>(month and year only)</i> Month _____ Year _____	<b>7</b> Date of birth <i>(month and year only)</i> Month _____ Year _____	<b>11</b> Date of birth <i>(month and year only)</i> Month _____ Year _____
<b>4</b> About how often does this child currently ride BART? <input type="checkbox"/> 6–7 days a week <input type="checkbox"/> 5 days a week <input type="checkbox"/> 3–4 days a week <input type="checkbox"/> 1–2 days a week <input type="checkbox"/> 1–3 days a month <input type="checkbox"/> Less than once → <i>How many times a year? _____</i>	<b>8</b> About how often does this child currently ride BART? <input type="checkbox"/> 6–7 days a week <input type="checkbox"/> 5 days a week <input type="checkbox"/> 3–4 days a week <input type="checkbox"/> 1–2 days a week <input type="checkbox"/> 1–3 days a month <input type="checkbox"/> Less than once → <i>How many times a year? _____</i>	<b>12</b> About how often does this child currently ride BART? <input type="checkbox"/> 6–7 days a week <input type="checkbox"/> 5 days a week <input type="checkbox"/> 3–4 days a week <input type="checkbox"/> 1–2 days a week <input type="checkbox"/> 1–3 days a month <input type="checkbox"/> Less than once → <i>How many times a year? _____</i>
<b>5</b> What type of ticket does this child use to ride BART? <i>(Check the one used most often.)</i> <input type="checkbox"/> Regular BART blue ticket <i>(no discount)</i> <input type="checkbox"/> Discounted Orange Student ticket <i>(purchased at school)</i> <input type="checkbox"/> Discounted Red Child ticket <i>(for ages 5–12)</i> <input type="checkbox"/> Youth Clipper card <input type="checkbox"/> Other: _____	<b>9</b> What type of ticket does this child use to ride BART? <i>(Check the one used most often.)</i> <input type="checkbox"/> Regular BART blue ticket <i>(no discount)</i> <input type="checkbox"/> Discounted Orange Student ticket <i>(purchased at school)</i> <input type="checkbox"/> Discounted Red Child ticket <i>(for ages 5–12)</i> <input type="checkbox"/> Youth Clipper card <input type="checkbox"/> Other: _____	<b>13</b> What type of ticket does this child use to ride BART? <i>(Check the one used most often.)</i> <input type="checkbox"/> Regular BART blue ticket <i>(no discount)</i> <input type="checkbox"/> Discounted Orange Student ticket <i>(purchased at school)</i> <input type="checkbox"/> Discounted Red Child ticket <i>(for ages 5–12)</i> <input type="checkbox"/> Youth Clipper card <input type="checkbox"/> Other: _____
<b>6</b> What is this child's race or ethnic identification? <i>(Check one or more.)</i> <input type="checkbox"/> American Indian / Alaska Native <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Black / African American <input type="checkbox"/> Hispanic, Latino, or Spanish <input type="checkbox"/> White <input type="checkbox"/> Other: _____	<b>10</b> What is this child's race or ethnic identification? <i>(Check one or more.)</i> <input type="checkbox"/> American Indian / Alaska Native <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Black / African American <input type="checkbox"/> Hispanic, Latino, or Spanish <input type="checkbox"/> White <input type="checkbox"/> Other: _____	<b>14</b> What is this child's race or ethnic identification? <i>(Check one or more.)</i> <input type="checkbox"/> American Indian / Alaska Native <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Black / African American <input type="checkbox"/> Hispanic, Latino, or Spanish <input type="checkbox"/> White <input type="checkbox"/> Other: _____

OVER ➔

## About Your Household

- 15 Do you speak a language other than English at home?    1  No    2  Yes, I speak: \_\_\_\_\_
- 16 If yes to question 15, how well do you speak English?    1  Very Well    2  Well    3  Not well    4  Not at all
- 17 What is your total annual household income before taxes?  
 1  Under \$25,000    2  \$25,000 - \$29,999    3  \$30,000 - \$39,999    4  \$40,000 - \$49,999    5  \$50,000 - \$59,999    6  \$60,000 - \$74,999    7  \$75,000 or more
- 18 Including yourself, how many people live in your household?    1  1    2  2    3  3    4  4    5  5    6  6+

## Youth Discount Options

- 19 BART is considering changing its youth discount program so that all youth riders\* would be eligible for a discount. Currently, youth ages 5-12 get a 62.5% discount, and students attending participating middle and high schools get a 50% discount. Below are three possible changes to the current discount program. (Under all options, children under age 5 would continue to ride for free.) When making a decision about these proposed options, BART will consider your input, as well as BART's ability to fund the cost of offering more discounts. (Note that all options below would result in increased costs for BART.)

Please rate each of the options below by checking "Excellent," "Good," "Only Fair," or "Poor" for each one.

	Excellent	Good	Only Fair	Poor	Don't Know
<b>OPTION A:</b> All youth ages 5-17* would receive a 50% discount on BART. (Estimated annual cost: \$3.0 million)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>OPTION B:</b> The discount for youth ages 5-12 would remain the same at 62.5%. Youth ages 13-17* would receive a 50% discount on BART. (Estimated annual cost: \$3.6 million)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
<b>OPTION C:</b> All youth ages 5-17* would receive a 62.5% discount on BART. (Estimated annual cost: \$4.7 million)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

\*Enrollment at a participating school would not be required. The cut-off age would be either through age 17 or age 18. Extending the discount through age 18 would add approximately \$0.8 million to the estimated annual cost for each option.

Do you have any comments about these options? How would these potential changes impact you, if at all?

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## Optional

- 20 **Optional:** if you are one of the first 500 people to return your completed survey, we will send you a \$5 BART ticket by mail (one per household). Please provide your mailing address.

Name: \_\_\_\_\_

Street address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Thank you for completing this survey. Please return in the postage-paid envelope, or mail to:  
 Imprinta Communications Group, 300 S. Raymond Ave., Ste 9, Pasadena, CA 91105

If you need language assistance services, please call (510) 464-6752.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.

Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

통역이 필요하신 분은, 510-464-6752 로 문의하십시오.

## Appendix B.

### Methodology Used to Assess the Adverse Effects of a Fare Type Change

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the Disparate Impact and Disproportionate Burden Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

The table below shows the data by fare type for protected and non-protected riders from the 2016 Customer Satisfaction Survey and the three surveys described in Section 2.2.1 of this report. As an example, increasing the fares for the fare type for riders who are persons with disabilities would be considered to have a disproportionate impact because the use of the “disabled” fare type by low-income riders compared to overall low-income riders exceeds the Policy threshold of 10%.

	Minority	Non-Minority	Sample Size	Low-Income	Non-Low Income	Sample Size
All Riders	63.3%	36.7%	5,211	26.4%	73.6%	4,880
Regular BART fare	63.7%	36.3%	3,997	28.8%	71.2%	3,760
<i>Difference from All Riders</i>	0.4%			2.4%		
High Value Discount	65.1%	34.9%	635	9.5%	90.5%	594
<i>Difference from All Riders</i>	1.8%			-16.9%		
"A" Muni Fast Pass	65.4%	34.6%	105	24.6%	75.4%	98
<i>Difference from All Riders</i>	2.1%			-1.7%		
Senior	41.7%	58.3%	224	22.1%	77.9%	195
<i>Difference from All Riders</i>	-21.6%			-4.3%		
Disabled	70.0%	30.0%	101	53.0%	47.0%	98
<i>Difference from All Riders</i>	6.7%			26.6%		
Student Discount	76.5%	23.5%	26	58.7%	41.3%	20
<i>Difference from All Riders</i>	13.1%			32.4%		
13 thru 17 year-old Regular Fare Riders	83.8%	16.2%	67	53.0%	47.0%	48
<i>Difference from All Riders</i>	20.5%			26.6%		
Riders Using the 50% Discount Orange Student	63.3%	36.7%	294	29.0%	71.0%	276
<i>Difference from All Riders</i>	0.0%			2.6%		
Riders Over Age 17 Using the 50% Discount Orange Student Ticket	62.5%	37.5%	16	37.5%	62.5%	16
<i>Difference from All Riders</i>	-0.8%			11.1%		
18 Year-Old Riders, All Ticket Types	80.0%	20.0%	20	32.3%	67.7%	20
<i>Difference from All Riders</i>	16.7%			5.9%		
5 thru 12 Year-Old Riders from BART Customer Database Survey	81.0%	19.0%	168	51.2%	48.8%	162
<i>Difference from All Riders</i>	17.7%			24.8%		
5 thru 12 Year-Old Riders from Red Ticket Survey	100.0%	0.0%	25	52.9%	47.1%	17
<i>Difference from All Riders</i>	36.7%			26.5%		

## Appendix C. Survey Comments

Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Category
OT	My kids would be able to travel via BART more because it would be cheaper.	Support
OT	Expect that as child gets older, will be able to ride BART independently more often. Greater need for discount fares as children get older.	Support
OT	I would save money on two youth BART tickets for my kids, which I have to buy throughout the school year.	Support
OT	Great.	Support
OT	Transportation availability for all families is so very necessary. In my household my children being able to access the city for lessons on a weekly basis is ideal for us. I am sure that a lot of families would benefit from this discount.	Support
OT	My children would use bart more if there was a discount that was not through the school. Any opportunity for youth to use public transportation at a discount is positive.	Support
OT	This change would encourage more BART usage. It is very expensive for a family of four to use BART.	Support
OT	Making the program available to more kids would be great.	Support
OT	I like that the tickets would be available outside of school enrollment.	Support
OT	I did not know my child could get an orange ticket. She would take BART a lot more if we had known this! I will now look into it.	Support
OT	If Bart made these changes my children would purchase the youth Bart tickets and would ride Bart more often.	Support
OT	We will take Bart more often.	Support
OT	am not aware of the middle school and high school discounts	Support
OT	Would love to be able to purchase orange discount cards at my station (EC Plaza). In 15 years, I have never been able to take advantage of the child discount.	Support
OT	I really like to encourage my kids to ride public transit in General and we try to take BART into SF whenever we go.	Support
OT	The more accessible to our kids, the better.	Support
OT	My son just turned 18 and it sue would be nice to continue the program thru his senior year. No impact.	Support
OT	With out the help of my son's school it would be difficult for him to get there. We live in the East Bay, his school is in Marin	Support

## Appendix C. Survey Comments

**Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?**

**\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey**

OT	this will be great for all low incomes like us.	Support
OT	These discounts would help any family's budget. Single parent households would benefit from this, thanks.	Support
OT	children need the most access to the discounted program	Support
BCD	You guys would be helping out the community more and making kids have a ride to and from school	Support
OT	觉得很好。这些改善经济实惠。(Feel good. These improvements affordable.)	Support
OT	They are reasonable options, possibly option A is best in terms of cost-effectiveness.	Support
OT	Simpler = better	Support
OT	Would use BART more often	Support
OT	I would ride bart more often.	Support
OT	BART is expensive and in general discounts for children/youth is appropriate. I know it definitely helps out families.	Support
OT	Student discounts are wonderful!	Support
OT	As a family who uses BART for our kids we really appreciate the student,youth discounts- it makes a difference in our expenses. Thank you	Support
OT	The more we can save on the school transportation will help	Support
OT	More inclined to take bart as a family, if cheaper for kids.	Support
OT	Every country with a public transit system that I've ever visited has a youth/child discount program. Never understood why a banker from Walnut Creek and a 15-year-old from Oakland would pay the same fare for a ride.	Support
OT	I think it is important that all kids and Youths maintain geographical independence and mobility, it is a cornerstone of a healthy upbringing. General availability and higher discounts would further that goal for everyone.	Support
OT	I think that if I get a better discount its great, who does not need some extra help?	Support
OT	I appreciate the program as it is now, and certainly hope you continue to make transportation accessible to the young people in our community. Since both my children use Bart to get to and from school, we rely heavily on the discount.	Support
OT	prefer the most equitable approach for all youth, removing access issues	Support
OT	I never even knew we could get a discounted youth card for my daughter from her school. Very happy to hear it.	Support

## Appendix C. Survey Comments

**Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?**

**\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey**

OT	My child falls between the age 13-17 category, so I would get a better rate.	Support
OT	My son takes BART to school every day, suddenly paying adult fare for him has been hard on us.	Support
OT	this change would greatly in able my son to travel in the bay area there by experiencing everything he can. The savings to me as a single mom is a huge help to me, and that money can be put to futher enriching activities.	Support
OT	They could take bart more often, which would help me work more.	Support
OT	Sf has such a high standard of living that any help available will relieve parents from choosing between food or faster transportation	Support
OT	This has been particularly helpful when sending children to enrichment programs in San Mateo, Contra Costa and Alameda Counties from SF. Without the discount, the children could not afford to go.	Support
OT	Believe that all youth should be eligible for a substantial discount. Everyone wins. A few dollars won't have much of an adverse effect, considering the alternative...	Support
OT	This would be very helpful in future purchases of BART tickets.	Support
OT	this is such a great survey and would greatly impact me.	Support
OT	I am a new immigrant, only have a part-time job here. My daughter goes to school by BART every day. The round-trip tickets cost about \$9 every day even she has bought the orange ticket from school. It is expensive for us. Now my daughter is 16 years old. I do think every kind of change will produce little effect on us. But I still choose the C, because I think the teenager who goes to school by BART, perhaps comes from the low income households just like my daughter, also has the right to go to school, learn more, and make their life more better in the future.	Support
OT	Anything that encourages youth to use public transportation is great. My daughter used to ride BART more when she went to OSA	Support
OT	Older kids would take BART more often	Support
OT	The discount tickets are extremely important to the financial stability of my family. Thank you for all discounted fares you offer.	Support
OT	Our HS'er is most impacted b/c she uses the service daily. Our younger child most likely to do the same beginning in 2 years. We don't currently know an easy way to get him a BART discount. (is that thru clipper card...?)	Support
OT	we would not have to pay so much for transportation to school in san francisco from the east bay	Support
OT	Changes in the price would cause me to not be able to go to my school anymore.	Support

## Appendix C. Survey Comments

**Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?**

**\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey**

OT	It is hard to only be able to buy tickets at school. I would prefer all students get the discount.	Support
OT	I think these are all generous offers and appreciate all of them.	Support
OT	Eighteen year olds who are in still in high school should continue to qualify for the youth discount. I don't have children under 12 anymore but I still don't think you should raise the rates for those young children.	Support
OT	It's already too expensive to live in the city to send our children to school. You need transportation sometimes can be very dangerous that's why my children take BART	Support
OT	Let's help the youth. They need to get to school	Support
OT	it would make it a lot better because i would save more money since i have 6 kids	Support
OT	Siendo una persona de bajos recursos si nos afecta mucho (As a low-income person, it does affect us a lot )	Support
OT	It will help so much....omg..please change to 62.5percent	Support
OT	This is amazing it provides our youth to get around for affordable prices, especially when parents don't drive or aren't available to take their children to school.	Support
OT	Many low income families can't afford to eat. The more you can help with transportation, the better.	Support
OT	you have to help to high school students because cost of bart affects to our family income very much!	Support
OT	I think this is good for the students and they could get more discounts.	Support
OT	Once my older daughter turned 13 our family started using AC Transit as a far more economical alternative to Bart for local transportation needs. If Bart cost were less we would probably use it more for recreational travel on weekends/ holidays.	Support
OT	I would encourage my kids to take bart instead of driving more often if their pass was discounted.	Support
OT	Any increase of cost would only add to the financial burden placed on low-income and middle class. These are families who directly benefit from these discounts.	Support
OT	Yes, I think these changes impact our economy, but I really appreciate wherever discount that the Bart can give us.	Support
OT	Discounts are very helpful	Support
OT	Discounts would be greatly appreciated.	Support

## Appendix C. Survey Comments

**Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?**

**\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey**

OT	Many youth in Oakland rely on BART and discounted fares gives them access to schools and opportunities that would not otherwise be affordable. Youth fares encourage our youth to use BART, learn the system and incorporate using public transit into a lifelong habit.	Support
OT	I think discount for youth is super important - and obviously would like to see a discount at the highest level for ALL youth- encouraging public transit and getting our students to school safely and on time is so important! thanks	Support
OT	My child is >12 yr old, so only that part of the program would affect our family.	Support
OT	I believe option C would be the best	Support
OT	An easy BART discount would be a huge boon for my kid's independence and mobility. But because he doesn't need BART to get to school, the exact amount isn't important.	Support
OT	would make it more affordable for my older child to attend school	Support
OT	Encouraging the youth to use public transportation has far-reaching impact to the society and to the environment. It 5 be a million bucks more, but the impact will be profound and the value is way more than a million dollars.	Support
OT	All 3 are fine options. Whichever allows the program you go forward will be best. For many parents, BART is the only option to get their kids to school. At full price it would be prohibitive for many.	Support
BCD	Wouldn't have a huge impact. Think that a 50% discount is very fair.	Support
OT	A discount as noted above would make us more likely to have our child ride BART	Support
OT	If you were to raise the percentage of the discount, i would save a lot of money.	Support
OT	I appreciate that BART has these discounts at all- I feel lucky to get 50% for my son who now has to take BART to high school	Support
OT	More children are delaying driving so subsidies would encourage more teenage ridership.	Support
OT	Well for kids like me daughter who have late birthdays. My child will be 18 and still attending high school and still commuting	Support
OT	That's a GREAT benefit for our kids and our families.	Support
OT	Fabuloso (Fabulous)	Support
OT	We can take Bart go any where	Support
OT	This change would be great, since my whole family ride bart and commute could be very expensive	Support
OT	I would love to have the clipper card for any option. The paper cards are more challenging for the children.	Support
OT	It would reduce the monthly transportation cost of my High School Student	Support

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**Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?**

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OT	希望提供更多的优惠给高中生，鼓励他们使用公共交通工具。这样也降低他们开车造成的环境污染和交通事故。(I hope to provide more benefits to high school students, encouraging them to use public transport. This also reduces environmental pollution caused by their driving and traffic accidents.)	Support
OT	Not having to enroll at a school is a great idea. It simplifies things, and my children could use BART at a discount for non-school events, such as hanging out with friends from school on the weekend. Also, for a family with four children, it is too expensive to consider BART over driving, unless there is a discount. All these years, I didn't even realize there as a youth discount of 62.5%!	Support
OT	All of these discounts help so much in school commutes, any discount is great!	Support
OT	I like the idea of discounts for teens unrelated to school--it would encourage them to use BART for travel on weekends and summer.	Support
OT	An increase in the Bart discount for 13-17 year olds would certainly help my family. My kids live in the East Bay and have to commute at odd hours for school related activities	Support
OT	Any discount 50% or more for youth ages 13-17 would be much more convenient than purchasing discounted tickets at school and more equitable for youth and families trying to cut down on auto transportation into SF	Support
OT	Making the rides more affordable allows my son to build independence. He currently rides BART to Daly City for martial arts classes. The more affordable, the more likely other youth will be on the trains, making is a more welcoming and comfortable environment.	Support
OT	Our home is pretty far away from their school. It's convenient for children to take the Bart and it's convenient for us. The discount will help a lot.	Support
OT	Thes changes will be economical to my situation	Support

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OT	If it were less expensive for my kids to ride BART, we would likely try to do so much more often. I see in my older daughter that as she has gotten more experience with BART and more comfortable riding it, she chooses to do so increasingly often too, which I imagine will be a life-long skill and habit for her. Two things would be quite helpful for training kids, and family, to use BART more: 1) To actually have HOW TO USE BART classes... which you would have to tie to something really fun - like free iceskating in downtown SF or a discount day at the Exploratorium, or free donuts or..... 2) To publicize how safely to cut down on the noise on BART as this is the thing my kids dislike most about riding BART. Ear plugs seem like they would be dangerous in terms of being aware of ones surroundings, but ignoring the noise issue is miserable. How about BART doing some experimenting and then publicizing which earplugs lessen the noise though still allowing for awareness of surrounding sounds? Thanks for asking.	Support
OT	I think all the discount programs would work well for my family.	Support
OT	Just came back from Austria-where children ride free on weekends, and big discount on weekdays. Nice.	Support
OT	Its Okay I guess.	Support
OT	The discount would help me and my school out.	Support
OT	H would help my school to be able to buy BART tickets.	Support
OT	To encourage young people to ride BART is highly important.	Support
OT	I think I would og on BART more. It would be better	Support
BCD	It would impact me a lot. I rely on bart for a lot of things especially for school. It would be nice to have a 50% discount for me.	Support
BCD	Make participants students no just any youth	Support
BCD	I am a student that takes Bart everyday to, and from school, it would really be appreciated if prices were lowered for youth from 5-17.	Support
BCD	I strongly feel that it is appropriate to give our youth a discount on expenses in general, because children are costly. Also, most youth I see riding BART have a strong necessity for it to get to school or for education (field trips), so I feel it is strongly necessary to make it accessible to them at a reasonable rate. Thank you for taking my opinion into account.	Support
BCD	These changes could impact me because I have children over 5 years old.	Support
BCD	Considering how expensive things are nowa days I think it's best to let the youth save some money on transportation.	Support

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BCD	It will get me to pay more	Support
BCD	My children take Bart to school at 50% discount.	Support
BCD	tremendously... I feel for school children because I have 2 college students who're paying adults each day roundtrip, and that is horrible...	Support
BCD	It may increase my commute to and from work but as long as it's affordable for our youth I'm all in.	Support
BCD	Encouraging young riders for long term ridership.	Support
BCD	Very little impact on me, my kids are young	Support
BCD	Children need to get around and to school. High cost of transportation should not prevent children from getting to school, extracurricular activities or grandma. City already expensive and inaccessible to families. Very few activities for kids.	Support
BCD	I think this is a great idea. I have three teenagers and they catch Bart a lot and it's very expensive for me. I'm a single mom on a fixed budget and sometimes I have to choose what to pay and what doesn't get paid, in order for them to get around in a safer way in Oakland.	Support
BCD	My 3 children would be ablesed to ride at a better discount	Support
BCD	I think it would be great for youth to get these discounts.	Support
BCD	i would save about 150 a much in my kids transportation	Support
BCD	The great majority of kids taking BART to school are probably going to be from working families. We should do what we can to help them	Support
BCD	I favor the maximum discount affordable- for all children.	Support
BCD	Youth age 5-17 should get discount, no matter what.	Support
BCD	It's great that kids get a discount!	Support
BCD	Pienso que es bueno ya que mi hijo viaja a san francisco ala hig school (I think it's good since my son travels to San Francisco to High School.)	Support
BCD	I think ages 5-17 should get 65% discount they are. Still minors and parents are having hard times enough allready. I mean they are not adults yet...	Support
BCD	no impact on me but I approve of all discount programs	Support
BCD	It wouldn't impact me personally, but would have a tremendous impact on low income youths.	Support
BCD	Many students in the Bay Area support themselves and are not able to afford the high rates BART has and lowering the cost of BART trips would help them tremendously. My daughter's friend is only 16 and supports herself. This would be an excellent change on BART's behalf. Thank you!	Support
BCD	Could get discount ticket for my homeschooled daughter	Support

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BCD	It would be less of a burden to take my teenagers to the city on outings.	Support
BCD	This discount is long overdue.	Support
BCD	I think the discounts are very helpful to families with children who rely on BART to travel to school or part-time jobs. These changes would not impact me.	Support
BCD	save money overtime	Support
BCD	Great idea!	Support
BCD	congestion as families who want to travel with kids will find public transportation affordable and efficient (granted our systems continues to advance in infrastructure). This will also instill good travel practices for youth as they will be attuned to the future of public transportation, as they will be riders from a young age.	Support
BCD	That's awesome!	Support
BCD	I feel that the greater discount fo all youth would encourage family travel that would otherwise not be affordable. It would also encourage youth to utilize "greener" options and be environmentally responsible. If it's too expensive, they cannot use it. At these ages, it is most important that they focus on school and not have to worry about transportation costs.	Support
BCD	Doesn't effect me, but youth riders should receive a discount.	Support
BCD	discount	Support
BCD	It's a good idea because some kids need to commute to school and their parents may be struggling to pay their BART fare.	Support
BCD	My daughter is turning 13. I'm in favor of the maximum discount	Support
BCD	Being a working single mother of an 11 year old transportation is costly. We only use public transportation so the most discount would go a long way. This lessen the stress of worrying if you can afford to get your child to school everyday.	Support
BCD	Fair enough	Support
BCD	IT WOULD SAVE ME MONEY AS A PARENT.	Support
BCD	I have one child who would benefit from a youth discount.	Support
BCD	They are helpful to working families.	Support
BCD	It's good for the community if youth fares have a deep discount.	Support

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BCD	grounds. Many parents travel to work 1 1/2-2 hours a day due to good jobs being in the city. This means our children attend schools further away which doesnt always work for drop off and pick up for our children at school. Thus already struggling parents who have very long commutes struggle more because the price to pay for children to attend school closer to parents employment is not affordable which creates further hardships for families, and children without their parents due to long commutes. I experience this personally, and its because it's the best I can do for now, but I work where the money is, but this keeps me from family as i spend 4 hours commuting each day, that's without BART delays. Making BART affordable for children keeps them in school, keeps our families together, provides an alternative to children's school and parents work being extremely far away, it makes the option to utilize BART for entertainment purposes to local attractions more affordable for the whole family, AND more riders = more revenue for BART.	Support
BCD	Youth in Alameda County don't have enough jobs add it isand with most of the homes they come from being on low to no income 62% discount is the better choice until the economy changes for everyone.	Support
BCD	No it doesn't Impact me however students should be eligible for discounts	Support
BCD	Youth discounts helps our family. We commute with our child to school on MUNI every day.	Support
BCD	All good deals.	Support
BCD	Youth discounts are an important program to encourage and develop transit habits.	Support
BCD	life.	Support
BCD	I have a 2-year old. I would love to benefit from the maximum savings, as my baby grows older.	Support
BCD	I would have to give my 17 year old son more money to buy his tickets keep it the same or give youths more of a discount poor low income people need to be able to ride batt	Support
BCD	Good idea to scrap the participating school requirement.	Support
BCD	It would save some kids, students, and also even parents some money because BART right now is honestly getting more expensive.	Support
BCD	Would not affect me. Youth are least able to pay, therefore adults should subsidize their tickets.	Support

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BCD	I find riding Bart is very convenient and save money especially for some one traveling to FD everyday. I have two young boys under 8 yrs old and occasionally take them on Bart just for entertaining purpose, it's very exciting for my older son to get to do that. He finds it fascination and rewarding to get to travel that way vs by car so I believe that it would only be fair if we don't have to pay for fairs for him. It's not like he get to ride that all the time, perhaps once or twice a year. I hope you would take this into consideration and also for other kids, within that age range they are students often are those don't have money, if the parents are wealthy they would be traveling by car not by Bart right?	Support
BCD	I think all options are great because most of the children that ride the bart comes from low socioeconomic families which will be impactful in a positive way.	Support
BCD	I didn't know my one child (age 9 and 14) could ride at a discounted far today! So I will look into this - thank you. This will allow my younger one to ride at a discount longer and include my older child and will likely make us reconsider driving to the city, for example, more often as driving was less expensive if we all pay full fare.	Support
BCD	The youth is our future	Support
BCD	My teens use BART frequently and would use it more with the increased discount.	Support
BCD	This would allow our youths to rely less on cars and be a safer way of transport	Support
BCD	Yes, a Bart discount is necessary for 13-17 year olds, It is too expensive for youth above 12.	Support
BCD	I think these are excellent changes and will help youth discounts.	Support
BCD	I think it's very important to provide youth discount rates, especially because they are students. This would affect me because I have two children ages 11- 14	Support
BCD	I love taking my grandchildren places on BART if prices go up then I may have to start driving places which could end up cheaper then using BART	Support
BCD	I am over the age limit so this will not affect me much. I think it is fair to give children 13-17 some sort if discount.	Support
BCD	Agree with the options, but would have zero impact on me.	Support
BCD	I have 2 children and often drive when we are travelling with our children because the cost becomes prohibitive when it is more than 2 persons. My eldest daughter takes a summer class almost right in front of a BART station- it would reduce a car crossing the bay bridge and contributing to pollution and	Support
BCD	I think it is fair to have a discount for all high schoolers.	Support

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BCD	I think all kids up to age 17 should get a discount but don't feel strongly what it should be. Encourage transit ridership young, and you will have transit riders for life.	Support
BCD	I like the chagnges alot even though i am a adult but i prefer to give the Youth a discount. Well done BART	Support
RT	I think it will be great to have ages 5-18 year old should receive a 62.5% discount. Most young people living within the law have a small amount of money.	Support
RT	My children will be thirteen next year and they will be able to get the discount. And if they attend school in San Francisco it will be a plus.	Support
RT	My children will be thirteen next year and they will be able to get the discount. And if they attend school in San Francisco it will be a plus.	Support
RT	It's a great financial help to us to have a 62.5% discount and it would be great to have this continue.	Support

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Survey*	Comment	Category
OT	More places to buy the discounted cards are needed	Support
OT	What is BART's desired outcome? If it is more ridership then I would say Option C. My daughter would use BART more often if the price was cheaper. Encouraging youth at a young age to use Mass/Public Transit is hopefully more cost effective in the long run.	Support
OT	Should be in line with Muni	Support
OT	These changes would only impact my children if they would sell them at their schools. I feel like they need to be sold at Albany schools.	Support
OT	Might ride Bart more	Support
OT	I strongly encourage/support a 62.5% discount for all Youth. It would definitely increase ridership.	Support
OT	Option C would be the BEST option for our household. My child would take BART more often, rather than I drive him or he find someone else who can give him a lift.	Support
OT	1) I never knew that 5 & under was free. 2) If our youth clipper card ever shows up in the mail, we would use it. I've already paid full price for everything my child has done on BART. 3) I'm mildly concerned about needing supervision during periods when large crowds of youth are on BART. Not worried about the little ones. More worried about the after-school crowds. We had issues with after-school high school kids in our neighborhood committing crimes and disrupting traffic. 4) I would be more encouraged to use BART as opposed to driving if my child gets a discount. As it is, it's been more cost-effective for me to drive everywhere with her.	Support
OT	The current age limit of 12 yrs is not very helpful as kids age 13-18 are the ones who really need to take BART to school	Support
OT	By not having to enroll at participating school hopefully easier to get tickets via store or at Bart stations and not be restricted to 4 a month which is just short of need based on 5 days a week round trip	Support
OT	Please EXTEND DISCOUNT THROUGH AGE 18. Most high school students who take BART will be 18 during all or most of their senior year of high school, and could use the discount in their first year out of high school anyway.	Support
OT	College students should have discount as well	Support
OT	This should extend to Youth clipper cards.	Support

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Survey*	Comment	Category
OT	Any small saving is a great help, but instead of setting an age limit I would like to see a exception for children 18 and over still attending high school.	Support
OT	Youth should get a discount riding BART. Hopefully, by giving discounts to youth, it will not impact significantly to regular riders.	Support
OT	some high school students taking BART become 18 and should still be eligible for discounted rates until school year is completed.	Support
OT	I believe the changes would help but it need to apply to bart tickets and to clipper card. I also believe that it would help family with more than one child in school economically.	Support
OT	One discount, make it simple.	Support
OT	Extend to 18 for Option A	Support
OT	These would change things for my child on a more mild scale. However, possible changes to the bus schedule, and bus prices would be more beneficial.	Support
OT	I would appreciate having less hassle involved in acquiring our student's discounted tickets. Now, getting tickets through the school means that our student ends up paying full adult fares more than a dozen times per year because of timing issues (only one request per month, etc). When the tickets don't work, it is very hard to get them replaced and we are, again, left without a discounted ticket until the next month's request. Having a flat discount for all youths would be much better for riders.	Support
OT	the simpler the better	Support
OT	I don't care for the cut-off age--my daughter will turn 18 during 12 of her senior year of high school. This would leave us paying full fare for the entire second half of the school year. That's a hefty price tag!! Why not tie it to being fully enrolled and attending school?	Support
OT	It is not fair for the 5-12 demographic to receive more of a discount on BART tickets because the older demographic uses the public transportation system more often, in fact they probably rely on it more than the younger age group. The 12-17 year olds can use the BART ticket more often to get to school, to work, faster and more efficiently. They work harder and deserve better compensation. That is not to say that the younger children should lose their discount.	Support
OT	The big issue for us is the delay from when we send in money for BART tickets and when we get them - usually more than 30 days	Support

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Survey*	Comment	Category
OT	Families are already very stretched in the Bay Area. IMHO all public transportation should be free for all youth until age 18.	Support
OT	It would be ery nice if the discounted tickets were to use on any bart traveling by the youth, not only to and from school as is now	Support
OT	I think the discount should include 18 year olds since my son commutes to San Francisco from the East Bay and he will turn 18 early in his senior year. I think the discount should apply to all high school students. Also providing a discount to all teens would promote use of public transportation and potentially cut down on car traffic and emissions if parents don't need to drive their kids around as much. Also it's not clear to me how kids get a bart discount (ages 6-12) I've never seen that as an option when buying bart tickets for my family for the past ten years.	Support
OT	I THINK ALL OPTIONS ARE WORKABLE FOR ME AND MY FAMILY. I WOULD PREFER HOWEVER THAT THE AGE BE 18 YEARS OLD, CONSIDERING STUDENTS ARE STILL GOING TO HIGH SCHOOL AT THIS AGE.	Support
OT	if we could purchase discounted tickets in small amounts that would be great--he doesn't need a clipper card yet because her rides with us--but he'll likely be riding alone by next year	Support
OT	Would be great if you could buy discounted tickets at any bart station, not just only designated stations.	Support
OT	Extend to 18.	Support
OT	It all depends on the budget of BART, but the higher the discount is, the better for our kids.	Support
OT	it would make it a lot easier for my son to afford traveling from home to school and school to home because of rates being so high for muni it's only fair that Bart stay in a range that we can afford discounts are important, for children and seniors and low income families.	Support
OT	I believe that BART will be competing with AC transit. If you want BART ridership to continue you will need to compete with a free ride on AC transit.	Support
OT	We currently purchase tickets at our sons school but I have noticed that other countries and cities have the option to buy discounted Youth tickets at the station. When not purchasing at the school, it is quite difficult to find a location (stores etc) that actually sell the discounted tickets AND have them in stock. It involves a lot of phone calls and leg work, and half the time the stores that are supposed to have youth tickets say that they are out of them.	Support

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Survey*	Comment	Category
OT	Youth 5-12 should have 50% discount and 13-17 should have 62.5% as they use Bart more often and parents cannot afford it.	Support
OT	Simplify with 50% across the board. That makes it clearer for the consumer. Also make it so we do not have to buy them at school. That is hardship for families who have kids at schools that are not providing that service.	Support
OT	Option C would only make sense.	Support
OT	My kids need this subsidized fare or their ability to get education in SF is at risk. Please consider the individual burden on families when you increase cost of transportation. The burden should be a tax that goes to businesses so they can pay their fare share. We the people are out of gas. Thank you.	Support
OT	One child would get a discount who doesn't currently. Under B and C both would get more discounts.	Support
OT	Options A and C will be easiest for users and will require less administrative over head and maintenance costs	Support
OT	There should be a discount for all older youth even if they don't attend the participating schools.	Support
OT	I have a daughter riding on bart every day using the student 50% discount. If that discount became 62.5%, it would be much cheaper. Also, we have a son who does not take bart very often but if this rule was changed by 2017, then he would also be beginning to ride bart every day.	Support
OT	It would be helpful if BART allowed a "youth discount" ticket to be added to a Clipper Card. Currently my child uses her youth Clipper Card for all other transit, and her student discount BART ticket for BART.	Support
OT	As a single mother having the ability to purchase a discounted ticket for my son has freed up money for purchasing food. I believe the program should only be extended to unified school district schools not private or Catholic schools.	Support
OT	I'd consider allowing my child to travel on Bart if these changes are implemented.	Support

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Survey*	Comment	Category
OT	I was unaware that I could buy BART passes thru my child's school. My daughter claims the youth pass on the Clipper card doesn't work, & BART charges her the full fare. So, A or B or C would all help me-now. But I'm concerned re the (long-term ) cost to BART, & the increased fares everyone else (without kids) would have to pay for this. The discount should apply as long as kids are in grades K-12, no matter where they go to school.	Support
OT	I think is great that getting discount to all high school student before they have graduated that the discount can stop except the age problem.	Support
OT	Why cant students get free fairs in bart like we do in muni clippers? Some students live far amd need bart and sometimes cant afford it	Support
OT	I think it's best to keep the discount the same for all kids.	Support
OT	OPTION B seems more confusing and more difficult to implement. I'm not concerned about the impact of any of these on our family.	Support
OT	Please consider upper limit of 18 as many high school seniors reach 18 during that year.	Support
OT	I think it's fair to have 1/2 price for all. I know budget is an issue.	Support
OT	Presumably, the fares for "regular" BART riders such as myself (daily commuter Oakland-SF and back) would be increased to subsidize any increased costs for making BART cheaper for young riders. That hardly seems fair to me, although I support youth discounts. How about using administrators' salaries to offset your projected costs, instead of MY BART fares? Since I pay the same as people who take up extra space with their non-paying bicycles, and since I never get a seat on a train anymore, it's not fair to raise MY fare!	Support
OT	I think a discount should apply through the age of 25 so long as they are fully enrolled in school carrying a full load of classes. This would help my family as I am a single mother try ing to put two kids through school. They can't afford an apartment in SF so they will have to bart to SF state	Support
OT	please reduce the amount for over the age of 13 years old its hard times for everyone. gas and bart fair its hard.....i already commute....	Support
OT	Need it to be through age 18 while still in high school. I am okay with the program being for teen age kids in participating schools only if needed to extend the age a year.	Support

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Survey*	Comment	Category
OT	Maintaining a discount would be very helpful. If BART can afford to give all youth a discount that would be great, as long as they can afford it and services wouldn't be affected. A senior ticket would be great also.	Support
OT	The discount should be available for students enrolled in high school even if they are 18. Our student will turn 18 in junior year and should still be able to receive discounted tickets for travel to and from school.	Support
OT	<p>I think the emphasis should be getting the children back and forth to school. The comment above about "Enrollement at a participating school would not be required" makes it sound as if this plan is almost geared somewhat like the SF MUNI one which tries to give student age youths a pass on MUNI fares entirely. I think this is mid-guided and the key is to get the children back and forth to school, not just have them ride MUNI at will, with some of them up to no good and being hooligans.</p> <p>If on the other hand, this comment is an attempt to open up the discounted program to students who are at schools where they cannot buy the discounted BART passes, then I would applaud that.</p> <p>I hope you'll keep the discount the same for all children up to the age of 18. It's a big help and our son is autistic and with all his associated bills, it's impossible to stay above water.</p>	Support
OT	We do not wish that youth discounts will cause Adult prices to be raised.	Support
OT	Like not having to enroll at school. Make it a simple aged based tied to the Clipper so it is easy to use.	Support
OT	Youth Clipper is the best way to keep the youth participation for us. Purchasing tickets at school is difficult most times.	Support
OT	Youth Discounts should be the same for all youth's till the age of 18 years old	Support
OT	Cut-off age should be 18 to accommodate seniors in high school who would reach the age of 18 before graduation.	Support
OT	System needs to be simplified. It's confusing to have two sets of rules. Always, always: keep it simple.	Support

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Survey*	Comment	Category
OT	Our school places their BART ticket order once a month - they do not have tickets on hand to sell. There is often a delay in ordering tickets/receiving them, etc. During this time, my child pays full price on her clipper card. It would be nice to just have the information of verified students linked to their clipper cards to receive the discount. Thanks.	Support
OT	I being a daily M-F BART rider myself, i know this will of course impact me by raising my fare. Unfortunately, i make too much to qualify for any assistance w/ Financial Aid for my daughter's education, yet don't make enough to buy a home. With this kind of discount, this is about the only thing that will work in our favor.	Support
OT	I don't understand why ages 5-12 would be cheaper at 62.5% when they would most likely need an adult to be with them. As for the 13-17 years old youth would probably use it more frequently. I'm for having 13-17 age youth get the bigger discount.	Support
OT	I like all of these options, as it appears my child could ride at a discount during all times. As it is now, she can only ride with her orange ticket back and forth to school and otherwise gets no discount. ALSO, Please continue to include the feature of the orange ticket that allows for a ride to be completed without adding fare at the end station if they do not have enough. Otherwise, many kids would be stranded and you might see an increase in gate hopping.	Support
OT	Should extend the cut-off age to 18.	Support
OT	We need to do whatever we can to ensure that kids attend middle and high schools, so it does not make sense to reduce the discount when the kids are 13 years old.	Support
OT	It's a hassle to register at the school. Why not have a youth clipper card which verifies the age of the student once, and then they can use it until they are 18. (AC Transit does this.)	Support
OT	I think option A is the best because it seems a fair discount and it would cause the least annual income increase.	Support
OT	I think it is more fair to offer the discount to all youth and it makes sense to keep it simple at the same rate for all ages. My 17 year old son uses BART for a job but does not currently get a discount while his 14 year old brother who uses it for school does get a discount. This would make it more affordable to use BART for a job more often. Kids make minimum wage.	Support

## Appendix C. Survey Comments

Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Category
OT	<p>1. While my family would not be hurt if you lowered the discount for ages 5-12 to 50%, many people would be and I hope you do not choose that route.</p> <p>2. We really appreciate the 50% discount for ages 13-17 and while we don't feel the need to see an increased discount for this age group, it would be great to have the 50% discount extend to age 18. Most 18-year-olds are high school seniors. While our family is not hurting for money, many families are, and to the extent that BART can subsidize high school senior's BART fare, those students can focus more on their studies, increasing the likelihood they will stay in school and go to college, which is good for our whole society and definitely worth investing in.</p> <p>3. It would be great to have the student discount appear automatically on my child's clipper card, rather than having to remember to bring in exact change to buy a new paper ticket from the front desk at school every couple of weeks.</p>	Support
OT	I do believe the cutoff should be 18, as most seniors turn 18 in their last year of school. And, option C, ideally.	Support
OT	Those between the ages of 13-17 should receive the same discounts as 5-12 since their coming responsibility calls for money as well.	Support
OT	Option C is a preference because BART has become very expensive and a 62.5% is a lot better than 50%	Support
OT	It's perfect options C that youth 5-17 receive 62.5%.	Support
OT	I think the cut off age should be 18 years of age.	Support
OT	Option B sucks.	Support
OT	I like to buy tickets through school it is convenient. Discount tickets can only be bought at certain stations at specific times. It should be there easy to buy just like at school.	Support
OT	We would ride BART more especially if administration for the youth rider is super easy and fast.	Support
BCD	Clipper card discount 64 for \$60. or 48 to 45 should also apply on clipper cards. More discount for commuter like me.	Support
BCD	It could be less expensive	Support

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Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Category
BCD	they are a big impact because of type of program we run which is a runaway homeless youth shelter for youth 13 to 17, that would help our budget because we are non-profit organization	Support
BCD	I have 6 children and one is currently in the 13-17 range. They are homeschooled and he does not currently qualify for the discount even though I pay property taxes to support schools and BART like everyone else. It only seems fair to offer all youth a discounted ticket price. I would prefer a monthly pass option however. For both youth and adults.	Support
BCD	I have 3 children and we all ride BART occasionally when we do trips to the city. If children rates go up, I would be less likely to use BART for these trips since the cost of BART would not be better than the convenience of parking in the city.	Support
BCD	As a university student, it would be great to have some sort of discount for the 18-24 set as well.	Support
BCD	I think there are a lot of administrative and operational opportunities for improvement in efficiencies that Bart can use to not just fund this youth program but for all riders. Perhaps examining the current incentives (or lack thereof) to drive these improvements is a good place to start.	Support
BCD	Seems like it'd be best to keep the discount the same for everyone.	Support
BCD	If I had to pay the in crease for my 6 year old it would cause a hardship	Support
BCD	These would not impact me, but I think that BART should focus more on tending to college student discounts 17+ versus these options.	Support
BCD	Those enrolled and with record of attending school regularly would receive the max discount	Support
BCD	It should be 50% off the price for all students.	Support
BCD	Youth discounts shoud be allowed, but not excessively. Very generous discounts negatively affect seniors, disabled, etc.	Support
BCD	It needs to be accessible via clipper. Right now the 12-17 yr old discount is only with the orange cards, bought at school. But there's no "autoload" feature, orange cards wind up in the washer & ruined, \$1.50 leftover is money thrown away. So whatever you can do to make the 12-17 yr old discount available *via clipper* is the key.	Support
BCD	I like the simplest and cheapest solution, as a taxpayer and BART passenger who will presumably be paying for this. But I think you should weigh the votes of people who actually use the additional discount for ages 5-12 more than my feedback.	Support

## Appendix C. Survey Comments

Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Category
BCD	25-35% discount should be applicable.	Support
BCD	I think one simple solution would work best, hence Option A. My younger son is 15 and would benefit from this greatly.	Support
BCD	Option A is easy and cost less	Support
BCD	Personally, I think BART should be free for all youth 0 to 12 years of age, and free for any child under the age of 18 durring the school year while classes are in session.	Support
BCD	I believe that these are very important especially when you have such limited public transportation options and that the Bay Area is a very integrated metropolitan area. I also think that discounts should be applied to College students, since most students are low on funds to have a car and public transportation can take out a huge portion of their income.	Support
BCD	Give all riders discount	Support
BCD	Kids need to be able to ride mass transit with little cost. If it could be free for them, that would be ideal. But it can't.	Support
BCD	I would like low income youth (13-17) to receive a 62.5% discount if they qualify for financial aid. Many low income families depend on BART for travel and bay area living has become increasingly expensive for low income families to survive.	Support
BCD	The problem is that to take advantage of any of these, you have to out of your way to get a prepaid card. Usually, our 14 year old just pays the adult prices, which are ASTRONOMICAL as it is.	Support
BCD	I would have to pay more at any option but children of all ages should get an affordable discounted rate.	Support
BCD	This does not apply to me at all because I am currently a college student. I wish there was a discount program for college students as well.	Support
BCD	Changing the fair to one standard cost will decrease the need for monitoring, tickets, etc. it will make BART more user friendly to the next generation and more cost effective for struggling families.	Support
BCD	I only have one child who could benefit from this and does not ride BART. Majority of the riders that I see do not fall into this category and not sure if the increase in fare to everyone else is fair	Support

## Appendix C. Survey Comments

Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Catego
BCD	Youth tend to create more issues with bart, including bringing on food, leaving garbage, etc. therefore it probably costs more to clean up for youth vs for adults. Discounts should only be given if passes/multiple tickets are purchased, not for one-offs.	Support
BCD	I think 50% off for youth ages 5-17 is great because it is an equal amount across the age range.	Support
BCD	Could Bart establish a quick course in courtesy as a requirement for the discount? Basic manners and respect for adults/authority has declined significantly. Bart could do school visits, or designate stations, like "August is Bart courtesy month @ X station" something like that	Support
BCD	I think college students should also be able to receive a discount since it's not easy getting from place to place when you're a broke college student.	Support
BCD	All children under the age of 18 should receive a full discount.	Support
BCD	There should be verification of qualifications	Support
BCD	Having it all the same by age is easy	Support
BCD	not personally impacted but think school participation should be required	Support
BCD	I thinks it's fair to have less of a discount for 13-17 year olds. One has to cover costs somehow.	Support
BCD	The above proposed option B is an excellent idea.	Support
BCD	All youth should get the same discount to eliminate resorting to unlawful activity. Remove the incentive to fraud BART	Support
BCD	As children between up to the age of 12 need to be accompanied by an adult I think there should be a discount. As for those 16 and older, I believe they should pay full price. Between the ages of 12 and 16, I can see both sides of that argument.	Support
BCD	I would like this option only if you are not going to increase regular fares and the regular fares as it are very expensive for a common man.	Support
BCD	Seems option B is to keep program the same.but i do think the enrollment in school should be maintained for 13-17 yrs	Support
BCD	extend it to age 18	Support
BCD	I am happy with and appreciate the 2-tiered discount program already in place. You do not need to change it to a 62.5% discount for ALL youth. I have one child aged 5-12 and another child aged 13-17.	Support
BCD	The smartest solution would be the simplest solution.	Support

## Appendix C. Survey Comments

Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Category
BCD	during the school year give them a discount, winter, spring, and summer break they don't need a discount	Support
BCD	I believe that older teens don't need the discount as much as the younger children do.	Support
BCD	BART 5 days a week and as a teacher with two school age children, it takes a big chunk out of my paycheck.	Support
BCD	I get the student discount, but I'm not a fan of making across the board discounts for all 5-17 year olds.	Support
BCD	Not sure how you would effectively enforce the variation in discounts by age, especially if you aren't requiring age verification. Might as well budget for the higher amount or just make it 50% off for all ages.	Support
BCD	Right now, it is free for our kids to ride SF muni. This has often impacted our decision to take public transportation in the city instead of drive. BART discount programs likely have similar impacts.	Support
BCD	Ages 5-12 60% Ages 13-24 50% don't forget about college students	Support
BCD	It would make life alot better for the people that dont have a car	Support
BCD	I have small children. I would prefer deeper discounts applied at off peak times only. Basically you need to provide a good reason why i should take the entire family on the train into city on the weekend, compared to cost of may bridge and parking. I suspect in this case that you may actually improve utilization and improve economics for Bart. Primary need for discounts for peak hours is for 16-23 year olds. I see no reason to restrict to minors as finances of independent adults have at least the same level of need as children.	Support
BCD	50% for 5 - 17 makes the most sense. Option B seems like it would generate extra work for age verification. Option C is too costly.	Support
BCD	Option B excellent!!! I believe that school youth is entitled to a discount	Support
BCD	Simplify to 50% off for youths, and save a little money in the process.	Support
BCD	These discounts will altimately result in higher Bart tickets for adults in the long run, therefore the least expensive option(A) is plausible.	Support
BCD	All youth should receive the same discount - I think 50% is more than fair	Support
BCD	Discounts should be offered to students in college as well.	Support

## Appendix C. Survey Comments

Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

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Survey*	Comment	Category
BCD	I believe there should be a similar discount for college students as well . I ride Bart weekly and have to pay 14.40 round trip everytime I ride , additional to paying for gas to be able to make it to Bart . Keep in mind , this is all used from the small budget that I have as a college student . A college student discount would absolutely be very helpful ! Thank you !	Support
BCD	There are too many struggling students in Middle School and High School, reducing the discount they currently receive would be yet, another thing they have to worry about, apart from getting to school on time and safely.	Support
BCD	Clipper cards for students are only provided with in certain locations not convenient to all. Please make it available thru all bart agents in all locations.	Support
BCD	62.5 is hard to calculate, 50 makes much more sense	Support
BCD	Kids should be free until 18 years of age. I have two children, and I started riding Muni for 5 cents per ride. Keeping public transportation options extremely cheap or free for children may help to keep them as lifetime adopters of the public system.	Support
BCD	The current cut-off to age 12 makes no sense. It's not fair that tweens and teens pay the same as adults.	Support
BCD	Being a bart rider adult is hard but having to be a parent is harder so youth deserve it.	Support
BCD	I did not know a discount existed and I have small children. My question is how do you implement this and ensure compliance?	Support
BCD	I do plan on taking my kids on BART more. I always forget about youth ticket options - better signage about which ever choice will be important.	Support
BCD	Some children can be taller or appearing older due to puberty changes. I believe the discount should be streamlined with no age variation.	Support

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Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

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Survey*	Comment	Category
BCD	My only concern is that you state that it would cost you 4.7 million. I strongly disagree with the way it worded. It would not cost you anything in reality. You just would not make that profit or bring in that income. I feel that is if it were to cost Bart money. It means Bart would take up that cost and pay for the difference in the full fare price. So in reality. It dose not cost bar anything. You just don't bring in that revenue which is not the same. Also kids between 13 and 17 really don't bring in a income so. There are enough adult bart riders that commute on a daly basis that that brings in the revenue need to run Bart. That fact that Bart asks for public funds for projects an then raises fare is bothersome. I'm only ok with a fare increase if Bart uses it's own money to find is projects. It's the cost of doing business	Support
BCD	It would be nice for all kids to 17 get the discount, not just those from select, participating schools!	Support
BCD	Youth ridership should be FREE of charge up to the age of 17 or 18. The future are our childrens.	Support
RT	I believe we should all pay neough taxes so transit is free for all people. Good for economy + ecology.	Support

## Appendix C. Survey Comments

Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Category
OT	If it means that our adult fares will go way up, I do not think we should spend so much money making kid fares cheaper. It is very expensive already for working people to get to our jobs.	Don't S
OT	No creo que necesitan tener descuentos para los niños. (I don't think you need to have a discount for kids. )	Don't S
OT	May cause future increases	Don't S
BCD	that BART is delayed due to equipment problem. 62.5% is a lot of discount BART cannot continue to afford.	Don't S
BCD	Why subsidize youth costs in the first place? How would you enforce this? No one checks tickets on the trains... and I don't even know if I can buy a youth pass at the kiosk. A youth clipper could be too easily abused. One price for all seems more workable since BART has funding shortages to start with.	Don't S
BCD	I nor anyone in my family utilize this benefit. I DO, however, ride BART regularly and pay for parking, which I think is nuts.	Don't S
BCD	I cannot afford anymore increases for bart fares and parking. This is just going to worsen things for those of us that work.	Don't S
BCD	This is unenforceable. Make all fares the same price and discount it by the cost required to enforce this alternative pricing scheme.	Don't S
BCD	Prefer the one price to save costs	Don't S
BCD	The number one priority for Bart should be getting enough trains running so that people can ride in reasonable comfort. I don't really understand the logic of having different policies based on the age of the child.	Don't S
BCD	With the current budget cuts and poor quality service, BART can not afford to discount any services. These student discount tickets are resold and used by those not entitled. If the program continues a student card should be required before use.	Don't S
BCD	I think it is fine as is and I don't want to take advantage of the state's money.	Don't S
BCD		Don't S
BCD	I believe all options are rather poor choices, however, what would these changes COST to implement?	Don't S
BCD	I agree the the cut off age 17	Don't S

## Appendix C. Survey Comments

Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Category
BCD	Increase cost of bart is not a good news. Our salary from work does not increase as fast as BART rate increase.	Don't S
BCD	I feel this change would over crowd an already crowded system. Leave it as it is. If they want to ride 13 to 17 year olds should pay the going rate, same as anyone else.	Don't S
BCD	BART should strive to keep both operating costs and ticket prices low. I don't think the proposed changes are necessary and would just increase operating costs and drive higher fares for adults.	Don't S
BCD	Increased ridership to already crowded trains.	Don't S
BCD	Ridership is already high and not enough trains.	Don't S
BCD	I feel since the majority of the riders are adults the youth discount should remain the same. It has no impact on me.	Don't S
BCD	No discounts please	Don't S
BCD	Maybe the 50% youth discount is to big of a discount!	Don't S
BCD	At present ,many business going on loss.So you can not sacrifice the revenue to benefit somebody.	Don't S
BCD	I think the current fares are ideal. Especially if the increased cost burden would be made up through current ridership.	Don't S
BCD	Not too much. Kids get money to buy tickets from their parents anyhow and unless with their families, children aret as likely to ride bart on their own under age 13. It may just be worth saving money for other budget uses	Don't S
RT	I think the way the tickets are discounted now is fine, and any potential changes probably wont have a great impact on me personally.	Don't S

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Survey*	Comment	Category
OT	None at this time.	Miscel
OT	I think we need to have an alert system when a discount ticket is being used. Basically I feel that most people are honest, but there are few that knows how to take advantage of discount ticket when they might be eligible.	Miscel
OT	N/A	Miscel
OT	n/a	Miscel
OT	none	Miscel
OT	Because my kids don't ride BART often, I forget about these discounts.	Miscel
OT	Parents generally support their kids whether they are 5 or 15. And they eat more when they get bigger, and their clothes cost more, too.	Miscel
OT	Thank you	Miscel
OT	no comment	Miscel
OT	No yet	Miscel
OT	None	Miscel
OT	I have no opinion on this possible change	Miscel
OT	Na	Miscel
OT	None.	Miscel
OT	No	Miscel
OT	How do you purchase the youth discount tickets?	Miscel
OT	Our student does not have the option of riding BART to school. BART rides are taken when visiting cities away from home.	Miscel
OT	No impact for our family because children are 18	Miscel
OT	No	Miscel
OT	NA	Miscel
OT	Well, I haven't ridden bart in awhile, but during the last 2 years the cost of taking bart was quite pricy, as I took bart from SF to Berkeley, and back again every day.	Miscel
OT	afasd	Miscel
OT	ticket?	Miscel
OT	No, I don't know how it will change because I don't take BART	Miscel

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Survey*	Comment	Category
OT	No, I have no questions	Miscel
OT	How long would this discount start?	Miscel
OT	No	Miscel
OT	No I do not have question	Miscel
OT	No	Miscel
OT	Will this work for Clipper Cards?	Miscel
OT	Not Really	Miscel
OT	I think BART should be cheaper, for example from Collesium Bart to Fruitvale Bart is \$1.75 and I think that it should be \$1.	Miscel
OT	No	Miscel
OT	No! No questions.	Miscel
OT	No	Miscel
OT	It is extremely expensive to ride BART daily for students. It is very hard on the family to afford even the orange tickets-food or BART.	Miscel
OT	Nope	Miscel
OT	Nope	Miscel
OT	Nope	Miscel
OT	I love BART	Miscel
BCD	Any discounts for work commuters?	Miscel
BCD	I have three kids ages 2, 6 and 8.	Miscel
BCD	Unaware of the current discount, and not aware of where and how to buy tickets. Little to no impact, as my children don't ride often.	Miscel
BCD	Maybe, I don't know. Thank you.	Miscel
BCD	I have a 16 y.o.	Miscel
BCD	The youth fare would not effect me.	Miscel
BCD	Not at all	Miscel
BCD	They would not impact me.	Miscel
BCD	Would not impact my household at all....	Miscel

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Q19. Do you have any comments about these options? How would these potential changes impact you, if at all?

\*OT = Orange Ticket Survey; BCD = BART Customer Database Survey; RT = Red Ticket Retail Location Survey

Survey*	Comment	Catego
BCD	Survey creators should provide additional context for the cost of these changes. What is the total annual cost and revenue of the BART program?	Miscel
BCD	Mimimal	Miscel
BCD	They would not impact me much as my daughter only rides Bart occasionally and I always pay full fare for her.	Miscel
BCD	Not much	Miscel
BCD	Will BART fare increase?	Miscel
BCD	How about students who are attending college pass age 18. What type of discount would be extended to them? Doesn't impact at this moment but will in the next couple of years	Miscel
BCD	None of my child uses BART, so no impact	Miscel
BCD	Faster and nice ride	Miscel
BCD	what about muni and bart youth pass, will that get affected? Like for me I have a Bart Plus which allows me to take BART and MUNI using the same monthly clipper card, no extra charge. Will you be doing something like that for my middle schooler that would require both muni and bart transportation?	Miscel
BCD	I have a child age 8	Miscel
BCD	I hate it when people think it's okay to smoke drugs on the Bart with children in front of them.	Miscel
BCD	This wouldn't really impact me as I take Bart for work and not for my kids schooling.	Miscel
BCD	Barely any impact to me.	Miscel
BCD	Some what	Miscel
BCD	I don't have any comments but I don't know if my opinion would even matter but i just feel like I'm paying so much every day when I purchase roundtrip tickets... I wish it was cheaper	Miscel
BCD	I would consider the safety for youth more highly if their presence rises on BART.	Miscel
BCD	The adult fee would probably increase.	Miscel
BCD	I take bart everyday to work and drop my kids off	Miscel
BCD	My older kids would be eligible for a discount	Miscel
BCD	These won't really impact me tht much.	Miscel
BCD	It would not impact me	Miscel

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Survey*	Comment	Category
BCD	You should not extend it after age 17. If you would have the station agents do their job and watch the passengers who come out of the elevators and don't pay or go through the gates without using a ticket Bart could probably recoup some of this amount	Miscel
BCD	I wonder if you could keep current rates but have a very heavily discounted rate for field trips.	Miscel
BCD	It would help to understand how BART is calculating the estimated costs. Do those represent lost revenue compared to full fare or what?	Miscel
BCD	No.	Miscel
RT	I think my child should be able to get tickets from school. Its annoying ot goto a station and wait in long lines at Civic Center station for more then 10minutes.	Miscel



Appendix 10c:

Transit Operations Facility Title VI Siting Analysis  
and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,791st Meeting  
June 22, 2017

A regular meeting of the Board of Directors was held June 22, 2017, convening at 9:03 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Saltzman presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman.

Absent: None.

Director Simon introduced and welcomed her daughter, Amina Miller Ortiz.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of June 8, 2017 (Regular and Special).
2. Award of Invitation for Bid No. 9026, Fujitec Escalator Step Assemblies.
3. Award of Contract No. 15NL-130, Pleasant Hill Parking Structure Elevator Modernization.

Director Dufty made the following motions as a unit. Director Keller seconded the motions, which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes - 0.

1. That the Minutes of the Meetings of June 8, 2017, (Regular and Special), be approved.
2. That the General Manager be authorized to execute award Invitation for Bid No. 9026, for the purchase of Fujitec escalator step assemblies, to Precision Escalator, in the amount of \$765,000.00, pursuant to notification to be issued by the General Manager.

(The foregoing motion was made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

3. That the General Manager be authorized to award Contract No. 15NL-130, Pleasant Hill Parking Structure Elevator Modernization, to Ascent Elevator Services Inc., for the Bid Price of \$1,566,000.00, pursuant to

notification to be issued by the General Manager, and subject to the District's protest procedures.

President Saltzman called for Public Comment. The following individuals addressed the Board.

Larry Reid  
Aleta Dupree  
Doug Bloch  
Denise Tatum  
John Bartee  
Adolf Felix

Director McPartland, Chairperson of the Administration, Workforce, and Legislation Committee, had no report.

Director Josefowitz, Chairperson of the Finance, Budget, and Bond Oversight Committee, brought the matter of Fiscal Year 2018 Fare Modifications before the Board. Mr. Carter Mau, Assistant General Manager, Administration and Budgets; and Ms. Pamela Herhold, Department Manager, Financial Planning; presented the item.

The following individuals addressed the Board.

Aleta Dupree  
Clarence Fischer  
JP

President Saltzman moved adoption of Resolution No. 5344, In the Matter of Adopting Modified Fare Rates and Charges: Apply a \$0.50 Surcharge to Fares Paid with Magnetic Stripe Paper Tickets; Reduce the Discount for Youth Riders Age 5-12 from 62.5% to 50%; and Provide a New Discount of 50% to Youth Riders Age 13-18. Director Blalock seconded the motion. The item was discussed. The motion carried by unanimous acclamation by the required two-thirds majority. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes - 0.

Director Josefowitz brought the matter of Resolution Approving the Fiscal Year 2018 Annual Budget before the Board.

General Manager Grace Crunican recognized Mr. Robert Umbreit, Department Manager, Budget Department, on the occasion of his final Annual Budget before retirement.

Mr. Mau presented the item. Director Blalock moved adoption of Resolution No. 5345, In the Matter of Approving the Annual Budget for the San Francisco Bay Area Rapid Transit District and Authorizing Expenditures for the Fiscal Year July 1, 2017, to June 30, 2018. President Saltzman seconded the motion.

Director McPartland exited the Meeting.

The item was discussed. The motion carried by unanimous acclamation. Ayes – 8: Directors Allen, Blalock, Dufty, Josefowitz, Keller, Raburn, Simon, and Saltzman. Noes - 0. Absent – 1: Director McPartland.

Director Keller, Chairperson of the Operations and Safety Committee, brought the matter of Resolution Adopting a Safe Transit Policy before the Board.

Director McPartland re-entered the Meeting.

The following individuals addressed the Board.

Olivia Rocha  
Arturo Fernandez  
Aleta Dupree  
Raha Jorjani  
Christian Gutierrez  
Tanhya Cardenas  
Linda Olvera  
Amalia Chamorro  
Tracy Rosenberg  
JP  
Judith Stacey  
William Walker  
Brytanee Brown  
Shasun Sular  
Jess Yang  
Jane Martin  
Mary Lim-Lampe  
Kitzra Isteva  
Malena Mayorga  
John Arantes  
Anjali Mehta  
Saira Hussain  
Yibbi Heras  
Carol Rothman  
Lili Shidovski  
Clarence Fischer  
Idalys Perez  
Oscar Grande  
Bob Allen  
Sydney Gamble  
David Hein  
Margaret Cunningham  
Maria Luisa Figueroa

Director Raburn moved adoption of Resolution No. 5346, In the Matter of Setting a Policy to Most Effectively Use Resources to Ensure Safe and Quality Transportation for All Riders. President Saltzman seconded the motion. The item was discussed. The motion carried by electronic vote. Ayes – 8: Directors Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 1: Director Allen.

Director Keller brought the matter of Proposed Rescission of Ordinance 2016-1 to Prohibit Patrons from Utilizing More Than One Seat during Commute Hours before the Board. The item was discussed.

The following individuals addressed the Board.

William Walker

Aleta Dupree

Discussion continued. President Saltzman moved adoption of Ordinance No. 2017-1, An Ordinance of the San Francisco Bay Area Rapid Transit District Repealing All Enactments Adopted into Law by Ordinance No. 2016-1 which Sought to Prohibit Patrons from Utilizing More than One Seat in a Train during Commute Hours in the Counties of Alameda, Contra Costa, and the City and County of San Francisco, and which Was Duly and Regularly Introduced, Passed, and Adopted by the Board on the 14<sup>th</sup> Day of April, 2016. Director Dufty seconded the motion. Director Blalock made a substitute motion that the vote be deferred for 30 days. Director Keller seconded the substitute motion. Discussion continued. The substitute motion failed by electronic vote. Ayes – 4: Directors Allen, Blalock, Keller, and McPartland. Noes – 5: Directors Dufty, Josefowitz, Raburn, Simon, and Saltzman. President Saltzman returned to the main motion. The motion to adopt Ordinance No. 2017-1 carried by electronic vote. Ayes – 5: Directors Dufty, Josefowitz, Raburn, Simon, and Saltzman. Noes – 4: Directors Allen, Blalock, Keller, and McPartland.

Director Keller requested staff be directed to develop a one ticket/one seat policy pilot program for implementation on the eBART extension upon start-up in May 2018, with the policy to address concerns including potential targeting of certain groups and service delays. Director Blalock seconded the request.

President Saltzman announced that the order of agenda items would be changed.

Director Raburn, Chairperson of the Planning Committee, brought the matter of Dublin / Pleasanton and West Dublin / Pleasanton Stations Parking Strategy, Advance Environmental Activities, and Planning for Multimodal Access Projects before the Board.

The following individuals addressed the Board.

Don Biddle

Melissa Hernandez

Director McPartland moved that the item be continued to a future meeting. Director Blalock seconded the motion. The item was discussed.

Robert Allen addressed the Board.

The motion to continue the item carried by electronic vote. Ayes – 7: Directors Allen, Blalock, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 2: Directors Dufty and Josefowitz.

President Saltzman brought the matter of Proposed Revision to Rules of the Board of Directors, Section 3, Committees, Number and Functions, before the Board, and presented the item. Director Raburn moved that the Board of Directors adopt President Saltzman's revised Standing

Committee proposal for the period of July through November 2017 and ratify the Proposed Standing Committee Appointments. Director Dufty seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes - 0.

President Saltzman announced that the Board would enter into closed session under Item 12-A (Conference with Real Property Negotiator) of the regular Meeting agenda, and that the Board would reconvene in open session upon conclusion of the closed session.

The Board Meeting recessed at 1:10 p.m.

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The Board Meeting reconvened in closed session at 1:22 p.m.

Directors present: Directors Allen, Blalock, Dufty, Keller, Raburn, Simon, and Saltzman.

Absent: None. Directors Josefowitz and McPartland entered the Meeting later.

Director Josefowitz entered the Meeting.

Director McPartland entered the Meeting.

The Board Meeting recessed at 1:35 p.m.

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The Board Meeting reconvened in open session at 1:37 p.m.

Directors present: Directors Allen, Blalock, Dufty, Josefowitz, Raburn, Simon, and Saltzman.

Absent: None. Directors Keller and McPartland entered the Meeting later.

President Saltzman announced that the Board had concluded its closed session and that there were no announcements to be made.

Director Raburn brought the matter of Lake Merritt BART Transit Operations Facility before the Board.

Director McPartland entered the Meeting.

Mr. Val Menotti, Acting Assistant General Manager, Planning, Development, and Construction; Ms. Hannah Lindelof, Principal Planner; and Ms. Seema Parameswaran, Senior Administrative Analyst, presented the Project Update and Title VI Siting Analysis.

Director Keller entered the Meeting.

President Saltzman exited the Meeting and Vice President Raburn assumed the gavel.

The presentation was discussed. Director Blalock moved approval of BART's Transit Operations Facility Title VI Siting Analysis. Director Simon seconded the motion, which carried by unanimous acclamation. Ayes – 8: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, and Simon. Noes – 0. Absent – 1: Director Saltzman.

Vice President Raburn called for the General Manager's Report.

Mr. Paul Oversier, Assistant General Manager, Operations, reported on the service provided for the Warriors' championship parade. General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in, ridership, upcoming events, and outstanding Roll Call for Introductions items. Ms. Crunican reported that the BART team had placed first in the overall competition at the 2017 American Public Transportation Association (APTA) International Rail Rodeo.

Vice President Raburn called for the Controller/Treasurer's Report. Ms. Rosemarie Poblete, Controller/Treasurer, presented the report.

Vice President Raburn brought the matter of 2017 Schedule of Board Meetings before the Board and briefly presented the item.

Vice President Raburn called for Board Member Reports and Roll Call for Introductions.

Director Simon reported she had attended Carnival in San Francisco, the West Oakland Community Advisory Council, and the groundbreaking ceremony at McArthur Commons.

Director Blalock reported he had attended the Alameda County Mayors' Conference in San Leandro and the Mineta Transportation Institute's graduation ceremony.

Director Keller reported he had attended the APTA Rail Conference in Baltimore, Maryland.

Director McPartland reported he had attended two staff briefings, the BART Police Citizen Review Board meeting, the standing committee meetings, an Alameda/San Joaquin working group meeting, the Alameda County Mayors' Conference, an ACEforward DEIR open house, and the Capitol Corridor Joint Powers Board meeting.

Director McPartland requested staff determine Cal/OSHA noise rate requirements and test all trackways for compliance and develop a plan for bringing the system into compliance, report the findings to the Board, and submit the plan for compliance to Cal/OSHA for comment. Director Raburn seconded the request.

Director Allen reported she had attended a staff briefing, the Capitol Corridor Joint Powers Board meeting, and the megaregional rail workshop.

Director Raburn reported he had attended an affordable housing workshop, the Temescal Street Fair, the Island Jam, the Capitol Corridor Joint Powers Board meeting, and the megaregional rail workshop.

Director Raburn brought In Memoriam before the Board.

Director Simon requested the meeting be adjourned in honor of the three UPS employees who had been killed in San Francisco: Wayne Chan, Michael Lefiti, and Benson Louie.

Vice President Raburn called for Public Comment. Aleta Dupree addressed the Board.

The Meeting was adjourned at 2:41 p.m. in memory of Wayne Chan, Michael Lefiti, and Benson Louie.

Kenneth A. Duron  
District Secretary

# Transit Operations Facility Title VI Siting Analysis

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June 7, 2017



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## Introduction:

The San Francisco Bay Area Rapid Transit District (BART or District), as a recipient of federal funds, is required by the Federal Transit Administration (FTA) to comply with Title VI of the Civil Rights Act of 1964 and its amendments (Act). Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” addresses environmental justice in minority and low income populations. Presidential Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” addresses services to those individuals with Limited English Proficiency (LEP).

Federal Transit Administration (FTA) Circular 4702.1B, dated October 1, 2012, entitled *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* (Circular), requires that federal funding recipients, such as BART, complete a Title VI equity analysis on the determination of the site or location of facilities. Per 49 CFR Part 21.5(b)(3): “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” In accordance with the Circular, the equity analysis ensures that site or location or facilities is selected without regard to race, color, or national origin.

49 CFR Part 21, Appendix C, section (a)(3)(iv) provides that “[t]he location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” It is noted here that only property currently owned by BART or that would be leased by BART are considered in this study; in no case would residences or businesses be displaced as a result of this project.

This report, the Transit Operations Facility Title VI Siting Analysis (Siting Analysis), ensures that the proposed site location options for BART’s new Transit Operations Facility (TOF) were selected without regard to race, color, or national origin. In January 2015 BART conducted a preliminary Site Alternatives Evaluation which evaluated five alternate locations to the Lake Merritt Complex (where the current facilities are located) with respect to criteria developed by BART staff. This Siting Analysis summarizes the findings from that earlier report and adds a Title VI assessment to that 2015 evaluation.

# Section 1: Background and Project Description

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## 1.1 Background:

Much of BART's current transit system management facilities are located in the Lake Merritt Complex, underneath the Lake Merritt Plaza. The existing facilities require increased physical space and state of good repair improvements to achieve state-of-the art functionality, support improved BART operations, and accommodate operation of planned BART extension projects over the next 40 years, including the extension to Silicon Valley. Therefore, BART is currently proposing to design and construct a new Transit Operations Facility (TOF) to modernize current operations control infrastructure and technology to support system expansion.

Phase 1 of the Silicon Valley extension, which will extend the system to Milpitas and Berryessa stations, is forecast to be open by the end of 2017. Current estimates put a new facility operational in 2021, leaving a 3- to 4-year gap. For the interim years BART will need to make some minor improvements to the existing facilities to make it operable, but these improvements will not be sufficient for long-term operation.

## 1.2 Project Description:

For the new Transit Operations Facility (TOF), BART is exploring potential site locations, including a TOF rebuilt at the Lake Merritt Complex (at grade on the Lake Merritt Plaza), or a TOF constructed elsewhere in the BART system. The TOF would consist of new and enlarged facilities required to support improved & expanded BART operations. It is worth noting that the new facility would not replace all operations currently located at the Lake Merritt Complex and several related systems, such as communications hubs, would continue to be located at the Lake Merritt Complex regardless of the location of the new TOF. For the purposes of this study it is assumed that the TOF will be a secure 3-story facility (57 feet tall plus roof equipment), with opportunities for retail and/or community uses at the ground floor. The facility will also require a back-up generator. For the Lake Merritt Complex site alternative, it is assumed that the TOF would be constructed where the BART Administration building was previously located, making use of the foundations that supported that building. This report will describe the alternative potential site locations and evaluate each site location's impact on Title VI communities.

# Section 2: Study Purpose

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## 2.0 Study Purpose:

BART objectives for this study are to:

1. Identify the most appropriate locations for construction of a resilient, high-functioning TOF.
2. Undertake a review of potential site locations for the TOF, comparing the existing Lake Merritt Complex location to other potential sites.
3. Review demographic data of each proposed site location to determine if any protected populations (minority and low-income) would be disproportionately impacted by the location of the new TOF building.<sup>1</sup>
4. Analysis of potential adverse impacts and benefits on each proposed site and compare impacts among the sites and also analysis of equity impacts of alternative sites.
5. Conduct community outreach on proposed site locations.

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<sup>1</sup> A subsequent Environmental Justice/Impacts Analysis will be conducted for the TOF project which will evaluate construction and operational impacts of building and operating a TOF in the chosen site location.

## Section 3: Title VI Compliance

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### 3.0 Transit Operations Facility Title VI Compliance:

Per FTA Circular 4702.1B, BART as a recipient of federal funds is required to complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin.<sup>2</sup> While the siting analysis section of the Circular does not specifically mention low-income populations, it does require that BART “engage in outreach to persons potentially impacted by the siting of facilities.” Following this language and the principles outlined in FTA Circular 4703.1 (EJ Circular) and BART’s current practice and policies, this report will also conduct an analysis on low-income populations. The Title VI equity analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site

This report determines if the site selection for the new TOF would have a disparate impact on minority populations or place a disproportionate burden on low-income populations. To determine if a disproportionate impact is borne by protected populations, BART will refer to the threshold in its Board adopted Disparate Impact and Disproportionate Burden Policy (DI/DB Policy).<sup>3</sup> BART uses the DI/DB Policy as a measure to determine if fare changes or major service changes result in disproportionate impacts on protected populations. For new service and new fares, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the applicable difference between the proportion of Project riders that are protected and the proportion of protected system-wide riders is equal to or greater than 10%. For the TOF, BART will use this 10% DI/DB threshold to evaluate potential impacts of various siting alternatives on minority and low-income populations. BART’s DI/DB Policy does not specify a threshold for siting analysis, but given a 10% threshold is used for new fares and new service, BART shall apply a 10% threshold for a new site location.

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<sup>2</sup> Per 49 CFR Part 21.5(b)(3): “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.”

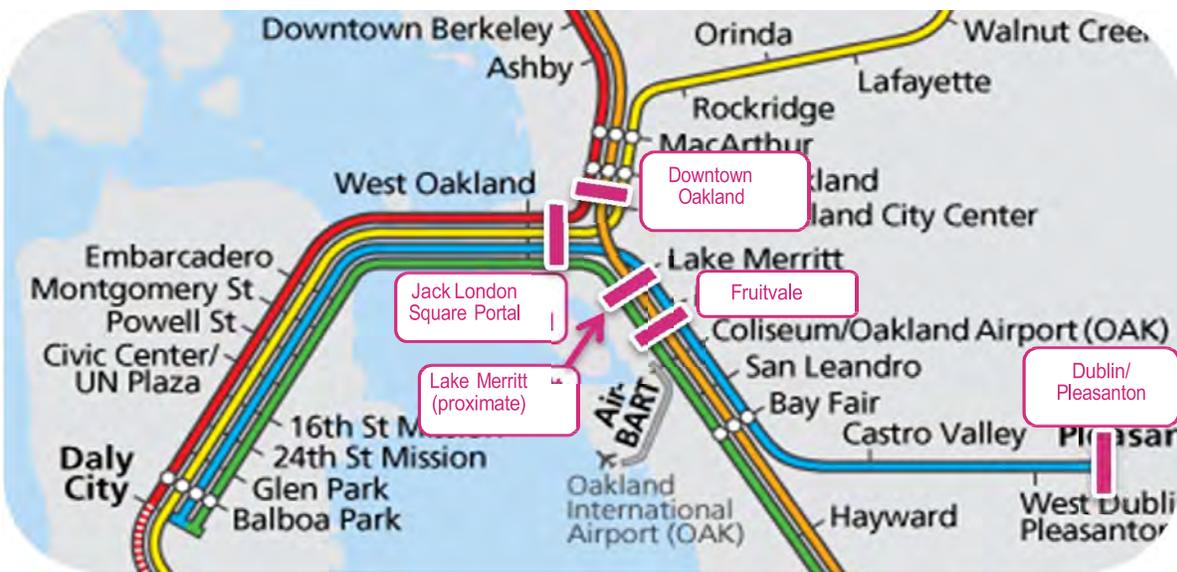
<sup>3</sup> BART’s DI/DB Policy was developed pursuant to the Circular, following an extensive public participation process, and adopted by the BART Board of Directors on July 11, 2013.

# Section 4: Alternative Locations

## 4.0 Selection of Alternative Locations for Transit Operations Facility:

This section describes how five alternative locations to the Lake Merritt Complex were identified (see Figure 1). Access to the Lake Merritt Complex is important to the function of the TOF because it is at the center of the system which is host to important equipment and facilities. Given BART's preference for TOF proximity to these features, only locations within a 10-minute response time by BART or car to the Lake Merritt Complex were reviewed. A central location also provides ready access to all parts of the system and proximity to both the BART Headquarters and the existing facilities at Lake Merritt. Further, only locations near BART tracks and close to BART stations were considered. An edge-of-system location was added for comparison to the central-system TOF site locations.

FIGURE 1: ALTERNATIVE TOF LOCATIONS IN RELATION TO THE BART SYSTEM MAP



#### 4.2 LOCATIONS SELECTED FOR REVIEW:

Five alternatives were selected for review against the current Lake Merritt Complex location.



The five alternative locations are:

1. **Downtown Oakland** – near either the 12<sup>th</sup> St/Oakland City Center or 19<sup>th</sup> St/Oakland Station in a basement location of a building adjacent to the station. Assumed to be the basement of the Central Building, 436 14<sup>th</sup> Street, at the corner of 14<sup>th</sup> and Broadway for illustrative purposes. While this specific location was analyzed in this report, other similar locations not currently owned by BART, but close to existing stations, would be expected to have similar results in the evaluation.



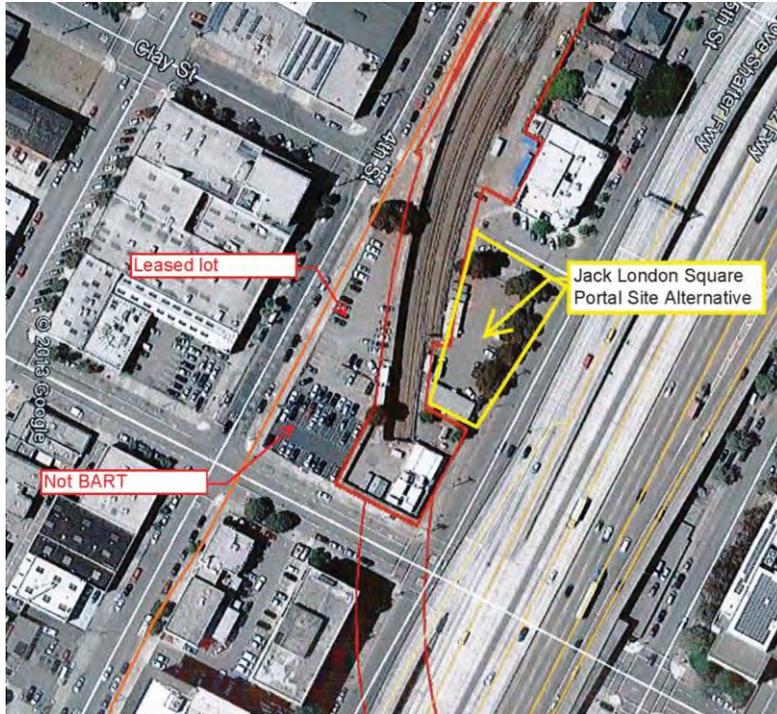
2. **Fruitvale** – at the parking lot pictured and located between 36<sup>th</sup> and 37<sup>th</sup> Avenues.



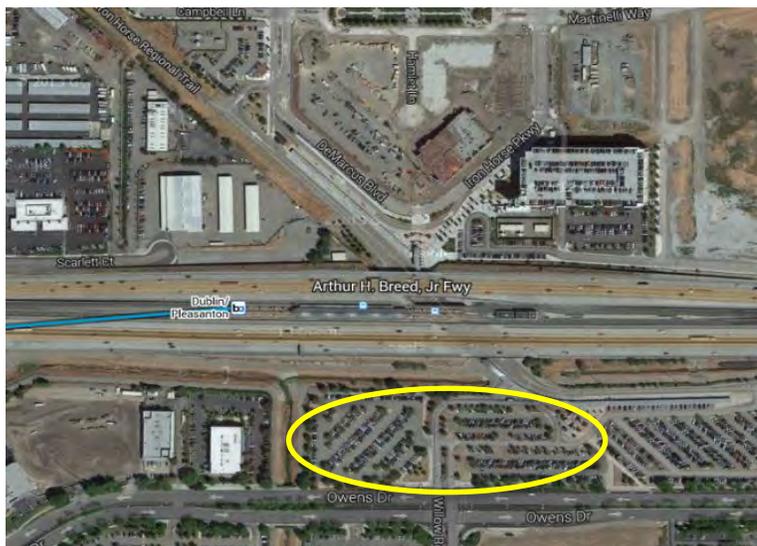
3. **Lake Merritt (Proximate to Station)** – BART-owned surface parking lot currently used for BART maintenance vehicles, adjacent to the freeway off-ramp, and two blocks from the station entrance.



4. **Jack London Square Portal** – where the BART tracks emerge from below ground as they leave Downtown Oakland, using the BART-owned parcel currently used for support equipment.



5. **Dublin/Pleasanton** – one location in the outer part of the BART system was selected for comparison to the locations selected in the system's core. The location is the Dublin/Pleasanton BART station, on a portion of the existing surface parking lot south of the BART station, in the city of Pleasanton.



### 4.3 ELIMINATED LOCATIONS:

A long list of possible alternative TOF locations was created based on the initial criteria described above. Sites on the long list were then screened to eliminate those with limited space for TOF construction, either with transit-oriented development (TOD) under construction or with an RFQ released for development, with extended access time compared to others on the list, with very similar characteristics to another site being evaluated (assuming a similar rating outcome), and with elevated risk of sea level rise.

The following locations were reviewed and eliminated for the following reasons:

1. Coliseum Station – eliminated due to exceptional sea level rise risks as well as planned TOD.
2. MacArthur Station – eliminated because any plausible locations for construction of a TOF would interfere with TOD currently under construction.
3. West Oakland Station – eliminated because the immediate station area and vicinity are occupied with station-serving uses and BART is currently seeking development partners to implement TOD. The uncertain timing and complexity of TOD in this location would likely result in schedule delays and increase the complexity of the TOF project (due to many unknowns in the site and context), ultimately negatively impacting the overall schedule for new TOF operability.
4. Oakland Shops – eliminated for several reasons: a. the location is currently overcapacity with little employee parking; b. it has no access to a BART station; c. there would be a delayed response to emergencies should dispatch of TOF employees be required; and d. location could be better used for on-rail vehicle storage if land were acquired from the railroad.
5. West Oakland Proximate – eliminated because it has similar characteristics to the near-station Lake Merritt location (selected for review) and is currently being leased.

# Section 5: Methodology

## 5.0 Title VI Populations and Methodology:

This section identifies the Title VI communities in the project area and the methodology used to assess potential impacts of the TOF site selection on Title VI populations. Title VI populations analyzed in this report include minority and low-income populations. A ½ mile radius around each proposed site location was drawn – this area is the site study area and used to determine the demographics of each site location. US Census 2010 data was used to identify minority populations and data from the American Community Survey (ACS 2010 - 2014) was used to identify low-income populations.

### 5.1 TITLE VI POPULATIONS:

For this analysis, BART’s four-county service area definitions and thresholds for minority and low-income populations are used. The definitions and thresholds are described as follows:

- **Minority Definition:** Pursuant to the Circular and Federal guidelines, minority populations are defined as individuals who have identified themselves to be American Indian and Alaska Native; Asian; Black or African American; Hispanic or Latino; or Native Hawaiian or Other Pacific Islander.
- **Low-Income Definition:** BART defines the low-income populations as those who are at or below 200 percent of the poverty level established for households by the Department of Health and Human Services (HHS) poverty guidelines. This assumption is more inclusive of low-income populations, accounting for higher incomes in the Bay Area as compared to the rest of the United States. The 200% threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission (MTC) in its February 2009 Equity Analysis Report. This definition takes into account both the household size and household income, the combinations of household size and income that are defined as “low-income” are as follows. For reference, this threshold defines a four-person household with an annual income under \$48,600 as low income in 2016.

**TABLE 1: 2016 POVERTY GUIDELINES: FEDERAL\* AND THE BART SERVICE AREA**

<b>Persons in family/household</b>	<b>Poverty guideline (federal)</b>	<b>200% (BART Service Area)</b>
1	\$11,880	\$23,760
2	16,020	\$32,040
3	20,160	\$40,320
4	24,300	\$48,600
5	28,440	\$56,880
6	32,580	\$65,160
7	36,730	\$73,460
8	40,890	\$81,780

\*For the 48 Contiguous States and the District of Columbia  
Source: U.S. Department of Health & Human Services.

BART's four-county service area populations include:

- Minority population: 59.4% (US Census 2010)
- Low-income population: 26% (ACS 2010-2014)

## **5.2 METHODOLOGY:**

To evaluate impacts on minority and low-income populations, a demographic assessment was conducted. The assessment evaluates whether populations living within the project study area of each proposed site location may be adversely affected by a TOF complex are disproportionately minority or low-income.

Description: The Demographic Assessment compares the proportion of minority and low-income populations in each site location's project study area (½ mile radius from each proposed TOF site location) to BART's four-county minority and low-income populations.

Data Used: US Census 2010 and American Community Survey (ACS) 2010-2014.

### *Step 1: Identify the Data Source*

US Census 2010 was used to identify minority populations and ACS 2010-2014 data was used to identify low-income populations in each TOF site alternative's project study area. The US Census 2010 and ACS 2010-2014 provides population and demographic data at the census tract level.

### *Step 2: Determine Project Catchment Area*

The project study area for each of the five proposed site locations are shown in Appendix A (minority) and Appendix B (low-income). Consistent FTA Circular guidance and previous BART equity analysis under the guidance of FTA Circular 4702.1B, a ½ mile radius was drawn around each proposed site alternative location. This ½ mile radius is the project catchment area for each site alternative. The Lake Merritt Complex and Lake Merritt Proximate sites use the same ½ mile radius, and therefore are shown on a single map.

*Step 3: Determine the share of protected riders for the Project Catchment Area*

For this analysis, BART's four-county service area definitions and thresholds for minority and low-income populations are used. Each census tract within the study area was analyzed to determine if the percentage of minority and low-income populations exceeded the four-county service area average based on the minority and low-income population definitions and thresholds defined in Section 5.1. The maps in Appendix A and B display census tracts within each proposed site alternative's project study area where the percentage of minority and low-income populations exceeded the four-county service area average.

*Step 4: Determine the share of protected riders for overall BART ridership*

For the new site Demographic Assessment, BART will use the minority and low-income population data for the City of Oakland. According to the US Census 2010, the City of Oakland's minority population is 73.5% and according to ACS 2010-2014, the City of Oakland's low-income population is 41.5%. As a comparison group for the proposed site alternative in Dublin/Pleasanton, BART will use the City of Dublin data. According to the US Census 2010, the City of Dublin's minority population is 57% and according to ACS 2010-2014, the City of Dublin's low-income population is 10.6%.

*Step 5: Apply BART's Disparate Impact and Disproportionate Burden Policy*

Pursuant to the Circular, BART must evaluate equity impacts for fare and service changes using its DI/DB Policy (See Section 3.0). As mentioned previously, BART will refer to its DI/DB Policy, in determining whether the difference between the affected area's protected population (minority and low-income) share and overall protected population share (City of Oakland or City of Dublin) exceeds a 10% threshold. For new site demographic assessment, a disparate impact to minority populations or a disproportionate burden on low-income populations may be found if the difference is 10% or more.

*Step 6: Alternative Measures*

If this siting analysis finds that minority populations experience disparate impacts, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed location of the Project only if BART can show:

- A substantial legitimate justification for locating the Project there exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on the basis of race, color, or national origin.

While the Circular does not necessarily outline how to proceed if the assessment finds that low-income populations experience a disproportionate burden from the proposed location of a siting, using language from the FTA Circular 4702.1B as it applies to low-income populations for fares and service changes, principles from FTA Circular 4703.1 as it applies to adverse effects on low-income populations, and to ensure consistency with how BART generally analyzes impacts to this protected group, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the proposed new site.

# Section 6: Alternatives Analysis

## 6.0 Title VI Alternatives Evaluation:

This section includes the Title VI demographic analysis for the Lake Merritt Complex and each of the alternative locations, to evaluate whether populations living within the project study area of each proposed site location may be adversely affected by an TOF complex are disproportionately minority or low-income.

As mentioned in Section 4 above, the five alternatives selected for review against the current Lake Merritt Complex location include:

- Downtown Oakland
- Fruitvale
- Lake Merritt (Proximate to Station)
- Jack London Square Portal
- Dublin/Pleasanton

49 CFR Part 21, Appendix C, section (a)(3)(iv) provides that “[t]he location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” It is noted here that only property currently owned by BART or that would be leased by BART are considered in this study; in no case would residences or businesses be displaced as a result of this project.

**6.1 STUDY AREA PROTECTED POPULATIONS:** Table 2, shows the demographic breakdown (minority and low-income) for each proposed site location and the current Lake Merritt Complex (also a proposed site location). US Census 2010 and ACS 2010-2014 data was used to identify low-income and minority populations in each TOF site alternative’s project study (determined by a ½ mile radius around each site).

**TABLE 2: ALTERNATIVES DEMOGRAPHIC SUMMARY**

	Lake Merritt Complex	Downtown Oakland	Fruitvale Station	Lake Merritt Proximate	Jack London Square Portal	Dublin/Pleasanton Station
% minority	77.3%	78.1%	90.5%	77.3%	81.5%	59.5%
% low-income	50.2%	48.1%	58.7%	50.2%	50.7%	11.1%
% LEP	36.7%	29.8%	44.9%	36.7%	33.2%	13.3%
*Data for Dublin/Pleasanton Station includes an average of City of Dublin population data and City of Pleasanton population data as the site is located in both cities. Source: US Census and ACS data						

## 6.2 DEMOGRAPHIC ASSESSMENT

Pursuant to the Circular, BART must conduct a demographic assessment to evaluate equity impacts of building a TOF. Using the DI/DB Policy, the demographic assessment determines if minority or low-income populations experience a disproportionate impact from BART building a TOF in each of the site locations. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected area's protected population (minority and low-income) share and overall system's protected population (minority or low-income) share exceeds the 10% threshold in the Policy. For new site demographic assessment, a disparate impact to minority populations or a disproportionate burden on low-income populations may be found if the difference is 10% or more.

In the case of this new site assessment, the overall population value is the City of Oakland's minority and low-income data. Since all proposed site alternatives which are the top contenders for the new TOF site, with the exception of Dublin/Pleasanton Station, are located within the City of Oakland, BART determined this to be the most accurate comparison value as this data is a closest representation of the local community.

Dublin/Pleasanton Station located in the outer part of the BART system was selected for comparison to the locations selected in the system's core (locations within the City of Oakland). For this location, the City of Dublin, minority and low-income population data will be used as a comparison value as it is the closest representation of the local community.

Table 3, 4, and 5 show the results of the minority and low-income demographic assessment for the 5 proposed site alternatives.

**TABLE 3: MINORITY POPULATION DEMOGRAPHIC ASSESSMENT**

	Lake Merritt Plaza	Downtown Oakland	Fruitvale Station	Lake Merritt Proximate	Jack London Square Portal	Dublin/Pleasanton Station
<b>½ Mile % Minority</b>	77.3%	78.1%	90.5%	77.3%	81.5%	59.5%
<b>City % Minority</b>	74.1%	74.1%	74.1%	74.1%	74.1%	50.1%*
<b>% Difference</b>	3.2%	4.0%	16.4%	3.2%	7.4%	9.4%
<b>Potential Disparate Impact</b>	No	No	Yes	No	No	No
*Data for Dublin/Pleasanton Station includes an average of City of Dublin population data and City of Pleasanton population data as the site is located in both cities. Source: US Census and ACS data						

**TABLE 4: LOW-INCOME POPULATION DEMOGRAPHIC ASSESSMENT**

	Lake Merritt Plaza	Downtown Oakland	Fruitvale Station	Lake Merritt Proximate	Jack London Square Portal	Dublin/Pleasanton Station
<b>½ Mile % Low-Income</b>	50.2%	48.1%	58.7%	50.2%	50.7%	11.1%
<b>City % Low-Income</b>	41.5%	41.5%	41.5%	41.5%	41.5%	10.8%
<b>% Difference</b>	8.7%	6.6%	17.2%	8.7%	9.2%	0.3%
<b>Potential Disparate Impact</b>	No	No	Yes	No	No	No
*Data for Dublin/Pleasanton Station includes an average of City of Dublin population data and City of Pleasanton population data as the site is located in both cities. Source: US Census and ACS data						

**6.2 LOCATION RANKINGS:**

In addition to the Title VI siting analysis, BART staff developed selection criteria related to the resiliency and operational functionality of each site alternative, and a scoring system for those criteria. Criteria address locational features only, and criteria related to building design, which would be incorporated into any building site, are not included. The criteria were reviewed by BART staff representatives from multiple departments, including: transportation and system services, property development, BPD security and emergency management, planning, capital systems, and maintenance and engineering. The scoring criteria and approach, on a scale of 1 to 3, are presented in Table 5. They are grouped into four sets of closely related criteria:

- Fundamentals
- Access & Operations
- Land Use
- Hazards

**TABLE 5: RESILIENCY AND OPERATIONAL FUNCTIONALITY CRITERIA**

			Score: Scale of 1 (low) to 3 (high)		
Group	Name	Description	1	2	3
Fundamentals	1 Availability	Real estate readily available to BART, either through current ownership or purchase.	Not BART-owned	BART-owned, but has a structure on it	BART-owned (could have surface parking use, but no structure)
	2 Space	Location large enough to allow for security (either through buffer or design), support flexibility of use, facilitate projected view of whole BART system, allow replacement of support facilities, and allow related uses, including emergency control center and development complex to be integrated into the building. Assuming 35,000 sq. ft., with a minimum width of 90 feet based on preliminary architectural drawings.	Not large enough	Large enough, with design constraints	Large enough
	3 General cost comparison	Order of magnitude costs.	Higher cost than those currently budgeted	Similar cost to those currently budgeted	Lower cost than those currently budgeted
	4 Time to completion	Can facility be constructed in time to support SVRT project, opening by 2021? <sup>4</sup>	No	Yes, but schedule is tight	Yes
Access & Operations	5 Centrality	Location within the BART system, particularly proximity to the Oakland Wye/Track Section A05.	Further than 2 BART stops from the Oakland Wye	Within 2 BART stops of the Oakland Wye	Immediately adjacent to the Oakland Wye
	6 TOF staff access	Accessible via BART and via major roadways to facilitate 24-hour operations access and emergency access. Also consider safety from parking and/or BART Station to TOF.	Access difficult (distant from BART and/or highways)	Access possible on BART and highways	Easy access on BART and highways
	7 Headquarters access	Reasonable proximity to headquarters, so management and support staff from headquarters can access the TOF.	More than 20 minutes by any mode	0-20 minute access by any mode other than walking	0-20 minute walk
	8 Communications networks system connection	Access to communication networks	Not attached to communication networks (not in station)	Attached to communication networks (station)	Center of communication networks (central station)
Land Use	1 Constructability	Location allows relative ease of construction to minimize costs, risks, and service disruptions.	Difficult to construct	Construction has some challenges	Very straightforward construction -- clean, open site
	1 Transit-oriented development	Consider opportunity cost with respect to current or future potential for transit-oriented development (TOD) at BART stations.	Limits opportunities for TOD	Some drawbacks with respect to TOD	Neutral with respect to TOD
	1 Context and standards	How well can an TOF be woven in with adjacent land uses and local building design standards?	Design for compatibility is difficult	Can be designed to be compatible	Readily compatible
Hazards	1 Flooding/sea level rise hazards	Does the location have vulnerability to sea level rise, storm surge, or local flooding, based on Cal-Adapt and ABAG mapping?	Subject to all three	Subject to one or two of the three	Not vulnerable
	1 Seismic hazards	The whole BART system is in seismically active locations; the score is in terms of ability to provide a building that meets the standards for essential structures.	Existing structure would be difficult to upgrade	New or existing structure would meet standards	Structure would meet standards and is in a lower-risk location
	1 HazMat and threats	Does the location's place in the system or location above/below ground or near a highway make it more vulnerable to hazardous materials, terrorism, group violence, or vandalism?	Yes	Unlikely, but possible	No

<sup>4</sup> An earlier version of this report used 2019 as the baseline year for project completion. More recent estimates indicate that 2021 will be the more likely year of completion.

Further, a weighting system was developed to ensure that the ultimate scores adequately reflect the relative importance of each criterion in selecting a location, and that the locations are sufficiently differentiated. The weighting system reflects the following priorities:

1. Highest Priority (Weight 3): The Fundamentals grouping of criteria, the centrality criterion, and the communications network connection criterion are of particular importance because they support the basic ability of the TOF to function successfully and received the highest weighting of 3.
2. Medium Priority (Weight 2): The TOF staff access, headquarters access, transit-oriented development, and HazMat and threats criteria are similarly important to those described above, but not as crucial to system function. For this reason, they received a weighting of 2.
3. Lowest Priority (Weight 1): The remaining criteria: constructability, context and standards, flooding/sea level rise hazards, and seismic hazards received weightings of 1; these criteria are important, but can generally be addressed through careful planning and design.

The weighted scores for each location are summarized in Table 5. Detailed scores can be found in Appendix C.

**TABLE 5: WEIGHTED ALTERNATIVES EVALUATION SUMMARY (WEIGHTED SCORE/TOTAL POSSIBLE SCORE)**

	Lake Merritt Complex	Downtown Oakland	Fruitvale Station	Lake Merritt Proximate	Jack London Square Portal	Dublin/Pleasanton Station
<b>Fundamentals</b>	33 / 36	12 / 36	30 / 36	27 / 36	27 / 36	33 / 36
<b>Access &amp; Operations</b>	30 / 30	25 / 30	22 / 30	24 / 30	20 / 30	17 / 30
<b>Land Use</b>	8 / 12	10 / 12	9 / 12	9 / 12	11 / 12	9 / 12
<b>Hazards</b>	9 / 12	8 / 12	8 / 12	9 / 12	7 / 12	8 / 12
<b>Total</b>	80 / 90	55 / 90	69 / 90	69 / 90	65 / 90	67 / 90

The Lake Merritt Complex receives the highest score, with 80 weighted points, followed by the Lake Merritt Proximate Location and Fruitvale Station locations with 69 points. The Dublin/Pleasanton Station location received a score of 67, followed closely by the Jack London Square Portal location with 65 weighted points. Finally, the Downtown Oakland location received the lowest weighted score of 55 points. While the Lake Merritt Complex receives the highest score, the Lake Merritt Proximate and Fruitvale locations scored highly enough in the analysis to further review its viability as a potential TOF site.

### 6.3 ANALYSIS

Based on the demographic assessment of each TOF site location, we have determined the following

- Dublin/Pleasanton site's location, outside the core of the BART system, is not ideal for a TOF. A resilient TOF location requires centrality for staff access, headquarters access, and reliable connection to BART's communication hub. Furthermore, this location, while not resulting in a disparate impact, is very close to the 10% threshold, impacting a higher % of minority populations compared to other site alternatives.
- Lake Merritt Proximate has the same demographics as Lake Merritt Complex which do not result in a disparate impact on minority populations or a disproportionate burden on low-income populations. This site's location features are very similar to those of the Lake Merritt Complex because of their close proximity (500 feet) to one another, though the site is not directly connected to the Lake Merritt Complex, so received lower marks for communications network access. The site also faces similar challenges to the Lake Merritt Complex in terms of supporting potential TOD and requiring careful design to fit into the neighborhood (the proximate location is partially located in a historic district as defined by the City of Oakland, and is adjacent to single family homes).

Lake Merritt Complex is the highest scoring site in the resiliency and operational functionality assessment analysis in Table 5. Furthermore, from a Title VI perspective, building a TOF does not result in a disparate impact on minority populations or a disproportionate burden on low-income populations because the percentage of each population group (within the ½ radius studied) is within the 10% threshold for disproportionate impacts minority impacts at 3.2% and low-income impacts at 8.7%). Compared to other site alternatives studied, the Lake Merritt Complex presents the least amount of impacts to the local community and protected populations. This location impacts the least percent of minority population (after Dublin/Pleasanton) at only 3.2% difference from the City of Oakland population.

While the Complex may impact a higher proportion of low-income populations, at 8.7%, this number is within our 10% threshold. Furthermore, another element of the Lake Merritt Plaza site is that it includes sufficient area to incorporate redesign of the remaining plaza area to serve as an enhanced transportation hub and to support the vision of the Lake Merritt Station Area Plan, adopted by the City of Oakland in 2014. The Plan envisions the BART blocks as catalytic sites that establish an active neighborhood hub, provide pedestrian-oriented spines along 8th and 9th, and connect neighborhood assets – including BART, Chinatown, Laney College, the Oakland Museum of California, and the Jack London District, among others. The addition of the TOF to the area has the potential to benefit the community in many ways, including:

- Creating an improved an improved transit plaza.
- Facilitating expanded and improved BART operations, which connect the neighborhood to the region.
- Engagement in the plaza design process so that it meets local objectives of activating the area and improving local transportation connections (for transit, pedestrians, and bicycles in particular).

- Incorporation of local and relevant art and amenities into the project.
- The addition of new retail spaces to activate the area and bring more jobs to the neighborhood.

Based on the results of this siting analysis, the Lake Merritt Complex is the preferred alternative for BART's new TOF for the following reasons:

- Least impacts on Title VI populations.
- Colocation with related systems found in other parts of the Lake Merritt Complex, which supports a high functioning system.
- Central location in the BART system.
- Space and availability to construct the TOF.

#### **6.4 CONCLUSION & RECOMMENDATION**

Based on the results of the Title VI Siting Analysis and the resiliency and operational functionality assessment, the Lake Merritt Complex is the preferred site location for BART's new Transit Operations Facility.

# Section 7: Public Participation Report

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## 7.0 Purpose:

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted public outreach to provide information to the public about the new TOF to solicit feedback on the preferred alternative location and potential impacts the project could present to the local community. A key component of the Title VI outreach is to seek input from minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the building of a new TOF site in the preferred alternative location, Lake Merritt Complex. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members. Below is a brief summary of Title VI outreach and engagement conducted for the Transit Operations Facility Title VI Siting Analysis Report. In addition, BART staff met with City, Mayor's Office, and Council to inform them of the project. Overall, feedback received did not show any disagreement with the preferred TOF site location at the Lake Merritt Complex.

## 7.1 ADVISORY COMMITTEES

Staff presented information on the TOF, including potential Title VI impacts to each site alternative location, to BART's Title VI/Environmental Justice Advisory Committee and BART's Limited English Proficient (LEP) Advisory Committee. The meeting details are listed below and agendas for the meetings are included in Appendix D:

- Title VI/EJ Advisory Committee: Monday, February 8, 2016 from 2:00 – 4:30PM at the BART Board Room (Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, 344 20<sup>th</sup> Street, Oakland, CA)
- LEP Advisory Committee: Tuesday, February 23, 2016 from 10:30AM – 1:00PM at the BART Board Room
- LEP Advisory Committee: Tuesday, February 28, 2017 from 10:30AM – 1:00PM at the BART Board Room
- Title VI/EJ Advisory Committee: Monday, May 8, 2017 from 2:00 – 4:30PM at the BART Board Room

Both BART's Title VI/EJ Committee (8 CBOs, 10 members) and LEP Committee (12 CBOs, 14 members) members are active participants of local-community based organizations (CBO) that serve minority, low-income, and LEP populations within the BART service area. The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting. At the meeting, staff presented a PowerPoint with an overview of the Project, a list of each potential site location and demographic data on minority and low-income populations, potential impacts to protected populations, and information about the building design in the preferred alternative location, Lake Merritt Complex.

Committee members expressed the following questions and comments:

- 2016 Advisory Committee Meetings
  - *Ensure that construction, employment, and operational impacts will be studied in the Environmental Review.*
  - *When public process starts to communities, provide detail about plans for the old location, what will happen to the old location, and a backup plan for the TOF. Provide more detail on emergency preparedness, upgrade technology, and security.*
  - *Provide information about what will happen to the current parking situation in the area*
  - *Provide information about noise impacts and impacts to the elderly population in that area*
  - *Clarification if the outreach meetings will be about the siting analysis or if it will provide information about environmental and construction impacts.*
  
- 2017 Advisory Committee Meetings
  - *It is a very good project. Clarification of construction start date*
  - *Keep the space available for public use for exercise, as is currently*
  - *Information about the homeless issue in that area will be addressed*
  - *Information about the relationship between the area residents and ridership. Wanted information if the passengers using the station live in the Chinatown area or coming of somewhere else.*
  - *Understand the criteria for choosing language translation for outreach. There is a rising African population. Suggest talking to East Bay Refugee Forum*
  - *Keep the Committee informed of meeting and outreach dates*

Staff responded to the Committee members' questions and followed up with further information via email and at subsequent Committee meetings and also referred them to attend the community Open House. Committee members did not have any concerns about the preferred site location of the new TOF site at the Lake Merritt complex.

## **7.2 COMMUNITY WORKING GROUP**

BART staff directly contacted local stakeholders representing several neighborhood CBOs and nearby institutions for participation in a community Working Group. Participants of the working group include:

- |                                 |   |
|---------------------------------|---|
| • Asian Health Services         | • Bike East Bay   |
| • EBALDC                        | • Chinatown Improvement Initiative  |
| • APEN                          | • Transform   |
| • Chinatown Chamber of Commerce | • Jack London District Association  |
| • Tai Chi users                 | • City of Oakland Parks and Recreation, Planning and Building, & Office of the City Administrator |
| • Laney College                 |   |
| • Oakland Museum of California  |   |

Additional invitations were sent to Family Bridges, Oakland Asian Cultural Center, Oakland Heritage Alliance but these organizations have not participated in Working Group meetings to date.

*Working Group 1:* BART staff and consultant provided an overview of the project and discussed plaza design goals and elements. Key feedback from the group included:

- Create / Enhance visual corridors into plaza, and from plaza to surrounding context/features
- Create / Enhance physical access to the plaza
- Connect all 3 blocks / Laney to Chinatown – visual and physical connections
- Catalyze / Activate the public realm
- Create open space for large group activities and community use
- Include gatherings spaces for users of all ages
- Including benches for sitting and playing games
- Develop consistent streetscape design and wayfinding
- Provide shade / Protection from sun and rain
- Implement crosswalks improvements
- Design Building as activating asset in plaza

Materials are available online at [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt).

*Working Group 2:* BART presented the following design objectives based on the feedback from Working Group 1: Catalyze & Activate; Connect & Integrate; and Safe & Welcoming.

Three design concepts for the plaza were presented to the group and the Working Group provided feedback on the design elements. The two options preferred by the group were then refined for feedback at the open house.

Materials are available online at [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt).

### **7.3 STAKEHOLDER MEETINGS**

An additional stakeholder meeting was held at Lincoln Recreation Center to meet with current Tai Chi and recreational users to hear suggestions and feedback on the approach to design of the plaza.

### **7.4 COMMUNITY OPEN HOUSE**

Community Open House #1 was held on May 10, 2017 at the Metro Center Auditorium at 101 8th St, in Oakland. The purpose of this meeting was to introduce the new Transit Operations Facility and Plaza Redesign project to the public, share alternatives (Concepts 1 and 2) for the Lake Merritt Plaza, and secure their feedback on the project via the use of survey handouts. Several Stations were setup with consultant and BART staff available to discuss and answer questions. Large format boards depicting information on the project and the two plaza design concepts were displayed in English and Chinese, and smaller handouts were available with Vietnamese and Spanish translations. Two stations also included video ‘fly-throughs’ of the site. Light refreshments were provided. Materials are available online at [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt). A more detailed report on the Open House feedback is included in Appendix D.

### **Publicity**

Publicity for the open house was conducted through print and online media, and outreach to community organizations. The following publicity and outreach methods were used for this project:

- A multilingual mailer in English, Chinese and Spanish, (including reference to the availability of translation services for the meeting) was mailed to all residents and businesses within ½ mile radius of the site.
- A multilingual flyer in English, Chinese, Spanish, and Vietnamese, (including reference to the availability of translation services for the meeting) distributed in station, dropped off at local community gathering places (such as Laney College, Lincoln Recreation Center, Asian Library, Oakland Asian Cultural Center), posted on the website, and emailed to stakeholders, local community-based organizations, and institutions.
- An oversized simplified version of the multilingual flyer was displayed at Lake Merritt station.
- BART website announcement.
- BART social media announcements (Twitter and Facebook).
- Additional email notices were sent to stakeholders, local community-based organizations and institutions.

The mailer and flyer are included in Appendix F.

### Interpretation

Chinese and Vietnamese interpreters were available on-site, though the Vietnamese interpreter was not needed.

### Survey

A survey was available for open house attendees to fill out and was available online for one week following the event. The survey was available in English, Chinese, Spanish and Vietnamese. 90 people submitted a hand-written survey form. After the May 10 meeting, BART received an additional 48 survey forms online for a total of 138 completed surveys. Individual surveys were submitted in 3 languages from the community as shown in Table 6. The survey is included in Appendix F (versions in English, Chinese, Vietnamese, and Spanish).

**TABLE 6: TOTAL SURVEY RESPONSES BY LANGUAGE**

Language	Written Surveys	Online Surveys	Total surveys
English	56	45	101
Chinese	33	3	36
Vietnamese	1		1
<b>Total Surveys</b>	90	48	<b>138</b>

The full demographic responses are included in Appendix E. This section summarizes some key demographic responses of interest:

- 56% of survey respondents live within walking distance and 38% work within walking distance of the site

- Respondents identified themselves as part of the following racial/ethnic groups:
  - 64% Asian or Pacific Islander
  - 33% white
  - 8% Hispanic, Latino or Spanish Origin
  - 3% Black/African American
  - 2% American Indian or Alaska Native
  - 3% other
- 43% of respondents indicated that they speak a language other than English at home; of those respondents 30% indicated that they speak English “Not well” or “Not at all.”
- 39% of respondents had an annual household income of less than \$50,000.

### Feedback

Full survey responses are included in Appendix E. This section summarizes key feedback received. For the purposes of this report, the open-ended feedback is most relevant.

Questions 1-6 (concept comparison): The results of the first 6 questions clearly indicated that Concept 1 was preferred for overall design, concept idea, and spatial layout. The single exception was the preference for the larger shade canopy shown in concept 2. The responses were fairly split on how a café on Oak and 9<sup>th</sup> street might be oriented towards, with a slight edge towards the plaza.

Question 7 (preferred plaza features): Results from question 7 reflected a diverse range of preferences. However, a few items stand out above the others. In reviewing the results of each individual question first and comparing the bars for “extremely important”, the following selections stand out in order of results:

1. Improved Streetscape (highest rated as “extremely important”)
2. Large Open Plaza
3. Places to sit / gather / meet
4. Green Landscaping

Looking at the weighted average results which accounts for all grades of importance for the specific plaza feature, the same results are produced although in a slightly different order:

1. Improved Streetscape (highest average weight)
2. Places to sit / gather / meet
3. Green Landscaping
4. Large Open Plaza

Question 8 invites the community to share additional ideas and suggestions for the project. Four recurring comments resulted from this question:

1. Provide adequate community space including active uses/retail, a restroom and space for tai chi, community events, activities, and performance.
2. Need for safety – including recommendations for a police station, improved lighting, clear visual paths, and addressing concerns related to homelessness.
3. Emphasize and recognize cultural significance of the site, including several recommendations to rename Station to Oakland Chinatown Station.

4. Improving connections and circulation, making better connections to Madison Park and Chinatown, and improving the station drop-off areas.

Specific Comments included:

*It is important that whatever wayfinding and signage program is implemented at the plaza identify Oakland Chinatown as a nearby destination. the plaza was originally part of that neighborhood, and the iconography and public art in the plaza should reflect that.*

*No business displacement, restrooms for public. As much as possible have active storefronts along Madison instead of blank wall space. Lighting very important. Bike parking is important.*

*The plaza should provide accessible space for people to practice tai chi and provide connections to Madison Park and Chinatown. It should not be a barrier or island that is disconnected from the surrounding neighborhood. It should also recognize the cultural presence of Chinatown by include wayfinding signage directing people towards Chinatown and Include Oakland Chinatown as part of the station name.*

*Let's make it well lit at night so it feels safe. Safety is key. Also let's make sure we budget for lots of trash recycle and compost because we don't want it to get dirty over time. Will there be art that reflects the heritage of the neighborhood?*

*Please emphasize pedestrian safety, lighting, clear visual paths, BART police presence at night (now totally absent), longer street light times. Please make improvements conducive for all age groups.*

Question 9 asks the community to express their concerns with this site, or if there are potential impacts to them as a result of this project. The following recurring comments resulted from this question.

1. Need a restroom.
2. Issues with building creating visual and physical barrier between the plaza and Madison Park/Chinatown core.
3. Connection to Madison Park and surroundings.
4. Final design/look and feel of the TOF building.
5. Some additional concerns expressed by participants include:
  - a. Traffic
  - b. Safety
  - c. Homelessness
  - d. Displacement of long-term residents
  - e. Station access during construction

Specific comments included:

*To have a big building blocking off the park across Madison street seems to be a big shame. A new BART plaza at this location should really be mindful of connecting the neighboring assets. Ideally, it would open up to the park across the street and provide for a pedestrian thoroughfare toward Chinatown.*

*It blocks the plaza from Madison Park. it is like a large obstruction that visually blocks people coming up out of the station from the public park and from the neighborhood.*

*I do not want to see an ugly concrete building in the middle of our neighborhood. Please work with Chinatown to create an artistic historical display honoring Chinatown because it has been displaced from this area by BART, Laney, 880.*

*This may limit the available public space on the plaza.*

*The plaza should connect and open up to Madison Park. It should visually invite people towards Chinatown, provide space for recreation programming connecting to Madison.*

*I want to make sure that the plaza is designed in a way that connects with the surrounding Chinatown neighborhood, with Madison Park, and with community usage needs.*

*Not welcoming to have a big opaque box in middle of plaza ... Make sure ground floor has plenty of retail. Maximize height and mixed use with housing wherever possible.*

*Traffic on Oak and Madison. Station closures.*

*The building can create a significant visual/physical barrier to Madison Park and the rest of Chinatown.*

*More workers there will create more traffic and demand for parking.*

Other Written Comments: BART also received a comment letter from the Oakland Chinatown Coalition that outlined several principles for design at Lake Merritt. The principles are summarized/abbreviated below; the full comment letter is included in Appendix E.

1. Reduction of the footprint of the facility as much as possible.
2. Provide as much community serving, small business and nonprofit, and recreational space around the edge of the facility as possible.
3. Connection to Madison Park.
4. Design and program the Plaza for people of all generations, and maximize the amount of space available.
5. Visual connection and wayfinding towards core Chinatown.
6. Physical pedestrian and street improvements leading towards core Chinatown, with a prioritization of pedestrian orientation towards 9<sup>th</sup> Street.
7. More visible representation for neighborhood and location specific public art.
8. Community representation in decision making.
9. Rename the BART Station from "Lake Merritt" to "Oakland Chinatown".

Appendix E includes a more complete summary of feedback received on the project at the community open house, including the comment letter from the Oakland Chinatown Coalition.

## **7.5 ADDITIONAL OUTREACH PLANNED**

Building and plaza design will continue over the next several months, and will take public comments into account during that process. Further, the following additional meetings are planned for the project:

- Working Group #3: Feedback on design development
- Open House #2: Feedback on design development
- Additional stakeholder and Working Group meetings as needed

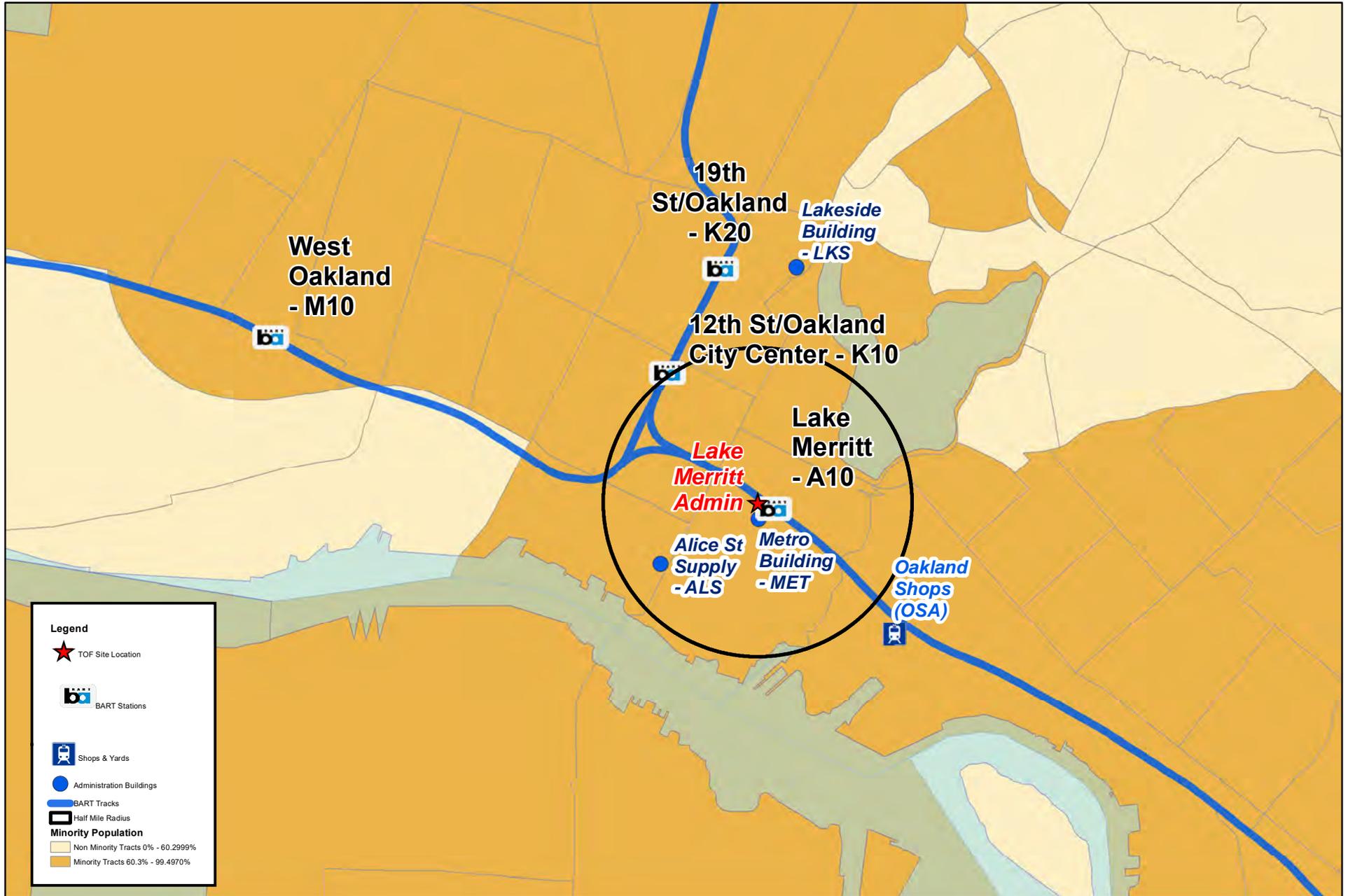
In addition to outreach related to the project design, the project will undergo environmental review as required by CEQA. The required public review periods will be provided as required for that process.

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# Appendix A: Minority Maps

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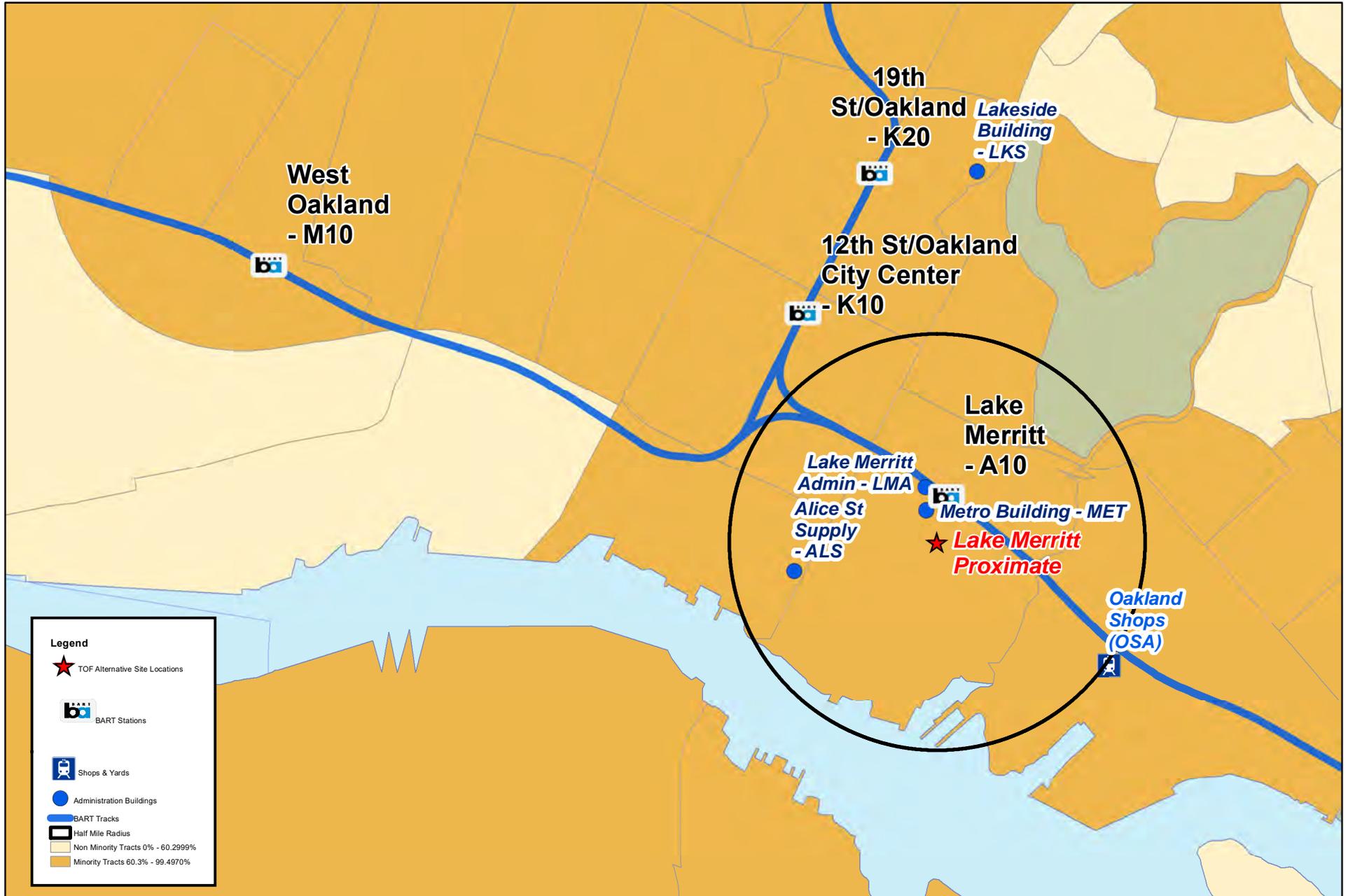
**Legend**

- ★ TOF Site Location
- BART Stations
- Shops & Yards
- Administration Buildings
- BART Tracks
- Half Mile Radius
- Minority Population**
  - Non Minority Tracts 0% - 60.2999%
  - Minority Tracts 60.3% - 99.4970%

Data provided by numerous sources:  
BART, U.S. Census 2010 and ACS 2010-2014  
The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo

N  
Map Displayed in North American Datum 1983  
State Plane California III FIPS 0403 US Feet

**San Francisco Bay Area Rapid Transit District**  
EGIS - BART Office of the CIO  
300 Lakeside Dr. 11th Floor, Oakland, CA 94612



**Legend**

- ★ TOF Alternative Site Locations
- BART Stations
- Shops & Yards
- Administration Buildings
- BART Tracks
- Half Mile Radius
- Non Minority Tracts 0% - 60.2999%
- Minority Tracts 60.3% - 99.4970%

Data provided by numerous sources:  
BART, U.S. Census 2010 and ACS 2010-2014  
The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo



Map Displayed in North American Datum 1983  
State Plane California III FIPS 0403 US Feet

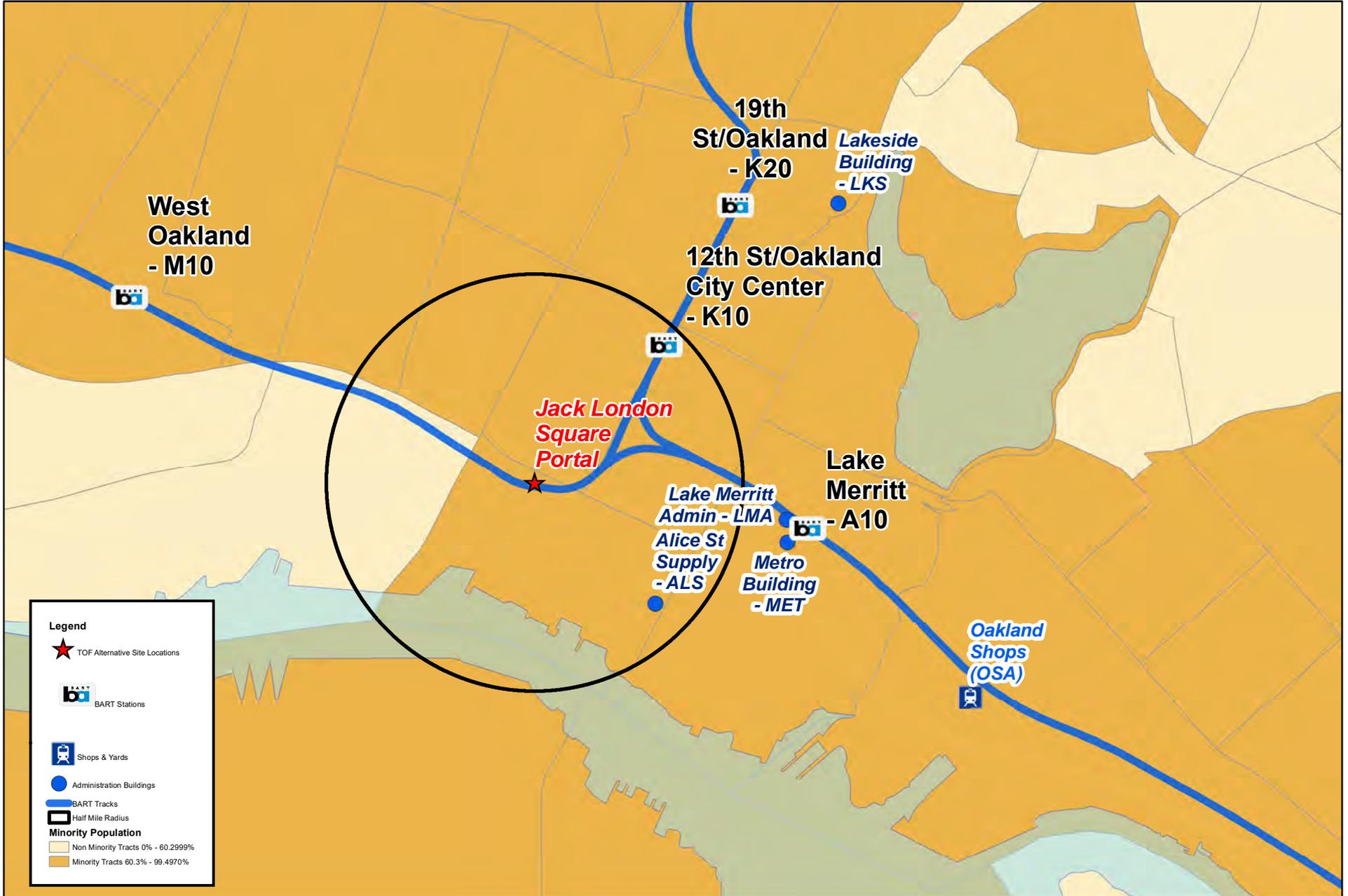
San Francisco Bay Area Rapid Transit District  
EGIS - BART Office of the CIO  
300 Lakeside Dr. 11th Floor, Oakland, CA 94612



# TITLE VI ANALYSIS: TOF Site Alternative - Minority Population - Jack London Square Portal

Date: 1/26/2016

Bay Area Rapid Transit © 2015

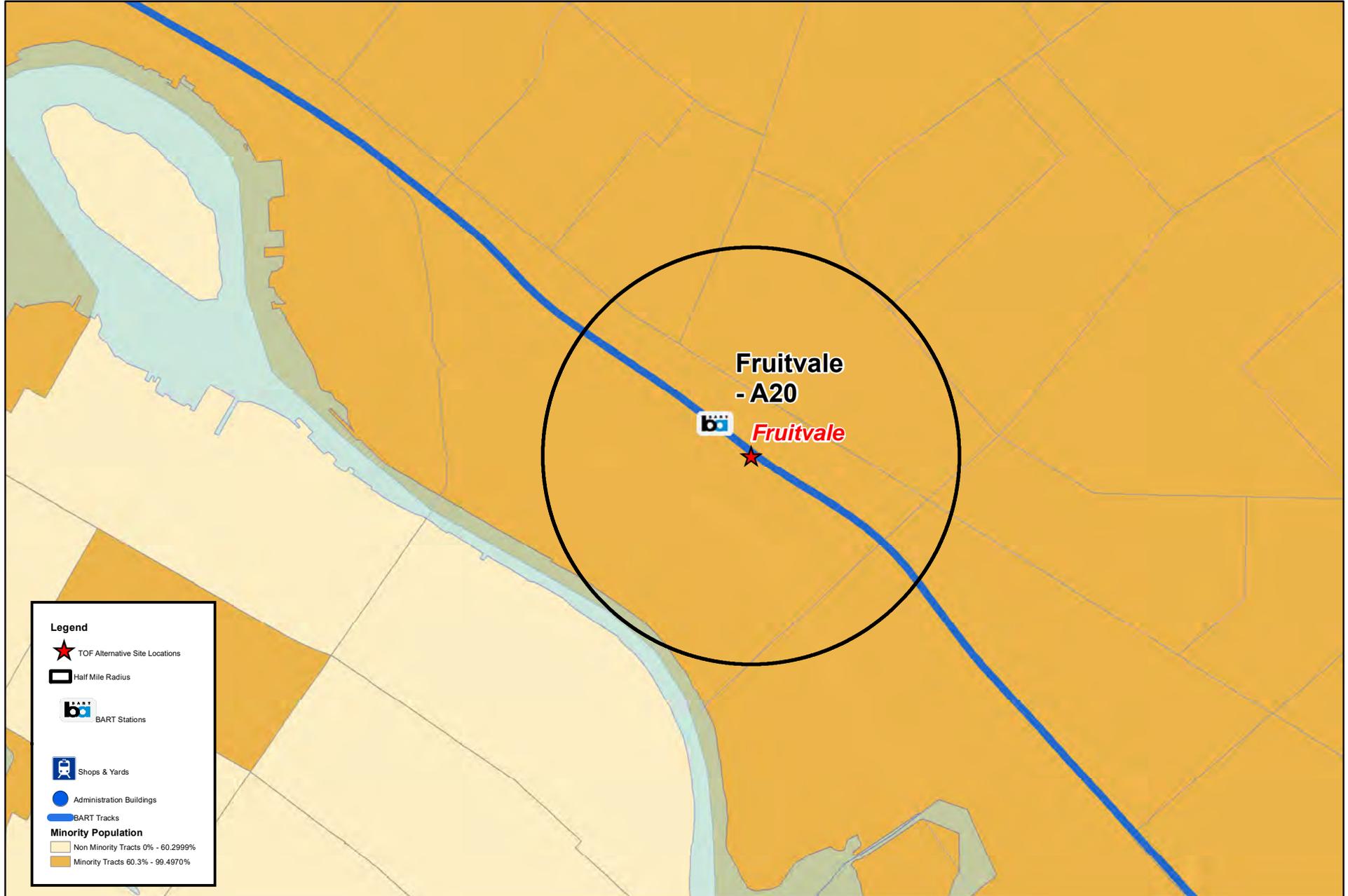


Data provided by numerous sources:  
 BART, U.S. Census 2010 and ACS 2010-2014  
 The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo



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Data provided by numerous sources:  
BART, U.S. Census 2010 and ACS 2010-2014  
The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo

Map Displayed in North American Datum 1983  
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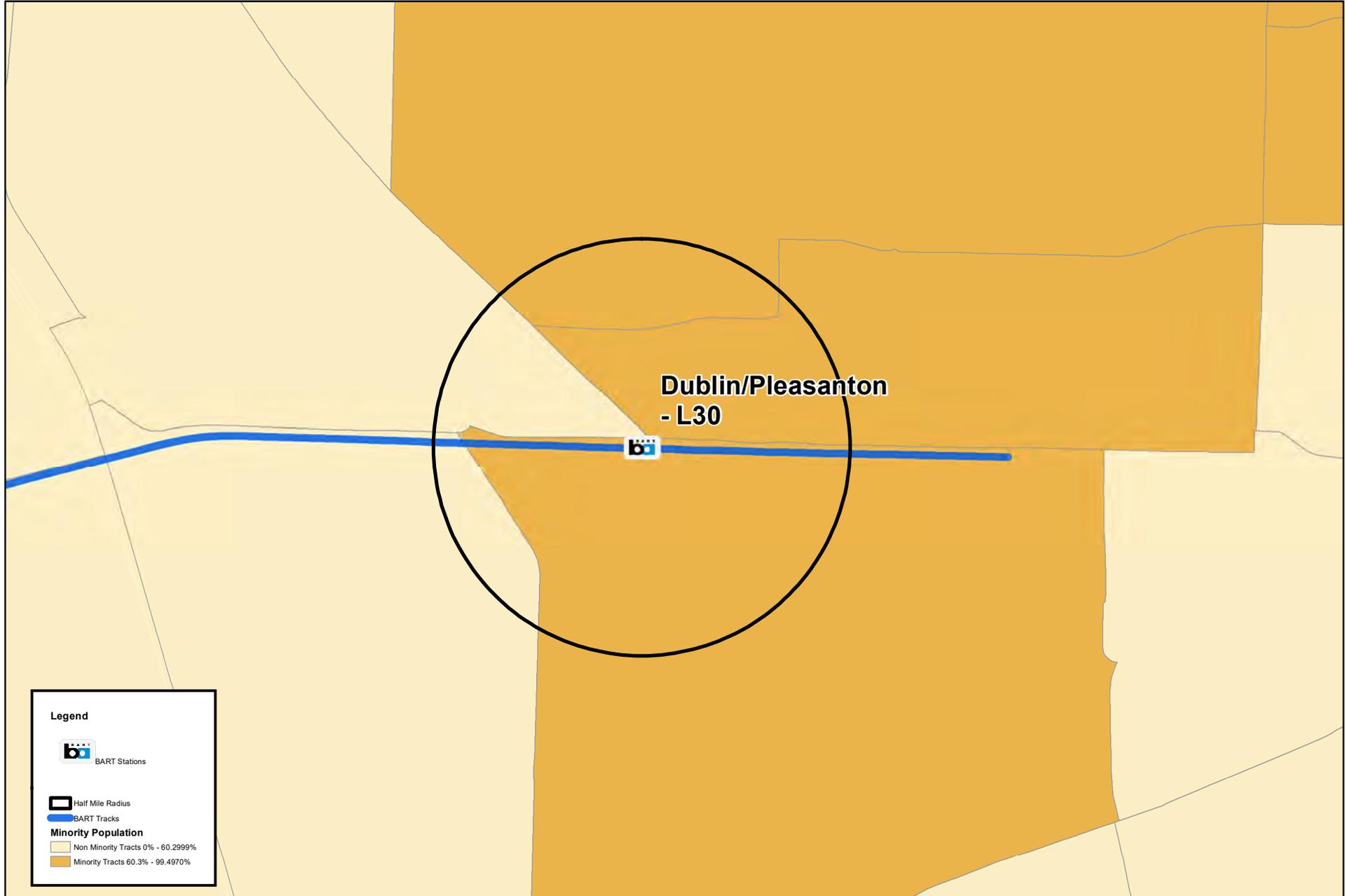
**San Francisco Bay Area Rapid Transit District**  
EGIS - BART Office of the CIO  
300 Lakeside Dr. 11th Floor, Oakland, CA 94612



# TITLE VI ANALYSIS: TOF Site Alternative - Minority Population - Dublin/Pleasanton

Date: 2/2/2016

Bay Area Rapid Transit © 2015



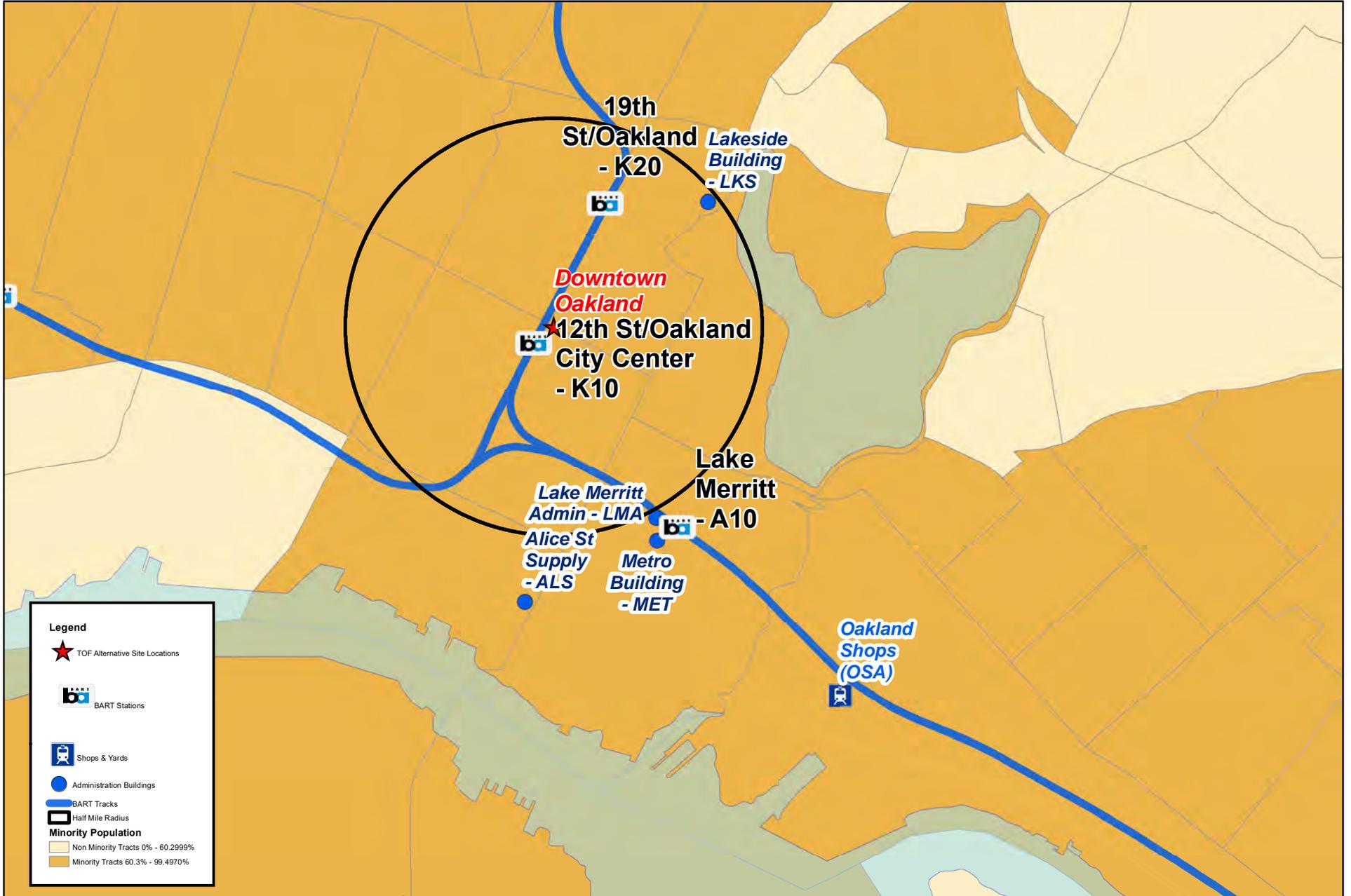
**Legend**

-  BART Stations
-  Half Mile Radius
-  BART Tracks
- Minority Population**
-  Non Minority Tracts 0% - 60.2999%
-  Minority Tracts 60.3% - 99.4970%

Data provided by numerous sources:  
 BART, U.S. Census 2010 and ACS 2010-2014  
 The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo

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**Legend**

- TOF Alternative Site Locations
- BART Stations
- Shops & Yards
- Administration Buildings
- BART Tracks
- Half Mile Radius

**Minority Population**

- Non Minority Tracts 0% - 60.2999%
- Minority Tracts 60.3% - 99.4970%

Data provided by numerous sources:  
 BART, U.S. Census 2010 and ACS 2010-2014  
 The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo



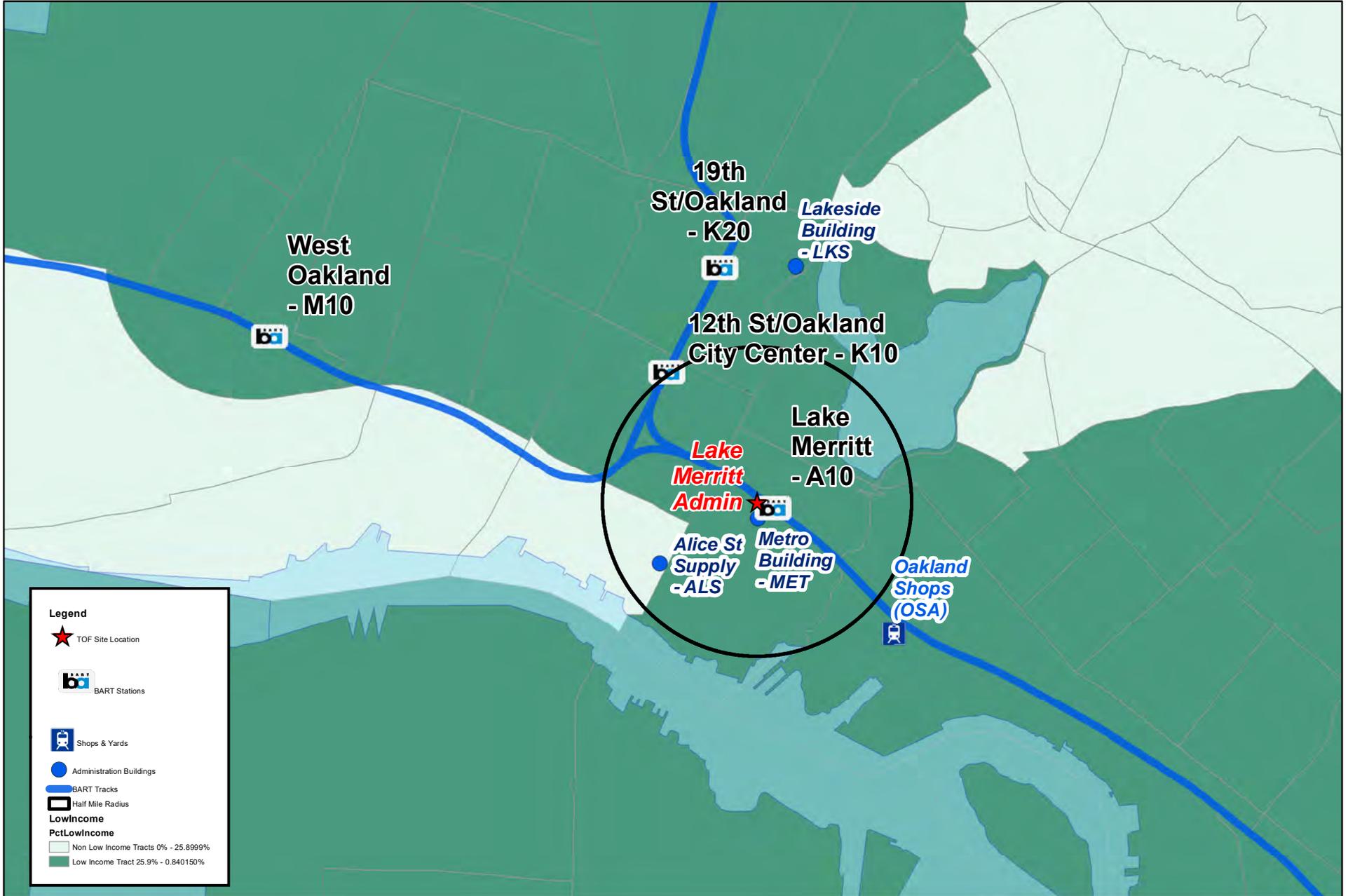
Map Displayed in North American Datum 1983  
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**San Francisco Bay Area Rapid Transit District**  
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## Appendix B: Low-Income Maps

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**Legend**

- TOF Site Location
- BART Stations
- Shops & Yards
- Administration Buildings
- BART Tracks
- Half Mile Radius

**LowIncome**

**PctLowIncome**

- Non Low Income Tracts 0% - 25.8999%
- Low Income Tract 25.9% - 0.840150%

Data provided by numerous sources:  
 BART, U.S. Census 2010 and ACS 2010-2014  
 The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo



Map Displayed in North American Datum 1983  
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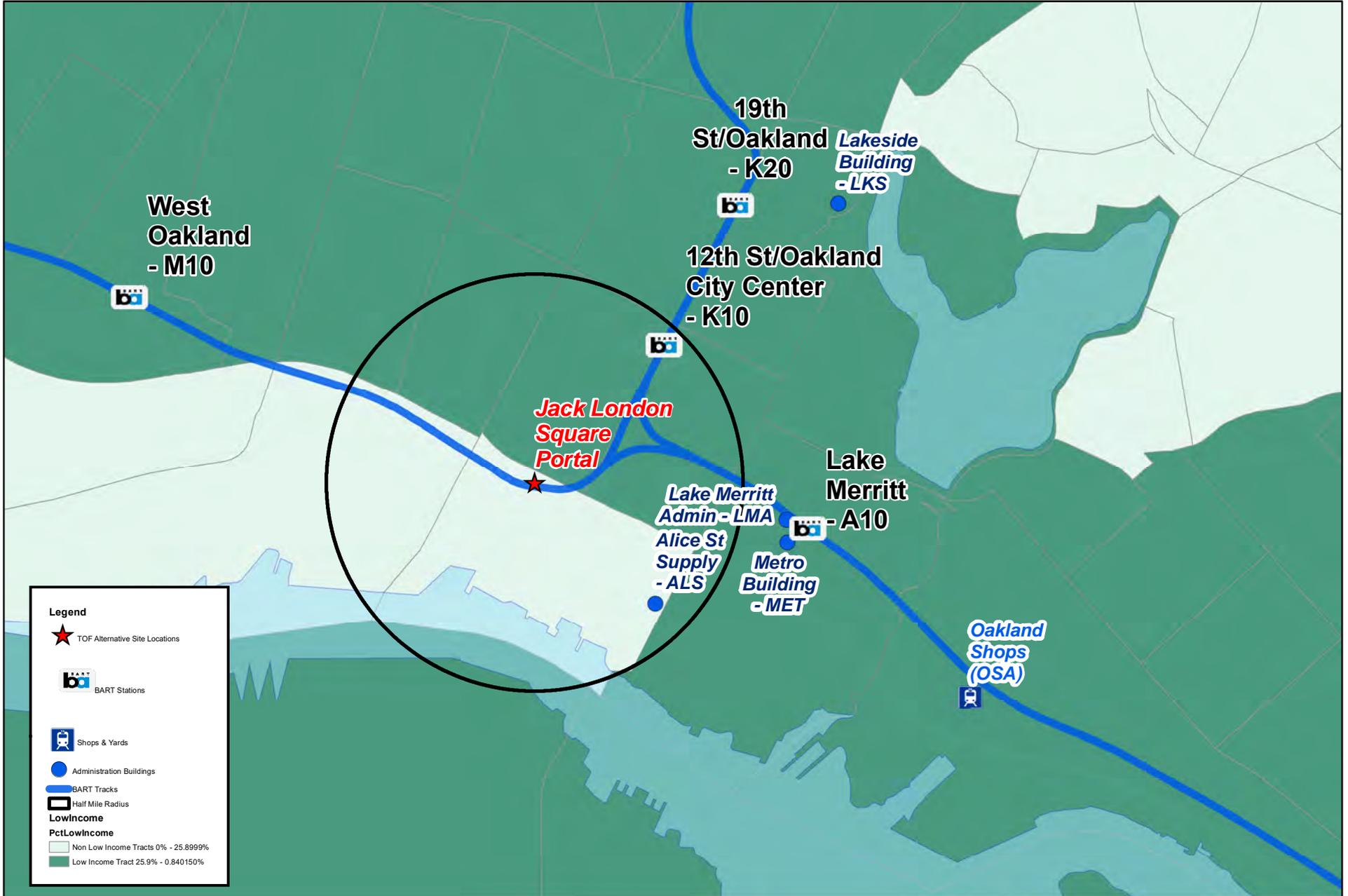
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Data provided by numerous sources:  
 BART, U.S. Census 2010 and ACS 2010-2014  
 The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo

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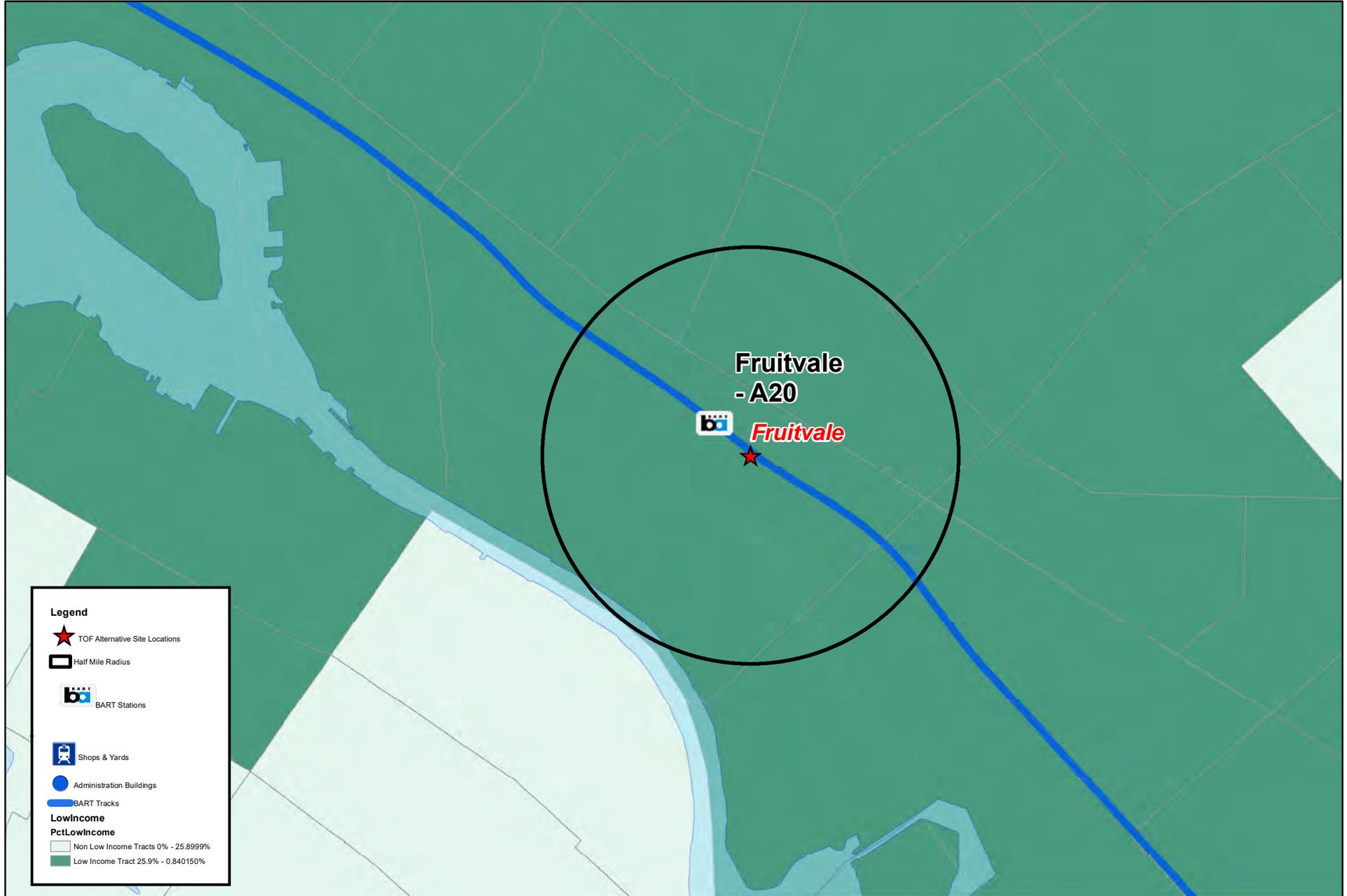
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Data provided by numerous sources:  
 BART, U.S. Census 2010 and ACS 2010-2014  
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**Legend**

- ★ TOF Alternative Site Locations
- Half Mile Radius
- BART Stations
- Shops & Yards
- Administration Buildings
- BART Tracks
- LowIncome**
- PctLowIncome**
- Non Low Income Tracts 0% - 25.8999%
- Low Income Tract 25.9% - 0.840150%

Data provided by numerous sources:  
BART, U.S. Census 2010 and ACS 2010-2014  
The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo



Map Displayed in North American Datum 1983  
State Plane California III FIPS 0403 US Feet

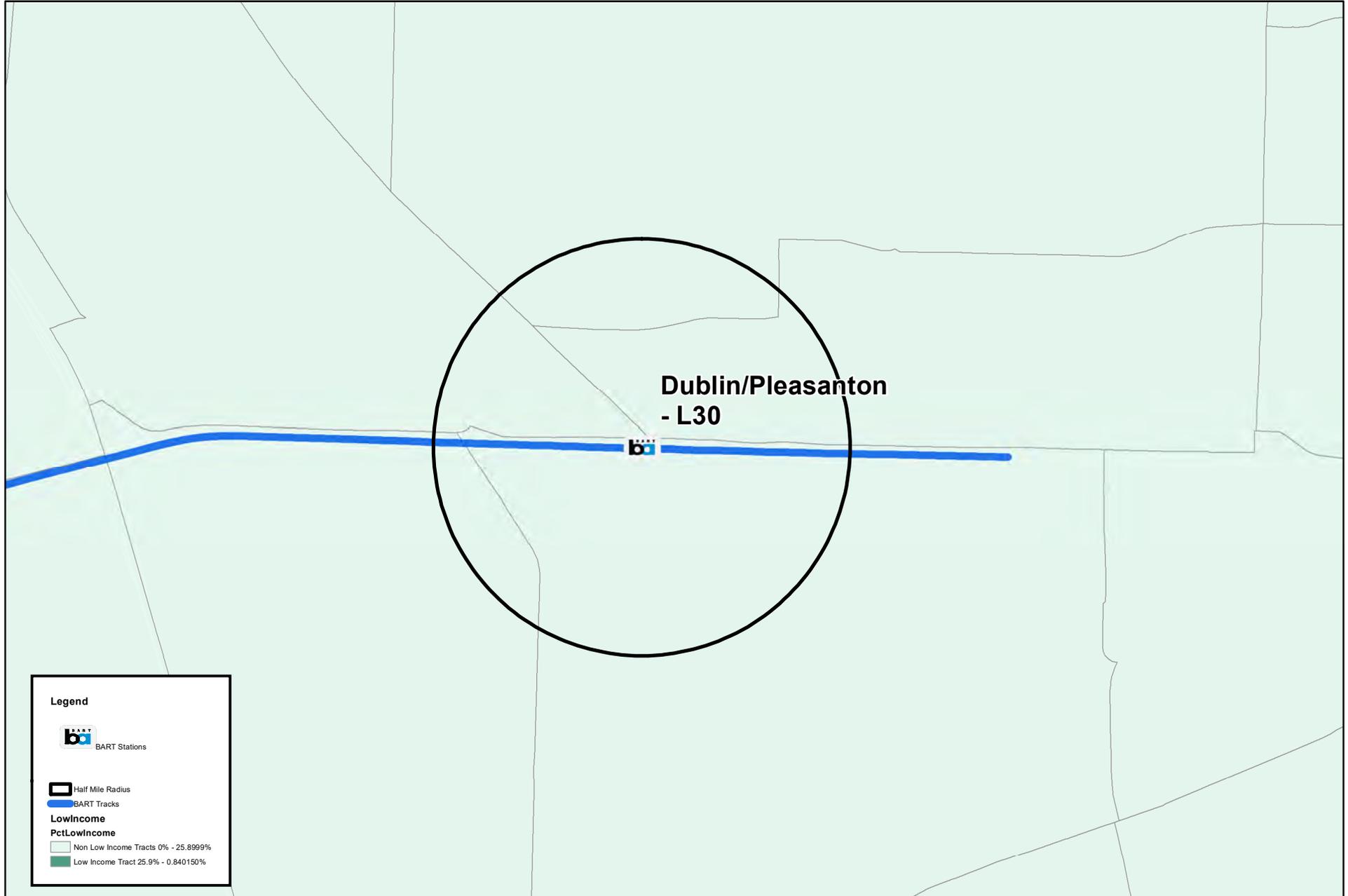
**San Francisco Bay Area Rapid Transit District**  
EGIS - BART Office of the CIO  
300 Lakeside Dr. 11th Floor, Oakland, CA 94612



# TITLE VI ANALYSIS: TOF Site Alternative - Low Income Population - Dublin/Pleasanton

Date: 2/2/2016

Bay Area Rapid Transit © 2015

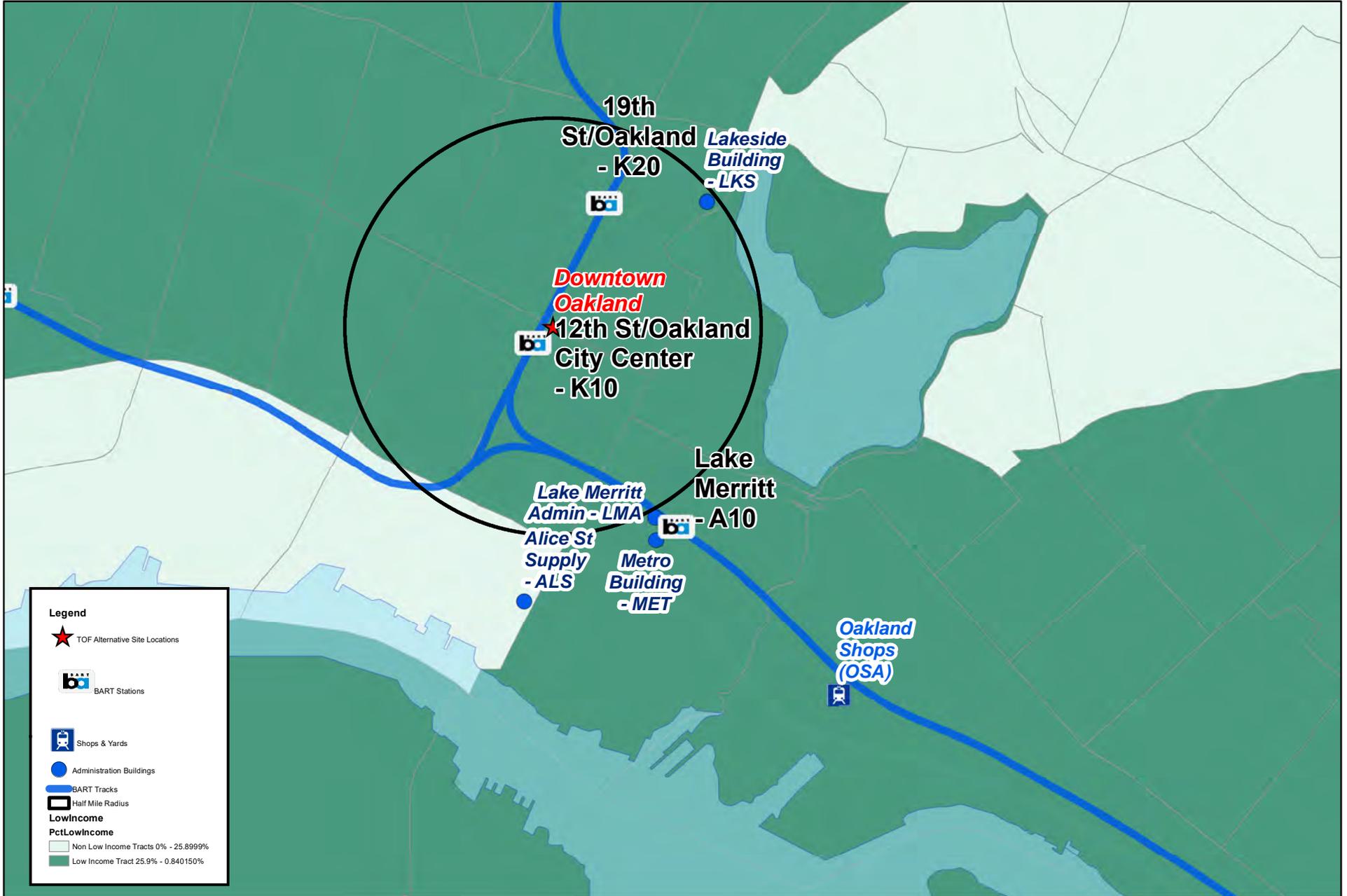


Data provided by numerous sources:  
 BART, U.S. Census 2010 and ACS 2010-2014  
 The BART Service Area is 4 Counties: Alameda, Contra Costa, San Francisco and San Mateo



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Map Displayed in North American Datum 1983  
State Plane California III FIPS 0403 US Feet

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# Appendix C: Detailed Resiliency and Operational Functionality Scoring Table

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Appendix C: Site Alternatives Evaluation Results for Resiliency and Operational Functionality: Scored on a scale of 1 (low) to 3 (high); Weighted on a scale of 1 (low) to 3 (high)

Grouping	Name	Explanation of Weight	Weight (1 to 3 scale)		Lake Merritt Complex Existing location			Downtown Oakland Basement of adjacent building			Fruitvale Station Adjacent/under elevated tracks			Lake Merritt Proximate 1/5 mi Southeast of Lake Merritt Station			Jack London Square Portal East of West Oakland station			Dublin/Pleasanton Station Surface Parking Area on south side of tracks			
			Weight	Possible Weighted Score	Score	Weighted Score	Notes	Score	Weighted Score	Notes	Score	Weighted Score	Notes	Score	Weighted Score	Notes	Score	Weighted Score	Notes	Score	Weighted Score	Notes	
Fundamentals	1	Availability	Required for successful project	3	9	3	9	Existing facilities at Lake Merritt Complex	1	3	Basement of building adjacent to 12th St Station; requires long-term lease or purchase	3	9	Existing BART parking lot located adjacent to tracks	3	9	Existing BART parking lot for maintenance vehicles	2	6	BART-owned property currently used for telecommunications	3	9	BART-owned property currently used for BART patron parking.
	2	Space	Required for successful project	3	9	3	9	Yes--multi-story configuration fits in available space	1	3	15,200 sq ft site; size and availability of building basement unknown	2	6	36,000 sq ft site (parking), can be multiple stories, but width from 50-90 feet may result in design constraints	1	3	15,270 sq ft site, can fit required functions, but width of 60 feet may be too narrow, other functions to remain at Lake Merritt Complex	2	6	12,560 sq ft site, can be multiple stories, but width of 75 feet may result in design constraints	3	9	97,000 sq ft lot provides ample room
	3	General cost comparison	Cost drives ability to complete project	3	9	2	6	Same cost	1	3	Planning and securing space	2	6	Above ground site, assume same ROM Cost	2	6	Above ground site, assume same ROM Cost	2	6	Above ground site, assume same ROM Cost	2	6	Above ground site, assume same ROM Cost
	4	Time to completion	Project must be possible to complete in timely fashion	3	9	3	9	Planned for completion	1	3	Uncertainty due to lack of site knowledge and control	3	9	Relatively few constraints	3	9	Relatively few constraints	3	9	Relatively few constraints	3	9	Relatively few constraints
Access & Operations	5	Centrality	Key to successful support of systemwide operations	3	9	3	9	Adjacent to Oakland Wye	3	9	Adjacent to Oakland Wye	2	6	Within 2 stops of Oakland Wye	3	9	Adjacent to Oakland Wye	3	9	Adjacent to Oakland Wye	1	3	8 stops from Oakland Wye
	6	Staff access	Important for staff; can operate successfully without it	2	6	3	6	Excellent -- BART and highway	2	4	Good -- BART; more distant from highway	3	6	Excellent -- BART and highway	3	6	Excellent -- BART and highway	2	4	Good -- BART and highway, but neither immediately adjacent	3	6	Excellent -- BART and highway
	7	Headquarters access	Useful, but not required for daily operations	2	6	3	6	18 min walk	3	6	15 min walk	2	4	1+ hour walk; 11-17 min (drive or BART)	3	6	18 min walk	2	4	25 min walk and 5 min drive	1	2	30 min drive and 50 min BART/walk
	8	Communications system access	Proximity to communications hub is associated with reliability and prompt repair/troubleshooting.	3	9	3	9	Center	2	6	Attached	2	6	Attached	1	3	Not attached	1	3	Not Attached (but adjacent)	2	6	Attached
Land Use	9	Constructability	Can be overcome with design/funding	1	3	2	2	Highly constrained site with underground facilities and active station requires special design considerations	1	1	Under existing building, adjacent to 12th St Station	3	3	Parking lot adjacent to/under BART elevated tracks.	3	3	Parking, no structures on site	3	3	Parking and temporary structures on site	3	3	Parking, no structures on site
	10	Transit-oriented development	Very important to BART, but project requires relatively little space	2	6	2	4	Project in this location constrains flexibility for TOD development	3	6	Located in basement of existing building	2	4	Site could be developed as part of Fruitvale Transit Village Phase 2	2	4	Site could accommodate residential use	3	6	Not a station area	2	4	Site could ultimately be used for TOD.
	11	Context and standards	Can be overcome with design/funding	1	3	2	2	The facility would be above ground and would require careful site design and may require Lake Merritt Plan exceptions	3	3	Integrated into existing building	2	2	General plan zoning: mixed housing and business; adjacent Transit Village sensitivity	2	2	In historic area and opportunity area per Lake Merritt Plan; adjacent 1-2 story uses.	2	2	General Plan/Estuary calls for retail, entertainment, and dining establishments	2	2	General Plan (Pleasanton) calls for mixed-use, encouraging high-density residential near BART.
Hazards	12	Flooding/sea level rise hazards	Can be overcome with design/funding	1	3	3	3	No	3	3	No	2	2	Flood Zone X500 (500 year and other concerns)	3	3	No	3	3	No	2	2	In 100-year flood zone for local flooding
	13	Seismic hazards	Can be overcome with design/funding	1	3	2	2	Lake Merritt Complex recently retrofit; project would be new construction	1	1	Renovation of part of existing building	2	2	New construction	2	2	New construction	2	2	New construction	2	2	New construction
	14	HazMat and threats	Very important, but mitigable with design/funding	2	6	2	4	Underground and above-ground facility in dense residential neighborhood	2	4	Underground location in dense city center context with history of large gatherings/protest	2	4	Location under elevated tracks and near road may pose risk	2	4	Proximate to highway; not at station, unlikely target	1	2	Near key portal to underground system, proximate to highway	2	4	Proximate to highway
Overall Score/Weighted Score					90	36	80		27	55		32	69		33	69		31	65		31	67	

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# Appendix D: Title VI/Environmental Justice and Limited English Proficiency Advisory Committee Agendas

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

**NOTICE OF MEETING AND AGENDA**  
**OFFICE OF CIVIL RIGHTS TITLE VI/ENVIRONMENTAL JUSTICE ADVISORY**  
**COMMITTEE**

February 8, 2016  
2:00 p.m. – 4:30 p.m.

A meeting of the Title VI/Environmental Justice Advisory Committee will be held on Monday, February 8, 2016, at 2:00 p.m. The meeting will be held in the Board Room, Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, California.

**AGENDA**

1. Review of Proposed Parking Fee for Warm Springs/South Fremont Station. For discussion.
2. Overview of BART's Transit Career Ladders Training (TCLT) Program. For information.
3. Overview of Operations Control Center (OCC) Siting Analysis Process. For discussion.
4. General Discussion and Public Comment.
5. Next Committee Meeting Date.
6. Adjournment.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to this meeting, as there may be people in attendance susceptible to environmental illnesses.

BART provides services/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made five days in advance of a Board or committee meeting. Please contact the District Secretary's Office at (510) 464-6083 for information.

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

**NOTICE OF MEETING AND AGENDA**  
**OFFICE OF CIVIL RIGHTS LIMITED ENGLISH PROFICIENCY (LEP) ADVISORY**  
**COMMITTEE**

February 23, 2016  
10:30 a.m. – 1:00 p.m.

A meeting of the Limited English Proficiency (LEP) Advisory Committee will be held on Tuesday, February 23, 2016, at 10:30 a.m. The meeting will be held in the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, California 94612.

**AGENDA**

1. Overview of BART's Transit Career Ladders Training (TCLT) Program. For information.
2. Overview of Operations Control Center (OCC) Siting Analysis Process. For discussion.
3. Review of Real-Time Information Displays. For discussion.
4. Better BART, Better Bay Area. For information
5. General Discussion and Public Comment.
6. Next Committee Meeting Date.
7. Adjournment.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to this meeting, as there may be people in attendance susceptible to environmental illnesses.

BART provides services/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board or Committee matters. A request must be made five (5) days in advance of a Board or Committee meeting, depending on the service requested. Please contact the District Secretary's Office at (510) 464-6083 for information.

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

**NOTICE OF MEETING AND AGENDA**  
**OFFICE OF CIVIL RIGHTS LIMITED ENGLISH PROFICIENCY (LEP) ADVISORY**  
**COMMITTEE**

February 28, 2017  
10:30 a.m. – 1:00 p.m.

A meeting of the Limited English Proficiency (LEP) Advisory Committee will be held on Tuesday, February 28, 2017, at 10:30 a.m. The meeting will be held in the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, California 94612.

**AGENDA**

1. Overview of BART's Multimodal Access Design Guidelines. For information.
2. Update of Lake Merritt BART Transit Operations Facility & Plaza Redesign. For discussion.
3. Introduction of BART's Language Translation/Interpretation Services Contractor: International Contact, Inc. For information.
4. General Discussion and Public Comment.
5. Next Committee Meeting Date.
6. Adjournment.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to this meeting, as there may be people in attendance susceptible to environmental illnesses.

BART provides services/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board or Committee matters. A request must be made five (5) days in advance of a Board or Committee meeting, depending on the service requested. Please contact the District Secretary's Office at (510) 464-6083 for information.

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

**NOTICE OF MEETING AND AGENDA**  
**OFFICE OF CIVIL RIGHTS TITLE VI/ENVIRONMENTAL JUSTICE ADVISORY**  
**COMMITTEE**

May 8, 2017  
2:00 p.m. – 4:30 p.m.

A meeting of the Title VI/Environmental Justice Advisory Committee will be held on Monday, May 8, 2017, at 2:00 p.m. The meeting will be held in the Board Room, Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, California.

**AGENDA**

1. Update of BART's Multimodal Access Design Guidelines. For information.
2. Customer Research Overview (2016 Customer Satisfaction Survey, 2015 Station Profile Survey). For information.
3. Update of Lake Merritt BART Transit Operations Facility & Plaza Redesign. For discussion.
4. General Discussion and Public Comment.
5. Next Committee Meeting Date.
6. Adjournment.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to this meeting, as there may be people in attendance susceptible to environmental illnesses.

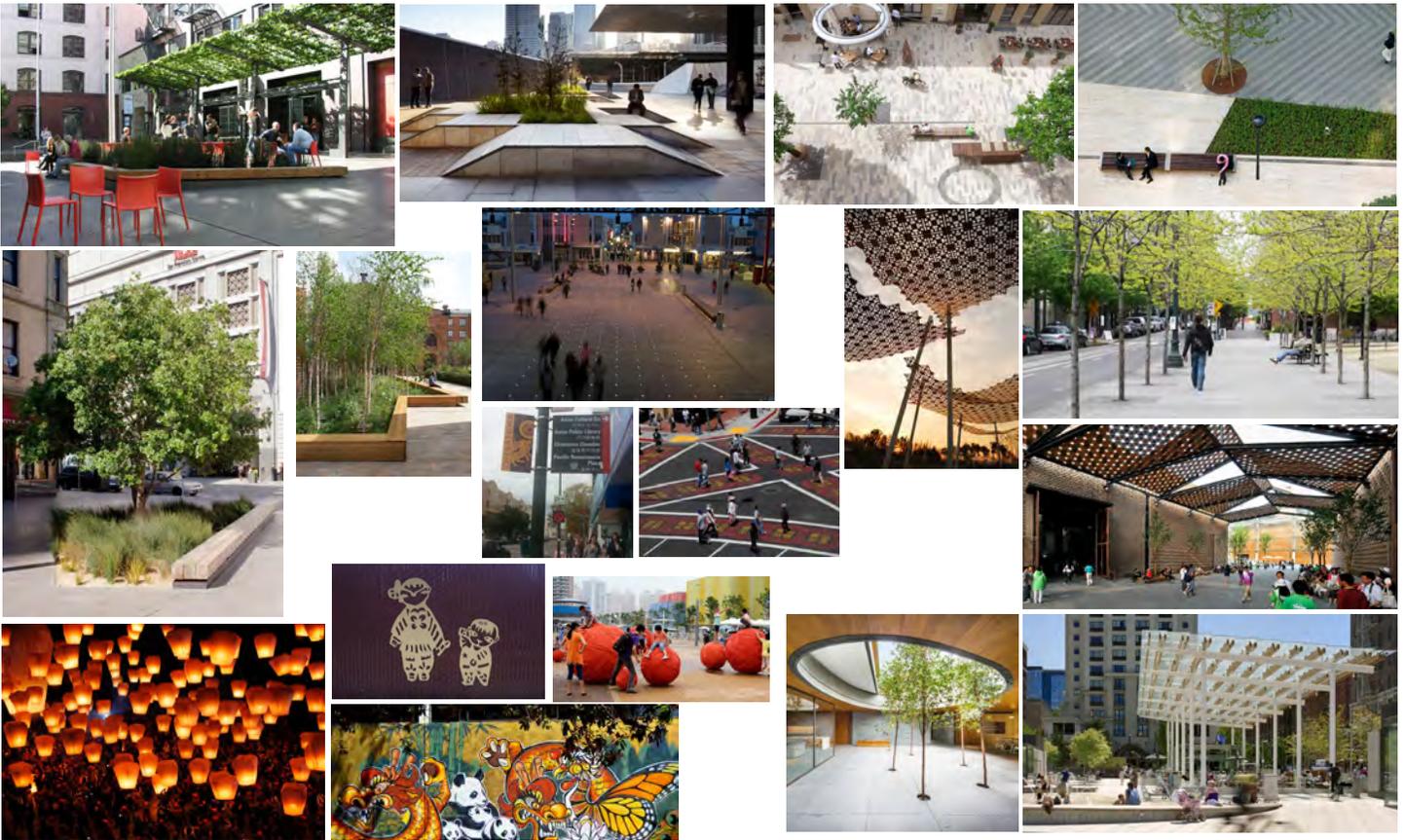
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## Appendix E: Community Open House Feedback

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# BART LAKE MERRITT PLAZA & TRANSIT OPERATIONS FACILITY

## COMMUNITY MEETING 1 SUMMARY





**CONCEPT 1**



**CONCEPT 2**

**Community Open House #1:**

The Community Open House #1 was held on May 10, 2017 at the Metro Center Auditorium at 101 8th St, in Oakland. The purpose of this meeting was to introduce the new Transit Operations Facility and Plaza Redesign project to the public, share alternatives (Concepts 1 and 2) for the Lake Merritt Plaza, and secure their feedback on the project via the use of survey handouts. Several Stations were setup with consultant and BART staff available to discuss and answer questions. Light refreshments were provided.

The Stations were set up as follows:

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Sign in Desk</li> <li>2. Background Information and context</li> <li>3. Concept 1 plan</li> <li>4. Concept 1 fly through</li> </ol> | <ol style="list-style-type: none"> <li>5. Concept 2 plan</li> <li>6. Concept 2 fly through</li> <li>7. Summary of Concepts</li> <li>8. Food and water station</li> </ol> |
|---|--|

The community was encouraged to move around the stations and then fill out their surveys for submittal. Overall we had 98 people fill out the sign in sheet with 90 people submitting a hand written survey form. Subsequent to the May 10 meeting we received an additional 48 survey forms online for a total of 138 completed surveys. Individual surveys were submitted in 3 languages from the community.

**Statistics:**

Language	Total surveys submitted	Written surveys	Online surveys
English	101	56	45
Chinese	36	33	3
Vietnamese	1	1	
Total combined surveys	138	90	48

In order to manage the written responses (Q8 and Q9), rhaa created broad categories of concerns in order to present a snapshot of where the focus seemed to be concentrated on. This begins on page 9. Detailed responses can be found beginning on page 17.



## Overall Feedback:

**Questions 1-6 (Concept comparison):** The results of the first 6 questions clearly indicated that Concept 1 was preferred for overall design, concept idea, and spatial layout. The single exception was the preference for the larger shade canopy shown in concept 2. The responses were fairly split on how a café on Oak and 9th street might be oriented towards, with a slight edge towards the plaza.

**Question 7** which covers preferred plaza features showed a diverse range of preferences. However a few items stand out above the others. In reviewing the results of each individual question first and comparing the bars for “extremely important”, the following selections stand out in order of results:

1. Improved Streetscape (highest rated as “extremely important”)
2. Large Open Plaza
3. Places to sit / gather / meet
4. Green Landscaping

Looking at the weighted average results which accounts for all grades of importance for the specific plaza feature, the same results are produced although in a slightly different order:

1. Improved Streetscape (highest average weight)
2. Places to sit / gather / meet
3. Green Landscaping
4. Large Open Plaza

It is worth noting that the Bike Station and the Bike Lockers were selected as the least important of the features on both the individual charts, and the weighted average chart.

**Question 8** invites the community to share additional ideas and suggestions for the project. Four recurring comments resulted from this question:

1. Provide adequate community space including active uses/retail, a restroom and space for tai chi, community events, activities, and performance (Program & Amenities)
2. Need for safety – including recommendations for a police station, improved lighting, clear visual paths, and addressing concerns related to homelessness (Safety)
3. Emphasize and recognize cultural significance of the site, including several recommendations to rename Station to Oakland Chinatown Station (Identity & Way finding)
4. Improving connections and circulation, making better connections to Madison Park and Chinatown, and improving the station drop-off areas.

**Question 9** asks the community to express their concerns with this site, or if there are potential impacts to them as a result of this project. Three recurring comments resulted from this question.

1. Need a restroom
2. Issues with building creating visual and physical barrier between the plaza and Madison Park/Chinatown core (Circulation & Access)
3. Connection to Madison Park and surroundings (Connectivity)
4. Final design/look and feel of the TOF building



5. Some additional concerns expressed by participants include:
  - a. Traffic
  - b. Safety
  - c. Homelessness
  - d. Displacement of long-term residents
  - e. Station access during construction

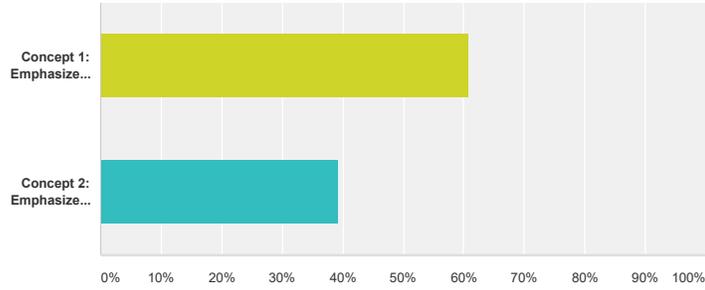
### **Demographic Overview:**

The full demographic information is included below. This section summarizes some key demographic responses of interest:

- 56% of survey respondents live within walking distance and 38% work within walking distance of the site
- Respondents identified themselves as part of the following racial/ethnic groups:
  - 64% Asian or Pacific Islander
  - 33% white
  - 8% Hispanic, Latino or Spanish Origin
  - 3% Black/African American
  - 2% American Indian or Alaska Native
  - 3% other
- 43% of respondents indicated that they speak a language other than English at home; of those respondents 30% indicated that they speak English "Not well" or "Not at all."
- 39% of respondents had an annual household income of less than \$50,000.

### Q1 Compare the two concepts and let us know which you prefer:

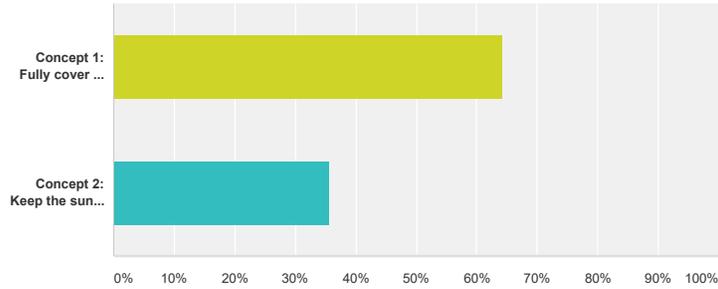
Answered: 117 Skipped: 21



Answer Choices	Responses
Concept 1: Emphasize diagonal pedestrian connection through transit plaza, reflecting BART tracks	60.68% 71
Concept 2: Emphasize pedestrian connection along 9th Street	39.32% 46
<b>Total</b>	<b>117</b>

### Q2 Compare the two concepts and let us know which you prefer:

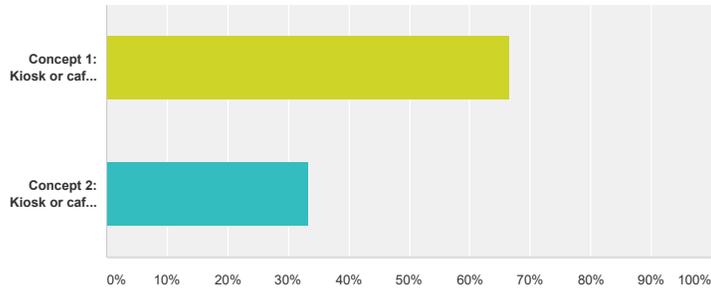
Answered: 126 Skipped: 12



Answer Choices	Responses
Concept 1: Fully cover the sunken courtyard to create a larger plaza, using glass paving to allow natural light into station	64.29% 81
Concept 2: Keep the sunken courtyard partially open to add access from plaza to BART Station concourse and allow light below	35.71% 45
<b>Total</b>	<b>126</b>

### Q3 Compare the two concepts and let us know which you prefer:

Answered: 108 Skipped: 30

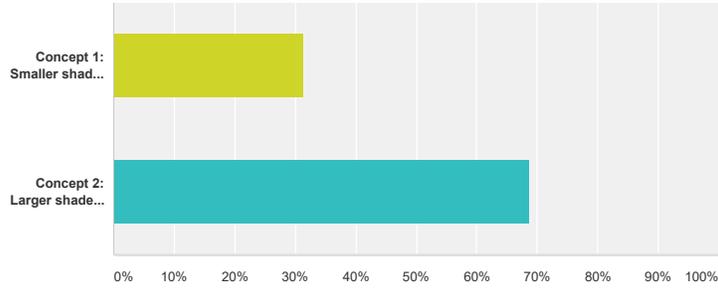


Answer Choices	Responses
Concept 1: Kiosk or cafe seating at 9th & Oak oriented toward plaza	66.67% 72
Concept 2: Kiosk or cafe seating at 8th & Oak oriented toward street	33.33% 36
<b>Total</b>	<b>108</b>



**Q4 Compare the two concepts and let us know which you prefer:**

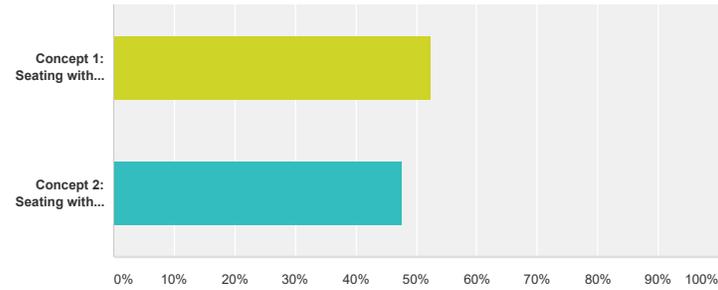
Answered: 112 Skipped: 26



Answer Choices	Responses
Concept 1: Smaller shade structure	31.25% 35
Concept 2: Larger shade structure	68.75% 77
<b>Total</b>	<b>112</b>

**Q5 Compare the two concepts and let us know which you prefer:**

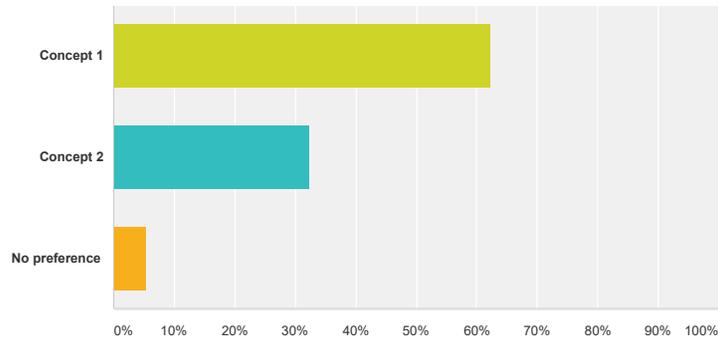
Answered: 126 Skipped: 12



Answer Choices	Responses
Concept 1: Seating with larger, low planting areas frame smaller gathering spaces within plaza	52.38% 66
Concept 2: Seating with smaller, integrated planters located throughout a more open plaza	47.62% 60
<b>Total</b>	<b>126</b>

**Q6 Overall, which plan option do you prefer (check one)?**

Answered: 127 Skipped: 11

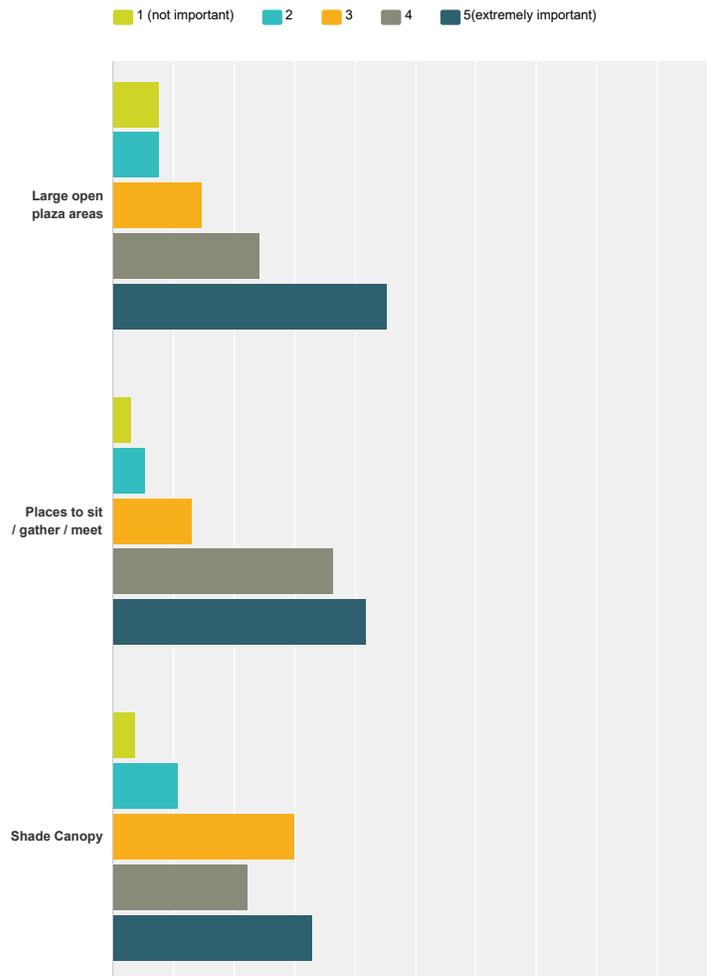


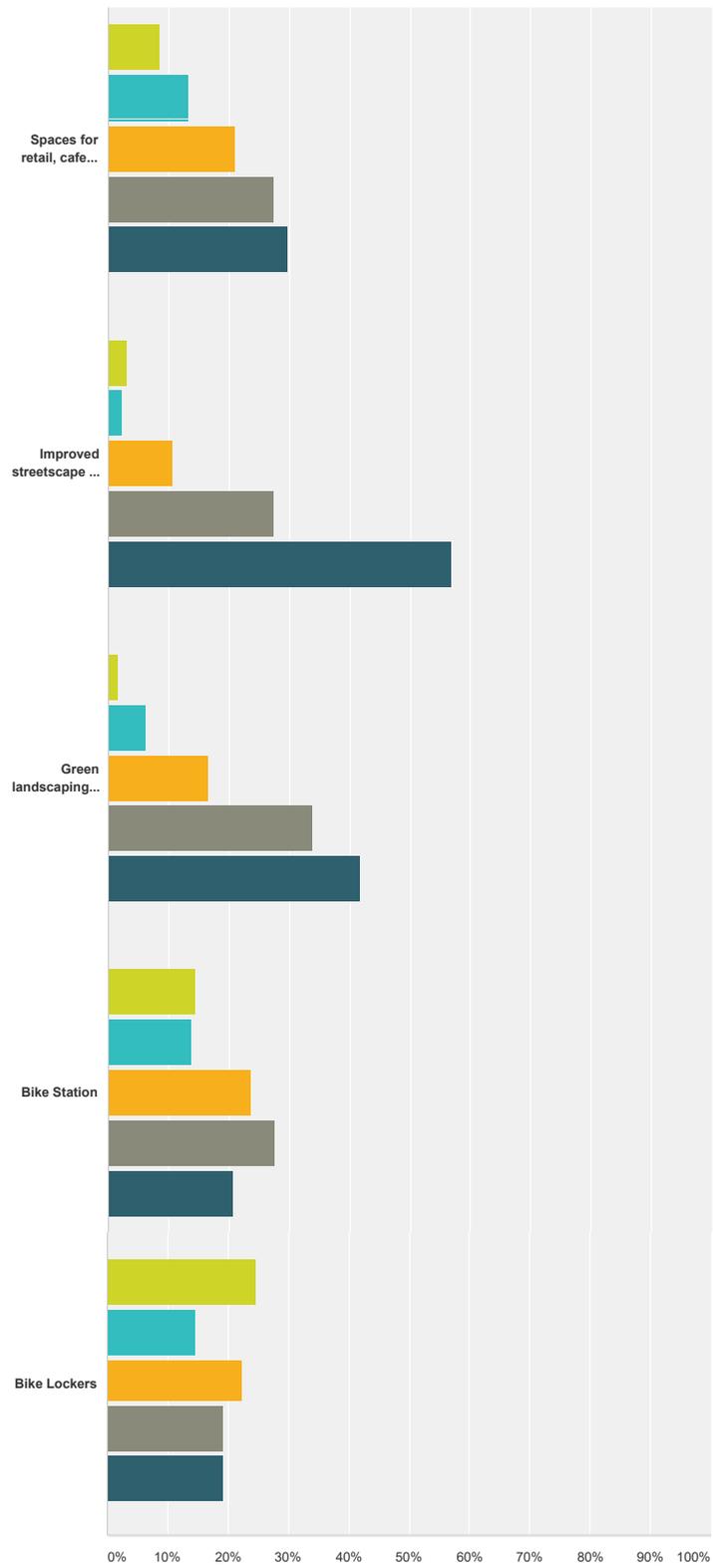
Answer Choices	Responses
Concept 1	62.20% 79
Concept 2	32.28% 41
No preference	5.51% 7
<b>Total</b>	<b>127</b>



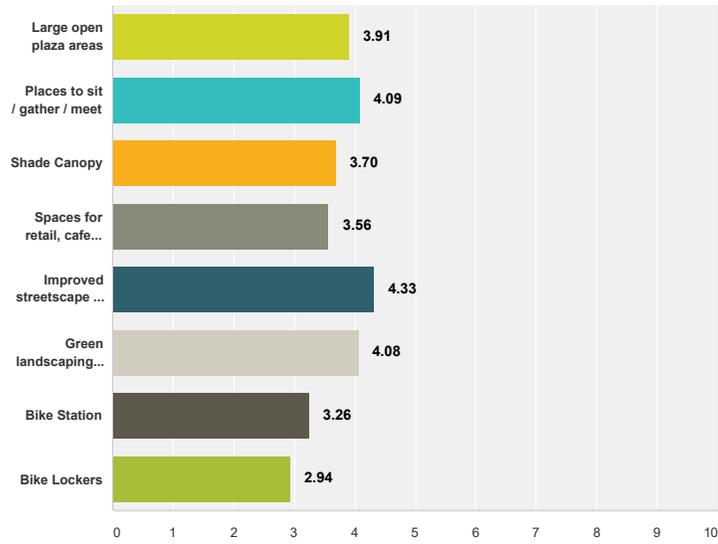
**Q7 Which of the following plaza features are most important to you? On a scale of 1 - 5 where 1 is “not important” and 5 is “extremely important”, please rate how important each of the following is to you:**

	1 (not important)	2	3	4	5(extremely important)	Total
Large open plaza areas	7.81% 10	7.81% 10	14.84% 19	24.22% 31	45.31% 58	128
Places to sit / gather / meet	3.10% 4	5.43% 7	13.18% 17	36.43% 47	41.86% 54	129
Shade Canopy	3.85% 5	10.77% 14	30.00% 39	22.31% 29	33.08% 43	130
Spaces for retail, cafes or kiosks	8.59% 11	13.28% 17	21.09% 27	27.34% 35	29.69% 38	128
Improved streetscape - wider sidewalks, lighting, trees, wayfinding	3.03% 4	2.27% 3	10.61% 14	27.27% 36	56.82% 75	132
Green landscaping (plantings, trees)	1.57% 2	6.30% 8	16.54% 21	33.86% 43	41.73% 53	127
Bike Station	14.50% 19	13.74% 18	23.66% 31	27.48% 36	20.61% 27	131
Bike Lockers	24.62% 32	14.62% 19	22.31% 29	19.23% 25	19.23% 25	130



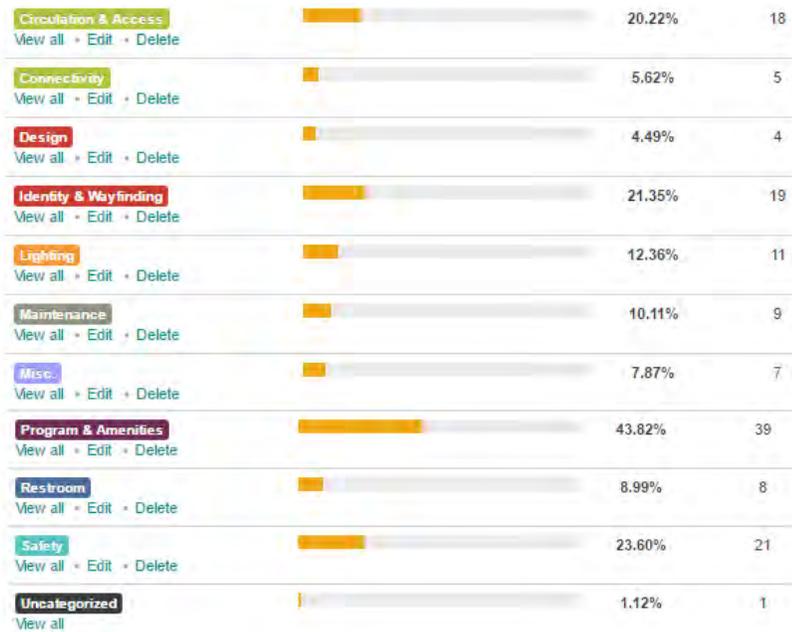


Q7 - average weighted chart, all features



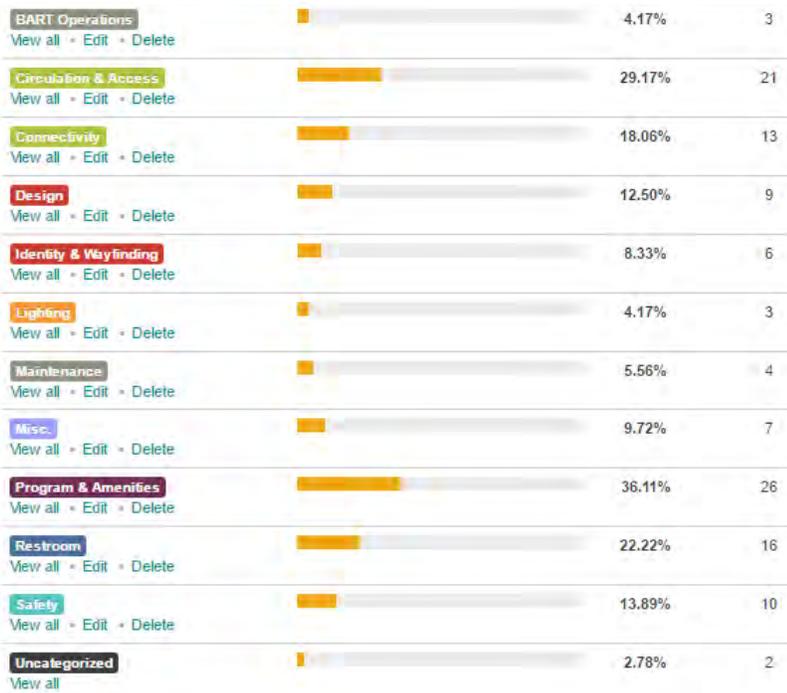
Q8 Please share any other ideas or suggestions for this project:

Answered: 89 Skipped: 49



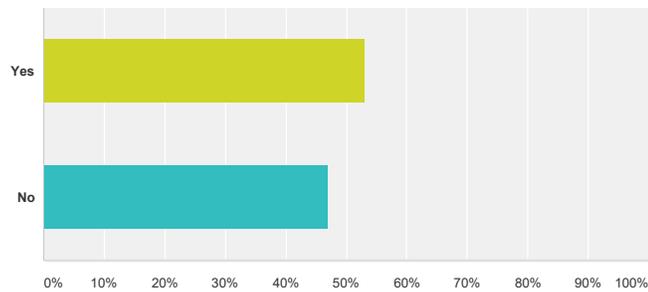
**Q9 The Lake Merritt plaza is BART's preferred site alternative for the Transit Operations Facility. What impacts might this project have on you? What concerns, if any, do you have with this site?**

Answered: 72 Skipped: 66



**Q10 Would you like to receive email updates about this project?**

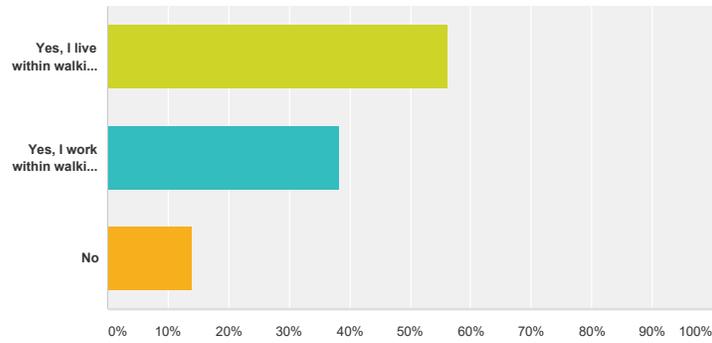
Answered: 102 Skipped: 36



Answer Choices	Responses	Count
Yes	52.94%	54
No	47.06%	48
Total		102

### Q11 Do you live or work within walking distance of Lake Merritt BART Station?

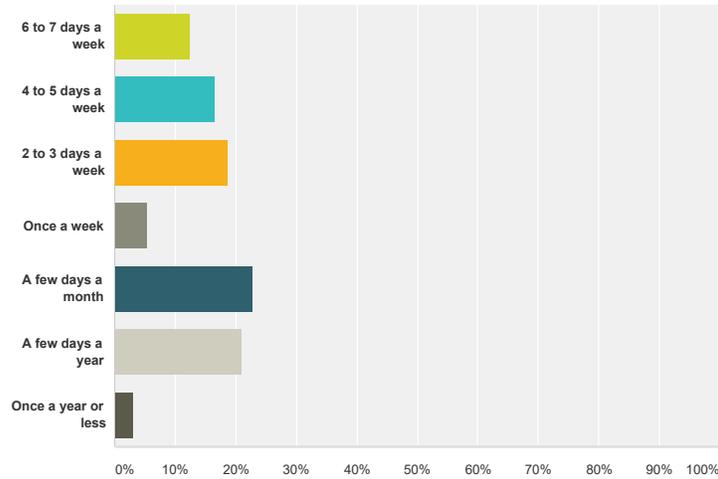
Answered: 128 Skipped: 10



Answer Choices	Responses
Yes, I live within walking distance of Lake Merritt BART Station	56.25% 72
Yes, I work within walking distance of Lake Merritt BART Station	38.28% 49
No	14.06% 18
<b>Total Respondents: 128</b>	

### Q12 How often do you use the Lake Merritt BART Station?

Answered: 128 Skipped: 10

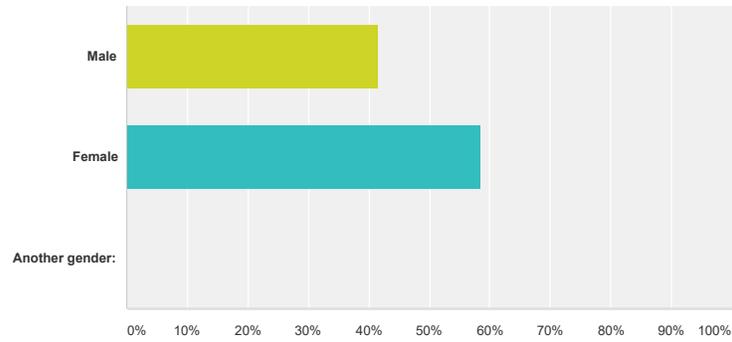


Answer Choices	Responses
6 to 7 days a week	12.50% 16
4 to 5 days a week	16.41% 21
2 to 3 days a week	18.75% 24
Once a week	5.47% 7
A few days a month	22.66% 29
A few days a year	21.09% 27
Once a year or less	3.13% 4
<b>Total</b>	<b>128</b>



### Q13 What is your gender?

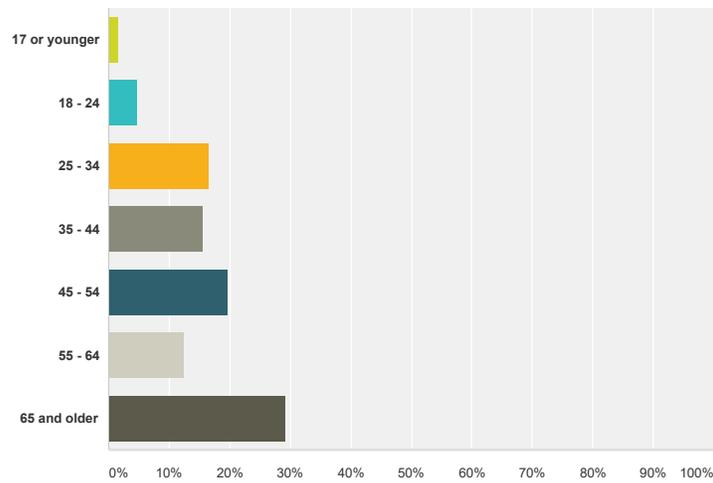
Answered: 125 Skipped: 13



Answer Choices	Responses	
Male	41.60%	52
Female	58.40%	73
Another gender:	0.00%	0
<b>Total</b>		<b>125</b>

### Q14 How old are you?

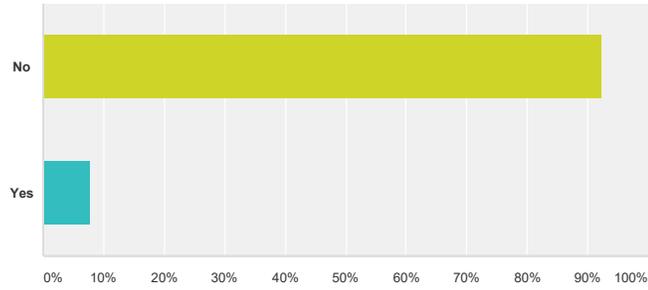
Answered: 127 Skipped: 11



Answer Choices	Responses	
17 or younger	1.57%	2
18 - 24	4.72%	6
25 - 34	16.54%	21
35 - 44	15.75%	20
45 - 54	19.69%	25
55 - 64	12.60%	16
65 and older	29.13%	37
<b>Total</b>		<b>127</b>

### Q15 Are you of Hispanic, Latino or Spanish origin?

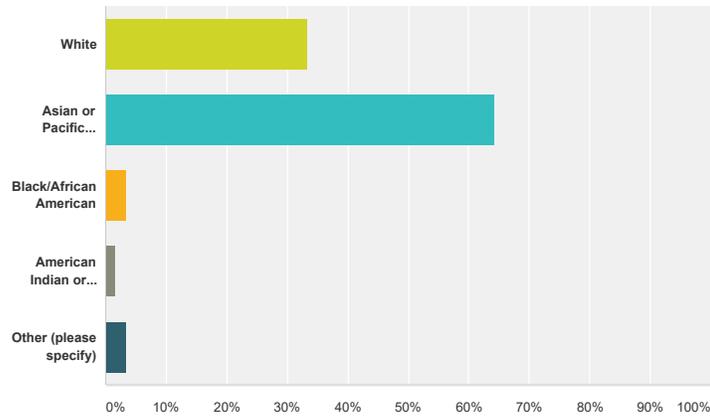
Answered: 117 Skipped: 21



Answer Choices	Responses	
No	92.31%	108
Yes	7.69%	9
<b>Total</b>		<b>117</b>

### Q16 What is your race or ethnic identification? Select all that apply. (Categories based on US Census.)

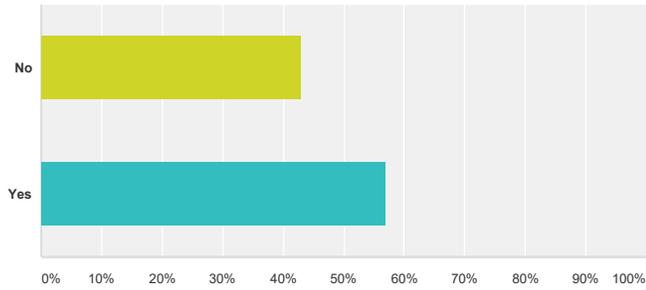
Answered: 123 Skipped: 15



Answer Choices	Responses	
White	33.33%	41
Asian or Pacific Islander	64.23%	79
Black/African American	3.25%	4
American Indian or Alaska Native	1.63%	2
Other (please specify)	3.25%	4
<b>Total Respondents: 123</b>		

### Q17 Do you speak a language other than English at home?

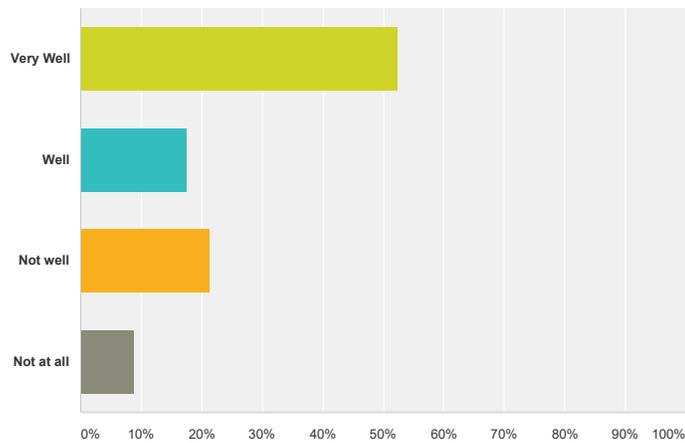
Answered: 123 Skipped: 15



Answer Choices	Responses
No	43.09% 53
Yes	56.91% 70
<b>Total</b>	<b>123</b>

### Q18 If "Yes" to Question 17, how well do you speak English?

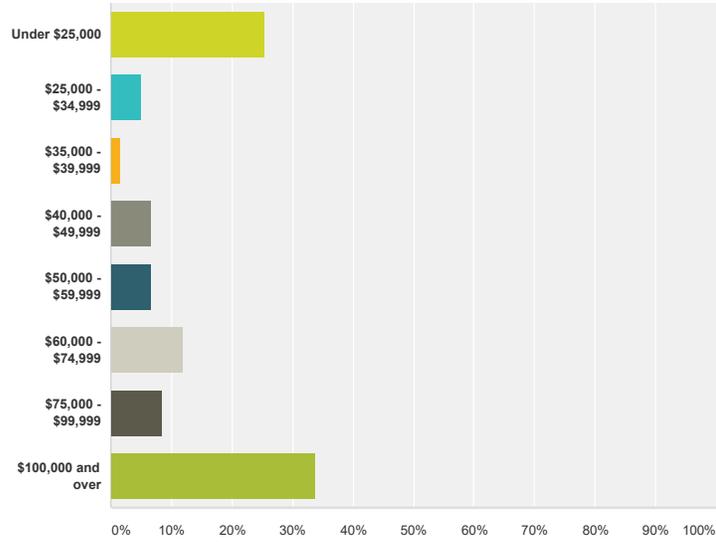
Answered: 80 Skipped: 58



Answer Choices	Responses
Very Well	52.50% 42
Well	17.50% 14
Not well	21.25% 17
Not at all	8.75% 7
<b>Total</b>	<b>80</b>

### Q19 What is your total annual household income before taxes?

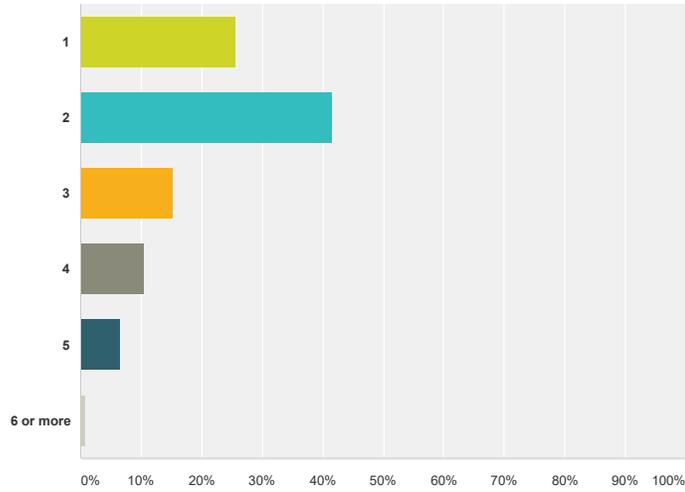
Answered: 118 Skipped: 20



Answer Choices	Responses	Count
Under \$25,000	25.42%	30
\$25,000 - \$34,999	5.08%	6
\$35,000 - \$39,999	1.69%	2
\$40,000 - \$49,999	6.78%	8
\$50,000 - \$59,999	6.78%	8
\$60,000 - \$74,999	11.86%	14
\$75,000 - \$99,999	8.47%	10
\$100,000 and over	33.90%	40
<b>Total</b>		<b>118</b>

### Q20 Including yourself, how many people live in your household?

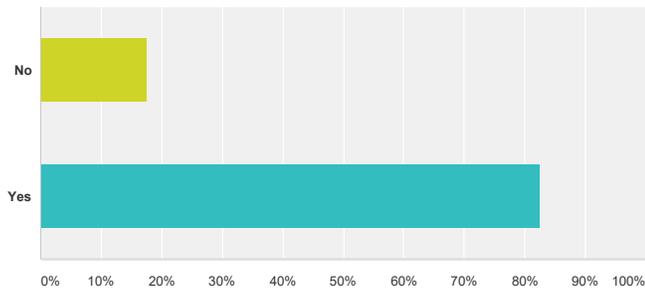
Answered: 125 Skipped: 13



Answer Choices	Responses	
1	25.60%	32
2	41.60%	52
3	15.20%	19
4	10.40%	13
5	6.40%	8
6 or more	0.80%	1
<b>Total</b>		<b>125</b>

### Q21 Do you own a smart phone?

Answered: 125 Skipped: 13



Answer Choices	Responses	
No	17.60%	22
Yes	82.40%	103
<b>Total</b>		<b>125</b>

# Detailed Response

## Q8 Please share any other ideas or suggestions for this project:

Answered: 89 Skipped: 49

#	Responses	Date
1	<b>Identity &amp; Wayfinding</b> Rename the station to Chinatown BART Station	5/18/2017 7:00 AM
2	<b>Identity &amp; Wayfinding</b> Rename the station to OAKLAND CHINATOWN BART STATION	5/18/2017 6:58 AM
3	<b>Identity &amp; Wayfinding</b> Rename the station to Chinatown BART Station	5/18/2017 6:56 AM
4	<b>Identity &amp; Wayfinding</b> Rename the station to Oakland Chinatown BART Station	5/18/2017 6:51 AM
5	<b>Identity &amp; Wayfinding</b> Rename to Chinatown BART Station	5/18/2017 1:56 AM
6	<b>Program &amp; Amenities Restroom</b> There got to be a public bathroom. A open-space round/theatre for small-scale performances and public events will be great.	5/17/2017 8:40 AM
7	<b>Lighting Safety</b> More street lamps and a police office	5/17/2017 8:27 AM
8	<b>Lighting Safety</b> More street lamps and a police office	5/17/2017 8:25 AM
9	<b>Lighting Safety</b> More street lamps and policemen	5/17/2017 8:23 AM
10	<b>Safety</b> Need a police office	5/17/2017 8:20 AM
11	<b>Safety</b> Need a police office	5/17/2017 8:18 AM
12	<b>Safety</b> Need a police office	5/17/2017 8:06 AM
13	<b>Safety</b> Need a police office	5/17/2017 8:05 AM
14	<b>Safety</b> Need a police office	5/17/2017 8:03 AM
15	<b>Safety</b> Need a police office	5/17/2017 8:00 AM
16	<b>Safety</b> Need a police office	5/17/2017 7:58 AM
17	<b>Safety</b> Please help keep the space safe and accessible to people, especially students!	5/17/2017 7:52 AM
18	<b>Program &amp; Amenities Restroom</b> Hope there would be a designated area for practicing Tai Chi, and public restroom.	5/17/2017 5:57 AM
19	none	5/17/2017 5:56 AM
20	<b>Program &amp; Amenities</b> Hope there would be a senior center.	5/17/2017 5:23 AM
21	<b>Identity &amp; Wayfinding</b> Please consider renaming the BART station to 'Oakland Chinatown', as it rightfully should be...	5/17/2017 4:07 AM
22	<b>Identity &amp; Wayfinding</b> Years ago, there was a promise from BART that this station be re-named Oakland Chinatown. I would like to see the promise be fulfilled. The land that BART is currently operating on in these few blocks has historically been Chinatown. BART needs to do the right thing here. I would like to see the Chinese language be displayed more prominently in all signage at the station (and beyond - ideally, all BART signage and announcements should be available in at least Spanish and Chinese).	5/17/2017 2:39 AM
23	<b>Identity &amp; Wayfinding</b> It is important that whatever wayfinding and signage program is implemented at the plaza identify Oakland Chinatown as a nearby destination, the plaza was originally part of that neighborhood, and the iconography and public art in the plaza should reflect that. additionally, it's important that the station be renamed "Oakland Chinatown". just as rockridge bart station is named for that neighborhood, this station should be named for the neighborhood in which it exists as well.	5/16/2017 3:29 PM
24	<b>Identity &amp; Wayfinding</b> Rename station to acknowledge Oakland Chinatown's 140 year history.	5/16/2017 9:25 AM
25	<b>Circulation &amp; Access Connectivity</b> Chinatown is the main retail/business hub for this area. The plaza should have better harmony and connection with Madison Park and the Chinatown corridor. The operations center blocks the flow from the neighborhood and park to the plaza. A feng shui consultation may be helpful.	5/16/2017 3:58 AM
26	<b>Identity &amp; Wayfinding Program &amp; Amenities</b> Rename station to "Oakland Chinatown" to honor historical neighborhood and its cultural significance. Allow room for community events and community use of the plaza, including storage for items needed to make this happen.	5/16/2017 2:40 AM
27	<b>Identity &amp; Wayfinding</b> Renaming the Station to "Oakland Chinatown"	5/16/2017 2:34 AM
28	<b>Circulation &amp; Access Program &amp; Amenities</b> More bus stops/transbay access, strong lighting, ample trashcans, places to sit and eat (especially if retail like cafes are there), patches of grass for picnics	5/16/2017 12:52 AM
29	<b>Identity &amp; Wayfinding</b> Keep the current name of the Station as Lake Merritt.	5/16/2017 12:48 AM
30	<b>Identity &amp; Wayfinding Program &amp; Amenities</b> Rename the station to "Oakland Chinatown" Community storage and space	5/15/2017 2:04 PM
31	<b>Identity &amp; Wayfinding</b> Chinese or Asian Station	5/15/2017 11:27 AM
32	<b>Identity &amp; Wayfinding</b> Rename" Oakland Chinatown"	5/15/2017 11:06 AM
33	<b>Identity &amp; Wayfinding Program &amp; Amenities</b> community space and storage, public art and placemaking that opens the plaza up to Chinatown. The station should be renamed to "Oakland Chinatown" station given the history of displacement of Chinatown families and institutions through imminent domain	5/15/2017 9:20 AM
34	<b>Circulation &amp; Access Connectivity Identity &amp; Wayfinding Program &amp; Amenities</b> The plaza should provide accessible space for people to practice tai chi and provide connections to Madison Park and Chinatown. It should not be a barrier or island that is disconnected from the surrounding neighborhood. It should also recognize the cultural presence of Chinatown by include wayfinding signage directing people towards Chinatown and Include Oakland Chinatown as part of the station name.	5/15/2017 9:13 AM



35	<b>Identity &amp; Wayfinding</b> <b>Lighting</b> <b>Maintenance</b> <b>Safety</b> Let's make it well lit at night so it feels safe. Safety is key. Also let's make sure we budget for lots of trash recycle and compost because we don't want it to get dirty over time. Will there be art that reflects the heritage of the neighborhood?	5/14/2017 3:45 AM
36	<b>Lighting</b> <b>Program &amp; Amenities</b> Maintain daylight to station (skylights along path of tracks?) Mix of uses/retail to catalyze a 'place' at the station.	5/12/2017 5:58 AM
37	<b>Misc.</b> (Additional feedback on Question 2 - Also selected Concept 2)	5/12/2017 5:53 AM
38	<b>Maintenance</b> <b>Safety</b> Prevent skateboards, round sharp corners (decrease injury, increase flow)	5/12/2017 5:47 AM
39	<b>Lighting</b> <b>Safety</b> 1) Traffic light and crosswalk at 8th and Fallon St. 2) Good lighting 3) Police presence 4) Make it such that homeless people cannot camp out 5) Relocate the addict recovery facility at 7th & Oak St. 6) Lock up after 10 pm	5/12/2017 5:43 AM
40	<b>Maintenance</b> <b>Program &amp; Amenities</b> I love the game tables. Hosting events or beginning them there would be great - rallies, bike party, movies. I think grassy patches are nice but wonder about dogs.	5/12/2017 5:37 AM
41	<b>Program &amp; Amenities</b> <b>Restroom</b> Bathrooms! Community garden! We are in a food desert! More community space less kiosk. If there are kiosk community owned. Outlets!	5/12/2017 5:29 AM
42	<b>Circulation &amp; Access</b> <b>Program &amp; Amenities</b> (Response to Question 6 - Prefers a combinations of Concept 1 & 2 - green space of Concept 1 plus new station access of Concept 2.) I prefer chairs toward middle instead of street with plenty of shops & cafes.	5/12/2017 5:29 AM
43	<b>Misc.</b> (Additional feedback on Question 15 - interesting question)	5/12/2017 5:28 AM
44	<b>Program &amp; Amenities</b> (Additional feedback - Rates stage/outdoor theater as "5 Extremely Important") (Additional feedback - Put bike station underground) Performing arts are interested and can bring the plaza to life.	5/12/2017 5:28 AM
45	<b>Lighting</b> <b>Program &amp; Amenities</b> <b>Safety</b> Please emphasize pedestrian safety, lighting, clear visual paths, BART police presence at night (now totally absent), longer street light times. Please make improvements conducive for all age groups.	5/12/2017 5:27 AM
46	<b>Maintenance</b> <b>Safety</b> Must keep homeless away	5/12/2017 5:27 AM
47	<b>Program &amp; Amenities</b> More greenscape? Urban lawns can be successful like at Jack London, Potrero 1010, Yerba Buena, etc. Also more bike lockers! Thanks!	5/12/2017 5:27 AM
48	<b>Program &amp; Amenities</b> Mixed use above and street level	5/12/2017 5:26 AM
49	<b>Circulation &amp; Access</b> <b>Design</b> <b>Program &amp; Amenities</b> Cultivate community partnerships with Laney College, OMCA, Chinese preschools and program the site for activation. Creating official drop-off zones to avoid conflicts with cars and bikes; make BART track on paving more explicit (make it fun! striping so kids can play on path).	5/12/2017 5:26 AM
50	<b>Circulation &amp; Access</b> Pickup/dropoff area for cars	5/12/2017 5:26 AM
51	<b>Misc.</b> <b>Program &amp; Amenities</b> Please don't spend too much on this project. I would prioritize repairs to keep trains running properly over an extravagant BART plaza. I support cafes to generate revenue for BART.	5/12/2017 5:24 AM
52	<b>Program &amp; Amenities</b> More kids' playing facilities	5/12/2017 5:19 AM
53	<b>Program &amp; Amenities</b> <b>Restroom</b> Public restrooms are better than having the community space becoming a toilet. Community garden in community space. Partnership with Oakland Museum.	5/12/2017 5:10 AM
54	<b>Program &amp; Amenities</b> mixed use - condos, stores	5/12/2017 4:56 AM
55	<b>Circulation &amp; Access</b> <b>Program &amp; Amenities</b> (Additional feedback on Concept 1 - flows better.) (Additional feedback on Question 4 - solar panel generating) Public art and artists should have already been chosen, not a later add-on.	5/12/2017 4:38 AM
56	<b>Circulation &amp; Access</b> <b>Connectivity</b> I like the diagonal path, but it seems like a path to nowhere if it doesn't connect to a crosswalk across the street.	5/12/2017 4:16 AM
57	<b>Circulation &amp; Access</b> <b>Lighting</b> <b>Program &amp; Amenities</b> In Concept 1, add lights above tracks that illuminate when there is a train. AC Transit coordination. Consolidate bus stops. Game tables for chess players who currently use space. Road diet. 2 way streets. Huge bike/auto conflict area at Oak and 9th- cars in bike lane. Add bus stops to other side of Oak Street and make 2 way.	5/12/2017 4:07 AM
58	<b>Circulation &amp; Access</b> <b>Program &amp; Amenities</b> Narrow roads around site, parklets near retail, bike parking with racks, signage that easy to read.	5/12/2017 3:53 AM
59	<b>Circulation &amp; Access</b> <b>Connectivity</b> <b>Safety</b> make sure the plaza is structured appropriately and safe for seniors. make sure the Madison St edge is open/welcoming to china town foot traffic.	5/12/2017 1:23 AM
60	<b>Program &amp; Amenities</b> please add more cafes - students at Laney have no outlet to go get food other than cafeteria.	5/12/2017 1:16 AM
61	<b>Maintenance</b> <b>Safety</b> Include self-cleaning features, personnel safety, and limit abuse, built-in safety (sight lines), easy to clean and maintain, built-in security cameras, wifi	5/12/2017 1:14 AM
62	<b>Identity &amp; Wayfinding</b> as this project is in chinatown, more emphasis to include some Chinese design aspects	5/12/2017 1:10 AM
63	<b>Circulation &amp; Access</b> check the feng shui	5/12/2017 1:08 AM
64	<b>Program &amp; Amenities</b> create destinations within the plaza and enhance pedestrian experience (Yerba buena connection to market)	5/12/2017 1:05 AM
65	<b>Design</b> look at the museum quarter in Vienna, Austria and borrow from that. It's perfect.	5/12/2017 1:03 AM
66	<b>Circulation &amp; Access</b> <b>Design</b> <b>Program &amp; Amenities</b> Oakland is no longer the city behind SF. It is the city globally attracting attention. Bring true world class design. Think Big an Global. Don't think it's just an operational headquarter. Make it Classy. Lighted pavement is fun. Concept 2 divides open space that doesn't make sense. Add water feature that "wow's"people. Seating should be economical (space wise) yet beautiful. Both concepts are too rectilinear. Having a beautiful water feature draws people, soothes the nerves, and attracts people to it. Why not make it the most prominent feature w/ sculptures/ art elements.	5/12/2017 12:58 AM
67	<b>Lighting</b> <b>Misc.</b> <b>Program &amp; Amenities</b> <b>Restroom</b> no business displacement, restrooms for public.as much as possible have active storefronts along madison instead of blank wall space. Lighting very important. Bike parking is important. think about bikeparking also within paid area.	5/12/2017 12:51 AM
68	<b>Program &amp; Amenities</b> there were no options for prioritizing community space and engagement on the other side	5/11/2017 9:57 AM



merge  
conceptual design



69	<b>Maintenance</b> <b>Safety</b> maintenance (cleanliness, repairs, refuse) and safety are key to improve TOF	5/11/2017 9:53 AM
70	<b>Misc.</b> there needs to be an ewph (?)	5/11/2017 9:51 AM
71	<b>Lighting</b> <b>Program &amp; Amenities</b> having it well lit at night is important, have enough space for community events, there is a large chinese community here, ping pong table? chess? the SF chinatown park is very successful in supporting the surrounding community.	5/11/2017 9:49 AM
72	<b>Program &amp; Amenities</b> wifi access, water fountain	5/11/2017 9:46 AM
73	<b>Circulation &amp; Access</b> <b>Maintenance</b> <b>Restroom</b> police emergency exit, parking for BART maintenance, no parking drop off site, uber pick up site, solar panels on head houses and TOF, public restrooms especially late at night. Better wayfinding on street and inside station.	5/11/2017 9:44 AM
74	<b>Circulation &amp; Access</b> restore the drop off zone, right now you are liable to be ticketed for stopping there even though it was the original intent	5/11/2017 9:40 AM
75	<b>Circulation &amp; Access</b> additional escalator/exit	5/11/2017 9:38 AM
76	<b>Circulation &amp; Access</b> add more escalator at the 8th st and oak entrance. The escalators should go both up and down at the same time.	5/11/2017 9:31 AM
77	<b>Lighting</b> solar, more lighting	5/11/2017 9:28 AM
78	<b>Design</b> <b>Program &amp; Amenities</b> other ideas from landscapers, other cities/states with unique contemporary functional designs, opportunities to hire/train local area residents for the tof (including seniors/veterans)	5/11/2017 9:24 AM
79	<b>Program &amp; Amenities</b> <b>Safety</b> Not too many trees; prefer more open space; easy access for day and night security.	5/11/2017 6:34 AM
80	<b>Program &amp; Amenities</b> <b>Restroom</b> 1) Rainproof canopy to allow for Tai Chi etc. on rainy days. 2) Public restrooms. These were previously available on the first floor of the MetroCenter but the public is now denied access. There is no other place within 3 blocks. BART restrooms downstairs have been closed since 9/11.	5/11/2017 12:52 AM
81	<b>Circulation &amp; Access</b> <b>Maintenance</b> <b>Program &amp; Amenities</b> <b>Safety</b> 1. As few places as possible where homeless and transient populations can gather, loiter, or use the open/green spaces as toilets and lounging/living spaces. 2. It would be lovely if the city/BART could provide one of its free, electric shuttle buses to make trips from the Lake Merritt BART Station to popular stops along Oak Street and/or up 8th/9th Streets to nearby downtown/neighborhood locations.	5/10/2017 2:04 PM
82	<b>Misc.</b> Leave the glass enclosure open. No glass	5/10/2017 11:50 AM
83	<b>Program &amp; Amenities</b> I don't do tai chi, but leave space for the neighbors that do! Only sign of life around the plaza for many years.	5/10/2017 9:13 AM
84	<b>Program &amp; Amenities</b> Add as much retail as possible. Another shop near 9th/Madison would be good. Try to find businesses that will be open late and on weekends. A lack of open shops in this area makes the station area feel even more deserted.	5/10/2017 9:01 AM
85	<b>Restroom</b> Public bathrooms	5/10/2017 8:48 AM
86	<b>Program &amp; Amenities</b> Most of BART's plazas are pretty terrible. Anything to minimize open space would be preferable. Building a building in place of the plaza with a ground level entrance into the station would be the best option if it was feasible.	5/10/2017 8:13 AM
87	<b>Misc.</b> Thanks for your work on this! Much appreciated.	5/10/2017 7:37 AM
88	<b>Maintenance</b> Keep it simple. Keep it easy to clean. Plan on cleaning with high pressure water hose	5/10/2017 7:19 AM
89	<b>Connectivity</b> <b>Program &amp; Amenities</b> How does this relate to the parking lot on the other side of Oak? That has to be the worst use of space for that location. How does this relate to the park on the other side of Madison, the park could use investment, and get input of community groups that use it for morning meditation/exercise, school PE throughout the day, and homeless support.	5/10/2017 6:26 AM

## Detailed Response

### Q9 The Lake Merritt plaza is BART's preferred site alternative for the Transit Operations Facility. What impacts might this project have on you? What concerns, if any, do you have with this site?

Answered: 72 Skipped: 66

#	Responses	Date
1	<b>Restroom</b> Bathroom	5/18/2017 7:00 AM
2	<b>Restroom</b> Need bathroom	5/18/2017 6:58 AM
3	<b>Restroom</b> Bathroom	5/18/2017 6:56 AM
4	<b>Restroom</b> Need restroom	5/18/2017 6:51 AM
5	<b>Misc.</b> Don't displace long time residents	5/18/2017 1:56 AM
6	<b>Misc.</b> Very satisfied	5/17/2017 8:32 AM
7	<b>Restroom</b> Need a restroom	5/17/2017 8:27 AM
8	<b>Restroom</b> Need a restroom	5/17/2017 8:25 AM
9	<b>Restroom</b> Need a restroom	5/17/2017 8:23 AM
10	<b>Restroom</b> Restroom	5/17/2017 8:20 AM
11	<b>Restroom</b> Need a restroom	5/17/2017 8:18 AM
12	<b>Restroom</b> Need a restroom	5/17/2017 8:06 AM
13	<b>Restroom</b> Need a restroom	5/17/2017 8:05 AM
14	<b>Restroom</b> Restroom	5/17/2017 8:03 AM
15	<b>Restroom</b> Restroom	5/17/2017 8:00 AM
16	<b>Restroom</b> Restroom	5/17/2017 7:58 AM
17	none	5/17/2017 5:56 AM
18	<b>Circulation &amp; Access</b> <b>Connectivity</b> <b>Program &amp; Amenities</b> Open up to Madison Park.. need to connect the Chinatown community.. must have open space for recreation, for gathering.. a space encompassing the Chinatown area..	5/17/2017 4:07 AM
19	<b>Circulation &amp; Access</b> <b>Connectivity</b> <b>Program &amp; Amenities</b> What are the other site alternatives for the TOF? To have a big building blocking off the park across Madison street seems to be a big shame. Might the TOF be placed underground? A new BART plaza at this location should really be mindful of connecting the neighboring assets. Ideally, it would open up to the park across the street and provide for a pedestrian thoroughfare toward Chinatown. A large open plaza area for recreation and programming would be a great addition to the area - something like Union Square in San Francisco. In terms of the proposed cafe, I would like to see preference given to a local, small, and independent owner. Is there a way to make the decision as a community?	5/17/2017 2:39 AM
20	<b>Circulation &amp; Access</b> <b>Connectivity</b> it blocks the plaza from madison park. it is like a large obstruction that visually blocks people coming up out of the station from the public park and from the neighborhood.	5/16/2017 3:29 PM
21	<b>Design</b> <b>Identity &amp; Wayfinding</b> I do not want to see an ugly concrete building in the middle of our neighborhood. Please work with Chinatown to create an artistic historical display honoring Chinatown because it has been displaced from this area by BART, Laney, 880.	5/16/2017 9:25 AM
22	<b>Connectivity</b> <b>Program &amp; Amenities</b> It appears that the plan is progressing without complementary plans for the surrounding areas: parking lot, Madison Park, Metro Center. These should integrate well together and provide space for recreation, campus activism and community programming along the Chinatown-Laney corridor.	5/16/2017 3:58 AM
23	<b>Program &amp; Amenities</b> This may limit the available public space on the plaza.	5/16/2017 2:40 AM
24	<b>Circulation &amp; Access</b> <b>Connectivity</b> <b>Identity &amp; Wayfinding</b> It should invite people to Chinatown and connect to Madison Park	5/16/2017 2:34 AM
25	<b>Circulation &amp; Access</b> Need more bus stops here	5/16/2017 12:52 AM
26	<b>Circulation &amp; Access</b> <b>Connectivity</b> <b>Identity &amp; Wayfinding</b> <b>Program &amp; Amenities</b> The plaza should connect and open up to Madison Park. It should visually invite people towards Chinatown, provide space for recreation programming connecting to Madison.	5/15/2017 2:04 PM
27	<b>Connectivity</b> <b>Identity &amp; Wayfinding</b> plan should facilitate visitors to visit nearby area, including Madison Park & beyond	5/15/2017 9:27 AM
28	<b>Circulation &amp; Access</b> <b>Connectivity</b> <b>Identity &amp; Wayfinding</b> <b>Program &amp; Amenities</b> the plan should connect and open up to madison park and also visually invite people towards chinatown, provide space for recreation programming	5/15/2017 9:20 AM
29	<b>Circulation &amp; Access</b> <b>Connectivity</b> <b>Program &amp; Amenities</b> I want to make sure that the plaza is designed in a way that connects with the surrounding Chinatown neighborhood, with Madison Park, and with community usage needs.	5/15/2017 9:13 AM
30	<b>Design</b> Height and bulk relative to public space and other uses.	5/12/2017 5:58 AM
31	<b>Design</b> Make it iconic + beautiful so people like to take photos	5/12/2017 5:47 AM

32	<b>Circulation &amp; Access</b> <b>Lighting</b> <b>Program &amp; Amenities</b> <b>Safety</b> I live near the Lake Merritt BART station. My concerns are as stated in #8 above.	5/12/2017 5:43 AM
33	<b>Circulation &amp; Access</b> <b>Program &amp; Amenities</b> Do you do tours? :) Love having more foot traffic around here hence more cafe, restaurants. The one-way streets! The worst! Encourage speeding I know it's outside the scope.	5/12/2017 5:37 AM
34	<b>Restroom</b> Well there are no public bathrooms here at this site and none included in the design plans.	5/12/2017 5:29 AM
35	<b>Design</b> <b>Program &amp; Amenities</b> Not welcoming to have a big opaque box in middle of plaza - put vines all over it? Make sure ground floor has plenty of retail. Maximize height and mixed use with housing wherever possible.	5/12/2017 5:29 AM
36	<b>Program &amp; Amenities</b> Not to overshadow community use	5/12/2017 5:28 AM
37	<b>Circulation &amp; Access</b> <b>Safety</b> traffic flow, pedestrian safety	5/12/2017 5:27 AM
38	<b>Circulation &amp; Access</b> <b>Program &amp; Amenities</b> More people walking around, more traffic will keep place busy & alive.	5/12/2017 5:27 AM
39	<b>BART Operations</b> Usage of BART - hopefully it can stay open with phasing efforts!	5/12/2017 5:27 AM
40	<b>Misc.</b> Improve area	5/12/2017 5:26 AM
41	<b>Maintenance</b> <b>Program &amp; Amenities</b> I'm concerned that it won't get used enough and therefore, won't be maintained as well. That's why I think programming and activity most days will encourage foot traffic and visibility in plaza. People are worried about homeless encampments, but I think allowing for a variety and diversity of users and uses will prevent one group from taking over the public space.	5/12/2017 5:26 AM
42	<b>Misc.</b> No concerns	5/12/2017 5:19 AM
43	<b>Program &amp; Amenities</b> Keeping the community/kiosk spaces within the community, no chain retail!	5/12/2017 5:10 AM
44	<b>Circulation &amp; Access</b> traffic	5/12/2017 4:56 AM
45	<b>Program &amp; Amenities</b> With NYC best pocket parks in mind think of the CAFE as KEY to success of project. (Additional feedback - I am a former landscape architect and current public artist.) (Additional feedback - Owns a smart phone and hates it.)	5/12/2017 4:38 AM
46	<b>BART Operations</b> <b>Circulation &amp; Access</b> Traffic on Oak and Madison. Station closures.	5/12/2017 4:16 AM
47	<b>Program &amp; Amenities</b> I am concerned the site will not have people in it.	5/12/2017 4:07 AM
48	<b>Design</b> <b>Program &amp; Amenities</b> <b>Safety</b> Improved experience! I hope. Concerns: bike parking, arch/urban design, too many ugly buildings, hodge podge, pedestrian safety.	5/12/2017 3:53 AM
49	<b>Circulation &amp; Access</b> <b>Connectivity</b> <b>Design</b> the building can create a significant visual/physical barrier to madison park and the rest of china town. Making it inviting more windows on upper level, windows on street/plaza side to allow vision through park to plaza.	5/12/2017 1:23 AM
50	<b>BART Operations</b> Hopefully this does not cause major delays	5/12/2017 1:16 AM
51	<b>Safety</b> traffic, personnel safety, include building security cameras	5/12/2017 1:14 AM
52	<b>Design</b> what building is covered with taller TOF for Madison St. Neighbor across the street!	5/12/2017 1:08 AM
53	<b>Connectivity</b> <b>Misc.</b> I hope this development can assist in rehabilitating the park	5/12/2017 1:05 AM
54	<b>Design</b> <b>Program &amp; Amenities</b> Positive impact. Make this the most beautiful, vibrant, well-used, encourage people to hang out/ gather and be inspirational with artistic design at building and landscaping.	5/12/2017 12:58 AM
55	<b>Program &amp; Amenities</b> Make sure public understands what happens in TOF	5/12/2017 12:51 AM
56	<b>Safety</b> security, safety, and emergency readiness in case of earthquake or terrorism	5/11/2017 9:53 AM
57	<b>Maintenance</b> <b>Safety</b> safety is a big concern trash and having homeless stay in this area is a major concern.	5/11/2017 9:49 AM
58	<b>Circulation &amp; Access</b> increased traffic	5/11/2017 9:46 AM
59	<b>Identity &amp; Wayfinding</b> <b>Program &amp; Amenities</b> Cafe on top of head house, signs for arriving buses, wi-fi on plaza.	5/11/2017 9:44 AM
60	<b>Circulation &amp; Access</b> <b>Program &amp; Amenities</b> More workers there will create more traffic and demand for parking.	5/11/2017 9:40 AM
61	<b>Design</b> build something beautiful and attractive	5/11/2017 9:31 AM
62	<b>Circulation &amp; Access</b> <b>Lighting</b> <b>Restroom</b> need public bathrooms, for users and more lighting & side walk	5/11/2017 9:28 AM
63	<b>Maintenance</b> <b>Misc.</b> <b>Safety</b> Let us know area impact - first the positive, second the concerns for increase patronage, etc. Biggest concern is solicitors, homeless, garbage-litter, graffiti, assaults, robberies, gangs, vandalism	5/11/2017 9:24 AM
64	<b>Safety</b> Public safety issues especially in the evenings. Less trees would give a safer image.	5/11/2017 6:34 AM
65	<b>Program &amp; Amenities</b> <b>Safety</b> none. Although the increasing homeless population might make the plaza a bit unwelcoming...	5/11/2017 3:56 AM
66	<b>Circulation &amp; Access</b> <b>Program &amp; Amenities</b> If the facility will be populated with BART employees for the majority of the day, I think this is attractive. The more the space can be seen as a legitimate transit space, space for neighborhood gatherings and retail opportunities, and protected space with safe access from all surrounding areas, the better.	5/10/2017 2:04 PM
67	<b>Circulation &amp; Access</b> <b>Program &amp; Amenities</b> <b>Safety</b> No parking. Already hard. Homeless problem too.	5/10/2017 11:50 AM
68	<b>Connectivity</b> <b>Misc.</b> <b>Program &amp; Amenities</b> No impacts. This is fine. But please incorporate as many active ground floor uses as possible and minimize blank walls. And please get started on redeveloping the parking lot and old MTC building as soon as possible. This station really needs more adjacent land use intensity!	5/10/2017 9:01 AM
69	<b>Circulation &amp; Access</b> <b>Lighting</b> <b>Maintenance</b> I go through this station 3-4 days a week, even when I'm not working. The sidewalks (even though recently ground in places) are still uneven and poorly lit at night -- and in the afternoon in winter. For those of us with disabilities, it's very hard to navigate. Add human piss pooled in places, and it's gross.	5/10/2017 8:48 AM
70	<b>Program &amp; Amenities</b> I think one of the issues (that we already have) and this project should also be sensitive to is how with the 'homeless' use the space?? We need a better solution for our homeless, to assist with some type of shelter/housing. Otherwise, the homeless will use any open space, especially with covering. We need empathy and innovative solutions for those who are on the 'fringes' of society.	5/10/2017 7:37 AM



merge  
conceptual design



71	None	5/10/2017 7:19 AM
72	<b>Connectivity</b> I'd like to see the park adjacent activated in a responsible way. How can this investment translate across Madison street. Make this block connect across Madison to the park, Across Oak to Laney College, and Up Oak to OMCA. More interested in how this investment can have "fingers" of investment to connect the station to OMCA, Laney, and the park.	5/10/2017 6:26 AM



**From:** Ener Chiu  
**To:** [Hannah Lindelof](#)  
**Cc:** "[oakland-chinatown-coalition@googlegroups.com](#)"; [Robert Raburn](#); [Rebecca Saltzman](#); [info@lateefahforbart.com](#); "[aguillen@oaklandnet.com](#)"; "[rraya@oaklandnet.com](#)"; [Chen Chiao Lun "Jessica" \(CLChen@oaklandnet.com\)](#); [atlarge@oaklandnet.com](#); [ccappio@oaklandnet.com](#); [sewcpa8@aol.com](#); [Rick da Silva \(rdasilva@lohrealty.com\)](#); [chancarl@sbcglobal.net](#); [jenniyong@aol.com](#)  
**Subject:** Oakland Chinatown Coalition comment letter on Lake Merritt BART Station Plaza redesign  
**Date:** Thursday, June 01, 2017 12:17:00 AM

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Dear Ms. Lindelof,

The Oakland Chinatown Coalition (OCC) is made up of 21 signatory organizations and individuals. We support new development that brings tangible community benefits to the current residents, small businesses, service agencies, and cultural/social institutions that make Oakland Chinatown a vibrant, economically diverse neighborhood, and which will help to preserve its cultural and economic legacy within the City of Oakland. Our Coalition's involvement with Lake Merritt BART Station specifically as a place and redevelopment opportunity formally date back to 2008 when BART, the City of Oakland, and MTC began to consider work on the Station Area Plan that encompassed a one half mile radius around the station, an area which is generally most recognized for its connection to the historic Chinatown neighborhood. In fact, individuals within the Oakland Chinatown Coalition still have first-hand memories and experiences of the blocks that were taken under threat of eminent domain from local Chinatown property owners, community churches, the orphanage, etc. in order to create the current BART Station. The images of the land, the scars of the pits and tunnels, still resonate with us nearly 50 years later (see attached photo). If this land was taken from private individuals for public purpose, then we believe that the obligations of any future programming on this site continue to fulfill a public purpose for the neighborhood around the Station. The design and execution of the new BART Station Plaza in Chinatown is an opportunity to create public benefits to help to heal those scars.

The OCC has consensus on key overarching design and programmatic principles for the Plaza, and this letter outlines those consensus items which have been discussed over time and in more detail at a full meeting of the Coalition in May 2017. Individual people and organizations within the OCC will have a diverse range of opinions on specific design elements of the Plaza, and those interested individual members will continue to provide feedback on specifics throughout this process, which may be outside the scope of this letter. Here are the items which OCC has strong consensus on, and we urge BART to incorporate these principles into any design and future RFPs that it may issue in connection with this project.

1. Reduction of the footprint of the BART Operations Control Center (BOCC) as much as possible. While we are pleased that the design of the building has evolved from a monolithic 3 story bunker, the mass of that building still "blocks" the connection of the of the Plaza to Madison Park and the rest of Chinatown. We would like to see the profile of the building slimmed as much as possible, with the priority for opening up the Plaza to Madison Street at the 9<sup>th</sup> Street corner.
2. Provide as much community serving, small business and nonprofit, and recreational space around the edge of the BOCC as possible. We especially want to prioritize this kind of space

towards Madison Street.

3. Connection to Madison Park. As we have stated in nearly all of our public comments, it is important to link the Plaza to a redesigned and updated Madison Park both in the Plaza's design and programming. We suggest exploring a partnership with the City to program a small rec center facility here with staffing and programming for Madison Park and the Plaza (including well maintained public restrooms!). This would help relieve some of the usage pressure on Lincoln Park.
4. Design and program the Plaza for people of all generations, and maximize the amount of space available. Seniors and adults who practice Tai Chi and dance should be prioritized, but the space should be attractive to young children as well. Playful and whimsical features attract people of all kinds and all ages, and make the space more interesting to visitors, which in turn deters people from setting up longer term shelter in the Plaza and the surrounding blocks. We suggest removing the bike lockers, and moving the majority of the bike storage down below the street level. We also ask that the Plaza include ample trash receptacles (which are an opportunity for public art) to reduce litter.
5. Visual connection and wayfinding towards core Chinatown. The Plaza should have easily identifiable signage and other wayfinding mechanisms and art that lead people coming out of the BART station towards the commercial core of Chinatown (the blocks surrounding 9<sup>th</sup> and Webster). Any landscaping (trees, hedges, etc) should be easily maintainable and not be so dense that it blocks visibility or passage through the Plaza towards Chinatown.
6. Physical pedestrian and street improvements leading towards core Chinatown, with a prioritization of pedestrian orientation towards 9<sup>th</sup> Street. These physical improvements could include pedestrian scale lighting, greenery, modifying 9<sup>th</sup> street to be less auto-oriented, more street art, bulb-outs, more scramble crosswalks consistent with those in core Chinatown, etc. These improvements to neighborhood walkability would help to improve public safety, both in terms of reducing crime, and reducing auto/pedestrian conflict.
7. More visible representation for neighborhood and location specific public art. There are many opportunities for placemaking and art in the Plaza, and on the streets leading towards core Chinatown.
8. Community representation in decision making. Any decision making body relating to the Plaza should include members of the Chinatown Community.
9. Rename the BART Station from "Lake Merritt" to "Oakland Chinatown". As mentioned in the paragraphs above, the blocks that were taken and excavated were historically part of the Chinatown neighborhood. Today, the vast majority of the residents of the surrounding blocks are Chinese and Asian. When the Oakland Chinatown Coalition was involved in the Lake Merritt BART Station Area Plan process, we were told that we would have an opportunity to change the name when the Warm Springs Station was opened because all of the maps would have to be changed anyway. That never happened, much to our collective

disappointment.

These are the comments we have at this time, based on the information available to the public in the planning meetings for the Plaza thus far. The Oakland Chinatown Coalition is pleased at the early and proactive outreach that BART staff have engaged in thus far, and we hope to be able to support a great project that connects the Bay Area region to this place, and celebrates the cultural history and future of our neighborhood.

If you have any questions, please do not hesitate to contact members of the Oakland Chinatown Steering Committee: Julia Liou (AHS), Mike Lok (AHS), Vivian Huang (APEN), Alvina Wong (APEN), Ener Chiu (EBALDC). We also welcome you to our monthly meetings which are held on the third Mondays of the month, from 4pm to 6pm.

The Oakland Chinatown Coalition is:

Asian Advisory Commission on Crime; Asian Health Services; Asian Pacific Islander Legal Outreach; Asian Pacific Environmental Network; AYPAL; Buddhist Church of Oakland; Chinese American Citizens Alliance – Oakland Lodge; Chinese Community United Methodist Church; East Bay Asian Local Development Corporation; Family Bridges, Inc.; Filipino Advocates for Justice; Friends of Lincoln Square Park; Lincoln Elementary School; Oakland Asian Cultural Center; Oakland Chinatown Lions Foundation; Wa Sung Community Service Club; Alan Yee; Gilbert Gong; Heidi Kong; Karolyn Wong; Lailan Huen

Sincerely,

**Ener Chiu**

**Associate Director – Real Estate Development**

East Bay Asian Local Development Corporation

1825 San Pablo Ave., Suite 200, Oakland, CA 94612

DIRECT (510) 287-5353 x338 EMAIL [echiu@ebaldc.org](mailto:echiu@ebaldc.org) WEB [www.ebaldc.org](http://www.ebaldc.org)



**EAST BAY ASIAN LOCAL  
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## Appendix F: Outreach Materials and Survey

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# Help Plan the Plaza!

協助規劃廣場！ • ¡Ayude a planificar la Plaza!  
Hãy Giúp Lên Kế Hoạch cho Plaza!



Please join BART for a community open house and give us your input on the future BART Transit Operations Facility and Lake Merritt Plaza redesign.

BART is working together with the community to achieve a shared vision for the site that better serves the neighborhood and create a safe and welcoming place for all ages.

Light refreshments will be served and translation and interpretation will be provided. For more information and to fill out a survey, go to [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt).

請參加 BART 社區參觀日活動，並針對未來的 BART 交通營運設施和美麗湖廣場重新設計提供意見。

BART 積極與社區共同合作，期望對工程現址遠景取得共識，以更有效服務社區，並建立一個能吸引所有年齡層的安全場所。

現場有茶點招待，並會提供翻譯和口譯服務。若需要更多資訊及填寫調查問卷，請前往 [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt)。

Únase a BART para una sesión abierta a la comunidad y denos su opinión sobre el rediseño futuro de BART Transit Operations Facility y Lake Merritt Plaza.

BART está trabajando en conjunto con la comunidad para lograr una visión compartida del sitio que brinde un mejor servicio al vecindario y crear un lugar seguro y acogedor para todas las edades.

Se servirán refrigerios ligeros y se proporcionará traducción e interpretación. Para obtener más información y contestar una encuesta, visite [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt).

Xin quý vị vui lòng tham gia buổi giới thiệu thông tin cộng đồng của BART và đóng góp ý kiến cho các Cơ Sở Hoạt Động Giao Thông của BART trong tương lai (BART Transit Operations Facility) và thiết kế lại Lake Merritt Plaza.

BART đang hợp tác với cộng đồng để có chung tầm nhìn cho địa điểm sẽ phục vụ tốt hơn cho cộng đồng và tạo nên một nơi an toàn và thân thiện cho mọi lứa tuổi.

Chúng tôi sẽ phục vụ đồ ăn nhẹ và cung cấp dịch vụ thông dịch và phiên dịch. Để biết thêm thông tin và điền vào bản khảo sát, hãy truy cập [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt).

Wednesday  
May 10, 2017  
4 pm to 7 pm

MetroCenter  
101 8th St., Oakland  
(Exit Lake Merritt BART Station)

星期三  
2017年5月10日  
下午4:00至晚上7:00

MetroCenter  
101 8th St., Oakland  
(出口：美麗湖捷運站)

Miércoles  
10 de mayo de 2017  
4 pm a 7 pm

MetroCenter  
101 8th St., Oakland  
(Salida de Lake Merritt BART Station)

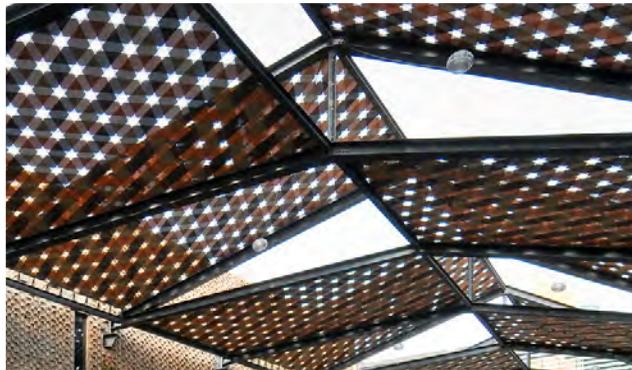
Thứ Tư  
Ngày 10 tháng Năm, 2017  
4 giờ chiều tới 7 giờ tối

Metro Center  
101 8th St., Oakland  
(Cổng ra của Trạm Lake Merritt BART)



# Help Plan the Plaza!

協助規劃廣場！ • ¡Ayude a planificar la Plaza!



Lake Merritt Plaza Open House • Wednesday, May 10, 2017

美麗湖廣場 (Lake Merritt Plaza) 參觀日 • 2017 年 5 月 10 日 星期三 • 2019 Triennial Update - Appendix 10c TOE 2017 Minutes - Page 97



# You're invited to an Open House to help plan the Lake Merritt Plaza.

PRSR STD  
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OAKLAND, CA  
PERMIT #2508

ECR-WSS

Please join BART for a community open house and give us your input on the future BART Transit Operations Facility and Lake Merritt Plaza redesign.

BART is working together with the community to achieve a shared vision for the site that better serves the neighborhood and create a safe and welcoming place for all ages.

Light refreshments will be served and translation and interpretation will be provided. For more information and to fill out a survey, go to [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt).

請參加 BART 社區參觀日活動，並針對未來的 BART 交通營運設施和美麗湖廣場重新設計提供意見。

BART 積極與社區共同合作，期望對工程現址遠景取得共識，以更有效服務社區，並建立一個能吸引所有年齡層的安全場所。

現場有茶點招待，並會提供翻譯和口譯服務。若需要更多資訊及填寫調查問卷，請前往 [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt)。

Únase a BART para una sesión abierta a la comunidad y denos su opinión sobre el rediseño futuro de BART Transit Operations Facility y Lake Merritt Plaza.

BART está trabajando en conjunto con la comunidad para lograr una visión compartida del sitio que brinde un mejor servicio al vecindario y crear un lugar seguro y acogedor para todas las edades.

Se servirán refrigerios ligeros y se proporcionará traducción e interpretación. Para obtener más información y contestar una encuesta, visite [www.bart.gov/lakemerritt](http://www.bart.gov/lakemerritt).

**WHEN**  
**Wednesday**  
**May 10, 2017 • 4 pm to 7 pm**

**WHERE**  
**MetroCenter**  
**101 8th St., Oakland**  
**(Exit Lake Merritt BART Station)**

**時間**  
**星期三**  
**2017年5月10日**  
**下午4:00至晚上7:00**

**地點**  
**MetroCenter**  
**101 8th St., Oakland**  
**(出口：美麗湖捷運站)**

**CUÁNDO**  
**Miércoles**  
**10 de mayo de 2017**  
**4 pm a 7 pm**

**DÓNDE**  
**MetroCenter**  
**101 8th St., Oakland**  
**(Salida de Lake Merritt BART Station)**

POSTAL CUSTOMER



SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT  
300 Lakeside Drive, P.O. Box 12688  
Oakland, CA 94604-2688

If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event. • 如需語言援助服務，請於活動日期之前至少 72 小時致電 (510) 464-6752。• Si necesita servicios para comunicarse en otro idioma, por favor llame al (510) 464-6752 al menos 72 horas antes de la fecha del evento. • Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752 ít nhất là 72 tiếng đồng hồ trước ngày của dịp tổ chức. • Kung kailangan mo ang tulong ng mga serbisyo ng pagpapaliwanag, mangyayari sa 72 oras bago ang araw ng pagdiriwang. • 언어 지원 서비스가 필요하시면, 행사 날짜로부터 늦어도 72시간 전에 (510) 464-6752로 전화해 주십시오.

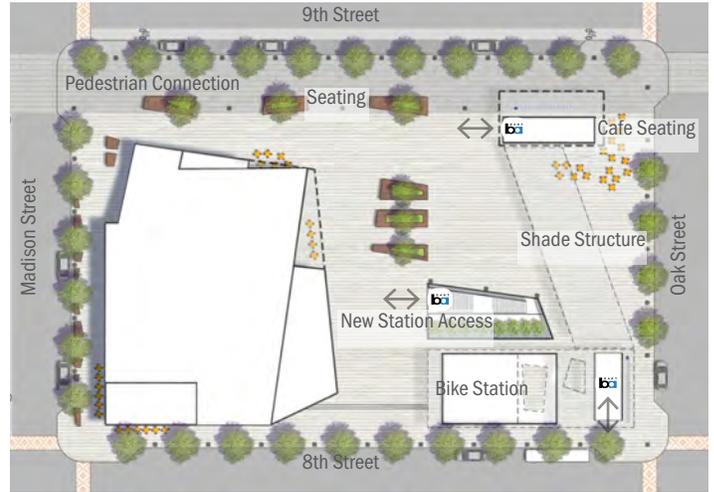
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# LET US KNOW WHAT YOU THINK!

BART is starting work on a new Transit Operations Facility and redesign of the Lake Merritt Plaza to support improved & expanded BART operations and create an enhanced multimodal transportation hub and transit plaza. We'd like your feedback on the following questions to ensure the plaza better serves the neighborhood.



**CONCEPT 1**



**CONCEPT 2**

Compare the two concepts and let us know which you prefer (check one in each row):

- |    | Concept 1   | or | Concept 2   |
|----|---|----|---|
| 1. | <input type="radio"/> Emphasize diagonal pedestrian connection through transit plaza, reflecting BART tracks                            |    | <input type="radio"/> Emphasize pedestrian connection along 9th Street  |
| 2. | <input type="radio"/> Fully cover the sunken courtyard to create a larger plaza, using glass paving to allow natural light into station |    | <input type="radio"/> Keep the sunken courtyard partially open to add access from plaza to BART Station concourse and allow light below |
| 3. | <input type="radio"/> Kiosk or cafe seating at 9th & Oak oriented toward plaza  |    | <input type="radio"/> Kiosk or cafe seating at 9th & Oak oriented toward street   |
| 4. | <input type="radio"/> Smaller shade structure   |    | <input type="radio"/> Larger shade structure  |
| 5. | <input type="radio"/> Seating with larger, low planting areas frame smaller gathering spaces within plaza                               |    | <input type="radio"/> Seating with smaller, integrated planters located throughout a more open plaza                                    |
| 6. | Overall, which plan option do you prefer (check one)?   |    |   |
|    | <input type="radio"/> Concept 1   |    | <input type="radio"/> Concept 2   |
|    |   |    | <input type="radio"/> No preference   |

7. Which of the following plaza features are most important to you?

On a scale of 1 - 5 where 1 is "not important" and 5 is "extremely important", please rate how important each of the following is to you:

	1 (not important)	2	3	4	5 (extremely important)
Large open plaza areas	<input type="radio"/>				
Places to sit / gather / meet	<input type="radio"/>				
Shade Canopy	<input type="radio"/>				
Spaces for retail, cafes or kiosks	<input type="radio"/>				
Improved streetscape - wider sidewalks, lighting, trees, wayfinding	<input type="radio"/>				
Green landscaping (plantings, trees)	<input type="radio"/>				
Bike Station	<input type="radio"/>				
Bike Lockers	<input type="radio"/>				

8. Please share any other ideas or suggestions for this project:

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9. The Lake Merritt plaza is BART's preferred site alternative for the Transit Operations Facility. What impacts might this project have on you? What concerns, if any, do you have with this site?: \_\_\_\_\_

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10. Would you like to receive email updates about this project?

- Yes - Email: \_\_\_\_\_  No

## PLEASE TELL US ABOUT YOURSELF

(your answers will help us evaluate how well we are reaching all the communities we serve).

11. Do you live or work within walking distance of Lake Merritt BART Station?

- Yes, I live within walking distance of Lake Merritt BART Station  No  
 Yes, I work within walking distance of Lake Merritt BART Station

12. How often do you use the Lake Merritt BART Station?

- 6 to 7 days a week  2 to 3 days a week  A few days a month  Once a year or less  
 4 to 5 days a week  Once a week  A few days a year

13. What is your gender?

- Male  Female  Another gender: \_\_\_\_\_

14. How old are you?

- 17 or younger  25 - 34  45 - 54  65 and older  
 18 - 24  35 - 44  55 - 64

15. Are you of Hispanic, Latino or Spanish origin?

- No  Yes

16. What is your race or ethnic identification? Select all that apply. (Categories based on US Census.)

- White  Black/African American  Other (specify): \_\_\_\_\_  
 Asian or Pacific Islander  American Indian or Alaska Native

17. Do you speak a language other than English at home?

- No  Yes - Language: \_\_\_\_\_

18. If "Yes" to Question 17, how well do you speak English?

- Very Well  Well  Not well  Not at all

19. What is your total annual household income before taxes?

- Under \$25,000  \$35,000 - \$39,999  \$50,000 - \$59,999  \$75,000 - \$99,999  
 \$25,000 - \$34,999  \$40,000 - \$49,999  \$60,000 - \$74,999  \$100,000 and over

20. Including yourself, how many people live in your household?

- 1  2  3  4  5  6 or more

21. Do you own a smart phone?

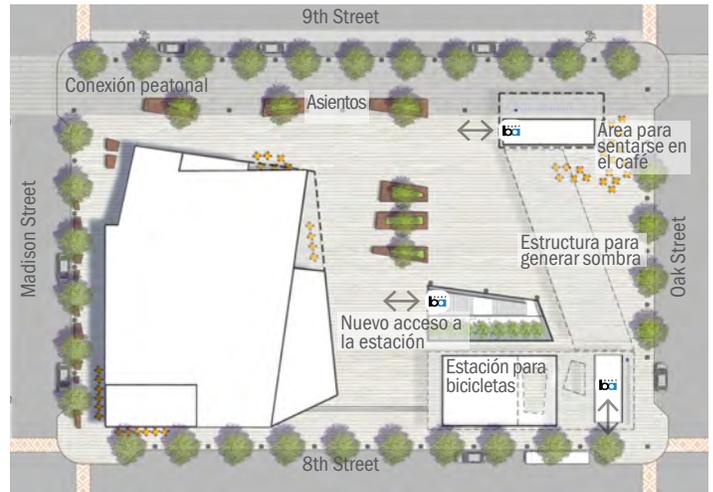
- No  Yes

# ¡DÍGANOS LO QUE PIENSA AL RESPECTO!

Bay Area Rapid Transit (BART) está trabajando en un nuevo edificio para operaciones de transporte y en el rediseño de Lake Merritt Plaza para respaldar la mejora y expansión de las operaciones de BART, además de crear una terminal y centro de transporte multimodal mejorado. Nos gustaría recibir sus comentarios con las preguntas siguientes para asegurarnos de que la plaza sea más funcional para el vecindario.



**CONCEPTO 1**



**CONCEPTO 2**

Compare los dos conceptos y díganos cuál prefiere (tilde una opción en cada fila):

- |    | Concepto 1  |   | Concepto 2   |
|----|---|---|--|
| 1. | <input type="radio"/> Hacer énfasis en la conexión peatonal diagonal a través de la plaza, lo que refleja las vías de BART  | o | <input type="radio"/> Destacar la conexión peatonal a lo largo de 9th Street   |
| 2. | <input type="radio"/> Cubrir por completo el patio en desnivel para crear una plaza más grande, con pavimento de vidrio que permita la entrada de luz natural a la estación | o | <input type="radio"/> Mantener el patio en desnivel parcialmente abierto para agregar el acceso desde la plaza a la explanada de la estación de BART y permitir la entrada de luz en el nivel inferior |
| 3. | <input type="radio"/> Kiosco o área para sentarse en el café en 9th y Oak con orientación a la plaza  | o | <input type="radio"/> Kiosco o área para sentarse en el café en 9th y Oak con orientación a la calle   |
| 4. | <input type="radio"/> Estructura para generar sombra más pequeña  | o | <input type="radio"/> Estructura para generar sombra más grande  |
| 5. | <input type="radio"/> Asientos con cancheros bajos más grandes que enmarcan espacios de reunión más pequeños dentro de la plaza   | o | <input type="radio"/> Lugares para sentarse con cancheros más pequeños e integrados ubicados en una plaza más abierta  |

6. En general, ¿qué opción prefiere (tilde una)?

- Concepto 1                       Concepto 2                       No tiene preferencia alguna

7. ¿Cuáles de las siguientes características de la plaza son más importante para usted?

En una escala del 1 al 5, en donde 1 es “nada importante” y 5 es “muy importante”, por favor califique qué tan importante es para usted cada uno de los siguientes asuntos:

	1 (nada importante)	2	3	4	5 (muy importante)
Amplias áreas abiertas de plaza	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lugares para sentarse/reunirse/encontrarse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toldo para generar sombra	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Espacios para comercios minoristas, cafés o kioscos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paisaje urbano mejorado: aceras más amplias, iluminación, árboles, señalización	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jardinería ornamental (plantas, árboles)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Estación para bicicletas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Casilleros para bicicletas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Comparta cualquier otra idea o sugerencia para este proyecto:

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9. Lake Merritt Plaza es el sitio preferido de BART como alternativa para el edificio de operaciones de transporte. ¿Cómo podría este proyecto afectarle a usted? ¿Qué inquietudes tiene sobre este sitio, si las tuviera?: \_\_\_\_\_

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10. ¿Le gustaría recibir información reciente por correo electrónico en relación a este proyecto?

Si la respuesta es sí, escriba su dirección de correo electrónico: \_\_\_\_\_  No

## PROPORCIÓNENOS INFORMACIÓN ACERCA DE USTED

(sus respuestas nos ayudarán a evaluar qué tan bien nos estamos comunicando con todas las comunidades a las que atendemos).

11. ¿Vive o trabaja a una corta distancia de la estación de BART en Lake Merritt?

Sí, vivo a una corta distancia de la estación de BART de Lake Merritt.  No  
 Sí, trabajo a una corta distancia de la estación de BART de Lake Merritt.

12. ¿Con qué frecuencia usa la estación de BART de Lake Merritt?

6 a 7 días por semana  2 a 3 días por semana  Unos cuantos días al mes  Una vez al año o menos  
 4 a 5 días por semana  Una vez a la semana  Unos cuantos días al año

13. ¿Cuál es su sexo?

Masculino  Femenino  Otro sexo: \_\_\_\_\_

14. ¿Qué edad tiene?

17 años o menos  25 a 34 años  45 a 54 años  65 años o más  
 18 a 24 años  35 a 44 años  55 a 64 años

15. ¿Es usted de ascendencia hispana, latina o española?

No  Sí

16. ¿Cuál es su raza o identificación étnica? Marque todas las opciones que correspondan. (Categorías, según la Oficina del Censo de los EE.UU.)

Blanco  Negro/afroamericano  Otra (por favor, especifique) \_\_\_\_\_  
 Asiático o de las Islas del Pacífico  Indígena norteamericano o nativo de Alaska

17. ¿Habla usted un idioma que no sea el inglés en el hogar?

No  Si la respuesta es sí, indique qué idioma: \_\_\_\_\_

18. Si respondió "Sí" a la Pregunta 17, ¿qué tan bien habla inglés?

Muy bien  Bien  No muy bien  Nada

19. ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?

Menos de \$25,000  \$35,000 a \$39,999  \$50,000 a \$59,999  \$75,000 a \$99,999  
 \$25,000 a \$34,999  \$40,000 a \$49,999  \$60,000 a \$74,999  \$100,000 y más

20. Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar?

1  2  3  4  5  6 o más

21. ¿Tiene un teléfono inteligente?

No  Sí

# HÃY CHO CHÚNG TÔI BIẾT CẢM NGHĨ CỦA QUÝ VỊ!

BART đang bắt đầu thực hiện Cơ Sở Điều Hành Vận Chuyển mới và thiết kế lại Lake Merritt Plaza để hỗ trợ cho các hoạt động BART mở rộng và tăng cường và tạo ra một trung tâm giao thông đa phương thức nâng cao và plaza vận chuyển. Chúng tôi mong muốn nhận được phản hồi của quý vị cho các câu hỏi sau để bảo đảm plaza phục vụ khu vực lân cận tốt hơn.



**KHÁI NIỆM 1**



**KHÁI NIỆM 2**

Quý vị so sánh hai khái niệm và cho chúng tôi biết quý vị thích khái niệm nào hơn (chọn một trong mỗi hàng):

- |    | Khái niệm 1  | hoặc | Khái niệm 2  |
|----|--|------|--|
| 1. | <input type="radio"/> Nhấn mạnh kết nối chéo dành cho người đi bộ qua plaza vận chuyển sử dụng các tuyến BART  |      | <input type="radio"/> Nhấn mạnh kết nối dành cho người đi bộ dọc theo 9th Street   |
| 2. | <input type="radio"/> Bao gồm hoàn toàn khoảng sân bị lún để xây một plaza lớn hơn, sử dụng kính lát ngoài để lấy ánh sáng tự nhiên vào bên trong trạm |      | <input type="radio"/> Giữ cho một phần khoảng sân bị lún được mở để thêm lối vào từ plaza đến phòng đợi Trạm BART và lấy ánh sáng bên dưới |
| 3. | <input type="radio"/> Quầy hàng hoặc chỗ ngồi uống cà phê ở đường 9th & Oak hướng về phía plaza  |      | <input type="radio"/> Quầy hàng hoặc chỗ ngồi uống cà phê theo hướng đường 9th & Oak về phía đường đi                                      |
| 4. | <input type="radio"/> Cấu trúc mái che nhỏ hơn   |      | <input type="radio"/> Cấu trúc mái che lớn hơn   |
| 5. | <input type="radio"/> Chỗ ngồi với các khu vực trồng cây thấp lớn hơn tạo ra các không gian tụ họp nhỏ hơn bên trong plaza                             |      | <input type="radio"/> Chỗ ngồi với các bồn cây được tích hợp nhỏ hơn đặt khắp nơi trong một plaza không gian mở rộng hơn                   |

6. Tóm lại, quý vị thích lựa chọn nào hơn (chọn một)?

- Khái niệm 1                     
  Khái niệm 2                     
  Không có ý kiến

7. Các tính năng plaza nào sau đây là quan trọng nhất với quý vị? Trên thang đo từ 1 - 5 với 1 là "không quan trọng" và 5 là "cực kỳ quan trọng", vui lòng xếp loại mỗi mức độ quan trọng ra sao đối với quý vị:

	1 (không quan trọng)	2	3	4	5 (cực kỳ quan trọng)
Các khu vực plaza không gian mở rộng	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nơi ngồi / hội họp / gặp gỡ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tầng Mái Che	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Các không gian dành cho bán lẻ, cà phê hoặc quầy hàng	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chỉnh trang cảnh quan đường phố – lề đường rộng hơn, ánh sáng, cây xanh, hướng dẫn đường đi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cảnh quan xanh (trồng cây xanh)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trạm Xe Đạp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Các Chỗ Để Xe Đạp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Vui lòng chia sẻ ý kiến hoặc đề nghị khác dành cho dự án này:

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9. Lake Merritt Plaza là địa điểm thay thế được ưu tiên của BART cho Cơ Sở Điều Hành Vận Chuyển. Dự án này có thể có những tác động nào đối với quý vị không? Quý vị có mối quan ngại nào dành cho địa điểm này không?

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10. Quý vị có muốn nhận các email cập nhật về dự án này không?

Có - Email: \_\_\_\_\_  Không

## XIN QUÝ VỊ CHO CHÚNG TÔI BIẾT VỀ BẢN THÂN QUÝ VỊ

(các câu trả lời của quý vị giúp đánh giá chúng tôi đang tiếp cận ở mức nào đối với các cộng đồng mà chúng tôi phục vụ)

11. Quý vị có sinh sống hoặc làm việc gần Trạm BART Lake Merritt không?

Có, tôi sinh sống gần Trạm BART Lake Merritt  Không

Có, tôi làm việc gần Trạm BART Lake Merritt

12. Quý vị sử dụng Trạm BART Lake Merritt thường xuyên như thế nào?

6 đến 7 ngày một tuần  2 đến 3 ngày một tuần  Vài ngày một tháng  Một lần một năm hoặc ít hơn

4 đến 5 ngày một tuần  Một lần một tuần  Vài ngày một năm

13. Giới tính của quý vị?

Nam  Nữ  Giới tính khác: \_\_\_\_\_

14. Tuổi tác của quý vị?

17 hoặc trẻ hơn  25 đến 34 tuổi  45 đến 54 tuổi  65 tuổi trở lên

18 đến 24 tuổi  35 đến 44 tuổi  55 đến 64 tuổi

15. Có phải quý vị là người gốc Tây Ban Nha, Bồ Đào Nha hoặc Latinh?

Không  Có

16. Chủng tộc hoặc sắc tộc của quý vị? Chọn tất cả các phần phù hợp (Phân loại dựa trên Điều Tra Dân Số Hoa Kỳ.)

Da Trắng  Da Đen/Người Mỹ gốc Phi  Khác (ghi cụ thể): \_\_\_\_\_

Người Á Châu hoặc người Á Châu Thái Bình Dương  Người Dân Châu Mỹ hoặc Thổ Dân Alaska

17. Quý vị có sử dụng ngôn ngữ nào khác ở nhà ngoài tiếng Anh không?

Không  Có - Ngôn ngữ: \_\_\_\_\_

18. Nếu quý vị trả lời "Có" cho câu hỏi 17, quý vị nói tiếng Anh như thế nào?

Rất Tốt  Tốt  Không tốt  Hầu như không nói được

19. Lợi tức trước thuế hàng năm của gia đình quý vị?

Dưới \$25,000  \$35,000 - \$39,999  \$50,000 - \$59,999  \$75,000 - \$99,999

\$25,000 - \$34,999  \$40,000 - \$49,999  \$60,000 - \$74,999  \$100,000 trở lên

20. Tính cả bản thân quý vị, có bao nhiêu người sống trong gia đình quý vị?

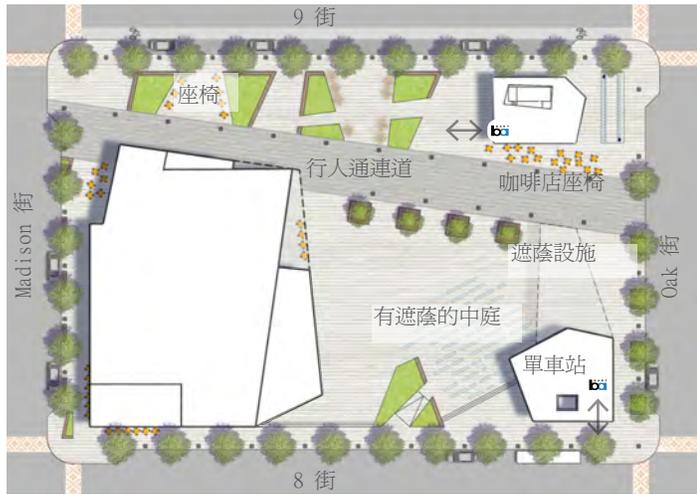
1  2  3  4  5  6 hoặc hơn

21. Quý vị có điện thoại thông minh không?

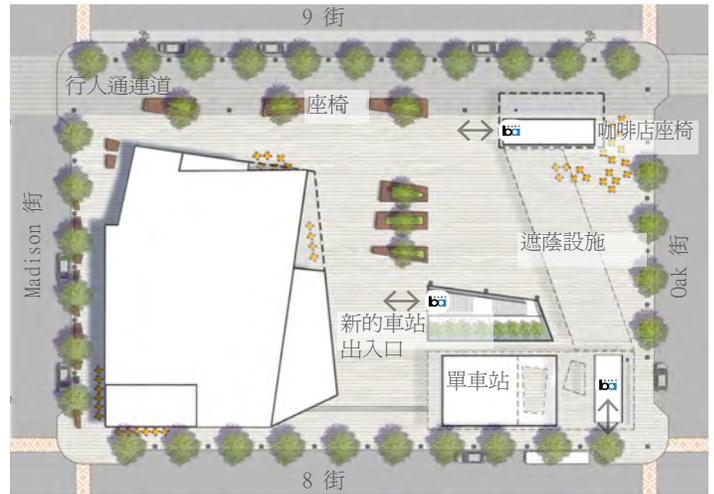
Không  Có

# 請讓我們知道您的想法！

舊金山灣區捷運(BART)正開始規劃一項新的交通營運設施(Transit Operations Facility, TOF)和重新設計美麗湖廣場(Lake Merritt Plaza)，以期能支援BART在營運上的改進和擴展，並且打造一個加強型多模式聯運樞紐和交通運輸廣場。我們想知道您對以下問題的看法，以確保廣場能為鄰里提供更好服務。



概念 1



概念 2

請比較兩個概念，告訴我們您比較喜歡哪一個 (每一行勾選一個答案)：

- | 概念 1  | 或 | 概念 2  |
|---|---|---|
| 1. <input type="radio"/> 強調穿越交通運輸廣場的對角線行人通連道，與 BART 軌道互相輝映          |   | <input type="radio"/> 強調 9 街沿路的行人通連道                                  |
| 2. <input type="radio"/> 完全覆蓋下凹式中庭廣場，以打造更大的廣場空間，並使用玻璃鋪設地面，讓自然光能照進車站 |   | <input type="radio"/> 保持一部分的下凹式中庭廣場開放，增加從廣場至 BART 車站大廳的出入口，並且讓光線能向下照射 |
| 3. <input type="radio"/> 販賣機或咖啡店座椅設在 9 街夾 Oak 街處，面向廣場               |   | <input type="radio"/> 販賣機或咖啡店座位設在 9 街夾 Oak 街處，面向廣場                    |
| 4. <input type="radio"/> 較小的遮蔭設施                                    |   | <input type="radio"/> 較大的遮蔭設施   |
| 5. <input type="radio"/> 座椅擁有面積較大的低密度植栽區，框架出廣場內多個較小的聚集空間            |   | <input type="radio"/> 座椅擁有面積較小的密集式植栽區，分布於較開闊的廣場空間                     |

6. 總體上，您比較喜歡哪一個計劃選項 (勾選一項)？
- 概念 1                       概念 2                       沒有偏好

7. 下列哪些廣場特色對您最重要？若以 1 - 5 來代表評分標準，1 代表「不重要」，5 代表「極重要」；請就下列每個項目對您有多重要進行評分：

	1 (不重要)	2	3	4	5 (極重要)
廣大的開放式廣場空間	<input type="radio"/>				
坐下 / 聚集 / 會面的地方	<input type="radio"/>				
遮篷	<input type="radio"/>				
零售、咖啡或販賣機空間	<input type="radio"/>				
更好的街景 - 更寬的人行道、照明、樹木、路標	<input type="radio"/>				
綠色造景 (花壇、樹木)	<input type="radio"/>				
單車站	<input type="radio"/>				
單車寄放櫃	<input type="radio"/>				

8. 請分享您對於本項目的其他任何構想或建議：

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9. 美麗湖廣場是 BART 較中意的交通營運設施備選場址。本項目可能對您造成哪些影響？您對此場址有什麼顧慮（若有）？

---

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10. 您是否想透過電子郵件收到有關本項目的最新資訊？

是 - 電子郵件地址：\_\_\_\_\_  否

## 請告訴我們一些有關您的資訊

(您的答案有助於我們評估本公司社區服務的成效。)

11. 您的住家或工作地點與 Lake Merritt BART 捷運站的距離是否在步行範圍內？

是，我的住家與 Lake Merritt BART 捷運站的距離在步行範圍內  否

是，我的工作地點與 Lake Merritt BART 捷運站的距離在步行範圍內

12. 您多常去 Lake Merritt BART 捷運站乘車？

一週 6 至 7 天  一週 2 至 3 天  每個月幾天  一年一次或更少

一週 4 至 5 天  一週一次  一年幾天

13. 您的性別？

男  女  其他性別：\_\_\_\_\_

14. 您今年幾歲？

17 歲或以下  25 - 34 歲  45 - 54 歲  65 歲和以上

18 - 24 歲  35 - 44 歲  55 - 64 歲

15. 您是否為拉美裔或西語裔？

否  是

16. 您的族裔為何？可複選。(根據美國人口普查分類。)

白人  黑人/非裔美國人  其他 (請註明)：\_\_\_\_\_

亞裔或太平洋島國人士  美洲印第安人或阿拉斯加原住民

17. 您在家是否說英語以外的語言？

否  是 - 所說語言：\_\_\_\_\_

18. 如果 17 題回答「是」，您的英文程度有多好？

很好  好  不好  完全不會

19. 您的稅前家庭年收入總共多少？

\$25,000 以下  \$35,000 - \$39,999  \$50,000 - \$59,999  \$75,000 - \$99,999

\$25,000 - \$34,999  \$40,000 - \$49,999  \$60,000 - \$74,999  \$100,000 和以上

20. 包括您在內，您家裡共住多少人？

1  2  3  4  5  6 人或更多

21. 您有智慧型手機嗎？

否  是

Appendix 10d:

BART to Antioch Station Title VI Service Analysis  
and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,800th Meeting  
October 26, 2017

A regular meeting of the Board of Directors was held October 26, 2017, convening at 5:00 p.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Saltzman presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Allen, Blalock, Dufty, Josefowitz, McPartland, Raburn, Simon, and Saltzman.

Absent: None. Director Keller entered the Meeting later.

President Saltzman called for Introduction of Special Guests. President Saltzman requested the video “Agent of Connection” of Station Agent William Cromartie be shown.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of October 12, 2017.
2. District Base Pay Schedule.
3. Award of Contract No. 6M3378A, Procurement of Fasteners.
4. Easement Quitclaim and Grant of New Easement Pleasant Hill Transit Oriented Development at the Pleasant Hill/Contra Costa Centre BART Station.

Director Raburn made the following motions as a unit. Director McPartland seconded the motions, which carried by unanimous acclamation. Ayes – 8: Directors Allen, Blalock, Dufty, Josefowitz, McPartland, Raburn, Simon, and Saltzman. Noes - 0. Absent – 1: Director Keller.

1. That the Minutes of the Meeting of October 14, 2017, be approved.
2. That the base pay schedule in effect July 1, 2017, be approved.
3. That the General Manager be authorized to award Contract No. 6M3378A, Procurement of Fasteners, an estimated quantities contract, to Fastenal Company, for the Bid Price of \$385,024.72, including all applicable sales taxes, pursuant to notification to be issued by the General Manager, and subject to compliance with the District’s protest procedures.
4. Adoption of Resolution No. 5360, In the Matter of Authorizing Acceptance of a Quitclaim Deed from the Contra Costa Water District, and the Execution of an Agreement and Easement Deed to the Contra

Costa Water District BART Parcels: O-C50W-E1 and O-C50-8950-06-E1  
(Portions of APN 148-221-045-5).

President Saltzman called for Public Comment. The following individuals addressed the Board.

Clarence Fischer  
Aleta Dupree  
JP Massar  
Sangeet Lal  
Pamela Michaud  
Brian Biancardi  
Ernest Mahr  
Cathy Kora  
Matt Woll

Director Keller entered the Meeting.

President Saltzman announced that agenda items would be taken out of order.

Director Raburn, Chairperson of the Planning and Legislation Committee, brought the matter of Fruitvale Transit Village: Agreements for Phase II, before the Board. Ms. Abigail Thorne-Lyman, Manager of Planning, presented the item, including portions on Modify Construction Covenant, Developer Transit Benefit Fee Agreement and Unit Owner Transit Benefit Fee Agreement with City of Oakland for Fruitvale Transit Village Phase IIA (Casa Arabella); and New Easement Agreements with the City of Oakland, East Bay Asian Local Development Corporation and/or BRIDGE Housing to Create Limited Private Access Easement and/ or Emergency Vehicle Access Easement for Fruitvale Transit Village Phase IIA and a Reciprocal Vehicle Access Easement to Non-BART Property for Phase II.

The following individuals addressed the Board.

Noel Gallo  
Chris Iglesias  
Jerry Grace

The item was discussed.

Director Raburn made the following motions as a unit. Director McPartland seconded the motions, which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes - 0.

1. That the General Manager or her designee be authorized to modify the existing recorded agreements between BART and the City of Oakland for Fruitvale Transit Village Phase IIA (Casa Arabella) in order to waive the Delayed Transfer Fee requirement and acknowledge that the other major terms of the agreements do not apply to this development, so long as the development includes 92 units of rental affordable housing for households earning less than 80% area median income, and 2 units of rental market rate housing.

2. That the General Manager or her designee be authorized to enter into agreements as needed with the City of Oakland, Fruitvale Transit Village II-A, L.P., East Bay Asian Local Development Corporation, Unity Council, and BRIDGE Housing to provide a limited private access easement to allow for garbage pickup and tenant loading; an emergency vehicle access easement for Fruitvale Transit Village Phase IIA (Casa Arabella), reserving rights to allow pedestrian and bicycle facilities to occupy the same area; a reciprocal easement allowing BART maintenance and other vehicles to access non-BART property adjacent to Fruitvale Transit Village Phase II; and a storm drain easement.

Director Raburn brought the matter of Lease to Richmond Business Hub, LLC, at Richmond BART Station Parking Structure before the Board. Mr. Paul Voix, Principal Property Development Officer, presented the item. Director Simon moved that the General Manager or her designee be authorized to execute a Lease with Richmond Business Hub, LLC, for ten years, with three additional five-year options, for approximately 9,000 square feet of commercial space on the 1500 block of Macdonald Avenue, located on the ground floor of the Richmond BART Station parking structure. President Saltzman seconded the motion.

The following individuals addressed the Board.

Bill Lindsay  
Ernst Valery  
Andrea Bailey  
Jim Becker  
Amanda Elliott  
Janet Johnson

The motion carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

Director Josefowitz, Chairperson of the Finance, Bond Oversight, and Administration Committee, brought the matter of BART to Antioch Title VI Service and Fare Equity Analysis and Participation Report before the Board. Ms. Jennella Sambour-Wallace, Manager of Special Projects, and Mr. Thomas Tumola, Program Manager, presented the item. The item was discussed.

The following individuals addressed the Board.

Clarence Fischer  
Jerry Grace

Director Keller moved that the Board approve the BART to Antioch Title VI Equity Analysis and Public Participation Report. Director Blalock seconded the motion, which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

Director Josefowitz brought the matter of Maintenance and Reimbursement Agreement with the City of Hercules and the Western Contra Costa Transit Authority for the Hercules Transit Center before the Board. Mr. Bob Franklin, Department Manager, Customer Access, presented the

item. President Saltzman moved that the General Manager or her designee be authorized to execute a Maintenance and Reimbursement Agreement with the City of Hercules and the Western Contra Costa Transit Authority for the Hercules Transit Center. Directors Simon and Allen seconded the motion. The item was discussed. The motion carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

Director Keller, Chairperson of the Operations, Safety, and Workforce Committee, brought the matter of Revised Proposed Ordinance to Require Persons inside the Paid Area of BART to Provide Proof of Payment before the Board. Mr. Paul Oversier, Assistant General Manager, Operations; Chief of Police Carlos Rojas; and Deputy Chief of Police Lance Haight presented the item. The item was discussed.

The following individuals addressed the Board.

Clarence Fischer

Aleta Dupree

Director Keller moved adoption of Ordinance No. 2017-2, An Ordinance of the San Francisco Bay Area Rapid Transit District to Require Persons inside the Paid Area of BART to Provide Proof of Payment. Director Blalock seconded the motion, which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

Director Keller brought the matter of Proposed Ordinance Prohibiting Fare Evasion by Minors before the Board. Deputy Chief Haight presented the item. The item was discussed. Director Keller moved adoption of Ordinance No. 2017-3, An Ordinance of the San Francisco Bay Area Rapid Transit District Prohibiting Fare Evasion by Minors. Director Blalock seconded the motion, which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

Director Keller brought the following items before the Board.

1. Change Order to Contract No. 09AU-130, BART Earthquake Safety Program Oakland Shops Spur Tracks, with Shimmick Construction Company, Inc., for Weld Shop Improvements (C.O. No. 1, Part 2)..
2. Change Orders to Contract No. 79HM-120, SFTS MB, with Manson Construction Company, Inc.
  - a. Engineering Costs (C.O. No. 74).
  - b. Impacts from Revised Bearing Pad Sizes (C.O. No. 93).

Director Raburn made the following motions as a unit. Director Simon seconded the motions, which carried by unanimous acclamation. Ayes – 9: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, Simon, and Saltzman. Noes – 0.

1. That the General Manager or her designee be authorized to execute Change Order No. 1, Part 2, Weld Shop, to Contract No. 09AU-130, BART Earthquake Safety Program Oakland Shops Spur Track, with

Shimmick Construction Company, Inc., in an amount not to exceed \$186,000.00.

2. That the General Manager be authorized to execute Change Order No. 74, COWI Engineering Costs, in an amount not to exceed \$350,000.00, for Contract No. 79HM-120, SFTS MB, with Manson Construction Company, Inc.
3. That the General Manager be authorized to execute Change Order No. 93, Impacts from Revised Bearing Pad Sizes, in an amount not to exceed \$272,555.00, for Contract No. 79HM-120, SFTS MB, with Manson Construction Company, Inc.

Director Simon exited the Meeting.

Director Raburn brought the matter of Memorandum of Understanding with QIC Limited to Study Improved Connections to The Shops at Tanforan Mall at the San Bruno BART Station before the Board. Mr. Sean Brooks, Department Manager, Real Estate and Property Development, presented the item. President Saltzman moved that the General Manager or her designee be authorized to execute a Memorandum of Understanding with QIC Limited in connection with the San Bruno Station and The Shops at Tanforan to pursue a Feasibility Analysis and Assessment to determine the commercial viability of integrating the San Bruno Station with the proposed initial phase of Tanforan redevelopment. Director Dufty seconded the motion. The item was discussed. The motion carried by unanimous acclamation. Ayes – 8: Directors Allen, Blalock, Dufty, Josefowitz, Keller, McPartland, Raburn, and Saltzman. Noes – 0. Absent – 1: Director Simon.

Director Raburn brought the matter of State and Federal Legislative Update before the Board. Mr. Roddrick Lee, Department Manager, Government and Community Relations, and Ms. Amanda Cruz, Program Manager of Government Relations and Legislative Affairs, presented the item. The item was discussed.

Jerry Grace addressed the Board.

President Saltzman called for the General Manager's Report.

General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in, ridership, upcoming events, and outstanding Roll Call for Introductions items.

Mr. Oversier reported on the District's participation in the annual Great ShakeOut.

President Saltzman called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director Josefowitz mentioned the plywood coverings at the Civic Center Station entrances.

Director McPartland requested the Police Department have a designated Public Information Officer. Director Keller seconded the request.

Director Raburn reported he had attended an Oakland African American Chamber of Commerce business event and an Asian American Architects and Engineers event.

Director Dufty reported he, Director Allen, Director Keller and staff members had attended a meeting with the Contra Costa County H3 Homeless services agency. Director Dufty noted he continued his weekly sweeping at the 16<sup>th</sup> Street/Mission Station. Director Dufty reported he had attended a planning association meeting for the San Francisco Richmond district. He requested a presentation on the LEAD SF program.

President Saltzman requested a presentation on the SCOOP parking program.

President Saltzman called for Public Comment. Jerry Grace addressed the Board.

The Meeting was adjourned at 9:15 p.m.

Kenneth A. Duron  
District Secretary

# BART to Antioch Extension Title VI Equity Analysis & Public Participation Report

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October 2017



Prepared by the Office of Civil Rights

San Francisco Bay Area Rapid Transit District





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# BART to Antioch

## Title VI Equity Analysis and Public Participation Report

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### **Executive Summary**

In October 2011, staff completed a Title VI Analysis for Antioch Station (formerly known as Hillcrest Avenue Station). A Title VI/Environmental Justice analysis was conducted on the Pittsburg Center Station on March 19, 2015. Per the Federal Transit Administration (FTA) Title VI Circular (Circular) 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* (October 1, 2012), the District is required to conduct a Title VI Service and Fare Equity Analysis (Title VI Equity Analysis) for the Project's proposed service and fare plan six months prior to revenue service. Accordingly, staff completed an updated Title VI Equity Analysis for the BART to Antioch (Project) service and fare plan, which evaluates whether the Project's proposed service and fare will have a disparate impact on minority populations or a disproportionate burden on low-income populations based on the District's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy) adopted by the Board on July 11, 2013 and FTA approved Title VI service and fare methodologies.

### **Discussion:**

The BART to Antioch Extension ("BART to Antioch" or "Project") will introduce a new rail passenger service comprising approximately 10 miles of new track between the existing Pittsburg/Bay Point BART Station and the City of Antioch. The Project will use independently propelled railcars known as Diesel Multiple Units (DMUs) that will operate on standard gauge rail. Stations for the new service will be located in the cities of Pittsburg and Antioch.

### **Proposed Service:**

- *Travel Times:*

Westbound passengers traveling towards SFO will have the following estimated travel times:

- Antioch → Pittsburg Center: 6 min
- Pittsburg Center → Pittsburg/Bay Point: 9 min
- Total trip time: 15 min

Eastbound passengers traveling towards Antioch will have the following estimated travel times:

- Pittsburg/Bay Point → Pittsburg Center (includes transfer time): 8 min
  - Pittsburg Center → Antioch: 8 min
  - Total trip time: 16 min
- *Transfer Times:*

Staff has established a service plan for the BART to Antioch Stations. This service plan is subject to change once BART introduces new rail cars into revenue service. All passengers travelling between a "BART to Antioch" DMU train and the rest of the BART System will transfer at a designated 'Transfer Platform' directly east of the Pittsburgh/Bay Point BART Station.

Depending on capacity, there are proposed transfer times for a two-DMU train consists or a three-DMU train consists. In a two-DMU train consists scenario, AM westbound passengers board BART and depart within two minutes. AM eastbound passengers arriving from BART will wait for eight minutes on the 'Transfer Platform'. In the three-DMU train consists scenario, AM westbound passengers board BART and depart within two minutes. AM eastbound passengers arriving from BART will transfer to a DMU train at the 'Transfer Platform' and depart within three minutes.

For detailed information on the BART to Antioch service plan, ridership, and vehicle load, please see Appendices B, C, and D.

### **Proposed Fare Plan:**

Staff proposes to apply BART's existing distance-based fare structure to calculate fares for the new service. As such, no new fare structure is being implemented as a result of the BART to Antioch Project. The proposed fare increment for Pittsburg/Bay Point Station to Pittsburg Center Station (and vice versa) is \$0.15 for approximately 85% of trips and \$0.20 for the remainder. The proposed fare increment from Pittsburg/Bay Point Station to Antioch Station (and vice versa) is \$0.80 for approximately 85% of trips and \$0.85 for the remainder. The nickel difference in the two cases is due to rounding to the nearest nickel, which is part of BART's existing fare structure. In January 2018, for example, the fare between Pittsburg/Bay Point and Embarcadero Station will be \$6.70. The proposed incremental fare between Pittsburg Center Station and Embarcadero is \$0.15, for a total fare of \$6.85. The proposed incremental fare between Antioch Station and Embarcadero is \$0.80, for a total fare of \$7.50.

As the BART to Antioch Stations are East Bay stations, the East Bay Suburban Zone fare (equal to the 2018 minimum fare of \$2.00 when using Clipper)<sup>1</sup> and applied to certain other East Bay station fares has been proposed. This fare would be charged for trips between six and 13 miles from BART to Antioch, e.g., for the 9.1-mile trip between Pittsburg/Bay Point Station and Antioch Station. No new surcharges are proposed for fares to, or from, the new BART to Antioch Stations, and all existing discounts will be applied to these fares as part of the extension of BART's distance-based fare structure.

### **Title VI Service Equity Analysis Findings:**

The Title VI Service Equity Analysis includes a demographic and travel time assessment of the Project's projected ridership.

The demographic assessment evaluates whether the projected riders of the new BART to Antioch service are predominantly minority or low-income when compared to BART's five-county system-wide population, based on American Community Survey (ACS) 2011-2015 data. The assessment also evaluates whether riders who may be adversely affected by a service option are disproportionately minority or low-income.

Per the DI/DB Policy, a disproportionate impact or disproportionate burden results when adverse effects disproportionately affect the protected populations described above. For new service, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the applicable difference between the proportion of Project riders that are protected and the proportion of protected system-wide riders is equal to or greater than 10%

The demographic assessment found that these riders were not disproportionately or predominantly minority or low-income, as defined by BART's DI/DB Policy. Accordingly, the study found that minority or low-income riders will not be disproportionately affected by adverse impacts resulting from the new service. Accordingly, no disparate impact or disproportionate burden was found on minority or low-income populations.

The travel assessment compares the estimated travel time for riders affected by the service change before and after the new service. The results of the travel time assessment found that the Project would benefit all populations, including minority and low-income, within the Project catchment area described in Section 2.3.2 and Figure 2. The demographic assessment found that the projected riders benefitting from the new service are 60.6% minority and 30.1% low-income.

<sup>1</sup> In January 2018, the fare will be an additional \$0.50 per trip for a customer using a mag-stripe paper ticket.

With Project service, all populations are expected to experience the same time savings when comparing current bus travel times with BART to Antioch travel times. For the AM Peak (5 AM-8 AM)<sup>2</sup> all populations are expected to experience the same time savings of:

- 61 minutes between Antioch Parking Lot and Pittsburg/Bay Point with one stop at Pittsburg Center Station (80% reduction in travel time).
- 51 minutes between Antioch Parking Lot and Pittsburg Center Station only (89% reduction in travel time).
- 12 minutes between Pittsburg Center Station and Pittsburg/Bay Point BART only (57% reduction in travel time).

All populations are expected to experience the same time savings for PM Peak (4:45 PM-7:45 PM)<sup>3</sup> of:

- 58 minutes between Antioch Parking Lot and Pittsburg/Bay Point with one stop at Pittsburg Center Station (78% reduction in travel time).
- 50 minutes between Antioch Parking Lot and Pittsburg Center Station only (86% reduction in travel time).
- 14 minutes between Pittsburg Center Station and Pittsburg/Bay Point BART only (64% reduction in travel time).

#### **Title VI Fare Equity Analysis Findings:**

The proposed BART to Antioch fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. As BART's distance-based fare structure, which has been previously evaluated to not result in any disparate impact or disproportionate burden on minorities or low-income populations, is unchanged for BART to Antioch service, there is no disproportionately adverse effect on minority and/or low-income

<sup>2</sup> While the 2017 Title VI Civil Rights Program Update to the FTA uses BART AM peak time of 6:41 AM-9:41 AM and PM peak time of 4:00 PM-7:00 PM, a BART to Antioch ridership projection analysis conducted in 2016 found that the AM and PM Peak times used throughout this Title VI analysis were the appropriate peak periods to use specifically for the Project. The BART to Antioch ridership projection analysis can be found in Appendix C.

<sup>3</sup> See footnote 2 above.

riders because the same minority and/or low-income riders will enjoy the off-setting benefit of new rail service and improved travel times.

Public input has confirmed this finding:

- In the 2017 surveys, a little over a quarter of surveyed riders (approximately 26.4%) assessed the proposed fare as reasonable and not adverse. Of these survey respondents, 53.3% were minority and 46.6% were non-minority. 10% of these respondents were low-income and 90% were non-low-income.
- However, while 26.4% were in favor of extending the distance-based fare structure, that does not mean that everyone else who took the survey opposed the distance-based fare structure. In fact, close to half of survey respondents, 46.4% or 174 respondents, chose not to comment regarding the BART to Antioch fares (either leaving it blank or indicating they had no comments), which can indicate neutrality or potentially some level of acceptance.
- A small number, 8%, or 30 respondents, wrote comments unrelated to the fares. Finally, 19.2%, or 72 respondents, were opposed to extending the distance-based fare structure. Of these survey respondents, 68.1% were minority and 31.9% were non-minority. 15.3% of these respondents were low-income and 84.7% were non-low-income.
- In the 2011 Hillcrest survey,<sup>4</sup> while a higher number of survey takers believed the fare was too high, note that the 2018 fare from Pittsburg/Bay Point Station to Antioch is proposed to only be \$0.80 for about 85% of fares and \$0.85 for the remainder (the nickel difference is due to rounding). The current proposed fares of \$0.80 or \$0.85 are much lower than the \$2.25 proposed in 2011 and these lower fares are in line with what most survey takers in 2011 requested.

Since there is no adverse effect on riders, the proposed BART to Antioch fares would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

### **Public Participation:**

Staff conducted extensive, inclusive, and multilingual public participation for the Title VI Equity Analysis during the month of August 2017. Three in-station outreach events were held in the BART to Antioch catchment area. Project outreach consisted of informing the BART to Antioch community of the new service and the proposed fares, and application of BART's existing distance-based fare structure to this new service.

<sup>4</sup> The 2011 Hillcrest survey data is being used for informational and supportive purposes only; the data is not considered current per the Title VI Circular.

Additionally, input was sought from BART's Title VI & Environmental Justice (Title VI/EJ) and Limited English Proficiency (LEP) Advisory Committees.

For detailed information on the public participation and outreach, please see the attached BART to Antioch Public Participation Report.

# Section 1: Introduction

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The Title VI Service and Fare Equity Analysis for the BART to Antioch Extension (Project) evaluates whether the service and fare plan for this Project may disproportionately and adversely affect minority and low-income riders.

This study was conducted pursuant to the FTA's Title VI requirements and guidelines, including but not limited to, FTA Title VI Circular 4702.1B "*Title VI Requirements and Guidelines for Federal Transit Administration Recipients*" (Title VI Circular). This report determines if the new service and new fares proposed for the BART to Antioch extension would have a disparate impact on minority riders or place a disproportionate burden on low-income riders based on BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy).<sup>5</sup>

In accordance with the District's DI/DB Policy, for new service, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the applicable difference between the proportion of Project riders that are protected and the proportion of protected system-wide riders is equal to or greater than 10%.<sup>6</sup> BART proposes to apply its existing distance-based fare structure to determine the Project's new fares. The proposed BART to Antioch fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. Although the proposed BART to Antioch fares would not result in a fare change under the DI/DB Policy, this Title VI Analysis includes a New Fare Findings section, which provides demographic information for the BART to Antioch study area populations compared to BART's overall ridership and an equity finding regarding the proposed fare-setting.

This report includes the following sections:

1. **Project Description:** A description of the proposed BART to Antioch service and fare plan, as well as a demographic summary of the Project area riders.
2. **Methodology:** A description of the methodology used to evaluate the effects of the proposed plan on minority and low-income riders.
3. **Findings:** A detailed description of the study's findings and conclusions of the Project's proposed service and fare plan.
4. **Public Outreach:** An overview of the public outreach efforts and a summary of public input received from riders affected by BART to Antioch's proposed service.

<sup>5</sup> BART's DI/DB Policy was developed pursuant to the Circular, following an extensive public participation process, and adopted by the BART Board of Directors on July 11, 2013.

<sup>6</sup> Per the Circular, an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. In accordance with the Circular and BART's FTA approved methodology, staff evaluated potential adverse effects for new service "affected populations" which includes ridership for the new service and ridership for any existing lines whose service will change because of the new service.

## Section 2: Project Description

The BART to Antioch Extension (BART to Antioch, Project) will introduce a new rail passenger service comprising approximately 10 miles of new track between the existing Pittsburg/Bay Point BART Station and the City of Antioch. Stations for the new service will be located in the City of Pittsburg and the City of Antioch.

The Project is being built in coordination with the Highway 4 widening project. The combined projects represent approximately \$1 billion invested in East County transportation improvements. The Project will use independently propelled railcars known as Diesel Multiple Units (DMUs) that will operate on standard gauge rail. The tracks will be located in the median of State Route 4. Figure 1 below shows the location of both new stations.

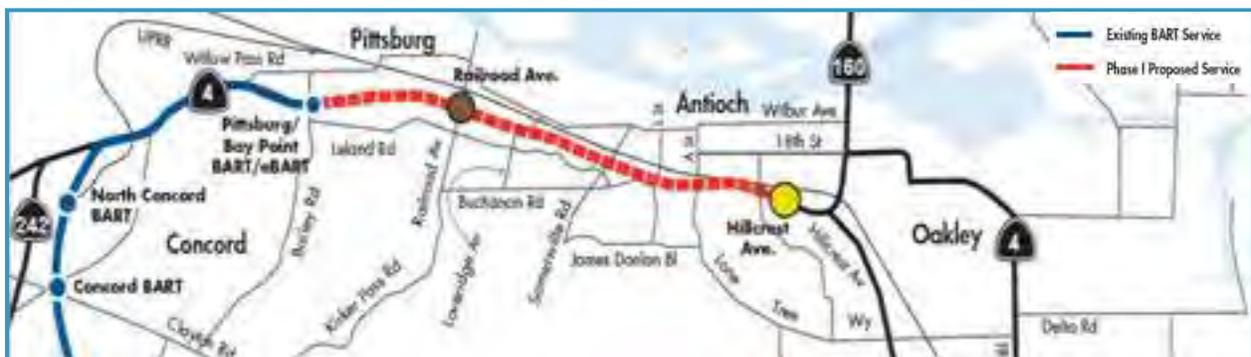


Figure 1

The DMU train was chosen to bring BART-quality rail service to East County at a much lower cost than conventional BART. The \$525 million BART to Antioch project is 60% less expensive than a conventional BART project of similar size and scope. BART to Antioch is implemented in such a manner as to allow for construction of conventional BART in the future if ridership and funding are adequate.

BART to Antioch environmental benefits include:

- Removing cars from highway and roads;
- Reducing vehicle miles traveled by 99 million miles per year;
- Carrying a number of riders equivalent to a lane of Highway 4 drivers;
- Improving freeway operations;
- Reducing greenhouse gas emissions by 260,000 lbs per day; and
- Reducing consumption of energy and petroleum.

The new rail passenger service will enable passengers to board a train at a new station in Antioch near Hillcrest Avenue and arrive at the Pittsburg/Bay Point BART Transfer Platform.

Passengers will also have access to/from a new station located in the City of Pittsburg which will be located at the intersection of Railroad Avenue and State Route 4. The hours of operation are the same as the existing BART system.<sup>7</sup>

<sup>7</sup> Further information on the Project can be found on [bart.gov/eBART](http://bart.gov/eBART).

## 2.1 Project New Service and Fare

As BART waits for its new Fleet of the Future, a temporary service plan will be implemented for the BART to Antioch extension for 2018. In 2016, a consultant conducted analyses on the BART to Antioch ridership projection and BART Yellow Line (C-line) vehicle loads for BART to Antioch to assist BART in developing its service plan for the Project. For more detailed information on these studies, please see Appendices C and D.

BART is proposing to apply its existing distance-based fare structure to calculate fares for the BART extension from the Pittsburg/Bay Point Station to the new Pittsburg Center and Antioch Stations. For example, in 2018, a one-way trip from Pittsburg/Bay Point Station and Embarcadero Station will cost \$6.70; the fare between Pittsburg Center Station to Embarcadero Station is proposed to be \$0.15 more, or \$6.85, and the fare between Antioch Station to Embarcadero is proposed to be \$0.80 more, or \$7.50.

The BART to Antioch Stations are East Bay stations and therefore the East Bay Suburban Zone fare (equal to the 2018 minimum fare of \$2.00 when using Clipper and applied to certain other East Bay station fares) is proposed. This fare would be charged for trips between 6 and 13 miles from BART to Antioch, e.g., the 9.1-mile trip between Pittsburg/Bay Point Station and Antioch Station. No new surcharges are proposed for fares to, or from, the new BART to Antioch Stations, and all existing discounts will be applied to these fares as part of the extension of BART's distance-based fare structure.

Both stations will have Clipper Card-only vending machines. Customers will be able to use mag-stripe paper tickets for entry and exit only. In January 2018, mag-stripe ticket users will be charged an additional \$0.50 per trip using a mag-stripe paper ticket. In June 2017, the BART Board approved a separate Title VI fare equity analysis for the mag-stripe ticket surcharge which included extensive public outreach.<sup>8</sup> Passengers can avoid this surcharge by using the Clipper Card for fare payments.

<sup>8</sup> The 2017 Title VI fare equity analysis can be found on [bart.gov/guide/titlevi](http://bart.gov/guide/titlevi).

## 2.2 Alternative Modes

### 2.2.1 Tri Delta Transit

Alternative modes of transit between Pittsburg/Bay Point BART Station and the BART to Antioch Stations include bus routes operated by Tri Delta Transit. BART to Antioch is projected to be used mainly by existing Pittsburg/Bay Point commuters in the BART AM peak period (5 AM-8 AM) and PM peak periods (4:45 PM-7:45 PM).<sup>9</sup> In the charts below, all the Tri Delta Transit bus routes that travel from Antioch Parking Lot to Pittsburg Center Station and Pittsburg/Bay Point Station (i.e. comparable to the BART to Antioch service) are shown. The charts below show the one-way travel times for the AM and PM peak period commutes.

**Table 1a: Alternate Modes Service Levels\***

Service Parameter	Existing Service between Antioch Parking Lot and Pittsburg/Bay Point BART with One Stop at Pittsburg Center Station								BART to Antioch	
	Tri Delta Transit Route 380		Tri Delta Transit Bus Route 388		Tri Delta Transit Bus Route 390		Tri Delta Transit Bus Route 391		BART 2/3-DMU Train Consists	
Minimum Fares <sup>1</sup>	\$2.00		\$2.00		\$2.00		\$2.00		\$2.00	
One-Way Travel Time <sup>2</sup>	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
	122 Min	128 Min	89 Min	86 Min	49 Min	45 Min	45 Min	38 Min	15 Min	16 Min
Hours of Operation	3:00 AM to 11:30 PM (weekdays)		5:00 AM to 11:30 PM (weekdays)		4:30 AM to 8:30 PM (weekdays)		4:00 AM to 1:15 AM (weekdays)		4:00 AM to 12:00 AM	
Headways	30 Min		60 Min		30 Min		30 Min		15 Min - Weekdays until 7 PM.	
									20 Min – Weekdays after 7 PM & weekends	

\*Travel time comparison offered for information purposes only.

<sup>1</sup>**Tri Delta Transit:** Fares are one-way and do not include senior/passengers with disabilities discounts or passes/bulk passes. For those continuing a trip from BART, Tri Delta Transit provides a discount fare of \$1.25 for a BART transfer.

**BART:** Fares are based on BART's current distance-based fare structure for 2018 using Clipper. One-way fare will cost an additional \$0.50 per trip if using mag-stripe paper ticket. Fares do not include senior/passengers with disabilities or youth discounts.

<sup>2</sup>**Tri Delta Transit:** Calculations (rounded) were made using averaged bus travel times between hours of 5 AM-8 AM and 4:45 PM-7:45 PM, weekdays from schedules posted on 08/2017. These are the peak AM and PM periods for BART to Antioch based on a 2016 BART C-line vehicle load study (attached as Appendix D).

**BART:** AM and PM one-way travel time includes transfer time.

<sup>9</sup> While the 2017 Title VI Civil Rights Program Update to the FTA uses BART AM peak time of 6:41 AM-9:41 AM and PM peak time of 4:00 PM-7:00 PM, a BART to Antioch ridership projection analysis conducted in 2016 found that the AM and PM Peak times used throughout this Title VI analysis were the appropriate peak periods to use specifically for the Project. The BART to Antioch ridership projection analysis can be found in Appendix C.

**Table 1b: Alternate Modes Service Levels\***

Service Parameter	Existing Service between Antioch Parking Lot and Pittsburg Center Station Only								BART to Antioch	
	Tri Delta Transit Route 380		Tri Delta Transit Bus Route 388		Tri Delta Transit Bus Route 390		Tri Delta Transit Bus Route 391		BART 2/3-DMU Train Consists	
Minimum Fares <sup>1</sup>	\$2.00		\$2.00		\$2.00		\$2.00		\$2.00	
One-Way Travel Time <sup>2</sup>	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
	92 Min	106 Min	68 Min	64 Min	39 Min	37 Min	32 Min	27 Min	6 Min	8 Min
Hours of Operation	3:00 AM to 11:30 PM (weekdays)		5:00 AM to 11:30 PM (weekdays)		4:30 AM to 8:30 PM (weekdays)		4:00 AM to 1:15 AM (weekdays)		4:00 AM to 12:00 AM	
Headways	30 Min		60 Min		30 Min		30 Min		15 Min - weekdays until 7PM.	
									20 Min – weekdays after 7PM & weekends	

\*Travel time comparison offered for information purposes only.

<sup>1</sup>**Tri Delta Transit:** Fares are one-way and is not including senior/passengers with disabilities discounts or passes/bulk passes. For those continuing a trip from BART, Tri Delta Transit provides a discount fare of \$1.25 for a BART transfer.

**BART:** Fares are based on BART's current distance-based fare structure for 2018 using Clipper. One-way fare will cost an additional \$0.50 per trip if using mag-stripe paper ticket. Fares do not include senior/passengers with disabilities or youth discounts.

<sup>2</sup>**Tri Delta Transit:** Calculations (rounded) were made using averaged bus travel times between hours of 5 AM-8 AM and 4:45 PM-7:45 PM, weekdays from schedules posted on 08/2017. These are the peak AM and PM periods for BART to Antioch based on a 2016 BART C-line vehicle load study (attached as Appendix D).

**Table 1c: Alternate Modes Service Levels\***

Service Parameter	Existing Service between Pittsburg Center Station and Pittsburg/Bay Point BART Only										BART to Antioch	
	Tri Delta Transit Route 380		Tri Delta Transit Bus Route 387		Tri Delta Transit Bus Route 388		Tri Delta Transit Bus Route 390		Tri Delta Transit Bus Route 391		BART 2/3-DMU Train Consists	
Minimum Fares <sup>1</sup>	\$2.00		\$2.00		\$2.00		\$2.00		\$2.00		\$2.00	
One-Way Travel Time <sup>2</sup>	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
	30 Min	32 Min	34 Min	38 Min	21 Min	22 Min	10 Min	8 Min	13 Min	12 Min	9 Min	8 Min
Hours of Operation	3:00 AM to 11:30 PM (weekdays)		4:45 AM to 9:15 PM (weekdays)		5:00 AM to 11:30 PM (weekdays)		4:30 AM to 8:30 PM (weekdays)		4:00 AM to 1:15 AM (weekdays)		4:00 AM to 12:00 AM	
Headways	30 Min		60 Min		60 Min		30 Min		30 Min		15 Min - weekdays until 7PM.	
											20 Min – weekdays after 7PM & weekends	

\*Travel time comparison offered for information purposes only.

<sup>1</sup>**Tri Delta Transit:** Fares are one-way and is not including senior/passengers with disabilities discounts or passes/bulk passes. For those continuing a trip from BART, Tri Delta Transit provides a discount fare of \$1.25 for a BART transfer.

**BART:** Fares are based on BART's current distance-based fare structure for 2018 using Clipper. One-way fare will cost an additional \$0.50 per trip if using mag-stripe paper ticket. Fares do not include senior/passengers with disabilities or youth discounts.

<sup>2</sup>**Tri Delta Transit:** Calculations (rounded) were made using averaged bus travel times between hours of 5 AM-8 AM and 4:45 PM-7:45 PM, weekdays from schedules posted on 08/2017. These are the peak AM and PM periods for BART to Antioch based on a 2016 BART C-line vehicle load study (attached as Appendix D).

**BART:** AM and PM one-way travel time includes transfer time.

Tables 1a-1c show that in both the AM and PM commute hours, a passenger traveling between Antioch Parking Lot and Pittsburg/Bay Point BART, or between Pittsburg Center Station and Pittsburg/Bay Point BART, or between Antioch Parking Lot and Pittsburg Center Station, will arrive at their destination station faster than riding on any available Tri Delta Transit bus route. The only exception is for a passenger riding on Tri Delta Transit bus 390 in the PM commute hours from Pittsburg/Bay Point BART Station to Pittsburg Center Station, which takes the same amount of time (8 minutes) as riding on the BART to Antioch train.

### 2.2.1 Tri Delta Transit Express Bus 300

Tri Delta Transit Express Bus 300 provides express routes directly from the Antioch Parking Lot to Pittsburg/Bay Point BART Station (and vice versa). Because Express Bus 300 does not stop at Pittsburg Center Station, which is a stop on the BART to Antioch extension, it was not included in the charts above, all of which are comparable to the BART to Antioch route in that there is a stop at Pittsburg Center Station. However, Express Bus 300 is important because most commuters ride this express bus as it is currently the fastest way for them to get between Antioch Parking Lot and Pittsburg Bay/Point (and vice versa).

Accordingly, relevant information about Express Bus 300 is shown below:

**Table 1d: Tri Delta Transit Express Route 300\***

Service Parameter	Antioch Parking Lot to Pittsburg/Bay Point (Direct)		BART to Antioch (with a stop at Pittsburg Center Station)	
	Tri Delta Transit Express Bus Route 300		BART 2/3-DMU Train Consists	
Minimum Fares <sup>1</sup>	\$2.50		\$2.00	
One-Way Travel Time <sup>2</sup>	AM	PM	AM	PM
	21 Min	20 Min	15 Min	16 Min
Hours of Operation	4:15 AM to 10:00 PM (weekdays)		4:00 AM to 12:00 AM	
Headways	20 Min		15 Min -weekdays until 7PM.	
			20 Min – weekdays after 7PM & weekends	

\*Travel time comparison offered for information purposes only.

<sup>1</sup>**Tri Delta Transit:** Fares are one-way and is not including senior/passengers with disabilities discounts or passes/bulk passes. For those continuing a trip from BART, Tri Delta Transit provides a discount fare of \$1.75 for a BART transfer.

**BART:** Fares are based on BART's current distance-based fare structure for 2018 using Clipper. One-way fare will cost an additional \$0.50 per trip if using mag-stripe paper ticket. Fares do not include senior/passengers with disabilities or youth discounts.

<sup>2</sup>**Tri Delta Transit:** Calculations (rounded) were made using averaged bus travel times between hours of 5 AM-8 AM and 4:45 PM-7:45 PM, weekdays from schedules posted on 08/2017. These are the peak AM and PM periods for BART to Antioch based on a 2016 BART C-line vehicle load study (attached as Appendix D).

**BART:** AM and PM one-way travel time includes transfer time.

Because Express Bus 300 does not make any stops between Antioch Parking Lot and Pittsburg/Bay Point (and vice versa), its average AM and PM peak travel times are significantly shorter than the average travel times of the other buses shown in Tables 1a-1c above. However, BART to Antioch riders will still experience shorter trip times (even with an extra stop at Pittsburg

Center Station) than a rider on Express Bus 300. For AM peak, BART to Antioch riders will experience a 6 minute or 29% reduction in travel time, and for PM peak, BART to Antioch riders will experience a 4 minute or 20% reduction in travel time. (See Table 5a.2 in Section 4.2, Travel Time Assessment Findings).

Note that taking the Express Bus 300 also costs more than the Tri Delta Transit minimum fare, at \$2.50 rather than \$2.00, which is also higher than BART's minimum fare (using Clipper). Additionally, for a rider continuing a trip from BART, the Tri Delta Transit BART transfer rate is also higher, at \$1.75 rather than its usual \$1.25 BART transfer rate for its other buses.

Because BART to Antioch will be a smoother transition to BART, the fares will be cheaper than taking the Express Bus 300, and because most riders are already heading to or from Pittsburg/Bay Point BART, Express Bus 300 riders are assumed to be the projected BART to Antioch riders. Outreach (including one at the Antioch Parking Lot where people were waiting for Express Bus 300) also showed that people would switch to BART to Antioch for these reasons. The following comment is transcribed as written by the survey taker.

- *"I catch the express bus from Antioch now so this is more cost effective for me."*

Tri Delta Transit has not indicated that they will discontinue any of the bus routes described above once BART to Antioch revenue service commences for the Project, however, bus stop changes and schedule changes will be made to account for BART to Antioch service. A final schedule from Tri Delta Transit will not be released until BART to Antioch revenue service begins. In anticipation of BART to Antioch service, Tri Delta Transit conducted its own Title VI service equity analysis- "Bus Route Evaluation and Redesign Title VI Service Change Equity Analysis." For more information on Tri Delta Transit bus routes, schedules, or the analysis, please refer to the Tri Delta Transit website at [www.trideltatransit.com](http://www.trideltatransit.com).

## 2.3 Prospective Project Ridership

When analyzing the effects of the Project service it is important to consider prospective ridership. The prospective ridership of the Project is anticipated to be riders who currently use the Pittsburg/Bay Point Station.<sup>10</sup> A demographic profile has been developed for the prospective ridership of the BART to Antioch stations, based on population data using the ACS 2011-2015.

### 2.3.1 Definitions

For this analysis, BART’s five-county service area definitions and thresholds for minority and low-income populations are used. The definitions and thresholds are described as follows:

- **Minority Definition:** Pursuant to the Circular and Federal guidelines, minority populations are defined as individuals who have identified themselves to be American Indian and Alaska Native; Asian; Black or African American; Hispanic or Latino; or Native Hawaiian or Other Pacific Islander.
- **Low-Income Definition:** BART defines the low-income populations as those who are at or below 200 percent of the poverty level established for households by the Department of Health and Human Services (HHS) poverty guidelines. This assumption is more inclusive of low-income populations, accounting for higher incomes in the Bay Area as compared to the rest of the United States. The 200 percent threshold is also consistent with the Metropolitan Transportation Commission’s definition. This definition takes into account both the household size and household income; the combinations of household size and income that are defined as “low-income” are as follows in Table 2:

**Table 2: 2016 Poverty Guidelines: Federal\* and the BART Service Area**

Persons in family/household	Poverty Guideline (Federal)	200% (BART Service Area)
1	\$11,880	\$23,760
2	\$16,020	\$32,040
3	\$20,160	\$40,320
4	\$24,300	\$48,600
5	\$28,440	\$56,880
6	\$32,580	\$65,160
7	\$36,730	\$73,460
8	\$40,890	\$81,780

\*For the 48 Contiguous States and the District of Columbia  
Source: U.S. Department of Health & Human Services.

<sup>10</sup> A 2016 BART to Antioch ridership projection analysis projected steady growth of BART to Antioch ridership through 2030. The analysis can be found in Appendix C.

BART's five-county service area minority population is 62.4% and five-county service area low-income population is 24.8% (American Community Survey [ACS] 2011-2015).

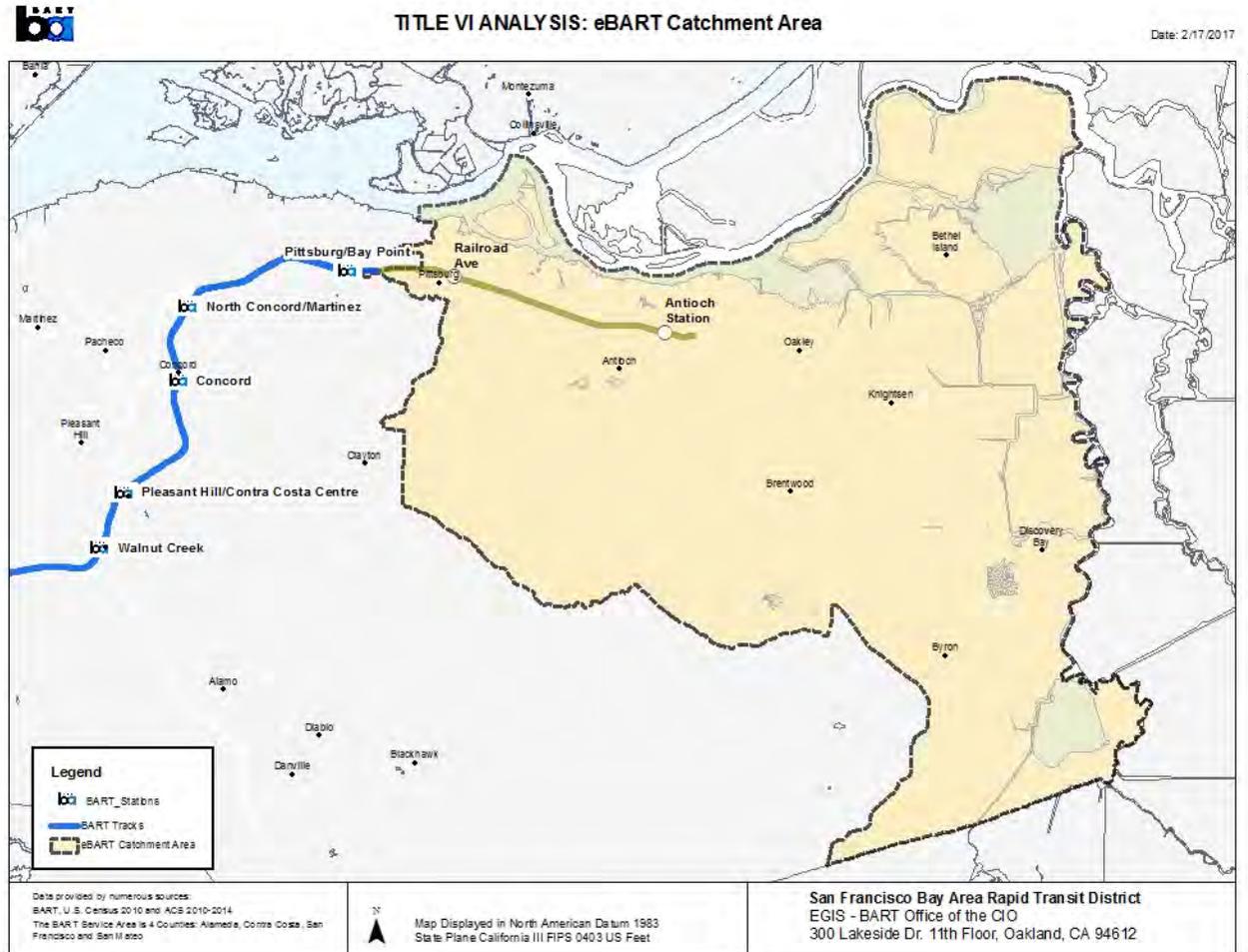
***2.3.2 Project Catchment Area:***

The BART to Antioch Stations' prospective ridership is projected to come largely from areas designated in Figure 2 as the BART to Antioch catchment area. A detailed methodology of how the Project catchment area was developed is in Section 3 of this report. In developing the project catchment area, the goal was to define an area where a majority of riders will reside.

***2.3.3 Prospective Project Ridership Demographics:***

Based on an analysis of census data covering the catchment area, prospective ridership for the BART to Antioch stations is projected to be 60.6% minority and 30.1% low-income.

**Figure 2: BART to Antioch Catchment Area**



**2.3.4 Ridership Data:**

Ridership data is gathered via surveys. Ridership demographics were collected through a public outreach survey, distributed in August 2017, targeted at current and potential BART riders. Surveys were distributed at outreach events at the North Concord and Pittsburg/Bay Point BART Stations, the Antioch BART parking lot, and through online surveys.

The survey instrument was designed to generate a profile of current and future BART riders who might be impacted by the opening of the new BART to Antioch Stations. The survey was used to determine riders' existing travel behaviors, solicit input on future travel choices in the context of new stations in Pittsburg Center and Antioch, and solicit feedback on applying BART's distance-based fare structure to the new station. A total of 375 surveys were collected (339 responses from the online survey). Note that as the purpose of this survey was to collect public input, it was open to everyone and was not based on a random sample. As such, these survey results

can't be projected to the overall population, and statistical calculations such as margins of error can't be computed.

Ridership demographics collected from the survey are displayed below in Table 3. For further information about the BART to Antioch Title VI outreach, please see the attached BART to Antioch Public Participation Report.

**Table 3: Survey Demographic Summary  
All Respondents\***

	Percent	Sample Size
<b>Gender</b>		
Male	48.2%	
Female	47.2%	
Another Gender	3.8%	
<b>Total</b>	<b>100%</b>	<b>375</b>
<b>Ethnicity</b>		
White	49.6%	
Black/African American	15.7%	
Asian or Pacific Islander	20.5%	
American Indian or Alaska Native	1.9%	
Other or Multiple Race	9.1%	
<b>Total</b>	<b>100%</b>	<b>369</b>
Hispanic, Latino, or Spanish Origin	17.3%	
<b>Total</b>		<b>360</b>
Minority	54%	
Non-Minority	45%	
<b>Total</b>	<b>100%</b>	<b>361</b>
<b>Annual Household Income</b>		
Under \$25,000	5.4%	
\$25,000 - \$29,999	3.7%	
\$30,000 - \$39,999	4%	
\$40,000 - \$49,999	6.6%	
\$50,000 - \$59,999	6%	
\$60,000 - \$74,999	10.2%	
\$75,000 - \$99,999	14.2%	
\$100,000 and over	49.5%	
<b>Total</b>	<b>100%</b>	<b>351</b>
<b>Income**</b>		
Low-Income	17.3%	
Non-low-Income	82.7%	
<b>Total</b>	<b>100%</b>	<b>347</b>
<b>Limited English Proficient (LEP)</b>		
Yes	2%	
No	98%	
<b>Total</b>	<b>100%</b>	<b>94</b>

\*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

\*\*Low-income and non-low-income percentages are determined by factoring in household size with annual household income.

## Section 3: Methodology

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The methodology used for this study analyzes the effect of the new service and new fare on minority and low-income riders. Pursuant to the Title VI Circular, BART staff developed major service change and fare change methodologies that were reviewed and approved by the FTA in May 2013 and January 2014. The latest Title VI Civil Rights Program (Triennial Update) was submitted to the FTA in January 2017 and is currently under FTA review. This 2017 update also includes a Board approved revised Major Service Change Policy. No changes were made to the major service change and fare change methodologies in this latest Triennial Update from the previous FTA approved update.

BART's Title VI service and fare methodologies are also consistent with BART's DI/DB Policy. The Board adopted this Policy on July 11, 2013 following extensive public engagement that included staff presentations to the Title VI/ Environmental Justice Advisory Committee and focus group meetings with local transportation equity advocacy groups.<sup>11</sup>

<sup>11</sup> Additionally, the DI/DB Policy was posted on [bart.gov](http://bart.gov) and social media outlets such as Facebook and Twitter, and a corresponding webinar was available on BART TV via YouTube.

## 3.1 New Service Analysis

Pursuant to the Title VI Circular and BART's DI/DB Policy, BART's New Service Analysis will include a demographic and travel time assessment of the BART to Antioch catchment area. This section describes the methodology to complete both assessments.

### **3.1.1 Demographic Assessment:**

- Description: The New Service Demographic Assessment compares the proportion of minority and low-income populations projected to use the new Project to BART's five-county minority and low-income populations.
- Data Used: American Community Survey (ACS) 2011-2015.
- Requirement: Pursuant to the FTA Title VI Circular and BART's DI/DB Policy Section 3(a), a demographic assessment is required for any major service change.

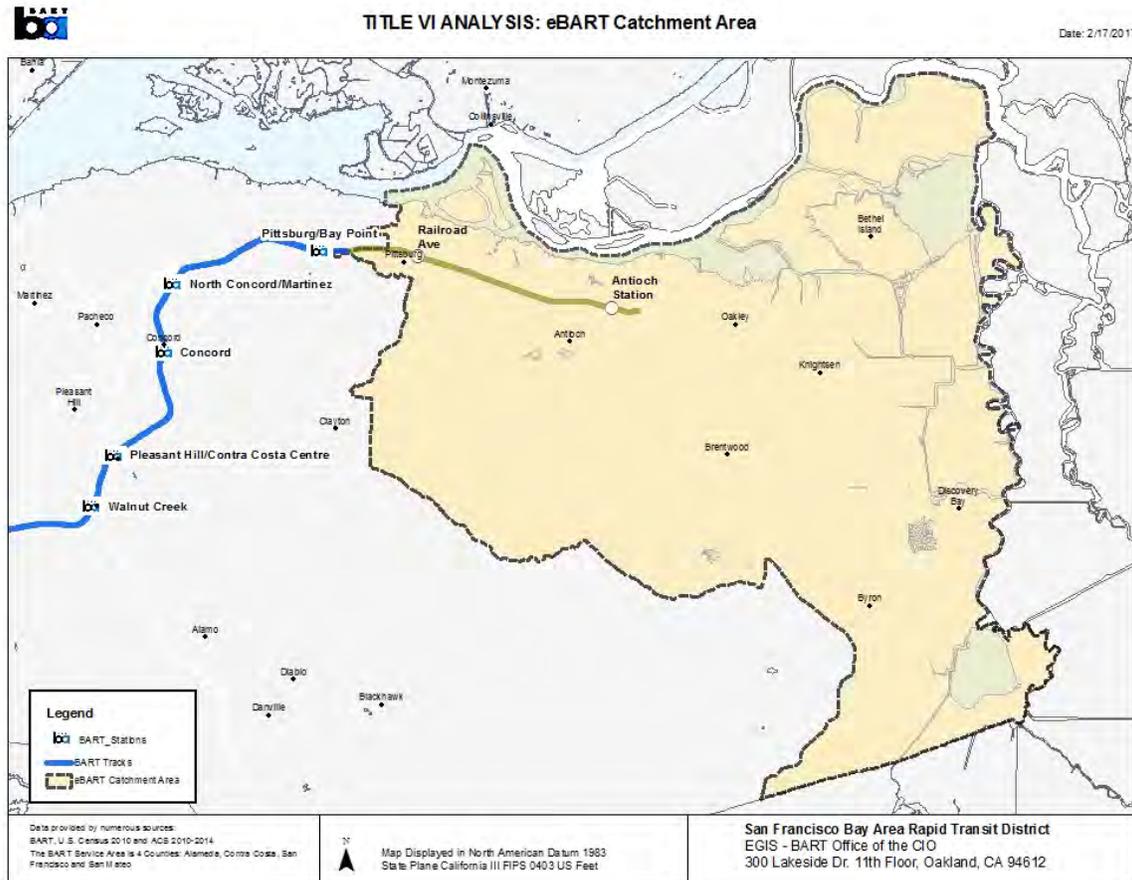
#### **Step 1: Identify the Data Source**

ACS 2011-2015 data was used to project potential riders using the Antioch and Pittsburg Center Stations. ACS 2011-2015 provides population and demographic data at the census tract level in the BART to Antioch catchment area.

#### **Step 2: Determine Project Catchment Area**

The project catchment area is shown again in Figure 3.

**Figure 3: BART to Antioch Catchment Area**



The project catchment area used for this analysis is based on the definition used in the 2011 eBART Title VI Service Impacts Analysis Report-Analysis for Hillcrest Avenue Station<sup>12</sup> (2011 Hillcrest Title VI analysis) and on a BART to Antioch ridership projection analysis conducted in 2016.

**2011 Hillcrest Title VI Analysis**

In the 2011 Hillcrest Title VI analysis, data was gathered from two primary sources: the 2008 BART Station Profile Survey (SPS) and 2000 U.S. Census. The 2000 U.S. Census data provided an extensive set of demographic data at the census tract level in the eBART<sup>13</sup> catchment area, which included significant populations of minorities and low-income individuals. The U.S. Census data captured these entire population sets, which was then applied to SPS data to confirm that the appropriate census tracts were assigned to the proper station. The vast availability of data in the U.S. Census set was combined with the BART specific questions of the

<sup>12</sup> Hillcrest Avenue Station was later renamed Antioch Station; a copy of the 2011 Hillcrest Analysis is available upon request to BART’s Office of Civil Rights.

<sup>13</sup> The term eBART is interchangeable with BART to Antioch.

SPS to define a reliable and more complete data set for the analysis. All population figures for this analysis, including those that reference "with eBART," in the 2011 Hillcrest Title VI analysis used 2000 U.S. Census data.

For reference, the study area was defined based on the 2008 Station Profile Survey, which indicated that 92 percent of ridership to and from the Pittsburg/Bay Point Station was home-based and located in eastern Contra Costa County in the cities of Pittsburg, Brentwood, Antioch and Oakley, as well as unincorporated communities such as Byron and Discovery Bay. Census tracts included in the study area were within close proximity to the future eBART station and included existing BART riders.

For the 2011 Hillcrest Title VI analysis, it was assumed that Pittsburg Bay-Point BART Station riders would switch to eBART in areas located close to the new station. This assumption was confirmed by the ridership forecasts developed using the Contra Costa Transportation Authority (CCTA) model during the BART to Antioch EIR process in 2008. The Hillcrest catchment represented the area where most Hillcrest Avenue station users' origins and destinations are located and is defined by census tract.

- Hillcrest Catchment Area - The Hillcrest Station catchment area includes census tracts in the eastern part of Pittsburg<sup>14</sup> to the eastern edge of Contra Costa County and includes the cities of Antioch, Brentwood, Oakley, and portions of Byron. The west side of the catchment area includes census tracts extending approximately three miles west of the Hillcrest Avenue Station. The catchment area was determined based on transit trip generation from each Transportation Analysis Zone (TAZ) to the station.

### **2016 BART to Antioch Ridership Projection Analysis**

In 2016, a ridership projection analysis conducted on model results were adjusted based on revisions to the 2006 land use projections reflected in the 2013 projections. The original CCTA model run included SR 4 highway improvements, which include the widening of the highway and addition of carpool lanes to ease traffic congestion.

Changes in the number of households were analyzed, as well as changes in Pittsburg/Bay Point ridership between the eBART projections in the 2008 EIR and 2015, comparing projected changes in households and actual increases in ridership. It was found that 2003 Association of Bay Area Governments (ABAG) population, household and job projections in Eastern Contra Costa County that were used for eBART ridership projections done in 2008 are higher than actual 2010 and 2014 US Census figures as well as revised 2013 ABAG projections.

<sup>14</sup> The 2011 Hillcrest Title VI analysis did consider that there may have been a potential station at Pittsburg Center Station, but did not include the catchment areas surrounding the station. The 2016 BART to Antioch ridership projection analysis did account for the area around the Pittsburg Center Station which is the catchment area used in this analysis.

The 2016 BART to Antioch ridership projection analysis uses the same catchment area as in the 2011 Hillcrest Title VI analysis, but is expanded to include the Pittsburg Center Station.

### **2017 Title VI Equity Analysis**

This equity analysis uses the same catchment area as proposed in the 2016 BART to Antioch ridership projection analysis (which was based off the 2011 Hillcrest Title VI analysis) because it includes Pittsburg Center Station. However, the minority and low-income demographic data has been updated with ACS 2011-2015 data. The last US Census was in 2010 so updated ACS data was used for this Equity Analysis. Per the Title VI Circular, ACS data may be used between decennial censuses (Title VI Circular, Chap. IV-8).

### **Step 3: Determine the share of protected riders for the Project Catchment Area**

For this analysis, BART's five-county service area definitions and thresholds for minority and low-income populations are used. Each census tract within the study area was analyzed to determine if the percentage of minority and low-income populations exceeded the five-county service area average based on the minority and low-income population definitions and thresholds defined in Section 2.3. Below, Figures 4 and 5, display census tracts within the catchment area where the percentage of minority and low-income populations exceeded the five-county service area average.

**Figure 4: Percent Minority by Census Tract**

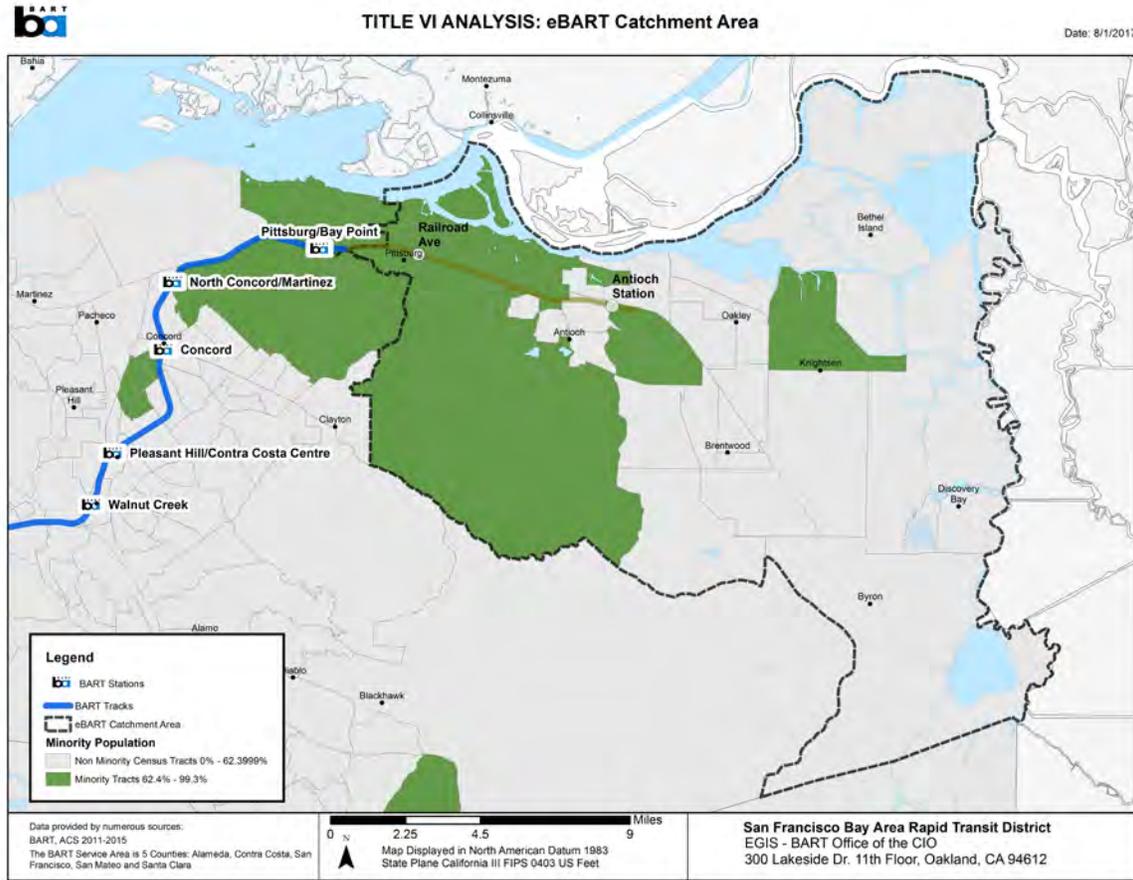
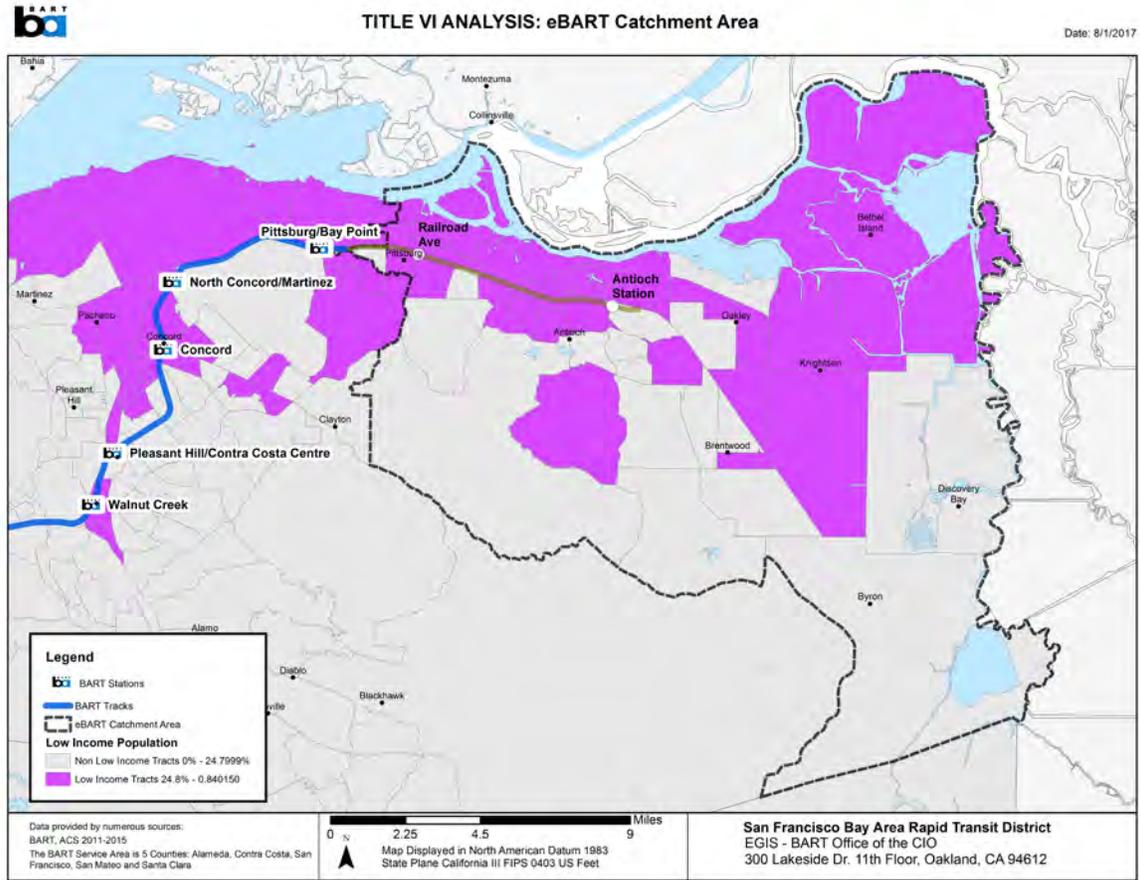


Figure 5: Percent Low-Income by Census Tract



#### **Step 4: Determine the share of protected riders for overall BART ridership**

For the New Service Demographic Assessment, BART's system-wide minority and low-income populations was determined by the ACS 2011-2015. According to the ACS 2011-2015, BART's five-county service area minority population is 62.4% and BART's five-county service area low-income population is 24.8%.

#### **Step 5: Apply BART's Disparate Impact and Disproportionate Burden Policy**

Pursuant to the Circular, BART must evaluate impacts of proposed service changes using its DI/DB Policy. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected service's protected population (minority or low-income) share and overall system's protected population (minority or low-income) share exceeds the 10% new service threshold set forth in the DI/DB Policy. Note, a 10% difference is not considered a disparate impact if the new service benefits protected populations. For this new service affected populations include ridership for the new service and include ridership for any existing lines where service will change because of the new service. For a new service demographic assessment, a disparate impact to minority riders or a disproportionate burden on low-income riders may be found if the difference is 10% or more.

#### **Step 6: Alternative Measures**

If this service impact assessment finds that minority populations experience disparate impacts from the proposed service change, BART will take steps to avoid, minimize, or mitigate these disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority populations, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed major service change only if BART can show:

- A substantial legitimate justification for the proposed Project service change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

If the assessment finds that low-income populations experience a disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the proposed new service.

#### **3.1.2 Travel Time Assessment: BART to Antioch Catchment Area**

- Description: The New Service Travel Time Assessment compares the travel time between the Proposed Antioch and Pittsburg Center Stations and the existing Pittsburg/Bay Point Station before and after the new service.
- Data Used: American Community Survey (ACS) 2011-2015 and Tri Delta Transit Existing Bus Schedules.
- Requirement: Pursuant to the Title VI Circular and BART's DI/DB Policy Section 3(a), a travel time assessment is required for any major service change and US Census population data should be used for this analysis.

### **Step 1: Identify the Data Source**

ACS 2011-2015 data was used to project potential riders using the BART to Antioch Station. The ACS 2011-2015 provides population and demographic data at the census tract level in the BART to Antioch catchment area.

Travel time data for BART service between the proposed BART to Antioch Stations has been provided by BART's Operations Planning Department. Tri Delta Transit's existing bus transit schedule as of August 2017 is used to determine alternative travel times.

### **Step 2: Determine Project Catchment Area**

The project catchment area is the same as defined above in section 3.1.1 Demographic Assessment.

### **Step 3: Determine the share of protected riders for the Project Catchment Area**

For this analysis BART's five-county service area definitions and thresholds for minority and low-income populations are used (Section 2.3). According to ACS 2011-2015, BART's five-county service area minority population is 62.4% and five-county service area low-income population is 24.8%.

Based on 2011-2015 ACS data the minority population for the BART to Antioch is 60.6%; and the low-income population for BART to Antioch is 30.1%.

### **Step 4: Determine the percent change in travel time, before and after service change**

The New Service Travel Time Assessment compares the travel times between the proposed Antioch and Pittsburg Center Stations and the existing Pittsburg/Bay Point Station before and after the Project new service for populations within the catchment area. Existing travel times are based on existing Tri Delta Transit bus routes running from Antioch Station and/or Pittsburg Center Station and the Pittsburg/Bay Point Station.

The Tri Delta Transit bus routes from Antioch Parking Lot and/or Pittsburg Center Station to Pittsburg Bay/Point Station are the 380, 387, 388, and 391 routes; the average AM and PM travel times along this route are listed in Table 2. Travel times with the Project new service were provided by BART's Operations Planning Department.

The existing and future travel times are assigned to the protected and non-protected populations within the catchment area. Travel times for minority and low-income populations are compared to the travel time for non-minority and non-low-income populations.

### **Step 5: Apply BART's Disparate Impact and Disproportionate Burden Policy**

Pursuant to the Title VI Circular, BART must evaluate impacts of proposed service changes using its DI/DB Policy. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected service's protected population (minority or low-income) share and overall system's protected population (minority or low-income) share exceeds the 10% new service threshold set forth in the DI/DB Policy. Note, a 10% difference is not considered a disparate impact

if the new service benefits protected populations. For this new service affected populations includes ridership for the new service and includes ridership for any existing lines where service will change because of the new service. For new service demographic assessment, a disparate impact to minority riders or a disproportionate burden on low-income riders may be found if the difference is 10% or more.

#### **Step 6: Alternative Measures**

If this travel time assessment finds that minority populations experience disparate impacts from the proposed service change, BART will take steps to avoid, minimize, or mitigate these disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority populations, pursuant to Title VI Circular, BART may proceed with the proposed major service change only if BART can show:

- A substantial legitimate justification for the proposed Project service change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

If the assessment finds that low-income populations experience a disproportionate burden from the proposed new service, pursuant to Title VI Circular, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the proposed new service.

## Section 4: Service Analysis Findings

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The findings from the New Service Change Analysis indicate that BART to Antioch Extension Project service will not result in a disparate impact to minority riders nor will it disproportionately burden low-income riders.

## 4.1. Demographic Assessment Findings:

### 4.1.1 Projected Ridership, New Service

The New Service Demographic Assessment estimates the proportion of minority and low-income populations projected to use the new BART to Antioch Station, as compared to BART's five-county minority and low-income populations. The demographic assessment evaluates whether the projected riders benefitting from the new BART to Antioch service are predominantly minority or low-income when compared to BART's five-county system-wide population, based on ACS 2011-2015 data. The assessment also evaluates whether riders who may be adversely affected by a service option are disproportionately minority or low-income. The results of this assessment are shown in Table 4.

**Table 4: Protected Share of Ridership**

	<b>BART Five-County Service Area</b>	<b>BART to Antioch Catchment Area</b>	<b>Percent Difference</b>
Minority	62.4%	60.6%	1.8%
Low-Income	24.8%	30.1%	-5.3%

The projected minority ridership for the BART to Antioch is slightly less minority than the BART five-county service area threshold, with a 1.8% difference. Because the catchment area is less minority than BART five-county service area, it does not exceed BART's DI/DB Policy and therefore the ridership is not disproportionately or predominantly minority riders.

The share of the Project ridership that is low-income when compared to BART's five-county service area protected ridership does not exceed the DI/DB Policy's 10% threshold: the low-income ridership is higher by 5.3%. Since the DI/DB Policy's 10% threshold is not exceeded, the finding is made that the ridership is not disproportionately or predominantly low-income. Regardless of whether the new service benefits or burdens its prospective ridership, such benefit or burden would not be disproportionately borne by low-income riders.

### 4.1.2 Existing Line Ridership:

Per the DI/DB Policy, a disproportionate impact or disproportionate burden results when adverse effects of a service change are disproportionately borne by protected populations. Here, the new service will not adversely affect its protected ridership, originating from the BART to Antioch catchment area, because the Project will provide better service, frequent headways, and travel time savings. Instead, the projected ridership, which is predominantly minority and low-income, will enjoy new benefits as a result of the change. Accordingly, no disproportionate impact was found on protected populations because the service change will benefit, not burden, its

predominantly protected ridership.<sup>15</sup> Therefore, minority riders will not experience a disparate impact and low-income riders will not experience a disproportionate burden from the Project.

<sup>15</sup> For more information on the C-line vehicle load, please see Appendix D.

## 4.2 Travel Time Assessment Findings

The travel assessment compares the estimated travel time for riders affected by the service change before and after the new service. This assessment consists of two parts. First, travel times between the proposed Antioch & Pittsburg Center Stations and the existing Pittsburg Bay/Point Station are compared before and after the new service for protected and non-protected populations.<sup>16</sup> Second, estimated travel times for existing riders affected by the service change are compared before and after the new service, based on the proposed service plan. (See Section 2.2 Alternative Modes). The results of this assessment are shown below in Tables 5a-5c.

**Table 5a.1: Travel Time Assessment: Protected and Non-Protected Populations (Between Antioch Parking Lot and Pittsburg/Bay Point BART with One Stop at Pittsburg Center Station)**

	Average AM Travel Time Min (Existing) <sup>1</sup>	Average AM Travel Time Min (Future)	Time Difference	Percent Change	Average PM Travel Time Min (Existing) <sup>1</sup>	Average PM Travel Time Min (Future)	Time Difference	Percent Change
Entire Population	76	15	-61	80%	74	16	-58	78%
Minority Population	76	15	-61	80%	74	16	-58	78%
Non-Minority Population	76	15	-61	80%	74	16	-58	78%
<b>Difference between Minority and Non-Minority</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>
Low-Income Population	76	15	-61	80%	74	16	-58	78%
Non-Low-Income Population	76	15	-61	80%	74	16	-58	78%
<b>Difference between Low-Income and Non-Low-Income</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>

<sup>1</sup>Average rounded travel time combines Tri Delta Transit bus routes 380, 388, 390, and 391.

For riders traveling between the Antioch Parking Lot to Pittsburg/Bay Point BART (with a stop at Pittsburg Center Station), with Project service, protected and non-protected populations during AM peak period are expected to experience the same time savings of 61 minutes between Antioch and Pittsburg/Bay Point Station; an 80% reduction in travel time. Protected and non-protected populations during PM peak period are expected to experience the same time savings of 58 minutes between Antioch and Pittsburg/Bay Point Station; a 78% reduction in travel time.

<sup>16</sup> Protected populations refer to minority and low-income populations. Non-protected populations refer to non-minority and non-low-income populations.

**Table 5a.2: Travel Time Assessment: Protected and Non-Protected Populations  
(Tri Delta Transit Express Route 300)**

	Average AM Travel Time Min (Existing)	Average AM Travel Time Min (Future)	Time Difference	Percent Change	Average PM Travel Time Min (Existing)	Average PM Travel Time Min (Future)	Time Difference	Percent Change
Entire Population	21	15	-6	29%	20	16	-4	20%
Minority Population	21	15	-6	29%	20	16	-4	20%
Non-Minority Population	21	15	-6	29%	20	16	-4	20%
<b>Difference between Minority and Non-Minority</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>
Low-Income Population	21	15	-6	29%	20	16	-4	20%
Non-Low-Income Population	21	15	-6	29%	20	16	-4	20%
<b>Difference between Low-Income and Non-Low-Income</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>

Tri Delta Transit Express Bus 300 provides express routes directly from the Antioch Parking Lot to Pittsburg/Bay Point BART Station (and vice versa). Because Express Bus 300 does not stop at Pittsburg Center Station, which is a stop on the BART to Antioch extension, it was not included in the average bus times in Table 5a.1 above, all of which are comparable to the BART to Antioch route in that there is a stop at Pittsburg Center Station. However, Express Bus 300 is important because most commuters ride this express bus as it is currently the fastest way for them to get between Antioch Parking Lot and Pittsburg Bay/Point (and vice versa).

Because Express Bus 300 does not make any stops between Antioch Parking Lot and Pittsburg/Bay Point (and vice versa), its average AM and PM peak travel times are significantly shorter than the average travel times of the other buses in Table 5a.1 above. However, BART to Antioch riders will still experience shorter trip times (even with an extra stop at Pittsburg Center Station) than a rider on Express Bus 300. Protected and non-protected populations during AM peak period are expected to experience the same time savings of 6 minutes; a 29% reduction in travel time. Protected and non-protected populations during PM peak period are expected to experience the same time savings of 4 minutes; a 20% reduction in travel time.

**Table 5b: Travel Time Assessment: Protected and Non-Protected Populations  
(Between Antioch Parking Lot and Pittsburg Center Station Only)**

	Average AM Travel Time Min (Existing) <sup>1</sup>	Average AM Travel Time Min (Future)	Time Difference	Percent Change	Average PM Travel Time Min Existing) <sup>1</sup>	Average PM Travel Time Min (Future)	Time Difference	Percent Change
Entire Population	57	6	-51	89%	58	8	-50	86%
Minority Population	57	6	-51	89%	58	8	-50	86%
Non-Minority Population	57	6	-51	89%	58	8	-50	86%
<b>Difference between Minority and Non-Minority</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>
Low-Income Population	57	6	-51	89%	58	8	-50	86%
Non-Low-Income Population	57	6	-51	89%	58	8	-50	86%
<b>Difference between Low-Income and Non-Low-Income</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>

<sup>1</sup>Average rounded travel time combines Tri Delta bus routes 380, 388, 390, and 391.

For riders traveling between the Antioch Parking Lot to Pittsburg Center Station, with Project service, protected and non-protected populations during AM peak period are expected to experience the same time savings of 57 minutes between Antioch Parking Lot and Pittsburg Center Station; an 89% reduction in travel time. Protected and non-protected populations during PM peak period are expected to experience the same time savings of 50 minutes between Antioch and Pittsburg/Bay Point Station; an 86% reduction in travel time.

**Table 5c: Travel Time Assessment: Protected and Non-Protected Populations  
(Between Pittsburg Center Station and Pittsburg/Bay Point BART Only)**

	Average AM Travel Time Min (Existing) <sup>1</sup>	Average AM Travel Time Min (Future)	Time Difference	Percent Change	Average PM Travel Time Min (Existing) <sup>1</sup>	Average PM Travel Time Min (Future)	Time Difference	Percent Change
Entire Population	21	9	-12	57%	22	8	-14	64%
Minority Population	21	9	-12	57%	22	8	-14	64%
Non-Minority Population	21	9	-12	57%	22	8	-14	64%
<b>Difference between Minority and Non-Minority</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>
Low-Income Population	21	9	-12	57%	22	8	-14	64%
Non-Low-Income Population	21	9	-12	57%	22	8	-14	64%
<b>Difference between Low-Income and Non-Low-Income</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.0%</b>

<sup>1</sup>Average rounded travel time combines Tri Delta bus routes 380, 387, 388, and 390.

For riders traveling between Pittsburg Center Station to Pittsburg/Bay Point BART, with Project service, protected and non-protected populations during AM peak period are expected to experience the same time savings of 12 minutes between Pittsburg Center Station and Pittsburg/Bay Point Station; a 57% reduction in travel time. Protected and non-protected populations during PM peak period are expected to experience the same time savings of 14 minutes between Antioch and Pittsburg/Bay Point Station; a 64% reduction in travel time.

These results find that the Project would benefit all populations, including minority and low-income, within the Project catchment area.

Since protected and non-protected populations experience the same travel time savings in all 3 routes, the DI/DB Policy's 10% threshold is not exceeded. The finding is made that minority populations will not experience a disparate impact and low-income populations will not experience a disproportionate burden with the new service.

### 4.3 Project Benefits and Burdens

Under the New Service analyses performed, the Project would benefit all populations, including minority and low-income communities in the surrounding areas. Minority and low-income populations will not only have improved access to transit (the new BART extension will add an additional transportation mode to the BART to Antioch area) but will also experience travel time savings. For example, for a rider traveling between Antioch Parking Lot to Pittsburg/Bay Point Station, headways will be reduced by over 78% (Table 5a.1), and there will be enhanced service consistency due to consistent headways and the fact that the BART to Antioch extension, as a new fixed guideway is not dependent on road or traffic conditions compared to alternate modes serving the area (Tables 1a-1d).

Public comments collected by BART during its outreach in August 2017 support the findings that the new service would benefit, not adversely affect all riders; and therefore, there is no disparate impact on minority populations and no disproportionate burden on low-income populations.

Feedback was generally positive for the opening of the new BART to Antioch Stations. All comments throughout this analysis was transcribed as written by the public. Comments showed that people were willing to pay to use the new stations and parking:

- *“BART is convinient (sic) and accessible. I'd pay any reasonable price to use it.”*
- *“Coming from Brentwood, I would gladly pay the additional to be able to park at Antioch Station.”*

Customers did, however, have concerns about other aspects of BART to Antioch, including capacity on the trains:

- *“You need to add more trains and you need to remove more seats. There is not enough capacity during the heavy commute hours. All lines need more capacity. Multiple trains are too full to take passengers wishing to board in am and pm commutes. Capacity expansion is big issue. Also reconsider bikes during commute - those are creating serious space issues.”*
- *“They [fares] should be higher. New riders overload the system with people in W Oakland not even able to get on some times. They also take all seats which take most room.”*

Survey respondents were diverse and represented protected populations (see Table 4). For more information on the BART to Antioch Title VI public participation please refer to the attached BART to Antioch Public Participation Report.

## 4.4 Conclusion

In accordance with FTA Circular 4702.1B, and as outlined in paragraph 3 of BART's DI/DB Policy, and using BART's FTA concurred Service Methodology, any major service change must be assessed using two separate analyses, a demographic assessment and a travel time assessment. Section 4, as described above completes both of these analyses. The demographic assessment did not find a disproportionate adverse impact on protected riders.

The travel time evaluation was conducted of the average travel time between the Project locations and Pittsburg/Bay Point BART Station, comparing the average travel time with and without the new Project on protected and non-protected riders. The results of the travel time assessment show that protected and non-protected riders are anticipated to experience almost equal reductions to travel time with the Project service and will not result in an adverse impact to minority or low-income riders. Accordingly, the proposed Project's new service will not result in a disparate impact to minority riders nor will it disproportionately burden low-income riders but rather will provide a benefit to projected riders by offering faster, more frequent service, to Project riders who are minority and/or low-income.

## Section 5: Fare Analysis Findings

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This section reports on the demographics of BART to Antioch study area populations compared to BART's overall ridership to determine if the projected BART to Antioch ridership is more minority or low-income than BART's system-wide ridership. This section also includes a description of the proposed fare-setting for the new BART to Antioch service and an equity finding regarding the proposed fare-setting.

## 5.1 BART to Antioch Study Area Populations: Demographic Data Source

Demographics for BART to Antioch study area populations are provided by responses to surveys administered in 2017. BART used a survey to solicit input from the public, which was inclusive of minority, low-income, and Limited-English proficient populations. The survey was designed to generate a profile of BART riders, especially current riders and potential riders who could use the new BART service to Antioch.

The survey was distributed and collected at three outreach events hosted by BART with information tables where staff spoke directly with customers and communities that will be directly affected by the new BART service to Pittsburg Center and Antioch and its related service changes. Outreach for the Project consisted of informing the BART to Antioch community of the new service and the application of BART's existing distance-based fare structure to this new service.

Outreach events were scheduled at various times, the morning and evening weekday commutes, in an effort to reach the largest audience. They were held on the following dates and locations with available on-site Spanish interpreters:

- North Concord BART Station: Tuesday, August 15, 5-7 PM
- Antioch BART Parking Lot: Thursday, August 17, 6-8 AM
- Pittsburg/Bay Point BART Station: Wednesday, August 23, 6:30-8:30 AM

The surveys and project fact sheet were available in hard copy in English, Spanish, and Chinese, at the three outreach events. Postcards in English (front side) Spanish, and Chinese (back side) with the survey link ([www.bart.gov/antiochsurvey](http://www.bart.gov/antiochsurvey)) were distributed to riders who were unable to stop and take the survey in person. The postcards also had language assistance taglines in English, Spanish, Chinese, Korean, Tagalog, and Vietnamese.

Additionally, the survey, project fact sheet, and project website link were available online at [bart.gov/guide/titlevi](http://bart.gov/guide/titlevi) for the public to view and provide feedback. The survey link and surveys were posted online from Monday, August 14, 2017, to Friday, September 1, 2017 and were available in English, Spanish and Chinese.

Outreach events and survey links were advertised widely to the public online, via email, and through ethnic media. Surveys were also distributed to BART's Title VI/EJ and LEP Advisory Committees for distribution to the community. For more information please see the attached BART to Antioch Public Participation Report.

## 5.2 Survey Findings: Demographics

The 2017 results for the BART to Antioch study area populations are compared to 2016 Customer Satisfaction Survey results, which report on BART's overall ridership.

### 5.2.1 Minority

A "non-minority" classification refers to those who identified themselves in the survey as "white." A "minority" classification includes the combined responses from all other races or ethnic identities. Respondents to the 2017 survey are 54% minority compared to 63.3% of BART riders who are minority, based on results from BART's 2016 Customer Satisfaction Survey.

### 5.2.2 Income

To determine if a survey respondent is "low-income," BART and the Metropolitan Transportation Commission (MTC) consider both the respondent's household size and income level. Consistent with BART's Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region's higher cost of living when compared to other regions. Approximating 200% of the federal poverty level is done by considering both household size and household income of respondents to the 2016 Customer Satisfaction Survey. The table below shows the household size and household income combinations that comprise "low-income."

**Table 6**

LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

As an example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2016 Customer Satisfaction Survey responses, 26.4% of BART riders are considered low income.

The eight income ranges used in the 2016 Customer Satisfaction Survey are the following:

- Under \$25,000
- \$25,000-\$34,999
- \$35,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$74,999
- \$75,000-\$99,999
- \$100,000+

The results of the above demographic analysis are summarized in Table 7 below.

**Table 7: Demographic Analysis**

	2017 BART to Antioch Equity Analysis Survey	2016 Customer Satisfaction Survey	% Difference
Minority	<b>54%</b>	<b>63.3%</b>	<b>-9.3%</b>
Low-Income	<b>17.3%</b>	<b>26.4%</b>	<b>-9.1%</b>

These results indicate that BART to Antioch 2017 survey respondents are less minority (by 9.3%) and less low-income (by 9.1%) than BART's overall ridership.

Comments from the 2017 BART to Antioch survey are outlined in section 5.3 below.

## 5.3 Survey Findings: Public Outreach

### 5.3.1 2017 BART to Antioch Survey

The 2017 outreach survey included a question asking respondents to provide any general comments about BART's proposed fares for BART to Pittsburg Center and Antioch Stations. Note that as the purpose of this survey was to collect public input, it was open to everyone and was not based on a random sample. As such, these survey results can't be projected to the overall population, and statistical calculations such as margins of error can't be computed.

Approximately 26.4% of survey respondents (sample size 375) are in favor of BART extending its distance-based fare structure to apply to the Project. Of these survey respondents, 53.3% were minority and 46.6% were non-minority. 10% of these respondents were low-income and 90% were non-low-income.

However, while 26.4% were in favor of extending the distance-based fare structure, that does not mean that everyone else who took the survey opposed the distance-based fare structure. In fact, close to half of survey respondents, 46.4% or 174 respondents, chose not to comment regarding the BART to Antioch fares (either leaving it blank or indicating they had no comments), which can indicate neutrality or potentially some level of acceptance. A small number, 8%, or 30 respondents, wrote comments unrelated to the fares.

Finally, 19.2%, or 72 respondents, were opposed to the distance-based fare structure. Of these survey respondents, 68.1% were minority and 31.9% were non-minority. 15.3% of these respondents were low-income and 84.7% were non-low-income.

Comments regarding the Project's proposed fares included:

- *"I think the increases to use e-BART to Pittsburg & Antioch is a very fair price."*
- *"Sounds reasonable"*
- *"I have never taken any public means of transportation going to work aside from BART. I think it is still the most affordable means of public transportation."*
- *"Those rates are pretty high. A lot of commuters already struggle to pay the fares that are already in place."*

## 5.4 Alternative Transit Modes Including Fare Payment Types

BART operates a heavy rail system, as well as an automated people mover that links the BART Coliseum Station and Oakland International Airport. BART to Antioch is a DMU light rail system. Tri Delta Transit provides bus service between the existing Pittsburg Bay/Point Station and the new BART to Antioch Stations with these routes: 380, 387, 388, 391. As mentioned earlier, Tri Delta Transit does have planned schedule and route changes for these routes, but will not release the changes until BART to Antioch revenue service opens. The changes as they impact BART thus cannot be assessed in this analysis.

Table 8 shows BART's proposed fares for service between Pittsburg/Bay Point Station and BART to Antioch Stations as of January 2018 and fares for comparable Tri Delta Transit service. This chart is applicable to those who are traveling only from Pittsburg/Bay Point to Pittsburg Center or Antioch, or vice versa.

**Table 8**

	<b>Local Cash Fare</b>	<b>Day Pass</b>
<b>BART: Pittsburg/Bay Point to Pittsburg Center Station</b>	\$2.00*	N/A
<b>BART: Pittsburg/Bay Point to Antioch Station</b>	\$2.00*	N/A
<b>Tri Delta Transit: Routes 380, 387, 388, 390, 391</b>	\$2.00	\$3.75

BART is proposing to charge its minimum fare of \$2.00 (as of January 2018) when the rider uses a Clipper card<sup>17</sup> for a BART trip that begins at Pittsburg/Bay Point and ends at either Pittsburg Center Station or Antioch Station (or vice versa), which is equivalent to Tri Delta Transit's cash and Clipper fare of \$2.00.

Table 9 shows the incremental fares proposed to be charged for trips between the rest of the system (except for Pittsburg/Bay Point) and Pittsburg Center and Antioch stations. For example, the fare for a trip between Embarcadero and Pittsburg/Bay Point will be \$6.70 effective January 2018. The additional fare proposed to be charged to get the rider beyond Pittsburg/Bay Point to Pittsburg Center is \$0.15, for a total fare of \$6.85. \$0.15 is the incremental fare for approximately 85% of trips, and \$0.20 is charged for remaining trips.

The additional fare proposed to be charged to extend this trip from Pittsburg/Bay Point to Antioch Station is \$0.80, for a total fare of \$7.50 between Embarcadero and Antioch. \$0.80 is the incremental fare for approximately 85% of trips, and \$0.85 is charged for remaining trips.

<sup>17</sup> BART riders using a mag-stripe paper ticket will have to pay an additional \$0.50 per trip.

The nickel difference in these two cases is due to rounding to the nearest nickel, which is part of BART existing distance-based fare structure. Each of these incremental amounts is lower than Tri Delta Transit’s local cash BART transfer fare. Tri Delta Transit currently offers a reduced fare of \$1.25 instead of \$2.00 for those riders who are exiting a Pittsburg/Bay Point Station and continuing their trip on a Tri Delta Transit bus.

**Table 9**

	<b>Fare</b>
<b>BART to Pittsburg Center Station</b>	\$0.15 or \$0.20 (Distance-based)
<b>BART to Antioch Station</b>	\$0.80 or \$0.85 (Distance based)
<b>Tri Delta Transit: Routes 380, 387, 388, 390, 391</b>	\$1.25 (Tri Delta BART transfer)

The East Bay Suburban Zone fare has been part of BART’s fare structure since 1975, and the minimum fare is charged for trips in the zone that range from 6.3 miles to 13.0 miles on the Pittsburg/Bay Point, Fremont, Richmond and Dublin/Pleasanton lines, and now BART to Antioch. BART’s minimum fare is usually charged for trips of six miles or less. The East Bay Suburban Zone fare was intended to build ridership between suburban stations and in so doing also to promote trip-making that fills a BART seat twice during a single run in the peak period.

Survey takers noted that the distance-based fare would be cheaper than taking Tri Delta Transit:

- *“Seems reasonable. This is actually lower than rumored rate increases. Also cheaper than riding Tri Delta express bus route.”*

A rider could pay a fare using Tri Delta Transit’s day pass that would be less expensive than the \$2.00 or the \$0.15/\$0.80 incremental BART fare only if they took more than a certain number of trips on a given day, as shown in Table 10:

**Table 10**

<b>Tri Delta Transit Day Pass</b>	<b>\$2.00* Min BART Fare Rider Takes</b>	<b>\$0.15 Incremental Fare BART Rider Takes</b>	<b>\$0.80 Incremental Fare BART Rider Takes</b>
\$3.75	2+ trips per day	25+ trips per day	5+ trips per day

\*Using Clipper. Proposed one-way fares are \$2.00 with Clipper and an additional \$0.50 per trip with a mag-stripe paper ticket.

Therefore, the proposed fares for trips between the new BART to Antioch Stations and Pittsburg/Bay Point, which are calculated using BART's existing distance-based fare structure and paid for with the Clipper card, will not be more expensive than fares for existing transit alternatives.

## 5.5 Proposed Fares for BART to Antioch Stations

Proposed fares for service between the Pittsburg/Bay Point Station and the new stations in Pittsburg and Antioch would be calculated by applying BART's existing distance-based fare structure. For example, the current fare between Pittsburg/Bay Point Station and Embarcadero Station is \$6.70. The fare difference between Pittsburg/Bay Point Station and Pittsburg Center Station for a trip to Embarcadero Station is proposed to be \$0.15 more, or \$6.85. The fare difference between Pittsburg/Bay Point Station and Antioch Station for a trip to Embarcadero Station is proposed to be \$0.80 more, or \$7.50

As Pittsburg Center and Antioch Stations are East Bay stations, the East Bay Suburban Zone fare (equal to the January 2018 minimum fare of \$2.00 and applied to certain other East Bay station fares) is proposed. BART's minimum fare is usually charged for trips of six miles or less. The East Bay Suburban Zone fare would be charged for BART to Antioch trips between six and 13 miles, as shown in the table below:

**Table 11**

<b>Trip between:</b>	<b>Distance</b>
Pittsburg Center and Antioch	6.2 miles
Pittsburg Center and North Concord	7.8 miles
Pittsburg Center and Concord	10.0 miles
Pittsburg/Bay Point and Antioch	9.1 miles

No new surcharges are proposed to be assessed for trips to or from the BART to Antioch Stations.

Thus, the BART to Antioch fare-setting proposal applies BART's existing distance-based fare structure and so would not be a fare change; it would not increase or decrease BART's distance-based fares. Additionally, while BART to Antioch is a new fare for new service, it is comparable to new fares for similar new service recently opened by BART, such as for Warm Springs/South Fremont Station. The minimum fare between the recently opened Warm Springs/South Fremont Station and the adjacent station at Fremont will be \$2.00 as of January 2018, identical to the fare proposed for the trip between Pittsburg/Bay Point and the BART to Antioch Stations. In addition, the fare between East Dublin Station and West Dublin/Pleasanton, another of BART's newer stations, will be \$2.00 as of January 2018. West Dublin/Pleasanton fares also have the East Bay Suburban Zone fare applied so that the minimum fare is charged for a trip between the West Dublin/Pleasanton Station and its other adjacent station, Castro Valley.

## 5.6 Equity Finding for Proposed BART to Antioch Fares

The proposed BART to Antioch fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. As BART's distance-based fare structure is unchanged, there is no disproportionately adverse effect on minority and/or low-income riders because the same minority and/or low-income riders will enjoy the benefits of new rail service and improved travel times.

Public input confirmed this finding. In the 2017 surveys, a little over a quarter of surveyed riders (approximately 26.4%) assessed the proposed fare as reasonable and not adverse. Of these survey respondents, 53.3% were minority and 46.6% were non-minority. 10% of these respondents were low-income and 90% were non-low-income.

However, while 26.4% were in favor of extending the distance-based fare structure, that does not mean that everyone else who took the survey opposed the distance-based fare structure. In fact, close to half of survey respondents, 46.4% or 174 respondents, chose not to comment regarding the BART to Antioch fares (either leaving it blank or indicating they had no comments), which can indicate neutrality or potentially some level of acceptance.

A small number, 8%, or 30 respondents, wrote comments unrelated to the fares. Finally, 19.2%, or 72 respondents, were opposed to extending the distance-based fare structure. Of these survey respondents, 68.1% were minority and 31.9% were non-minority. 15.3% of these respondents were low-income and 84.7% were non-low-income.

In the 2011 Hillcrest survey,<sup>18</sup> while a higher number of survey takers believed the fares was too high, note that the 2018 fares from Pittsburg/Bay Point Station to Antioch are proposed to only be \$0.80 or \$0.85. The current proposed fares of \$0.80 or \$0.85 are much lower than the \$2.25 proposed in 2011 and in line with what most survey takers in 2011 requested.

As previously stated, both new stations will have Clipper-only vending machines with no on-site station agent. District add-fare machines (AFMs) have traditionally only accepted cash payment to add sufficient fare to mag-stripe tickets or to the Clipper card for exit at BART gates. This can present a problem for customers not having sufficient fare with no cash on hand. To address this issue for Project riders, BART has modified AFMs for the BART to Antioch stations to allow customers to add sufficient fare to their mag-stripe ticket or Clipper card using credit cards. This effort should mitigate any potential impacts on BART to Antioch customers.

Customers will have access to courtesy phones that go directly to the BART to Antioch Control Center which is manned 24 hours a day. There are also emergency phones at the stations that go directly to the BART Police Department. The new stations will also have roving supervisors that will be at the stations or available to respond if necessary. Staff is working on implementing language assistance measures for its limited English proficient customers.

<sup>18</sup> The 2011 Hillcrest survey data is being used for informational and supportive purposes only; the data is not current per the Title VI Circular.

## 5.7 Conclusion

The analysis shows that the BART to Antioch service does not disproportionately adversely affect minority and/or low-income riders. As stated previously, all riders will enjoy the benefits of new rail service and improved travel times.



# Appendix A: 2017 BART to Antioch Survey

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# New BART Service to Antioch and Pittsburg Center Stations

**Comments and Feedback** Please answer the questions below. Your answers will help us evaluate how well we're reaching the communities we serve. BART values your input. Information will be treated confidentially.

### USAGE OF BART

- Which BART station do you usually enter when making a trip from your home (i.e., your "home" station)?  
\_\_\_\_\_
- At which BART station do you usually exit the system (i.e., your "destination" station)?  
\_\_\_\_\_
- What time of day do you typically use BART? Select all that apply.  
 Morning    Afternoon    Evening    Late night
- Do you plan to use the Antioch and/or Pittsburg Center Station? Select all that apply.  
 Yes, Antioch Station  
 Yes, Pittsburg Center Station  
 Neither, I plan to use: \_\_\_\_\_
- How will you get to the Antioch and/or Pittsburg Center Station? Select all that apply.  
 Walk all the way  
 Bicycle  
 Tri-Delta Transit bus  
 County Connection bus  
 Drive alone  
 Carpool  
 Get dropped-off  
 Uber/Lyft/etc.  
 Taxi  
 Other: \_\_\_\_\_

### SERVICE

- How often do you plan to use the new BART service to/from Antioch and/or Pittsburg Center Stations? Please check one.  
 5 or more days per week  
 1-4 days a week  
 1-3 days a month  
 A few times a year  
 Will not use

### PROPOSED BART FARES AND FARE MEDIA

- Do you currently use a Clipper card to pay your BART fare?  
 No    Yes
- What type of BART fare do you currently pay?  
 Regular BART fare  
 High Value Discount (\$48 or \$64 value)  
 Senior discount  
 Disabled discount  
 Student discount  
 Other: \_\_\_\_\_
- All ticket vending machines at Antioch and Pittsburg Center stations will sell Clipper cards only (no paper BART tickets). Do you have any general comments about this?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- BART plans to extend its distance-based fare structure for the BART to Antioch extension. For example, in 2018, a one-way trip from Pittsburg/Bay Point Station to Embarcadero Station will cost \$6.70.

Continued in next section →

If you need language assistance services, please call 310-464-6732.  
Kung kailangan mo ang tulong ng mga serbiyo ng wika, paki tawagan ang (310) 464-6732.

A trip from Pittsburg Center Station to Embarcadero Station is estimated to cost \$6.85 (\$.15 more) and a trip from Antioch Station to Embarcadero Station is estimated to cost \$7.50 (an additional \$.65). Do you have any general comments about BART's proposed fares for Antioch and Pittsburg Center Stations?  
\_\_\_\_\_  
\_\_\_\_\_

### PARKING

- Do you currently park at a BART station or plan to use BART parking?  
 Yes    No
- If yes, please tell us the station where you park or plan to park:  
\_\_\_\_\_
- BART may charge up to \$3 for parking at Antioch Station and Pittsburg Center Station. These fees are consistent with most stations in the BART system. Do you have any general comments about BART's proposed parking fee at these stations?  
\_\_\_\_\_  
\_\_\_\_\_

### PLEASE TELL US ABOUT YOURSELF

- What is your gender?  
 Male    Female    Another gender: \_\_\_\_\_
- NOTE: Please answer BOTH Questions 15 and 16.*
- Are you of Hispanic, Latino or Spanish origin?  
 No    Yes
  - What is your race or ethnic identification? (Check one or more. Categories based on US Census.)  
 White  
 Black/African American  
 Asian or Pacific Islander  
 American Indian or Alaska Native  
 Other (specify): \_\_\_\_\_
  - Do you speak a language other than English at home?  
 No    Yes → Language: \_\_\_\_\_
  - If "Yes" to Question 17, how well do you speak English?  
 Very well    Well    Not well    Not at all
  - What is your total annual household income before taxes?  
 Under \$25,000    \$50,000 - \$59,999  
 \$25,000 - \$34,999    \$60,000 - \$74,999  
 \$35,000 - \$39,999    \$75,000 - \$99,999  
 \$40,000 - \$49,999    \$100,000 and over
  - Including yourself, how many people live in your household?  
 1    2    3    4    5    6 or more
  - Do you use a smart phone (can access the internet, download apps, etc.)?  
 No    Yes

Please turn in completed survey to a BART representative. For more information or to complete this survey online please visit [www.bart.gov/antiochsurvey](http://www.bart.gov/antiochsurvey).

Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (310) 464-6732.  
홍역이 필요하신 분은, 310-464-6732 로 문의하십시오.

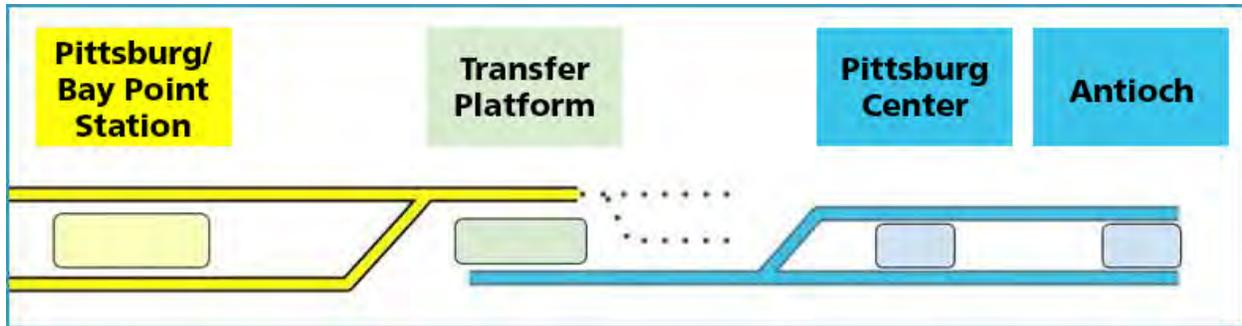


## Appendix B: 2018 Service Plan

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The Project will add a transfer platform to allow for easy transfer between BART to Antioch and the Pittsburg/Bay Point-SFO Trains. The diagram below illustrates the transfer platform.



### **Travel Times**

Westbound passengers traveling towards SFO will have the following estimated travel times:

- Antioch → Pittsburg Center: 6 min
- Pittsburg Center → Pittsburg/Bay Point (includes transfer time): 9 min
- Total trip time: 15 min

Eastbound passengers traveling towards Antioch will have the following estimated travel times:

- Pittsburg/Bay Point → Pittsburg Center (includes transfer time): 8 min
- Pittsburg Center → Antioch: 8 min
- Total trip time: 16 min

### **Transfer Times**

The following 2 tables illustrates the proposed transfer times for a two-Diesel Multiple Unit (DMU) train consists or three-DMU train consists. The demand for capacity will determine whether the train will be two-DMU train consists or three-DMU train consists.

Time Period	Toward SFO	Toward Antioch
4AM-12PM	2 min	8 min
12PM-7:30PM	7 min	3 min

In the two-DMU train consists scenario, AM westbound passengers board BART and depart within two minutes. AM eastbound passengers wait for eight minutes on BART train/platform.

Time Period	Toward SFO	Toward Antioch
4AM-12PM	2 min	3 min
12PM-7:30PM	2 min	3 min

In the three-DMU train consists scenario, AM westbound passengers board BART and depart within two minutes. AM eastbound passengers board eBART and depart within three minutes.

# Appendix C: eBART Ridership Projection Analysis

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to meet demand assumes that no more than one vehicle is out of service at any one time for unscheduled maintenance. Preventative vehicle maintenance is scheduled to take place outside of the peak periods in the evenings and on weekends.

The parking analysis shows that the parking supply at the Hillcrest station, consisting of approximately 1000 spaces, will likely fill up by 7:00 a.m. in the morning in the opening year. As ridership grows each year, parking supply will fill up earlier in the morning. There is a site that can accommodate another 1,600-space parking facility at the Hillcrest station in the future. It is estimated that this facility would fill-up in the year 2030 by 10:30 a.m.

## Methodology

Updating the ridership forecast involved the following tasks:

1. For the eBART catchment area (see Figure 1), ABAG 2013 Land use projections were compared with 2003 projections, which were used in the last ridership forecast.
2. Recent ridership patterns at Pittsburg/Bay Point station analyzed for entries by time of day to determine when the peak usage is at this station.
3. The Tri-Delta Transit service plan was reviewed for the planned service at the Hillcrest station in the peak period to determine if the anticipated volume passengers transferring to eBART would impact vehicle loading;
4. Vehicle capacity analysis was conducted to determine the load of each peak period train; and
5. Future parking demand at the Hillcrest eBART station was projected.

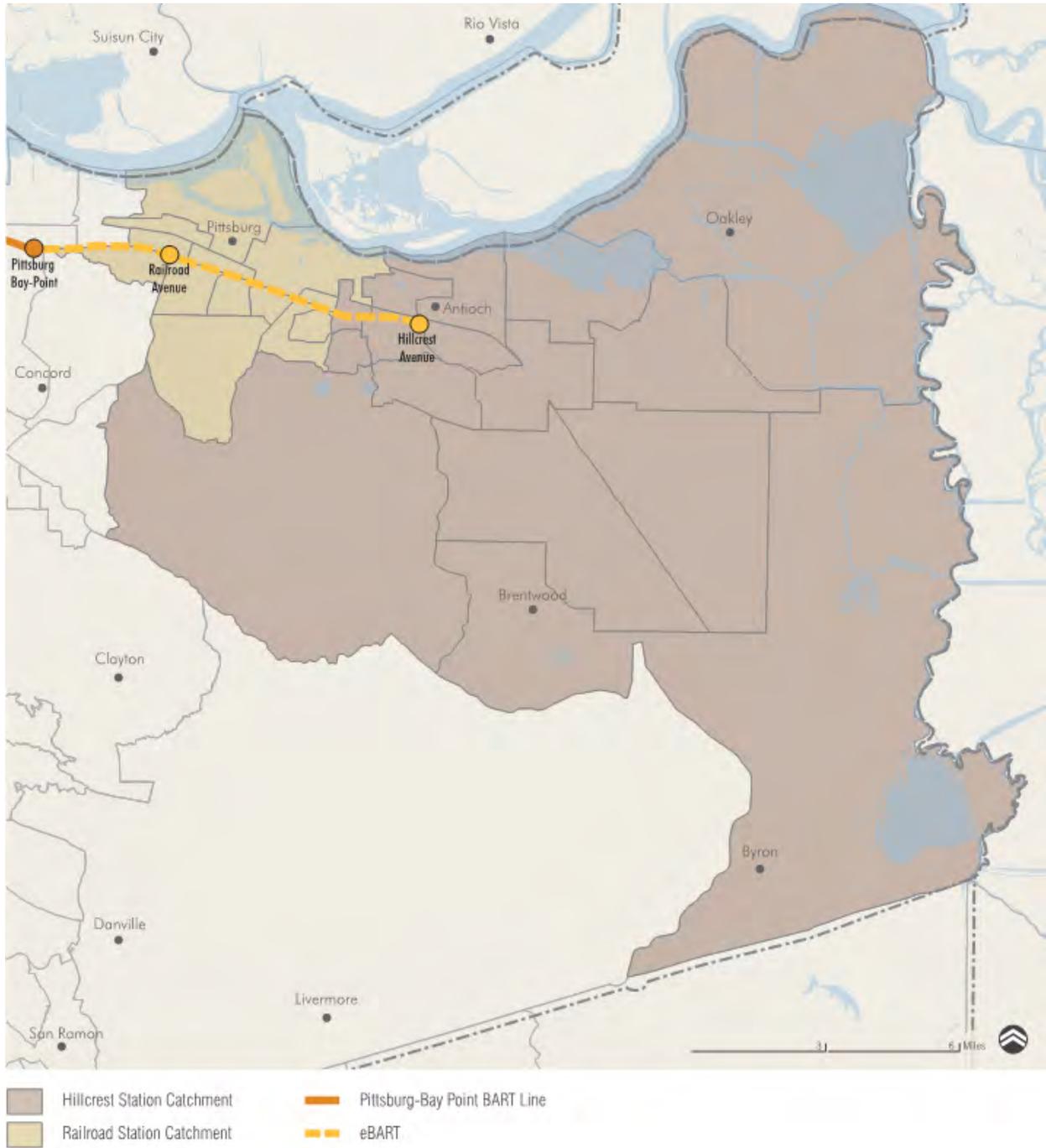
The following is a description of the methodology of each task and the key findings.

### *Land Use Projections*

For this update, the project team agreed not to rerun the Contra Costa Transportation Authority (CCTA) Countywide Transportation Model. Instead, model results were adjusted based on revisions to the 2006 land use projections reflected in the 2013 projections. The original CCTA model run included SR 4 highway improvements, which include the widening of the highway and addition of carpool lanes to ease traffic congestion.

Changes in the number of households were analyzed, as well as changes in Pittsburg/Bay Point ridership between the eBART projections in the EIR and 2015, comparing projected changes in households and actual increases in ridership. It was found that 2003 ABAG population, household and job projections in Eastern Contra Costa County that were used for eBART ridership projections done in 2008 are higher than actual 2010 and 2014 US Census figures as well as revised 2013 ABAG projections.

Figure 1: eBART Catchment Area



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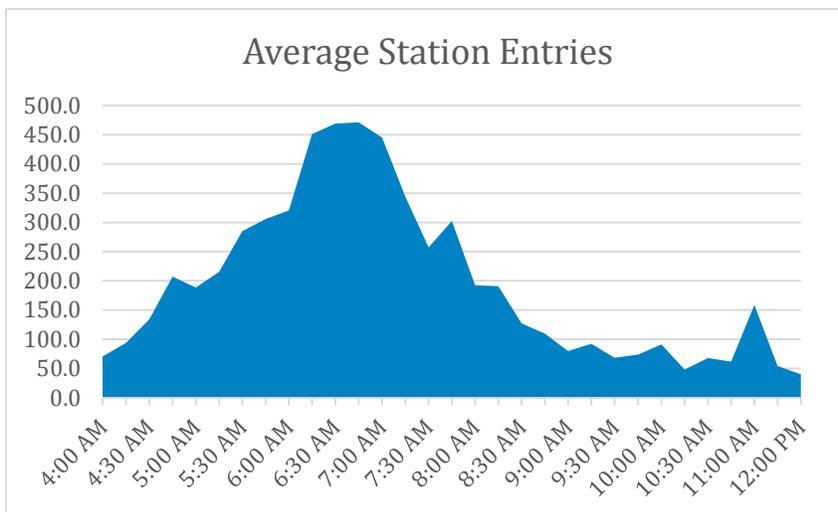
### *Ridership Patterns at Pittsburg/Bay Point Station*

Between 2008 and 2015 BART ridership increased approximately 20 percent at the Pittsburg/Bay Point BART station, likely due to regional job growth.

According to the 2008 Station Profile Survey (SPS), about three quarters of the riders accessing the Pittsburg/Bay Point Station home origin are coming from Railroad or Hillcrest eBART station catchments. In 2008, this accounted for 3,930 passengers.

Ridership data at the Pittsburg/Bay Point station (entries by time on a typical weekday - September 29, 2015 and October 7, 2015) was analyzed to determine when the peak hour takes place. The AM peak hour for Pittsburg/Bay Point station entries is from 6:15 a.m. to 7:15 a.m., when there is an average of over 450 entries every 15 minutes.

*Table 1: Average Number of Weekday Entries at Pittsburg/Bay Point Station (2015)*



Based on the travel time between the Hillcrest Station in Antioch and Pittsburg/Bay Point, our assumption is that Hillcrest Station entries will occur approximately 15 minutes earlier compared than at Pittsburg/Bay Point station. This led to the estimate that the peak hour at Hillcrest station will occur between 6:00 a.m. and 7:00 a.m.

### *Ridership Projections*

The original eBART ridership estimated daily ridership in 2015 (opening year) and 2030. We estimated daily ridership for 2018 (revised opening year) and 2021 by assuming a linear increase in ridership between 2015 and 2030. The purpose of estimating 2021 ridership was to get a sense for vehicle loading after eBART has been in service for several years.

To estimate ridership, daily ridership was adjusted down due to slowed housing growth in the area, but increased due to the travel demand created by regional job growth for riders to BART. The

revised forecast is 5,590 daily passengers on eBART in 2018, 7,000 daily passengers in 2021, and 11,200 daily passengers in 2030.

*Table 2: eBART Daily Ridership Projections by Station and Year*

<b>Year</b>	<b>Railroad Ave. Station</b>	<b>Hillcrest Ave. Station</b>	<b>Total eBART ridership</b>
2018	1050	4540	5590
2019	1140	4920	6060
2020	1230	5300	6530
2021	1320	5680	7000
2022	1410	6060	7470
2023	1500	6440	7940
2024	1590	6820	8410
2025	1680	7200	8880
2026	1770	7580	9350
2027	1860	7960	9820
2028	1950	8340	10290
2029	2040	8720	10760
2030	2100	9040	11140

*Ridership at Peak Load*

The daily ridership estimates were used to determine what the AM peak load on the eBART trains would be after passengers board at Railroad Ave. Station using the methodology from previous analyses. In the previous peak load analysis (WSA, 2009), two peak hour load points were used:

- Low - 22 percent of entries occurring within the Peak Hour; and
- High - 32 percent of entries occurring within the Peak Hour.

Based on current Pittsburg/Bay Point data, 25 percent of entries occur during the peak hour. However, to be conservative, 32 percent was used as the peak hour load point because the peak becomes more pronounced at stations located further east (away from San Francisco). The following table shows the estimated peak load during the AM peak for a two-vehicle train at 160 passenger capacity. The vehicle capacity of 160 passengers was established through a Title VI analysis as the maximum threshold for seated and standing passengers. However, according to the vehicle manufacturer each vehicle can hold up to 200 seated and standing passengers.

*Table 3: Vehicle Loads in the AM Peak Hour by Year, Two-Vehicle Consist*

Year	Peak Train Ridership	Percent Capacity - 2 vehicle-consist (160 passengers)
2018	225	70.3%
2019	243	75.9%
2020	262	81.9%
2021	281	87.8%
2022	300	93.8%
2023	319	99.7%
2024	338	105.6%
2025	357	111.6%
2026	376	117.5%
2027	395	123.4%
2028	413	129.1%
2029	432	135.0%
2030	448	140.0%

At 160 passengers per vehicle, a two-train consist is anticipated to reach maximum seated capacity (99.7 percent) in the year 2023. The ability of three two-vehicle consists to meet demand assumes that no more than one vehicle is out of service at any one time for unscheduled maintenance. Preventative maintenance is scheduled to take place outside of the peak periods in the evenings and on weekends.

*Tri Delta Transit Service Analysis*

Tri Delta Transit currently serves the Pittsburg/Bay Point station and plans to reroute most of these lines to serve the Hillcrest station. Tri Delta Transit service plans were analyzed to see how the arrival of feeder buses at Hillcrest station (all at once or spread out throughout the peak period) might affect ridership on eBART. Based on current plans for future Tri Delta Transit routes, the buses will arrive at various times during the peak hour and will be spread throughout the peak (see

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*Table 4*). Based on this information, we decided to disperse the 32 percent of current (2015) Tri Delta Transit AM arrivals at Pittsburg/Bay Point station throughout the peak hour in 15-minute increments. The greatest number of buses to arrive within a 15-minute increment would be five buses.

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Table 4: Tri Delta Transit AM Peak Arrivals at Hillcrest eBART station, Antioch

Bus Route	Bus Arrival	eBART Train Departure
300	6:05 AM	6:15 AM
385	6:20 AM	6:30 AM
388	6:20 AM	
380	6:25 AM	
300	6:35 AM	6:45 AM
388	6:50 AM	7:00 AM
380	6:55 AM	
300	7:05 AM	7:15 AM
385	7:20 AM	7:30 AM
388	7:20 AM	
387	7:20 AM	
380	7:25 AM	
379	7:28 AM	
300	7:35 AM	7:45 AM
388	7:50 AM	8:00 AM
380	7:55 AM	
300	8:05 AM	8:15 AM
385	8:20 AM	8:30 AM
388	8:20 AM	
387	8:20 AM	
380	8:25 AM	
300	8:35 AM	8:45 AM
387	8:50 AM	9:00 AM
388	8:50 AM	

Note: TriDelta Transit schedules are not yet set and will be adapted to eBART schedules.

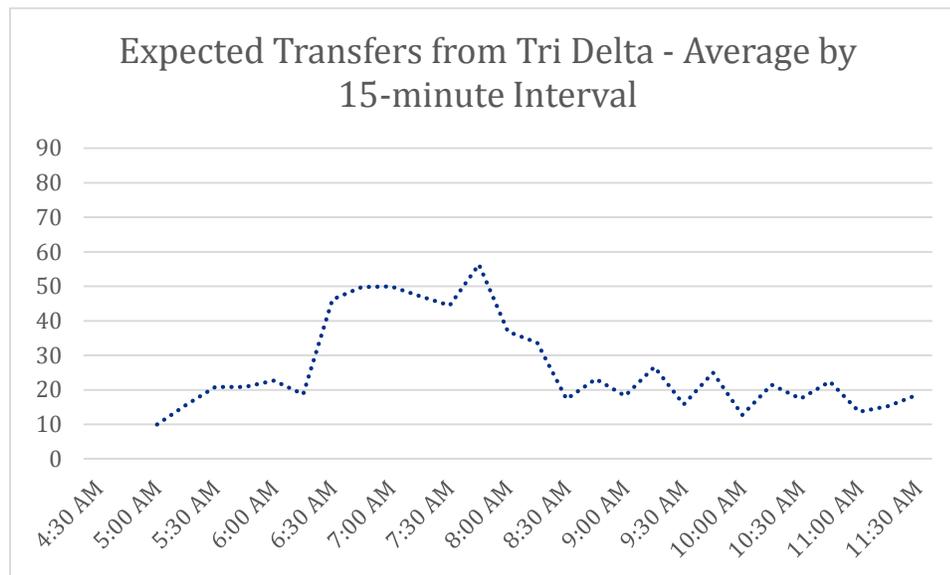
In the DEIR it was estimated that 16 percent of eBART riders would take transit to Hillcrest Station and 10 percent to Railroad Avenue. More recent 2008 SPS data shows that 20 percent of riders currently access the Pittsburg/Bay Point station. Further analysis of Tri Delta ridership (along with a 2014 on-board survey) shows that 1,650 riders use Tri Delta to access BART at the Pittsburg/Bay Point BART Station, which accounts for about 25 percent of entries at that station.

Approximately 900 of the 1,650 Tri-Delta Transit passengers are travelling from the eBART catchment areas and it is assumed they would continue to use Tri-Delta to access eBART. It is assumed that these 900 passengers are already accounted for in the daily ridership estimate for

eBART. The most number of passengers transferring from Tri Delta buses to BART arrive on Route #300.

Based on Tri Delta alightings at the Pittsburg Bay Point Station, it is projected that transit riders will likely arrive later compared to those who arrive at the station by automobile, and arrivals by transit will be more spread out throughout the morning (see Figure 2). In the opening year, the morning peak hour for transfers from Tri Delta Transit riders to eBART is estimated to be between 6:30 a.m. and 7:30 a.m. Given that this estimate is based on Tri Delta Transit ridership at the Pittsburg Bay Point station and a new service plan, the chart presents a moving average trendline of expected arrivals at Hillcrest station, not an exact forecast of passengers by route.

Figure 2: Expected AM Peak Transfers from Tri Delta Transit to eBART at Hillcrest Station by 15-minute Interval (Opening Year)



### Parking Analysis

A high-level parking analysis was conducted to estimate when the 1000-space facility planned at Hillcrest station would fill-up. Current models show that the parking facility at Hillcrest station will become full in the second half of the peak hour around 7:00 a.m. In future years, the lot is anticipated to fill up earlier as ridership increases (see Table 5). The EIR call for plans to provide 2,600 spaces at Hillcrest station by the year 2030 and there is a site that can accommodate a 1,600-space facility. It is assumed that this facility will fill up daily once it is built, as there is high demand for parking system wide. In any year, the actual number of available spaces may be less given that BART has a policy to reserve a percentage of supply for premium permit parking.

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Table 5: Estimated Parking Occupancy at Hillcrest Station by Year and Time of Day

	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030
3:45 AM	18	20	21	23	25	26	28	29	31	32	34	35	37
4:00 AM	43	47	50	54	58	61	65	68	72	75	79	82	86
4:15 AM	78	85	91	98	105	111	118	123	130	136	143	149	156
4:30 AM	132	144	154	166	177	188	199	209	220	231	242	253	264
4:45 AM	179	195	208	224	239	254	269	283	298	313	328	343	357
5:00 AM	232	253	270	291	310	330	349	368	387	406	426	445	463
5:15 AM	302	329	352	379	404	430	455	480	505	530	555	580	603
5:30 AM	378	411	440	474	505	537	568	600	631	662	694	725	753
5:45 AM	448	487	522	562	599	637	674	712	749	786	823	860	893
6:00 AM	584	635	681	733	781	830	879	928	977	1025	1073	1122	1164
6:15 AM	724	786	844	908	968	1028	1089	1150	1210				
6:30 AM	865	939	1009	1085	1157								
6:45 AM	966	1048											
7:00 AM	1023												
7:15 AM													

Analysis of overall parking demand shows that demand will outpace supply in the first year of operation. The estimate assumes that 62 percent of riders drive to the station and 5 percent of riders arriving by car are carpoolers. The estimate also assumes that Hillcrest is the end-of-the-line station.

Table 6: Estimated Parking Demand and Parking Deficiency at Hillcrest Station by Year

Year	Parking Demand	Parking Capacity	Parking Deficiency
2018	1,340	1,000	340
2019	1,450	1,000	450
2020	1,560	1,000	560
2021	1,670	1,000	670
2022	1,780	1,000	780
2023	1,900	1,000	900
2024	2,010	1,000	1,010
2025	2,120	1,000	1,120
2026	2,230	1,000	1,230
2027	2,340	1,000	1,340
2028	2,460	1,000	1,460
2029	2,570	1,000	1,570
2030	2,660	1,000	1,660

████████████████████  
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According to the Next Segment Study, if a station opens farther east ridership, and thus parking demand, will decrease at Hillcrest. If a station is opened at Mokelumne, parking demand at Hillcrest is estimated to be 2,240 in 2030.



# Appendix D: C-Line Vehicle Loading Analysis

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- All transfers were assumed to occur at MacArthur station for the Richmond, Dublin/Pleasanton and Fremont lines, including future stations south of Fremont and the Oakland Airport, and at San Bruno for passengers bound for Millbrae.

After developing the vehicle load projections, the passenger volume was divided by the vehicle capacity to determine the volume-to-capacity ratio (V/C ratio). The capacity used to determine the V/C ratio is 115 passengers per car, consistent with BART Title VI practices.

## **Findings**

### *Existing Capacity Scenario*

Tables 1 and 2 below summarize the findings of the vehicle load and V/C ratio analysis as described above using the existing train assignment and schedule. The eBART and North Concord-Concord screenline peak hours are relatively early, including trains that would arrive at Embarcadero station between 7:10 AM and 8:10 AM. The peak hours for screenlines from Orinda to Rockridge, MacArthur to 19<sup>th</sup> St, and West Oakland to Embarcadero are served by the same set of trains, which would depart Pittsburg/Bay Point station between 6:55 AM and 7:55 AM, and arrive at Embarcadero station between 7:45 AM and 8:45 AM. The Civic Center to 16<sup>th</sup> Street screenline peaks between 7:59 AM and 8:59 AM, about 10 minutes later than the trains that serve the peaks of the previous three stations.

V/C ratios are high from Orinda to Embarcadero during the peak hour, but only exceed 1.0 between West Oakland and Embarcadero. Peak hour volumes exceed capacity at the West Oakland to Embarcadero screenline with a V/C ratio of 1.06. The Orinda to Rockridge and MacArthur to 19<sup>th</sup> Street screenlines also have V/C ratios above 0.8, but below 1.0.

During the 3-hour peak period, which includes 1-hour shoulders before and after the peak hour, no screenline exceeds an average V/C ratio of 1.0. At the MacArthur to 19<sup>th</sup> Street and West Oakland to Embarcadero screenlines, the V/C ratios are still fairly high at 0.93 and 0.92 respectively.

An important consideration for this information is that the riders per car values for screenlines are averaged over multiple trains, some of which do not begin at Pittsburg/Bay Point and do not connect to eBART and typically have lower loads.

**Table 1 - Peak Hour Loads and V/C, Existing Capacity Scenario**

Screenline	Peak Hour	Total eBART Riders	Total Riders	Net New eBART Riders	Number of Trains	Number of Cars	Average Riders per Car	V/C Ratio
North Concord – Concord	6:25 AM to 7:25 AM	862	3,104	457	8	76	41	0.36
Orinda – Rockridge	7:20 AM to 8:20 AM	446	9,653	236	11	103	94	0.81
Macarthur – 19 <sup>th</sup> St	7:29 AM to 8:29 AM	352	11,705	187	11	103	114	0.99
West Oakland – Embarcadero	7:41 AM to 8:41 AM	295	12,569	156	11	103	122	1.06
Civic Center – 16 <sup>th</sup> St	8:14 AM to 9:14 AM	51	1,533	27	9	85	18	0.16

**Table 2 - 3-Hour Peak Period Loads and V/C, Existing Capacity Scenario**

Screenline	Peak Period	Total eBART Riders	Total Riders	Net New eBART Riders	Number of Trains	Number of Cars	Average Riders per Car	V/C Ratio
North Concord – Concord	5:25 AM to 8:25 AM	1,625	6,541	861	17	165	40	0.34
Orinda – Rockridge	6:20 AM to 9:20 AM	1,279	22,673	678	27	255	89	0.77
Macarthur – 19 <sup>th</sup> St	6:29 AM to 9:29 AM	1,011	27,384	536	27	255	107	0.93
West Oakland – Embarcadero	6:41 AM to 9:41 AM	847	26,887	449	27	255	105	0.92
Civic Center – 16 <sup>th</sup> St	7:14 AM to 10:14 AM	192	3,786	102	20	192	20	0.17

*eBART Opening Day Additional Capacity Scenario*

BART expects to increase the number of trains and cars in operation during the peak period before eBART's opening in 2017. This capacity increase will include one new nine-car train during the peak hour and conversion of some nine-car trains to ten-car trains. The total number of trains and cars by screenline peak hour are shown in **Tables 3** and **4** below, along with the new V/C ratios for this scenario.

During the peak hour under the opening day scenario, no screenlines experience a V/C ratio above 1.0, although the V/C ratios in the MacArthur to 19<sup>th</sup> Street and West Oakland to Embarcadero screenlines remain high at 0.89 and 0.95 respectively. Across the 3-hour peak period, V/C ratios are slightly lower than the existing capacity scenario, with the highest at 0.91 in the MacArthur to 19<sup>th</sup> Street screenline.

**Table 3 - Peak Hour Loads and V/C, Proposed Opening Day Scenario**

Screenline	Peak Hour	Total eBART Riders	Total Riders	Net New eBART Riders	Number of Trains	Number of Cars	Average Riders per Car	V/C Ratio
North Concord – Concord	6:25 AM to 7:25 AM	862	3,104	457	8	79	39	0.34
Orinda – Rockridge	7:20 AM to 8:20 AM	446	9,653	236	12	115	84	0.73
Macarthur – 19 <sup>th</sup> St	7:29 AM to 8:29 AM	352	11,705	187	12	115	102	0.89
West Oakland – Embarcadero	7:41 AM to 8:41 AM	295	12,569	156	12	115	109	0.95
Civic Center – 16 <sup>th</sup> St	8:14 AM to 9:14 AM	51	1,533	27	10	97	16	0.14

**Table 4 - 3-Hour Peak Period Loads and V/C, Proposed Opening Day Scenario**

Screenline	Peak Period	Total eBART Riders	Total Riders	Net New eBART Riders	Number of Trains	Number of Cars	Average Riders per Car	V/C Ratio
North Concord – Concord	5:25 AM to 8:25 AM	1,625	6,541	861	18	178	37	0.32
Orinda – Rockridge	6:20 AM to 9:20 AM	1,279	22,673	678	27	261	87	0.75
Macarthur – 19 <sup>th</sup> St	6:29 AM to 9:29 AM	1,011	27,384	536	27	261	105	0.91
West Oakland – Embarcadero	6:41 AM to 9:41 AM	847	26,887	449	27	261	103	0.90
Civic Center – 16 <sup>th</sup> St	7:14 AM to 10:14 AM	192	3,786	102	21	205	18	0.16





# BART to Antioch Extension Title VI Equity Analysis PUBLIC PARTICIPATION REPORT October 2017

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# Public Participation Report

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# Section 1: Public Participation Process

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## 1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART, with consultant support from Imprinta Communications, conducted public outreach to provide information to the public about the new BART service to Antioch and Pittsburg Center Stations and solicit feedback on key service changes and proposed fare-setting. A key component of the Title VI outreach is to seek input on service changes and new fares from minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the new BART service to Antioch and Pittsburg Center stations. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members.

Below is a brief summary of Title VI outreach and engagement conducted for the BART to Antioch Title VI Equity Analysis. BART's source of public input from which to draw feedback on proposed service changes and fare-setting is the BART to Antioch survey administered in 2017. This Public Participation Report focuses on the result of BART's 2017 public outreach efforts. All comments in this report were transcribed as written by the survey-taker.

## 1.2 Outreach Events and Publicity

### 1.2.1 Outreach Events

BART hosted a series of outreach events with information tables where staff was able to speak directly with customers and communities that will be directly affected by the new BART service to Pittsburg Center and Antioch and its related service changes. Outreach for the Project consisted of informing the BART to Antioch community of the new service and the application of BART's existing distance-based fare structure to this new service.

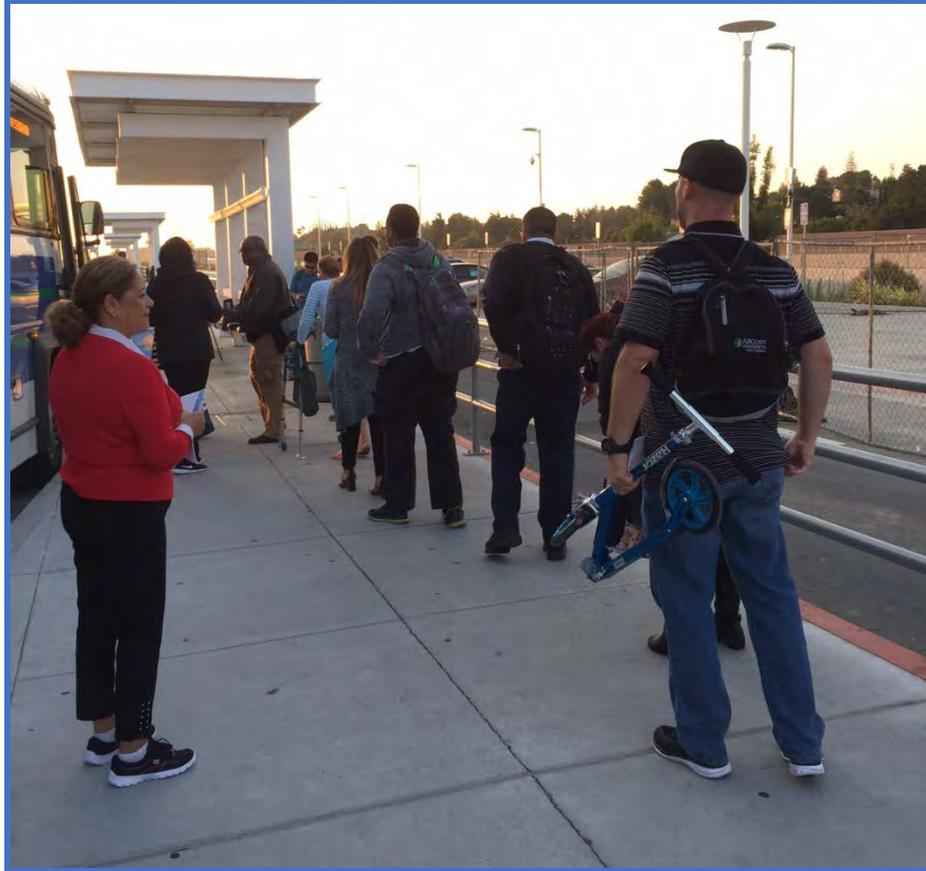
At the outreach events, the public had an opportunity to read information about key service changes and the application of BART's distance-based fare structure to the new BART service to Antioch and provide comments by completing a survey. The English, Spanish, and Chinese copies are provided in Appendix PP-A of this report.

The outreach events provided customers with the following information:

- A "Project Fact Sheet" handout with project information, travel time, facts about the new service, and facts about the major service changes and new fares associated with the new service; and
- A survey for customers to provide comments and feedback on the service options, application of BART's current distance-based fare structure, and selected demographic data for BART to use in its Title VI analysis process.

BART sought the public's input on the proposed service options and fare-setting for the new BART to Antioch service at outreach events in Antioch BART lot, Pittsburg/Bay Point Station, and North Concord Station from Tuesday, August 15th to Wednesday, August 23rd. Outreach events were held on the following dates and locations:

- North Concord BART Station: Tuesday, August 15, 5-7 PM
- Antioch BART Parking Lot: Thursday, August 17, 6-8 AM
- Pittsburg/Bay Point BART Station: Wednesday, August 23, 6:30-8:30 AM



Antioch BART Parking Lot Outreach, 8/17/17

Outreach events captured input from current riders and potential riders who could use the new BART service to Antioch. Events were scheduled at various times, the morning and evening weekday commutes, in an effort to reach the largest audience. Spanish on-site interpreters were available at all 3 outreach events.

The surveys and project fact sheet were available in hard copy in English, Spanish, and Chinese at the 3 outreach events. Postcards in English (front side) Spanish, and Chinese (back side) with the survey link ([www.bart.gov/antiochsurvey](http://www.bart.gov/antiochsurvey)) were distributed to riders who were unable to stop and take the survey in person. The postcards also had language assistance taglines in English, Spanish, Chinese, Korean, Tagalog, and Vietnamese.

Additionally, the survey, project fact sheet, and project website link were available online at [bart.gov/guide/titlevi](http://bart.gov/guide/titlevi) for the public to view and provide feedback. The survey link and surveys were posted online from Monday, August 14, 2017, to Friday, September 1, 2017 and were available in English, Spanish and Chinese.

### **1.2.2 Publicity**

Publicity for the outreach events was conducted through print and online media, community organizations, and existing email lists (described below). The following publicity and outreach methods were used for this project:

- A multilingual flyer/factsheet in English, Spanish, and Chinese (including reference to the availability of language assistance services)
- Flyer/factsheet in English, Spanish, and Chinese posted on Tri-Delta Transit buses advertising upcoming outreach events
- Survey, flyer/factsheet, and outreach event postings on [BART.gov/guide/titlevi](http://BART.gov/guide/titlevi)
- Announcement broadcasted at the BART Destination Sign System (DSS) at all BART stations throughout the District
- Advertisements in local print ethnic media including:
  - La Opinion de la Bahia (Spanish) – placed on Sunday, August 13, 2017
  - World Journal (Chinese) – placed on Saturday, August 12, 2017
- Email notice to Title VI/Environmental Justice and Limited English Proficiency Advisory Committees with flyer and survey attachments
- Email notice of outreach events through Government & Community Relations to BART Board Director Joel Keller
- Email notice of outreach events through Government & Community Relations to their local organization lists

## Section 2: Public Comments

Informational handouts, postcards with survey link, and surveys were made available to the public at the public outreach events, on BART's website, and through outreach efforts described in Section 1. This effort resulted in 375 survey responses. The demographics of all respondents are shown below in Table 2-1.

**Table 2-1: Survey Demographic Summary All Respondents**

	Percent	Sample Size
<b>Gender</b>		
Male	48.2%	
Female	47.2%	
Another Gender	3.8%	
<b>Total</b>	<b>100%</b>	<b>375</b>
<b>Ethnicity</b>		
White	49.6%	
Black/African American	15.7%	
Asian or Pacific Islander	20.5%	
American Indian or Alaska Native	1.9%	
Other or Multiple Race	9.1%	
<b>Total</b>	<b>100%</b>	<b>369</b>
Hispanic, Latino, or Spanish Origin	17.3%	
<b>Total</b>		<b>360</b>
Minority	54%	
Non-Minority	45%	
<b>Total</b>	<b>100%</b>	<b>361</b>
<b>Annual Household Income</b>		
Under \$25,000	5.4%	
\$25,000 - \$29,999	3.7%	
\$30,000 - \$39,999	4%	
\$40,000 - \$49,999	6.6%	
\$50,000 - \$59,999	6%	
\$60,000 - \$74,999	10.2%	
\$75,000 - \$99,999	14.2%	
\$100,000 and over	49.5%	
<b>Total</b>	<b>100%</b>	<b>351</b>
<b>Income**</b>		
Low-Income	17.3%	
Non-low-Income	82.7%	
<b>Total</b>	<b>100%</b>	<b>347</b>
<b>Limited English Proficient (LEP)</b>		
Yes	2%	
No	98%	
<b>Total</b>	<b>100%</b>	<b>94</b>

\*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

\*\*Low-income and non-low-income percentages are determined by factoring in household size with annual household income.

## 2.1 General Comments

The public outreach effort resulted in 375 survey responses (339 online respondents and 36 hard copy), with one survey completed in Spanish.

The survey provided questions for the public to comment on specific service, fare-related, and parking questions; however, some respondents provided general comments regarding BART. All comments throughout this report was transcribed as written by the public. Samples of such comments are provided below:

- *“We need more BART security in the Antioch Park N’ Ride parking lot. Every day there are break-ins. I never see any police presence to feel safe.”*
- *“Need machine to reload money to our Clipper and accept debit and for parking fee.”*
- *“More express trains need to run more often in the morning and evening past the Pleasant Hill station to Montgomery! Those going past Pleasant Hill wait for the Pittsburg/Baypoint train and they are more crowded at 6:08AM, 6:23AM, 6:38AM from North Concord to SF are full! Additional windows and seats need to be added to the new model cars. It is very difficult to stand for 1 hour or more.”*

Customers were excited about the opening of the BART to Antioch Stations and some expressed that taking BART was still the most affordable means of transportation. General comments were mainly concerned about the train and station cleanliness, reliability, and safety and quality of service and parking costs and availability.

## 2.2 Service

One purpose of the outreach survey was to determine the public’s feedback on how often they would use the new BART service to Antioch and which of the stations they would use.

### 2.2.1 Question 4

Question 4 asked the respondents:

*“Do you plan to use the Antioch and/or Pittsburg Center Station?”*

Of the 375 survey respondents, 41% said they would use Antioch Station, 9.9% said they would use Pittsburg, 15.7% said they would use both, and 33.3% said they would use another station.

### 2.2.2 Question 6

Question 6 of the survey asked respondents:

*“How often do you plan to use the new BART service to/from Antioch and/or Pittsburg Center Stations? Please check one.”*

The total results of question 6 are displayed in Table 2-2, below.

**Table 2-2: Total Survey Respondents Service**

Options	Percent	Sample Size
5 or more days per week	59.8%	
1 – 4 days a week	17.8%	
1 – 3 days a month	8.9%	
A few times a year	10.4%	
Will not use	3%	
<b>Total</b>	<b>100%</b>	<b>259</b>

\*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered

Table 2-3 provides a breakdown of Question 6 survey responses by minority and low-income status.

**Table 2-3: Survey Responses, by Minority and Income Status**

Responses	Percent Minority	Percent Non-minority	Option Sample Size	Total	Percent Low-Income	Percent Non-low-income	Option Sample Size	Total
<b>5 or more days per week</b>	63.2%	36.8%	155	100%	3.3%	96.7%	150	100%
<b>1 – 4 days a week</b>	46.7%	53.3%	45	100%	18.6%	81.4%	43	100%
<b>1 – 3 days a month</b>	39.1%	59%	22	100%	22.7%	77.2%	22	100%
<b>A few times a year</b>	28%	72%	25	100%	16%	84%	25	100%
<b>Will not use</b>	80%	20%	5	100%	0%	100%	5	100%

\*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

## 2.3 Clipper

Since the BART to Antioch Stations' vending machines will only dispense Clipper cards (and no mag-stripe paper tickets) one purpose of the outreach survey was to determine the public's feedback on only being able to purchase Clipper cards at these 2 stations, and what fare media and type of BART fare they currently pay.

### 2.3.1 Question 7

Question 7 asked respondents:

“Do you currently use a Clipper card to pay your BART fare?”

Of the 370 survey respondents, 84.3% said that they use Clipper cards. Of those who use Clipper cards, 56% were minority respondents, and 44% were non-minority respondents.

### 2.3.2 Question 8

Question 8 asked respondents:

“What type of BART fare do you currently pay?”

Of the 371 survey respondents, 64.2% said that they pay the regular fare. The next highest response was the High Value Fare, at 28%. Other options had 11 or fewer responses.

### 2.3.3 Question 9

Question 9 asked respondents:

*“All ticket vending machines at Antioch and Pittsburg Center stations will sell Clipper cards only (no paper BART tickets). Do you have any general comments about this?”*

Approximately 47.5% of respondents provided comments on the Clipper card vending machines. A list of all responses to question 9 can be found in Appendix PP-B. Samples of comments are below:

- *“Absolutely support this; it would be nice if the stations had reduced/no paper ticket handling as it would increase clipper participation on the feeder buses to make boarding faster (thus making the bus more viable as their cash handling is very slow).”*
- *“Although I will not be using this station, I think occasional riders will be very unhappy at being forced to use/purchase a Clipper card. I do not commute but use BART often which is why I find the Clipper Card convenient. However, many of my friends and family only ride occasionally and would find having to purchase a Clipper Card inconvenient and unnecessary.”*

- *“As long as someone can show up with cash in hand and then buy a thing that lets them ride the train, it's fine.”*
- *“Clipper card cost \$ 3, while paper tickets are free. Clipper card should be offered at no cost instead of the current \$ 3. Paper BART ticket should still be made available at this station, just like other current BART stations.”*
- *“I think it may be a disservice to people who may want to try the new BART extension or to those who only ride a few times a week. Getting a Clipper card may seem like a much bigger commitment than it really is.”*
- *“I think it's better that Bart will start going to all clipper. It saves time and money. Using concepts like the Metro Card in NY for visitors and the Oyster Card in London for commuters would be a big improvement.”*
- *“Time to modernize! Great move!”*
- *“Yay, the future is here! You should slowly roll this out to the entire system.”*

The majority of respondents seemed in favor of the full transition to Clipper cards, although many expressed concerns about the cost of purchasing a Clipper card. Also, some expressed concerns about the impact of the transition on occasional riders and tourists.

As mentioned in the attached Title VI Equity Analysis, both new stations will have Clipper-only vending machines with no on-site station agent. District add-fare machines (AFMs) have traditionally only accepted cash payment to add sufficient fare to mag-stripe tickets or to the Clipper card for exit at BART gates. This can present a problem for customers not having sufficient fare with no cash on hand. To address this issue for Project riders, BART has modified AFMs for the BART to Antioch stations to allow customers to add sufficient fare to their mag-stripe ticket or Clipper card through the use of credit cards. This effort should mitigate any potential impacts on BART to Antioch customers.

Customers will have access to courtesy phones that go directly to the BART to Antioch Control Center which is manned 24 hours a day. There are also emergency phones at the stations that go directly to the BART Police Department. The new stations will also have roving supervisors that will be at the stations or available to respond if necessary. Staff is working on implementing language assistance measures for its limited English proficient customers.

## 2.4 Distance-Based Fare Structure

The proposed fares for the new BART service to Antioch will be calculated using the distance-based fare structure. As part of the Title VI outreach, the survey provided the public information that BART would be extending its distance-based fare structure to the Project and also provided the public an estimate of the proposed fare for BART service to Antioch.

### 2.4.1 Question 10

Survey question 10 asked respondents:

*“BART plans to extend its distance-based fare structure for the BART to Antioch extension. For example, in 2018, a one-way trip from Pittsburg/Bay Point Station to Embarcadero Station will cost \$6.70. A trip from Pittsburg Center Station to Embarcadero Station is estimated to cost \$6.85 (\$.15 more) and a trip from Antioch Station to Embarcadero Station is estimated to cost \$7.50 (an additional \$.65). Do you have any general comments about BART’s proposed fares to Antioch and Pittsburg Center Stations?”*

Approximately 53.6% of total respondents provided comments to Question 10. As stated in the BART to Antioch Title VI Equity Analysis, almost half of all respondents, or 46.4%, did not provide any comments (either leaving it blank or indicating they had no comments), which can indicate neutrality or potentially some level of acceptance.

A list of all responses to Question 10 can be found in Appendix PP-C. Samples of comments are provided below:

- *“There should be reasonable prices for low-income recipients to sign up for.”*
- *“They should be higher. New riders overload the system with people in W Oakland not even able to get on some times. They also take all seats which take most room.”*
- *“The fare sounds reasonable, as long as parking fees are comparable to Pittsburg & N. Concord’s fees.”*
- *“The higher fare is fine as long as there is adequate service to and from the destination.”*
- *“Please keep the fares down as much as possible. It’s getting really expensive to commute. Keep the parking free at the Park and Ride lot in Hillcrest.”*
- *“It is what it is. I’ve been riding Bart to commute to work for years (12+). The fare goes up, but it beats driving to Oakland/SF from the east bay. My biggest complaint is the parking/lack of, BEYOND crowded trains during commute hours and the unruly passengers.”*

- *“I was expecting it to cost more so I am pleasantly surprised. \$0.65 is worth not having to be in traffic to north concord for almost an hour every morning. Plus the cost of gas alone is more than that.”*
- *“I think the costs should be lower.”*
- *“BART is becoming way too expensive.”*

Of those that were in favor of BART applying its distance-based fare to the Project, many felt that the fares were fair and expressed that the fares were acceptable as long as they could get reliable, clean service. There was also a general sentiment that the fare was still a good deal for the transit service offered. However, there was concern that the increased fare would negatively impact low-income riders from being able to take BART.

## 2.5 Parking Options

One purpose of the outreach survey was to determine the public’s feedback on BART’s parking locations and fares in the Antioch and Pittsburg Center Stations.

### 2.5.1 Question 12

Question 12 asked respondents:

*“If yes [to BART parking] please tell us the station where you park or plan to park.”*

Of the 371 survey respondents who answered Question 12, 33.4% said they would not park at all, and 66.7% said they would park at a station. There is a slight discrepancy due to rounding errors. Of the people who said they would park, below is the breakdown of stations via number of respondents:

**Table 2-4**

Station	Respondents
Pittsburg/Bay Point	115
North Concord	65
I don't know	18
Concord	14
Antioch/Hillcrest	8
Pleasant Hill	6
West Dublin	3
Ashby	2
Walnut Creek	2
West Oakland	2
Dublin Pleasanton	2
Rockridge	2
12th Street	1
Daly City	1
El Cerrito Del Norte	1
Hayward	1
Lafayette	1
Millbrae	1
Richmond	1
Union City	1

### 2.5.2 Question 13

Question 13 asked respondents:

*“BART may charge up to \$3 for parking at Antioch Station and Pittsburg Center Station. These fees are consistent with most stations in the BART system. Do you have any general comments about BART’s proposed parking fee at these stations?”*

Approximately 57.9% of total respondents provided comments to Question 13. A list of all responses to Question 10 can be found in Appendix PP-D. Samples of comments are provided below:

- *“Should be substantially more to encourage alternative forms of transportation.”*
- *“Strongly disagree. \$18 total from ANTIOCH? People can't afford that, much less the penalty fee if ticketed.”*
- *“This seems reasonable. However, I am concerned that the parking at the Antioch station might quickly fill up and not be enough to accommodate the demand.”*
- *“Up to \$3 for all day parking is fine but I would expect some type of security measure (cameras, security personnel) to be in place to prevent any thefts.”*
- *“Why can't you keep parking free for a while? This project has been delayed time and time again. As a result, we have been forced to pay for parking at other stations. If you are going to require parking fees, I want to know immediately how I can reserve a space so that I can actually use the station I have been waiting for four years.”*
- *“Expensive for communities that are lower income than many of the other suburbs.”*

The majority of respondents were in favor of charging \$3 for parking at Antioch Station and Pittsburg Center Station, but expressed concerns about the availability of parking. There was also concern expressed about the public safety of BART parking lots.

## Section 3: Title VI/Environmental Justice and Limited English Proficiency Advisory Committees

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Staff presented a preliminary overview of the BART to Antioch Title VI Equity Analysis to BART's Title VI/Environmental Justice and Limited English Proficiency Advisory Committees. The joint meeting was held on Tuesday, August 22, 2017 from 10:30AM – 1PM at the BART Board Room, Kaiser Center 20th Street Mall (344 20th Street, Oakland, CA). The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting.

The LEP Advisory Committee consists of members of community-based organizations that serve LEP populations within the BART service area. The committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability. The Title VI/EJ Advisory Committee, which also consists of members of community-based organizations, ensures that the District is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions.

At the meeting, staff presented an overview of the Project, BART fares and fare media options, projected service, and parking options. Staff distributed the surveys in English, Spanish, Chinese, postcards, and the Project Fact Sheet handout in English, Spanish, and Chinese.

Committee members had questions and comments concerning the impact of the BART fares as a whole on low-income populations. Committee members also had concerns about whether bus routes would be eliminated or changed because of BART to Antioch. Also, one committee member encouraged further extensions of BART farther out where people have been displaced. Members were supportive of the BART to Antioch extension.

Staff responded to the Committee members' questions and followed up with further information.



# Appendix PP- A: 2017 BART to Antioch Surveys

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# New BART Service to Antioch and Pittsburg Center Stations

**Comments and Feedback** Please answer the questions below. Your answers will help us evaluate how well we're reaching the communities we serve. BART values your input. Information will be treated confidentially.

### USAGE OF BART

- Which BART station do you usually enter when making a trip from your home (i.e., your "home" station)?  
\_\_\_\_\_
- At which BART station do you usually exit the system (i.e., your "destination" station)?  
\_\_\_\_\_
- What time of day do you typically use BART? Select all that apply.  
 Morning    Afternoon    Evening    Late night
- Do you plan to use the Antioch and/or Pittsburg Center Station? Select all that apply.  
 Yes, Antioch Station  
 Yes, Pittsburg Center Station  
 Neither, I plan to use: \_\_\_\_\_
- How will you get to the Antioch and/or Pittsburg Center Station? Select all that apply.  
 Walk all the way  
 Bicycle  
 Tri-Delta Transit bus  
 County Connection bus  
 Drive alone  
 Carpool  
 Get dropped-off  
 Uber/Lyft/etc.  
 Taxi  
 Other: \_\_\_\_\_

### SERVICE

- How often do you plan to use the new BART service to/from Antioch and/or Pittsburg Center Stations? Please check one.  
 5 or more days per week  
 1-4 days a week  
 1-3 days a month  
 A few times a year  
 Will not use

### PROPOSED BART FARES AND FARE MEDIA

- Do you currently use a Clipper card to pay your BART fare?  
 No    Yes
- What type of BART fare do you currently pay?  
 Regular BART fare  
 High Value Discount (\$48 or \$64 value)  
 Senior discount  
 Disabled discount  
 Student discount  
 Other: \_\_\_\_\_
- All ticket vending machines at Antioch and Pittsburg Center stations will sell Clipper cards only (no paper BART tickets). Do you have any general comments about this?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- BART plans to extend its distance-based fare structure for the BART to Antioch extension. For example, in 2017, a one-way trip from Pittsburg/Bay Point Station to Embarcadero Station costs \$6.70.

Continued in next section →

A trip from Pittsburg Center Station to Embarcadero Station is estimated to cost \$6.85 (\$.15 more) and a trip from Antioch Station to Embarcadero Station is estimated to cost \$7.50 (an additional \$.65). Do you have any general comments about BART's proposed fares for Antioch and Pittsburg Center Stations?  
\_\_\_\_\_  
\_\_\_\_\_

### PARKING

- Do you currently park at a BART station or plan to use BART parking?  
 Yes    No
- If yes, please tell us the station where you park or plan to park:  
\_\_\_\_\_
- BART plans to charge up to \$3 for parking at Antioch Station and Pittsburg Center Station. These fees are consistent with most stations in the BART system. Do you have any general comments about BART's proposed parking fee at these stations?  
\_\_\_\_\_  
\_\_\_\_\_

### PLEASE TELL US ABOUT YOURSELF

- What is your gender?  
 Male    Female    Another gender: \_\_\_\_\_
- NOTE: Please answer BOTH Questions 15 and 16.*
- Are you of Hispanic, Latino or Spanish origin?  
 No    Yes
- What is your race or ethnic identification? (Check one or more. Categories based on US Census.)  
 White  
 Black/African American  
 Asian or Pacific Islander  
 American Indian or Alaska Native  
 Other (specify): \_\_\_\_\_
- Do you speak a language other than English at home?  
 No    Yes → Language: \_\_\_\_\_
- If "Yes" to Question 17, how well do you speak English?  
 Very well    Well    Not well    Not at all
- What is your total annual household income before taxes?  
 Under \$25,000    \$50,000 - \$59,999  
 \$25,000 - \$34,999    \$60,000 - \$74,999  
 \$35,000 - \$39,999    \$75,000 - \$99,999  
 \$40,000 - \$49,999    \$100,000 and over
- Including yourself, how many people live in your household?  
 1    2    3    4    5    6 or more
- Do you use a smart phone (can access the internet, download apps, etc.)?  
 No    Yes

Please turn in completed survey to a BART representative. For more information or to complete this survey online please visit [www.bart.gov/antioch/parking](http://www.bart.gov/antioch/parking)



# Nuevo servicio de BART a las estaciones de Antioch y Pittsburg Center

**Comentarios y opinión** Sírvase contestar las siguientes preguntas. Sus respuestas nos ayudarán a evaluar cuán bien nos entendemos con las comunidades a las que servimos. BART agradece su participación. La información será tratada de forma confidencial.

## USO DE BART

- ¿Qué estación de BART usa generalmente cuando hace un recorrido desde su casa (es decir, la estación más cerca de su casa)?  
\_\_\_\_\_
- ¿En qué estación de BART suele bajarse de los trenes del sistema (Es decir, su estación "de destino")?  
\_\_\_\_\_
- Normalmente, ¿en qué horario del día utiliza el servicio de BART? Marque todas las opciones que correspondan.  
 Mañana  Tarde  Noche  Altas horas de la noche
- ¿Planea utilizar las estaciones de Antioch y/o Pittsburg Center? Marque todas las opciones que correspondan.  
 Sí, Antioch  
 Sí, Pittsburg Center  
 Ninguna, planeo usar: \_\_\_\_\_
- ¿Cómo irá a las estaciones de Antioch y/o Pittsburg Center? Marque todas las opciones que correspondan.  
 Caminaré todo el trayecto  
 En bicicleta  
 En el autobús Tri-Delta Transit  
 En el autobús County Connection  
 Conduciré solo  
 En viajes compartidos en auto  
 Me llevarán en auto  
 En Uber/Lyft/etc.  
 En taxi  
 Otro: \_\_\_\_\_

## SERVICIO

- ¿Con qué frecuencia planea utilizar el nuevo servicio de BART a/desde las estaciones de Antioch y/o Pittsburg Center? Por favor, marque una.  
 5 días por semana o más  
 De 1 a 4 días por semana  
 De 1 a 3 días por mes  
 Unos cuantos días por año  
 No las usaré

## TARIFAS Y MEDIOS DE PAGO PROPUESTOS POR BART

- ¿Utiliza actualmente la tarjeta Clipper para pagar en BART?  
 No  Sí
- ¿Qué tipo de pago de BART hace actualmente?  
 Tarifa normal de BART  
 Descuento de alto valor (con valor de \$48 o \$64)  
 Descuento para mayores de 65 años (Senior)  
 Descuento para discapacitados  
 Descuento de estudiante  
 Otro: \_\_\_\_\_
- Todos los despachadores automáticos de boletos en las estaciones de Antioch y Pittsburg Center solo venderán tarjetas Clipper (no venderán boletos de BART de papel). ¿Tiene algún comentario general sobre esto?  
\_\_\_\_\_  
\_\_\_\_\_
- BART planea extender su estructura de tarifas basada en la distancia para la extensión BART a Antioch. Por ejemplo, en el 2017, un recorrido en un solo sentido desde la estación de Pittsburg/Bay Point a Embarcadero cuesta \$6.70.

Se estima que un recorrido desde la estación de Pittsburg Center a la estación de Embarcadero cuesta \$6.85 (\$0.15 más) y se calcula que un viaje desde la estación de Antioch a la estación de Embarcadero cuesta \$7.50 (\$0.65 adicional). ¿Tiene algún comentario general sobre las tarifas propuestas de BART para las estaciones de Antioch y Pittsburg Center?  
\_\_\_\_\_  
\_\_\_\_\_

## ESTACIONAMIENTO

- Actualmente, ¿estaciona en una estación de BART o planea utilizar un estacionamiento de BART?  
 Sí  No
- De ser así, díganos cuál es la estación en la que estaciona o planea hacerlo: \_\_\_\_\_
- BART planea cobrar hasta \$3 por estacionar en las estaciones de Antioch y Pittsburg Center. Estas tarifas son coherentes con las de la mayoría de las estaciones del sistema BART. ¿Tiene algún comentario general sobre las tarifas de estacionamiento propuestas de BART para estas estaciones?  
\_\_\_\_\_  
\_\_\_\_\_

## PROPORCIONENOS INFORMACIÓN ACERCA DE USTED

- ¿Cuál es su sexo?  
 Masculino  Femenino  Otro: \_\_\_\_\_

**NOTA:** Por favor conteste AMBAS preguntas, 15 y 16.

- ¿Usted es de origen hispano, latino o español?  
 No  Sí
- ¿Cuál es su raza o identificación étnica? (Marque una o más respuestas. Categorías en base al Censo de los Estados Unidos.)  
 Blanco  
 Negro/afroamericano  
 Asiático o de las Islas del Pacífico  
 Indígena norteamericano o nativo de Alaska  
 Otro (favor de especificar): \_\_\_\_\_
- ¿Habla en el hogar un idioma que no sea el inglés?  
 No  Sí → Idioma: \_\_\_\_\_
- Si respondió "Sí" a la Pregunta 17, ¿cuán bien habla inglés?  
 Muy bien  Bien  No muy bien  Nada
- ¿Cuál es el total de los ingresos anuales en su hogar sin descontar los impuestos?  
 Menos de \$25,000  \$50,000 a \$59,999  
 \$25,000 a \$34,999  \$60,000 a \$74,999  
 \$35,000 a \$39,999  \$75,000 a \$99,999  
 \$40,000 a \$49,999  \$100,000 o más
- Incluyéndose a usted mismo, ¿cuántas personas viven en su hogar?  
 1  2  3  4  5  6 o más
- ¿Utiliza un teléfono inteligente (puede acceder a internet, descargas aplicaciones, etc.)?  
 No  Sí

Entregue su encuesta completa a un representante de BART. Para más información o para completar esta encuesta por internet, favor visite: [www.bart.gov/antiochsurvey](http://www.bart.gov/antiochsurvey).



# BART 開往 Antioch 和 Pittsburg Center 車站的新服務

**意見與建議** 請回答下列問題。您的答案有助於我們評估我們的社區服務成效。BART 重視您的意見。問卷資料將會保密。

## BART 使用情況

- 您從家裡出發時，通常在哪一個 BART 捷運站上車 (您家在哪一站)?  
\_\_\_\_\_
- 您通常在哪一個 BART 捷運站下車 (您的目的地在哪一站)?  
\_\_\_\_\_
- 您通常在一天中什麼時候搭乘 BART? 選擇所有符合選項。  
 上午  下午  晚上  深夜
- 您計劃使用 Antioch 和/或 Pittsburg Center 站嗎? 選擇所有符合選項。  
 是, Antioch 站  
 是, Pittsburg Center 站  
 皆否, 我計劃使用: \_\_\_\_\_
- 您將如何前往 Antioch 和/或 Pittsburg Center 車站? 選擇所有符合選項。  
 全程走路  
 騎腳踏車  
 Tri-Delta Transit 公車  
 County Connection 公車  
 自己一個人開車  
 汽車共乘  
 他人接送  
 Uber/Lyft/其他  
 計程車  
 其他: \_\_\_\_\_

## 服務

- 您計劃多常使用新的 BART 服務往返 Antioch 和/或 Pittsburg Center 站? 請勾選一項。  
 每週 5 天或更多  
 一週 1-4 天  
 一個月 1-3 天  
 一年幾次  
 不搭乘

## 建議的 BART 票價和車票形式

- 您目前是否使用 Clipper 卡支付 BART 票價?  
 否  是
- 您目前支付哪一種 BART 票價?  
 正常 BART 票價  
 High Value 折扣 (價值 \$48 或 \$64)  
 老人折扣  
 殘障人士折扣  
 學生折扣  
 其他: \_\_\_\_\_
- Antioch 和 Pittsburg Center 站的所有售票機將只販售 Clipper 卡 (不販售紙張 BART 車票)。您對此次有任何總體意見嗎?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- BART 計劃將距離費率制用於 BART 至 Antioch 的延伸段。例如, 在 2017 年, 從 Pittsburg/Bay Point 站到 Embarcadero 站的單程票價為 \$6.70。

從 Pittsburg Center 站到 Embarcadero 站的票價預計為 \$6.85 (多 \$0.15), 從 Antioch 站到 Embarcadero 站的票價預計為 \$7.50 (再多 \$0.65)。您對於 BART 為 Antioch 和 Pittsburg Center 站提出的建議票價有任何總體意見嗎?  
\_\_\_\_\_  
\_\_\_\_\_

## 停車

- 您目前是否在 BART 捷運站停車, 或計劃使用 BART 的停車場?  
 是  否
- 如果是, 請告訴我們您目前或計劃在哪一站停車:  
\_\_\_\_\_
- BART 計劃在 Antioch 站和 Pittsburg Center 站收取最多 \$3 停車費。該費用與 BART 系統中大部份車站一致。您對於為這兩站提出的建議停車費有任何總體意見嗎?  
\_\_\_\_\_  
\_\_\_\_\_

## 請告訴我們一些有關您的資訊

- 您的性別?  
 男  女  其他性別: \_\_\_\_\_
- 注意: 請回答 15 和 16 兩個問題。
- 您是西班牙裔或拉美裔嗎?  
 否  是
- 您屬於什麼族裔? (可勾選一或多項。分類以美國人口普查為依據。)  
 白人  
 黑人/非裔美國人  
 亞裔或太平洋島國人  
 美洲印第安人或阿拉斯加原住民  
 其他 (請註明): \_\_\_\_\_
- 您在家是否講英語以外的語言?  
 否  是 → 語言: \_\_\_\_\_
- 若 17 題回答「是」, 您的英文程度有多好?  
 很好  好  不好  不會說
- 您的稅前家庭總年收入是多少?  
 \$25,000 以下  \$50,000 - \$59,999  
 \$25,000 - \$34,999  \$60,000 - \$74,999  
 \$35,000 - \$39,999  \$75,000 - \$99,999  
 \$40,000 - \$49,999  \$100,000 或以上
- 包括您自己在內, 您家裡住了多少人?  
 1  2  3  4  5  6 或更多
- 您是否使用智慧型手機 (有上網、下載應用程式等功能)?  
 否  是

請將問卷填好並交給 BART 代表。若想了解更多資訊或上網填寫問卷, 請造訪: [www.bart.gov/antiochsurvey](http://www.bart.gov/antiochsurvey).

繼續下一個部份 →

如需語言協助服務, 請致電 (510) 460-6752。



## Appendix PP-B: Question 9, Clipper-Only Vending Machine Comments

Response ID	Language	Outreach Event Date (2017)	Do You Use Clipper?	Response to Question 9, Comments
190	ENGLISH	Online	Yes	Absolutely support this; it would be nice if the stations had reduced/no paper ticket handling as it would increase clipper participation on the feeder buses to make boarding faster (thus making the bus more viable as their cash handling is very slow).
158	ENGLISH	Online	Yes	Although I will not be using this station, I think occasional riders will be very unhappy at being forced to use/purchase a Clipper card. I do not commute but use BART often which is why I find the Clipper Card convenient. However, many of my friends and family only ride occasionally and would find having to purchase a Clipper Card inconvenient and unnecessary.
114	ENGLISH	Online	No	Are we able to pay for parking without the use of a Clipper card? I know sometimes I use credit card to pay for a paper BART ticket that's used to pay for the parking.
316	ENGLISH	Online	Yes	As long as someone can show up with cash in hand and then buy a thing that lets them ride the train, it's fine.
81	ENGLISH	Online	Yes	As long as there isn't an extra charge for the clipper card, I think it is a good idea!
148	ENGLISH	Online	Yes	As long as these machines accepts cash, as well as debit and credit cards, that should be equally accessible to

				everyone - should be a reasonable system.
320	ENGLISH	Online	Yes	Awesome!
345	ENGLISH	8/15	Yes	Because I am a regular commuter with a need for a clipper card, I think it is fine.
105	ENGLISH	Online	Yes	better if there is a paper bart ticket
61	ENGLISH	Online	Yes	Clipper card cost \$ 3, while paper tickets is free. Clipper card should be offered at no cost instead of the current \$ 3. Paper BART ticket should still be made available at this station, just like other current BART stations.
26	ENGLISH	Online	Yes	Clipper is the way to go.
124	ENGLISH	Online	Yes	Create more parking space and do not charge anymore on parking.
322	ENGLISH	Online	Yes	Depending how much it card
236	ENGLISH	Online	Yes	Do not extend BART! There already is not enough room on the trains during rush hour. No seats left and packed in like sardines from Pleasant Hill to Montgomery in the morning and then from Montgomery to Pleasant Hill in the evening. An extension would be irresponsible and cruel.
313	ENGLISH	Online	Yes	Does not seem fair for tourists and casual users.
89	ENGLISH	Online	Yes	Doesn't seem very good for people who just need to ride every once in a while. Will probably get lost between rides
117	ENGLISH	Online	No	Dont use clipper. Have clients that come to bay area frequently and they use tickets bc they dont use bart enough to purchase clipper.stop trying to force

				everyone on clipper.infrequent riders only want a ticket.
237	ENGLISH	Online	Yes	Dumb!
123	ENGLISH	Online	Yes	Finally!
304	ENGLISH	Online	Yes	Finally. I think all BART statons should have clipper machines. I can't belive they don't already!
224	ENGLISH	Online	Yes	Fine with me.
189	ENGLISH	Online	Yes	Fine. Clipper cards are easier and more convenient anyways.
31	ENGLISH	Online	Yes	For emergencies, it will help to sell paper tickets.
4	ENGLISH	Online	Yes	For those who use it rarely, wouldn't it be a waste. People will soon be throwing Bart cards everywhere. The paper tickets are thrown everywhere too. Recycle please. Find a way to have cards returned into the system. It will also save the Bart money from printing more tickets.
59	ENGLISH	Online	Yes	F**k it, the service sucks. Concentrate on improving the service, i.e. repairing cars, cleaning stations from that foul urine smell. The system is a disgrace. Removing seats and adding stations with more passengers is a s**tty deal for the money you charge us.
330	ENGLISH	Online	Yes	Good
111	ENGLISH	Online	Yes	Good
137	ENGLISH	Online	Yes	Good for me, not so much for non-commuters.

249	ENGLISH	Online	Yes	Good idea
241	ENGLISH	Online	Yes	Good idea
213	ENGLISH	Online	Yes	Good idea!
299	ENGLISH	Online	Yes	Good, it is quicker and more efficient. Easier to add money too and can keep forever. I can only image that those stations would be used more for commuting anyways and most of the commuters have clipper.
134	ENGLISH	8/15	Yes	GOOD!
323	ENGLISH	8/15	Yes	Good! It's about d**n time!
15	ENGLISH	Online	Yes	Good! You need more parking spaces, perhaps build a parking structure, rather than just a lot
182	ENGLISH	Online	Yes	Good. I don't use the paper tickets. They are a waste of time.
343	ENGLISH	Online	Yes	Great
341	ENGLISH	Online	Yes	Great idea
77	ENGLISH	Online	Yes	Great idea for commuters.one timers may not like that idea
206	ENGLISH	Online	Yes	Great idea.
175	ENGLISH	Online	Yes	GREAT!
318	ENGLISH	Online	Yes	Great!
274	ENGLISH	Online	Yes	Great. All BART stations should become this.

256	ENGLISH	Online	Yes	Hopefully there will be Clipper card vendors close to the stations
118	ENGLISH	Online	Yes	How does student/senior rates translate on a clipper card?
246	ENGLISH	Online	Yes	I do not usually see long lines going in the booth where you tap your clipper to go in. Long lines at the ticket vending machines yes. I think it works just fine on what we have. I guess offer both.. Usually the bart is delayed and that is the cause of people pilling up.
257	ENGLISH	Online	Yes	I don't agree with that, but sounds like you already made up your minds.
17	ENGLISH	Online	Yes	I don't think this is fair to those who only ride occasionally. Why should those people have to get a clipper card if they only ride occasionally.
286	ENGLISH	Online	Yes	I like
367	ENGLISH	8/15	Yes	I like that idea. Much more reliable, especailly in poor weather
28	ENGLISH	Online	Yes	I like that. I feel it'll be very efficient
141	ENGLISH	Online	No	I need use paper ticket
1	ENGLISH	Online	Yes	I only use a clipper card so this will work fine for me
174	ENGLISH	Online	Yes	I only use my discount card for city bus and everything like that
232	ENGLISH	Online	Yes	I really like this idea!!
155	ENGLISH	Online	Yes	I think BART is generally trying to pressure people to use Clipper cards. Looks like it will be harder to by paper tickets and I understand there will be a 50 cent per trip surcharge for using a

				paper ticket. For commuters, especially a senior like myself, it makes sense to use a Clipper card. However, my dream is to never ride a BART train again once I am not commuting for work and the idea of having money tied up on a Clipper card does not appeal to me. Being penalized for not using Clipper seems unfair.
156	ENGLISH	Online	Yes	I think it is great actually.
50	ENGLISH	Online	Yes	I think it may be a disservice to people who may want to try the new BART extension or to those who only ride a few times a week. Getting a Clipper card may seem like a much bigger commitment than it really is.
149	ENGLISH	Online	Yes	I think it's a good idea. However, it won't make much of a difference if there is no crack down on turn-style jumpers who don't pay their fair share. I see this already so often at the Pittsburg/Bay Point station and it's extraordinarily infuriating.
13	ENGLISH	Online	No	I think it's a great idea. The public needs more access to Clipper cards.
215	ENGLISH	Online	Yes	I think it's better that Bart will start going to all clipper. It saves time and money. Using concepts like the Metro Card in NY for visitors and the Oyster Card in London for commuters would be a big improvement
283	ENGLISH	Online	Yes	I think it's great. Anything you can do to phase out paper tickets is much appreciated.
33	ENGLISH	Online	Yes	I think it's not a problem

12	ENGLISH	Online	Yes	I think it's about time Bart stops taking the paper tickets. It would make entering and exiting the stations faster
121	ENGLISH	Online	Yes	I think its a great idea. Clipper cards are the way of the future, paper tickets need to be phased out. Adding contactless credit card readers should be something BART looks into.
24	ENGLISH	Online	Yes	I think that is a great idea, paper is the thing of the past
160	ENGLISH	Online	Yes	I think that is crap. A lot of folks take bart maybe once or maybe twice and will not use the clipper card on a regular basis. Making them purchase a clipper card is not reasonable.
350	ENGLISH	8/15	Yes	I think that its nore fair for riders that will be using this station once in a while or who visit family in Antioch. All rider should be able to have access to paper tickets.
75	ENGLISH	Online	Yes	I think that's a good idea. It would reduce paper waste and lines out of the Bart station will reduce. No one will be fidgiting to get the paper ticket in the right way. For the clipper card i think it's important to tell people they don't have to wait once they place their card on the sensor. I see so many people placing their card on the sensor and waiting for the "OK" to disappear. Drives me nuts.
202	ENGLISH	Online	Yes	I think this is a great idea! It will help riders transition into using a clipper card.
238	ENGLISH	Online	No	I think this is a huge inconvenience for people who casually use public transit and don't need a Clipper card, and will be awful for people visiting the Bay Area who would never use Clipper again.

138	ENGLISH	Online	Yes	I use a Clipper card so only need refill service.
92	ENGLISH	Online	Yes	I use clipper
335	ENGLISH	Online	Yes	I wouldn't imagine single day riders will like that.
250	ENGLISH	Online	Yes	I'm cool with this because I ride Bart every week day but I can see how it would frustrate people that rarely ride Bart.
245	ENGLISH	Online	No	I'm not sure what a Clipper card is
18	ENGLISH	Online	Yes	If paper tickets are not available there should be measures in place to curtail fare evaders. The current system at other stations is completely ineffective. People simply jump over the gate or tailgate behind a paying passenger. The gate should be made higher and set up so that only one person can go through at a time.
29	ENGLISH	Online	Yes	If the Clipper Cards include a fee (\$3), that might irritate those who use BART only once in a while, but I do understand the goal to move everyone to Clipper Cards as much as possible. I use BART for my daily commute, so this is okay for me.
35	ENGLISH	Online	Yes	If you forget clipper card. Do u have to purchase new clipper card for a minimum amount \$20?
45	ENGLISH	Online	Yes	If you want patrons to use just the Clipper Card, then you need to make sure that we can use clipper cards to pay for parking. Right now, you either pay by cash, or you can use a paper bart ticket.

185	ENGLISH	Online	Yes	If you're going to do this i highly recommend that each station have a 24hr clipper vendor even if its just a machine that vends them for \$5 (or what ever the fee is these days) its all good and well having a clipper only station but you MUST provide a way for those WITHOUT one to get one on their 1st visit there.
310	ENGLISH	Online	Yes	Is there a good reason,like? Then ok.
173	ENGLISH	Online	Yes	Is this the new direction for BART? Does this same paradigm also effect the new Fremont Stations. San Jose and Livermore stations? If so, that is fine. If you are doing something different than they other new planned stations, that is wrong and needs to be adjusted.
42	ENGLISH	Online	No	it is not good as only regular passanger use the clipper card but the person who travel once a while will have to take bart tkt paper, this is not a good idia
128	ENGLISH	Online	Yes	It should have the paper Bart ticket for the people who does not have Clipper cards.
99	ENGLISH	Online	Yes	It won't affect me since I already have a clipper card. I do notice when everyone is trying to rush out all at once people with clipper card move faster than having the paper. I like this new change.
361	ENGLISH	8/15	No	It would be good to have one paper BART ticket there for people that don't use clipper cards like me
312	ENGLISH	Online	Yes	It would be more convenient to also offer the paper bart tickets.
325	ENGLISH	Online	Yes	It's a good idea in theory, but probably won't work in practice. I still see lots of people using paper tickets at all BART

				stations. I assume they have their reasons for not using Clipper card instead. I love mine.
273	ENGLISH	Online	Yes	It's about time.
191	ENGLISH	Online	Yes	It's high time everyone started using Clipper Cards but there has to be options when people forget their Clipper Cards. Charge 50 cents more for paper tickets. This what NY subway does and it's great. People don't litter the floor with expended tickets because those tickets have some value.
242	ENGLISH	Online	Yes	It's unfair to those who either aren't internet savvy, don't have access to a bank acct or internet, or don't trust their financial information being online
362	ENGLISH	8/15	No	Its stupid
230	ENGLISH	Online	No	just make sure the public is aware upfront, especially if there are additional upfront costs associated with the card
248	ENGLISH	Online	Yes	Love it!
8	ENGLISH	Online	Yes	Many seniors do not understand the clipper card and many do not know how to up date a card.Most do not have a computer.
78	ENGLISH	Online	Yes	Might impact very occasional Bart riders, such as my husband or our guests.
48	ENGLISH	Online	Yes	Moving away from paper tickets is great.
356	ENGLISH	Online	Yes	Need clipper vendor at BART station
205	ENGLISH	Online	No	Need paper bart tickets

46	ENGLISH	Online	Yes	no comment, hopefully there will be enough staff there to help with the adjustments
16	ENGLISH	Online	Yes	No comments about the vending machines at Antioch and Pittsburg Center stations only selling Clipper cards. However, as a Bart rider, I do not desire to stand up from Civic Center to North Concord/Martinez (vice versa), and prefer to have more available options to sit, as opposed to standing for an hour. Thank you!
34	ENGLISH	Online	Yes	No concerns.
192	ENGLISH	Online	Yes	No concerns. I like clipper cards.
85	ENGLISH	Online	Yes	No good to know
97	ENGLISH	Online	Yes	No I don't.
188	ENGLISH	Online	No	No it is not good
342	ENGLISH	8/15	No	No problem
247	ENGLISH	Online	Yes	No, but you need to do something about fare evasion.
14	ENGLISH	Online	Yes	No, I feel this is a way to create efficiency and gear the program to everyday Bart riders. It does limit people who might only be one time users such as people going to the airport, but since they have to get off and walk three quarters of a mile to the regular Bart they probably won't want that service anyways. / / Sorry guys, but this is just a poor design and a miss allocation of tax payers dollars.

133	ENGLISH	Online	No	No, I have been meaning to switch to clipper card seems faster and i can get a discount..
339	ENGLISH	Online	Yes	No, paper bart tickets always end up with unused value
10	ENGLISH	Online	No	No, that's fine with me.
122	ENGLISH	Online	Yes	No, they should allow the ones inside the station after the gates to be able to top up with a credit card
365	ENGLISH	Online	Yes	No, works for me
3	ENGLISH	Online	Yes	No. Clipper cards are better than paper cards
172	ENGLISH	Online	Yes	None. But if I'm unable to load funds via cash or debit, there's gonna be problems.
357	ENGLISH	Online	No	Not a good idea! Paper tickets should be an option for those who cannot afford the \$3 surcharge
107	ENGLISH	Online	No	Not considerate for the less fortunate person who is unable to obtain a clipper card.
66	ENGLISH	Online	Yes	Not happy about that at all. if i happen leave my card in a different car or purse, why would i be forced to purchase another clipper card.
154	ENGLISH	Online	Yes	Not really, seems fine for commuters but could be awkward for one time riders going to the airport or something
193	ENGLISH	Online	Yes	Not really. It's the way things are going, and I have a Clipper card, so it's fine by me...
140	ENGLISH	Online	Yes	Not really. Though it may be inconvenient for those who do not intend

				to travel enough for the Clipper to be useful.
165	ENGLISH	Online	Yes	Paper tickets should remain available for people who only occasionally ride BART and have no use for a Clipper Card.
103	ENGLISH	Online	Yes	People who only need to make a trip once should not be forced to purchase a clipper if they will not make use of it.
86	ENGLISH	Online	Yes	Please allow clipper card to pay for parking,
20	ENGLISH	Online	Yes	Please consider passengers who do not use BART on a regular basis. Forcing them to buy clipper cards might be too much for them.
67	ENGLISH	Online	Yes	Please make sure all machines take credit cards.
25	ENGLISH	Online	Yes	Seems like one BART ticket vending machine would be helpful. Everyone that rides BART is not a frequent enough rider possibly to warrant getting a Clipper Card.
161	ENGLISH	Online	Yes	Should be system-wide
291	ENGLISH	Online	No	so long as I can use my SFO Bart discount card, no worries. Have at least one for those who have only cash in case of emergencies.
229	ENGLISH	Online	Yes	Sounds better
163	ENGLISH	Online	Yes	sounds great
184	ENGLISH	Online	No	Sounds like a good idea as long as you can add with cash
153	ENGLISH	Online	Yes	Sounds like a great idea.

166	ENGLISH	Online	Yes	That probably will not work for everyone. Why isn't it the same as all other Bart stations?
253	ENGLISH	Online	Yes	That seems reasonable for commuters. Given that this station is likely to be mostly commuters, it should be okay although ideally people taking a single ride, such as to and from the airport would not be required to buy a clipper card.
254	ENGLISH	Online	Yes	That will be great
32	ENGLISH	Online	Yes	That will confuse people, you'll have to deal with training the public. But for me no issues.
212	ENGLISH	Online	Yes	That's a bit unfair to someone just riding periodically.
112	ENGLISH	Online	No	That's dumb
2	ENGLISH	Online	Yes	The Clipper card is more convenient than the paper tickets.
68	ENGLISH	Online	Yes	There are times when I don't have money on my clipper card. That amount is being deducted from my bank account. So, I would sometimes have to buy a paper ticket with my credit card (AMEX) since ClipperCard doesn't accept AMEX online for payment. Will the clipper cards being sold at the new stations allow cc AMEX as a payment? If so, then no issues there.
93	ENGLISH	Online	Yes	There should be a way to combine clipper cards at the machines. I sometimes have to get a ticket if I forget my clipper card. If only clipper cards are available you should be able to turn them in and get their value back plus some of the cost of the card. Also the online

				management of the clipper cards should be better
126	ENGLISH	Online	Yes	This doesn't affect me because I already have a clipper card.
294	ENGLISH	Online	Yes	This is a good thing to move people to clipper cards. Clipper cards should be useable for bike link as well.
288	ENGLISH	Online	Yes	This is great! Even for tourist using Antioch and Pittsburg Center stations.
221	ENGLISH	Online	Yes	This seems like an efficient upgrade, although I worry it may be inaccessible to lower-income residents. Will Clipper cards be available at the stations as well?
135	ENGLISH	Online	Yes	This should also be the case at all existing BART stations
281	ENGLISH	Online	Yes	This should be required at all fare gates.
142	ENGLISH	Online	Yes	This will not allow people from to start at those stations with a paper ticket and forces more people to continue to use Pittsburg/bay Point station
116	ENGLISH	Online	Yes	Time to modernize! Great move!
115	ENGLISH	Online	Yes	Very good!
333	ENGLISH	Online	Yes	What about nonfrequent riders who only want to purchase a single ticket?
196	ENGLISH	Online	Yes	What about the one-time use people who just need paper BART tickets for a one time. You need to count the folks who are not regular BART riders. Why would you make them purchase a clipper card. Clipper cards are ideal for daily/regular BART users.

87	ENGLISH	Online	Yes	What happens if some1 is just a one time user
108	ENGLISH	Online	Yes	What if I want to purchase just a single ticket? How is that doable?
74	ENGLISH	Online	Yes	What will people do if they do not have a clipper card? There should be at least 1 paper machine as some may use the system infrequently. Also many seniors do not know how to use the clipper card and find it easier to purchase a paper ticket.
98	ENGLISH	Online	Yes	What! BART still sales paper tickets!! :)
266	ENGLISH	Online	Yes	When are you going to make an app that you can scan your phone?
197	ENGLISH	Online	Yes	When family comes to visit we take BART, what about visitors to the area that will not use a Clipper card? Would we have to travel to a station that still use paper tickets?
47	ENGLISH	Online	Yes	Where is the discount that was in the paper ticket??? / I Don't see it in the clipper card.
44	ENGLISH	Online	No	While Clipper Cards are convenient, I refrain from using them because of not feeling comfortable having it linked to my banking account. With that said, if this is the only option then I will have to start using a Clipper card. It will beat spending an additional 30 minutes on the road from Brentwood to Bay Point Station.
276	ENGLISH	Online	Yes	Why not?
348	ENGLISH	Online	No	Will never use this station due to paper ticket

204	ENGLISH	Online	Yes	will there be different design for these clipper cards, such as limited edition or a celebration design for different seasons/sport teams/ events. / also how much will the clipper initial card cost before the ride cost?
84	ENGLISH	Online	Yes	Works for me but the folks that don't regularly use bart may not be a fan.
270	ENGLISH	Online	No	Would be nice if you could use either.
337	ENGLISH	Online	Yes	Would it be a \$3 additional cost for when I forget my clipper card?
217	ENGLISH	Online	Yes	Yay, the future is here! You should slowly roll this out to the entire system.
292	ENGLISH	Online	Yes	Yay!
52	ENGLISH	Online	No	Yay! / / Cards are free, and will make it quicker and easier for everyone with less waste.
284	ENGLISH	Online	No	Yeah, why? This makes things so much harder.
57	ENGLISH	Online	Yes	Yes, this would be perfect
64	ENGLISH	Online	Yes	Yes. Make sure there is sufficient and highly visible notice regarding this on all trains that service the current Pittsburg Station. Will BART hand out free clipper cards to to compensate for this inconvenience, or eliminate the \$3 charge for each card.
5	ENGLISH	Online	No	Yes. Are you implying that riders who use the train temporary now are restricted to Clipper cards only. Clipper is really geared toward the commuter not visitors. This doesn't seem fair to the riders in the Antioch/Pittsburg area.

180	ENGLISH	Online	Yes	You will sometimes have one time users and paper tickets are important to have. Don't take that away!!
106	ENGLISH	Online	Yes	You're not taking into consideration travelers and commuters who don't utilize paper tickets. If you're going to go plastic, make sure the purchasing line is fast. Commuters have to go go go.

## Appendix PP-C: Question 10, Fares Comments

ID	Language	Outreach Event Date (2017)	Response to Question 10, Comments
346	English	8/15	2 mile difference fare shoul be no more than \$5 one way
340	English	8/15	Although not a huge price increase, I would probably prefer to get dropped off at the Pittsburg BART Station
349	English	8/15	Appears low compared to costs to BART from SF to East Bay
345	English	8/15	BART is convinent and accessible. I'd pay any reasonable price to use it.
350	English	8/15	BART is getting extremely expensive, we already contribution through taxes and on top of that we still have to pay reall high parking & fare.
343	English	8/15	Great
341	English	8/15	It is still affordable transportation
359	Spanish	8/15	It is too high for the service we get
360	English	8/15	Just regarding factoring parking fees into the price
362	English	8/15	No
363	English	8/15	No
364	English	8/15	No

342	English	8/15	No problem
365	English	8/15	No, works for me
366	English	8/15	Parking fees and safety
354	English	8/15	Reasonable
353	English	8/15	Seems fair
351	English	8/15	Seems far
367	English	8/15	That seems reasonable
355	English	8/15	That's okay with me
361	English	8/17	This is what I pay already
356	English	8/17	Too expensive
357	English	8/17	Too expensive
12	English	Online	I was expecting it to cost more so I am pleasantly surprised. \$0.65 is worth not having to be in traffic to north concord for almost an hour every morning. Plus the cost of gas alone is more than that.
23	English	Online	It is reasonable to charge additional for the eBART portion
336	English	Online	Have it be affordable to everyone who uses it, including people in wheelchairs, and senior disabled people.
263	English	Online	Still pricy for decent transportation. No offense. You have trains with no AC, trains the have problems, the Antioch station is taking forever. Maybe do something to help the people versus filling your pockets and paying over 200k to janitors.

13	English	Online	That sounds like a reasonable and equitable amount.
115	English	Online	Ok
140	English	Online	No.
24	English	Online	Nope
193	English	Online	None you probably want to hear. I know all about BART's rate hike in general, and my personal feeling is if BART were better managed through it's board, BART wouldn't be in the situation to have to raise the rates. That being said, it is what it is, and it won't stop me from taking BART and using the Antioch station.
240	English	Online	Poorer people live further away charge the rich
121	English	Online	It's unfortunate but I understand the necessity. Fares must increase to keep up with inflation. But it is unfair that wealthy people in Orinda, Lafayette, and Walnut Creek get to pay lower fares than the predominately lower income riders in Pittsburgh and Antioch. This is a very regressive policy and I would think BART would want to help low income riders, not hurt them.
276	English	Online	A one-way trip from Pittsburg/Bay Point Station to Embarcadero Station costs \$6.55. It should be kept that way
300	English	Online	Dont open Antioch station!!!!
175	English	Online	PUBLIC TRANSPORTATION IS GETTING MORE EXPENSIVE EACH YEAR
67	English	Online	Please keep the fares down as much as possible. It's getting really expensive to commute. Keep the parking free at the Park and Ride lot in Hillcrest.

17	English	Online	Why is there such a huge increase to go one more station from Pittsburg Center to Antioch? Seems like too much
88	English	Online	Horrible. We pay more to get to a near bart station in the first place! Now we have to pay a higher ticket fare that's not right. We only make so much to be spending on a parking permit or parking passes plus the ticket fee. It's not feasible. These are your average joes taking the train to work! Your single families! Come on now.
42	English	Online	fare is little high and if increasing fare it should valid in train and bus also as it is in new York and other cities
250	English	Online	80 cents more is great compared to the 1.75 that it would cost to ride the 300 Tri delta transit bus back with a Bart transfer. But I will say it only costs an extra 5 cents to get from SF city to Pittsburg versus North Concord. So 65 cents more to get one stop farther than the Pittsburg center seems steep.
201	English	Online	No
73	English	Online	Sounds reasonable
251	English	Online	Great plan! I was worried there may be an upcharge to travel on the extension
69	English	Online	I have never taken any public means of transportation going to work aside from BART. I think it is still the most affordable means of public transportation.
98	English	Online	I am willing to pay for the service when the trains are kept clean and safe.
137	English	Online	Build the Livermore station.
257	English	Online	The fares in general are ridiculously high given the disgusting quality of the trains and the lack of reliability.

16	English	Online	I ride Bart from North Concord/Martinez to Civic Center and I feel that we currently pay enough already; if the Bart fares for North Concord/Martinez to Civic Center or from Antioch or Pittsburg/Bay Point Station will increase, the amenities of the Bart trains: no homeless, cleanliness, and Bart stations, escalators working, elevators safe and clean and more Bart Police at Civic Center (on a daily basis, I place a call for the Police/Bart Police to clear the area and make it safe for riders and pedestrians in the area) station would be need to happen in order for me to be okay with the fare increase.
86	English	Online	Please instruct the driver to nicely inform rides to take off there fully packed backpack during commute time. It's nothing worst then a crowded train with backpacks moving and bouncing off riders. Back packs like another body added to a already crowd train,they have no consideration for others.
296	English	Online	please dont
127	English	Online	This seems high
4	English	Online	The Bart fares are too expensive as it is. With constant breakdowns of the train, ticket machines, ticket gates, unhygienic stations. Where does the money go. They NY subway operates well and costs incredibly less. There is no discounts for regular users and it doesn't promote the use of the public transport.
47	English	Online	I don't know. Maybe it is reasonable...
100	English	Online	That's much cheaper than driving!
214	English	Online	It seems very weird to me that these are lower than fares to SFO. (Mostly because I don't understand why the fares to SFO are so high.)

11	English	Online	Coming from Brentwood, I would gladly pay the additional to be able to park at Antioch station.
232	English	Online	I like the fare structure.
59	English	Online	The passengers from new stations should pay a premium. Parking at North Concord costs \$3.00 a day, that should be added in the fare from Antioch and Pittsburg Center. Bus fare from those points is \$2.00, the sensible thing is to at least make it comparable. Who is friggin thinking of this s**t !!
148	English	Online	That is fair, as long as the E-BART connector is reliable and timely (running consistently) with the regular Pitt/Bay Point line. Realistically, it would cost more than say, \$.65, to drive from Antioch to the Pittsburg Station during the regular morning commute hours on Highway 4.
154	English	Online	I understand it but it will just make my commute more expensive. Tri-Delta is not going to drop their fares. Instead of paying one bus and one BART, which I do now, I will pay one bus, one BART and the extra eBART distance. An extra \$1.30 per day is not so much, but it is an added aggravation because my ride will also be broken up more. Now I just get on the bus in Brentwood and get off at BART Pittsburgh. I will take a bus to the eBART, transfer, and then transfer again at BART. Now I can nap on the long bus ride. With eBART each ride will be too short.
317	English	Online	Please use the fares to keep the station clean and patrolled
79	English	Online	I'd say \$0.15 for the extra distance to Pittsburg City Center seems fair.
30	English	Online	This is fair, personally would not mind paying more to provide funding to increase the quality of service.
312	English	Online	There should be reasonable prices for low-income recipients to sign up for.

163	English	Online	\$300.00 a month is a car payment! I know we need to factor in gas, insurance, car upkeep but wow.
123	English	Online	I can afford that
212	English	Online	No
179	English	Online	Are you calling the Pittsburg Center Station the Station were we would board on at Hillcrest? or is the Pittsburg Center Station the one by Railroad? CONFUSING!
118	English	Online	I personally don't agree with distance based pricing. If one is living in the suburbs then there's a good chance their income is lower. I feel so bad that basically people are only earning a salary only after they have worked the first hour since it will only be given to commuting costs. Minimum hourly wage=round trip ticket from Antioch=\$15. This doesn't even factor in gas and parking if your charging for that. Why should the rich live closer, have the shorter commute and have the cheaper fares? More and more people will end up jumping the turnstills or get in their cars, because you can find \$15 parking in the city.
245	English	Online	Unfair because we have to pay 65 cents more
236	English	Online	Don't extend BART! BART already can't handle its existing passengers. It should be illegal from a safety perspective to extend BART.
330	English	Online	should be even more expensive the greater the distanced travelled, and cheaper for shorter distance
274	English	Online	Sounds about right.
89	English	Online	Seems reasonable

122	English	Online	Need to make sure that the return cost is less than parking at the station because in the end it may work out cheaper to just drive to Pittsburg and pay for parking there
248	English	Online	Fair
15	English	Online	Bart fares are insanely high! the trains are a mess, homeless sleeping in them, trains aren't reliable and lack of parking. if you plan to charge so much, then you should offer better service, cleaner trains, more policy patrolling, and more parking. I think \$7.50 one way is excessive.
205	English	Online	The Pittsburg station fares seem too expensive.
85	English	Online	As long as I'll be closer home
288	English	Online	I think the costs should be lower.
221	English	Online	This seems reasonable
283	English	Online	It's not a route I would normally take, so I have no comment.
19	English	Online	no
142	English	Online	no
135	English	Online	Distance-based fares should also apply for trips on the Peninsula via Caltrain
152	English	Online	WOW! don't you think we already pay enough? PLEASE STOP rising the fares. I'm OK with paying more for the ride from Antioch to Pittsburg but you are raising the fares altogether.
266	English	Online	how much will parking be?
306	English	Online	Are there potential commuter discounts?

141	English	Online	additional 0.50 is acceptable
299	English	Online	I mean, that makes sense, everything goes up. But it would be nice to have someone at stations to catch the fare evaders. Honestly think of all the money you loose with people going thru the wheelchair gate.
1	English	Online	Prices are so high
188	English	Online	Yes it should not increase
133	English	Online	The \$.15 increase for Pittsburg Center Station seems fair but \$.65 for Antioch seems like a stretch. \$.35 increase might be better accepted by folks. When you calculate the cost of bart plus parking and maybe Lyft to bart for someone commuting past Embarcadero it is very high...
34	English	Online	I am not concerned with the additional fare. I already pay for the bus given the lack of available parking at the Pittsburg station.
61	English	Online	None.
114	English	Online	I feel that many people from Antioch have been paying the price for a Pittsburg/Baypoint station cost for YEARS. Because of this, I feel that Antioch should be the same price as Pittsburg.
165	English	Online	You are given money via elections and current ticket fares and do absolutely nothing useful with it. You should be working to make the trains better, bigger/higher capacity so we aren't packed like sardines in a hot musty train, cleaner and ON TIME or making BART safer so I don't feel the need to carry pepper spray and a taser just to get to school; but instead you are using it to make fancy pathways to Todos Santos Plaza in Concord or to make trains with fewer seats and more standing room or give your employees bonuses and raises that they don't deserve. You don't use the money you have in a responsible way. Get your priorities straight and

			make BART safe, on time and clean, then try asking for more money or raising our fares. We shouldn't have to pay more just to get to work or school on a transportation system that is a pile of garbage (literally) and not improving for the rider, in fact it's getting much worse.
271	English	Online	You need to add more trains and you need to remove more seats. There is not enough capacity during the heavy commute hours. All lines need more capacity. Multiple trains are too full to take passengers wishing to board in am and pm commutes. Capacity expansion is big issue. Also reconsider bikes during commute - those are creating serious space issues.
149	English	Online	I think that's probably fine. However, I worry that it won't alleviate a problem that already exists at the Pittsburg/Bay Point station which is that I know that people drive to it from Antioch/Pittsburg and take up all the parking spots before 7:00 a.m. My hope is that opening stations closer to Antioch will alleviate some of the parking congestion at Pittsburg/Bay Point. I wonder if the higher fare will still mean that people drive from Antioch to Pittsburg/Bay Point to avoid the increase in fare.
138	English	Online	So long as it is cheaper than parking I can surrender my reserved parking space and walk/bike to the Pittsburg Center Station. Very much been looking forward to this.
226	English	Online	Too much.
207	English	Online	Not applicable
326	English	Online	As long as it attract riders at those stations which can help ease traffic and parking at the other stations that typically always full.
66	English	Online	I would not be happy with a fare increase until Bart starts providing a cleaner environment on trains and i the stations. There are continuous rate increases, but yet several very unpleasant things stand out for

			me in my daily commute. Daily I am on trains with sticky floors where I am expected to take my backpack off and sit on the floor, I walk in or try to jump over urine stained (or puddles) stairwells and platforms, and on top of this not feeling totally safe.
161	English	Online	It's consistent so I'm ok with it.
101	English	Online	The fares seem very reasonable.
167	English	Online	I need seating and reliability
83	English	Online	No
183	English	Online	Bart is bad at using money so not suprised
282	English	Online	It is a good idea. The Pittsburg/Bay Point station is a mess. Way too crowded during peak hours.
93	English	Online	You might get too many people trying to go to Pittsburg Station instead of antioch
158	English	Online	no
117	English	Online	Not right! Is the service going to be better?! Tired of paying more to ride bart when trains are crowded.constant delays.urine in elevators and stairwells.poor security.fix those issues b4 constantly raising fares! There is no fare increase between downtown sf stops so why an increase in short distance between pitt and antioch? Greed and poor service
18	English	Online	Yes, an additional \$0.65 is excessive. Why only \$0.15 for Pittsburg and a whopping \$0.65 for Antioch-whose residents have been paying for this extension for years? A fair increase would be \$0.15 making the one way fare from Antioch to Embarcadero \$7.00.
247	English	Online	Will there be anything additional fare for riding the train from Antioch?

82	English	Online	Sounds reasonable
62	English	Online	I don't understand why Antioch has been paying taxes to get BART out to us since the 70's and when we finally do, it's not even the same BART as the rest of the system.
302	English	Online	Yes the fare is high
261	English	Online	Stop swrvice until trains work
253	English	Online	That seems fine.
147	English	Online	no
38	English	Online	Seeing that this station is not a full functioning station it will cost Bart less money to run. There will be no station agent (what were you thinking). No Bart police until there is funding to do so. Solar power. Does.not justify your fare hike.
254	English	Online	That is a great price.. only concern about the parking.. Pittsburg Bart station seems to be tiny
102	English	Online	The higher fare is fine as long as there is adequate service to and from the destination
37	English	Online	We should not have to pay for parking fees.
277	English	Online	Makes sense
31	English	Online	I Think it should be with increments of \$0.10. Not everyone get a raise every year.
150	English	Online	To expensive
181	English	Online	No comments
217	English	Online	A little more than the cost of taking a bridge and you don't have to park once you get there.

228	English	Online	No surprise. BART is the most expensive subway in the country. It sucks that you also charge for parking. Round trip from Antioch (a city of mostly lower middle class and poor people) to SF would be 20 bucks or 100 a week. These people can't afford 400 a month for the train. But why should you care, right?
108	English	Online	Too expensive! Can you lower fares to \$6?
210	English	Online	Ridiculous and way over priced! It's becoming cheaper to drive into SF.
33	English	Online	That is a very expensive fare. That would put my daily round trip ticket to almost \$14. It's ridiculous considering how many delays and dirty trains I have to deal with on daily basis
146	English	Online	The increase in fares are not an issue if trains are consistently running on time and are well cleaned and sanitized. However, that is not occurring. I take the train 5 days a week and unfortunately, the following trains are always running late: 7:17am, 7:32am, 7:47am and 8:02am. Additionally, they're are filthy.
180	English	Online	I get the feeling that once Bart sees that people use it, the fare will rise again. Put a freeze on fare for 5 years. Also offer discounts to City employees from Bay Area.
190	English	Online	The proposed fares seem a little low. It would seem to me the fares should be more like \$0.45 extra to Pittsburg Center and \$.90 to Antioch to help recover costs more effectively.
65	English	Online	That is a big jump between the 2 stations. I might use Pittsburg station and not Antioch.
71	English	Online	Expensive
32	English	Online	Seems worth it to me.

106	English	Online	It's too expensive for the service provided by your organization. You're an unreliable system. You're never on time. There's never enough trains to transport passengers. The trains are frequently dirty and disgusting. Your scheduling isn't realistic to the needs of your customers and to a growing commuter population in the Bay Area. You don't police enough in the Contra Costa region and have frequent gate jumpers, then you complain about not having enough money. And what money you do receive, you don't manage well and don't allocate the resources for MORE trains, BETTER trains for the environment and trains that are AFFORDABLE for the general population. This pricing structure is ridiculous and just too expensive for what the customer receives when using BART.
58	English	Online	No, I don't believe I have a choice!
77	English	Online	Bart is becoming way too expensive
70	English	Online	I feel it's getting a bit too expensive. It makes no sense to raise the price after the stations are already built. With two extra station, you all are going to get more money anyways, please keep the fare down, we need the money for other things too, like food.
44	English	Online	That seems fairly reasonable.
204	English	Online	it looks like the antioch station costs more to fund more future east bay projects, to building more expansion past antioch station.
160	English	Online	Yes, I am not going to pay the increase. I am concerned about the parking structure at both new stations in Pittsburg and Antioch. Is there going to be a charge for parking?
196	English	Online	No, all of BART is greedy and hungry for money all the time anyway.

173	English	Online	The BART fare schedule should not be that different from any other BART station. Antioch and Pittsburg are in the BART Tax zone and we have been paying for BART for years without direct service. BART decided to put in a less costly solution to service the area. This solution has additional inconvenience for riders, such as having to Transfer to Regular BART. There should some form of fare relief for that. It should be cheaper for us to go the distance on E-BART than the same distance on BART.
104	English	Online	Anticipated an increase, so not unexpected. I will say this, the lack of urgency for fixing elevators and escalators for your handicapped ridership is deplorable! I hope you invest in quality equipment and upkeep. It is shameful the way staff engages handicapped ridership!
134	English	Online	It is what it is. I've been riding Bart to commute to work for years (12+). The fare goes up, but it beats driving to Oakland/SF from the east bay. My biggest complaint is the parking/lack of, BEYOND crowded trains during commute hours and the unruly passengers.
286	English	Online	No
182	English	Online	The price sounds about right. We've all been hearing rumors that each ride to the Bart station will cost us \$5.00 one way. That would not be cost effective for the Bart Riders. It's already expensive to ride.
57	English	Online	If there is an increase in fares the stations and trains really need to be clean and do not let homeless people sleep in them overnight. Every morning at the Pittsburgh station there is someone sleeping in the train when it pulls in and urine and other bodily fluids on the train.
29	English	Online	The price seems reasonable for the distance from Antioch to Pittsburg BART. That saves me money versus using the Park and Ride Bus from Antioch to

			Pittsburg, or driving to Pittsburg or North Concord for BART.
223	English	Online	No comment
99	English	Online	Makes sense it'll cost more the further back it is from SF.
246	English	Online	I think 65 cents is reasonable. I hear rumors upto \$3-\$5 is alot.
126	English	Online	If BART is going to raise fares - on a project that was dangled in front of homebuyers 20+ years ago - I think it's complete CRAP. Residents in the area have been paying more in taxes into a system that is so poorly managed. The stations are filthy and WHY does Pittsburg BayPoint station seem to have the most MENTALLY ILL on their trains? EVERY SINGLE DAY there is a mentally ill person in a car!! Is there a mental facility that is giving their outpatients BART fare and sending them to the station? I've seen passengers harassed and NO BART Police ANYWHERE. Put the BART police ON THE TRAINS! ANSWER these questions PUBLICALLY - put it everywhere so we know there's an effort to make things BETTER!!! You're going to charge more for something that the public has already paid for - 20+ years and then some in taxes and increased fares already. BART holds the Bay Area hostage with all of this. SHAME ON YOU!!! Surveys and questionnaires? JUST STOP IT. Make it cleaner...make it more efficient...put the money INTO THE SYSTEM. The Bay Area needs a system that SHOWS it's integrity and pride for being here. Right now - you just look like a d**n profit center that is hustling the hard working people who are already struggling.
90	English	Online	No
136	English	Online	No

256	English	Online	None
84	English	Online	I catch the express bus from Antioch now so this is more cost effective for me.
87	English	Online	I hope it's not too much more expensive because we don't have parking structures plus we've been paying taxes for this for years in Pittsburg and still only get e-trains
49	English	Online	Yes I have a comment and concern., public transportation should be an incentive to reduce cars on the road. At \$15 roundtrip from Antioch to Embarcadero or 75.00 a week, 300.00 a month it is almost flat to driving. Your pricing structure does not make sense.
81	English	Online	Keep the fare increase per station \$0.15 each.
112	English	Online	That's confusingly
5	English	Online	Without providing information about the distance I cannot provide feedback. I thought there was only one new station that would be in Antioch but now through this survey I am learning that the eBART now comprises of two stops. Not enough information provided.
291	English	Online	sound reasonable; using the Bart SFO discount card, I pay \$14 and change round trip now but I have to drive from Brentwood to Pittsburgh/Bay Point-just get me off of Highway 4! please! And please let parking at the new station be sufficient so I don't have to be there at the crack of dawn to get a parking spot.
162	English	Online	Clean the trains, stations and make sure the fare gates work correctly in all stations before you decide to increase the fare. Oh and it would be nice if the trains arrived on scheduled time. It's only fare don't you think!?
242	English	Online	No

218	English	Online	NO
258	English	Online	Those rates are pretty high. A lot of commuters already struggle to pay the fares that are already in place.
171	English	Online	The fare sounds reasonable, as long as parking fees are comparable to Pittsburg & N. Concord's fees.
124	English	Online	That is only for the train fare itself. Parking should be free.
213	English	Online	Not st this time
230	English	Online	no
132	English	Online	I think the increases to use e-bart to Pittsburg & Antioch is a very fair price.
6	English	Online	I think the Antioch fare is somewhat high in comparison to the Pittsburg Center fare. \$.50 more seems more appropriate.
131	English	Online	Really, but that is not the overall cost!! PARKING FEES should be eliminated. You should listen and do this. You keep raising BART fares every year and at the same time, you want to increase the Parking fees!! That is greedy.
46	English	Online	I think that's ok for now as long as we don't get hikes in our fares like bart has done for years. If bart can clean up and have regular security in the downtown stations especially civic center, i don't mind the fare increase.
56	English	Online	That's ridiculous! Plus the cost of parking. Please re evaluate the price between Pitt and Antioch.
325	English	Online	BART is SO expensive. I don't know too many people who can afford to pay \$15/day on public transit. BART really needs to get more subsidies from the govt so people earning a minimum wage can afford to use it. There are never enough seats, the train cars are dirty, homeless people sleep in

			them, and the bathrooms are too disgusting to use. Equipment and track problems constantly. Police actions holding up travel.
92	English	Online	Sounds good, we need it soon
155	English	Online	BART's fares are too high given the over crowded conditions of the trains, the unreliable nature of the system. If I could take a transbay bus from Brentwood, I would certainly do so. I'm also not happy about the fact that the line from Antioch to Pittsburg Baypoint is like a "connector" train. So I'll have to get off the bus, get on the connector train and then get onto BART at Pittsburg Baypoint. Every time I have to make a connection, there is a margin of error that I will miss the next part of the trip. I sometimes I am glad that I am older and hope I can figure out a way not to commute to the city to work, and again, NEVER RIDE BART AGAIN! EVER!
184	English	Online	What are the fees for?
52	English	Online	The Antioch and Pittsburg communities are heavily low-income. Consider that somehow - discounts for frequent users or those on SNAP or WIC, something like that.
9	English	Online	No
270	English	Online	It's a lot, but every bit helps to alleviate the congestion on our freeways.
39	English	Online	sounds good.
68	English	Online	It sucks but sure beats driving into the City..cost wise.
3	English	Online	If you raise rates, makes sure the trains are clean, security camera work, and track maintenance is dine in off peak commute hours.

172	English	Online	None.
191	English	Online	I am don't see why folks taking train from Pittsburg/Bay Point have to pay more. It's not like we are getting added benefit unless you make a parking structure. I have to drive to North Concord just because there is no parking in Pitts/Bay Point parking lot. I don't see problems with Antioch Station costing more because it's farther away.
28	English	Online	No. I pay \$6.65 one way to South San Francisco and I think that's reasonable
202	English	Online	The additional \$0.65 is well worth it. It will cost more if they rider was using the bus from east Antioch to the Pittsburgh/Bay Point Station. This lower fare will help the lower income people that ride the system afford the increase. /
303	English	Online	Sounds acceptable but keep in mind other cities' mass transit trains, like New York City, are much cheaper over long distances.
268	English	Online	No. Seems reasonable.
281	English	Online	That's f**king great. Make us pay more and more ti rude on your cr*ppy trains that never have uniformed law enforcement on them. Seriously, how mych more money do you need?
10	English	Online	No comments about the proposed fares, but I would like to see BART increase the parking. I live in Antioch but I have to drive all the way to North Concord/Martinez station every morning to catch the BART because no available parking at the Pittsburg station. Hopefully there will be plenty of parking at the new Antioch station.
109	English	Online	Should be cheaper
224	English	Online	This is good news. A separate fare for the extension would NOT be good news.

145	English	Online	I will save on gas and time, so fare increase is not an issue.
21	English	Online	sounds fair
229	English	Online	Nope
74	English	Online	Nope
166	English	Online	People will Then think "I should just take the train out of Pittsburg". Why such a price increse? We already pay too much, if you're going to increase the fare then you should make sure to clean the trains, stations and provide a more Bart police on the trains. Honestly if I had another way to get to work besides driving I would NEVER use Bart.
323	English	Online	Doesn't effect me, yet.
116	English	Online	Fair pricing.
168	English	Online	No
48	English	Online	BART fares are already too high as is.
185	English	Online	I feel that these are reasonable prices for the trips, specifically as the tracks are constantly being extended, those some money really needs to be put into upgrading and maintaining the older Pittsburgh to SF tracks.
234	English	Online	Too much
78	English	Online	Seems reasonable. This is actually lower than rumored rate increases. Also cheaper than riding Tri Delta express bus route.
241	English	Online	Cheaper than driving

111	English	Online	Bart itself is very very costly. Please do something in general to reduce the prices overall
54	English	Online	No
50	English	Online	Seems "fare" enough.
8	English	Online	How much will it cost just from Baypoint to Hillcrest?
64	English	Online	That's significantly lower than expected. However, that's based on the assumption that future stations are services near Oakley, Brentwood, and possibly Discovery Bay. If those stations don't come online, is there a possibility of escalating the fare increases to offset lost planned revenues?
278	English	Online	Nothing to do with fairs i want the homeless problem fixed Bart needs to some serious fixing on rider safety!
206	English	Online	The Antioch Station fare seems excessive compared to the Pittsburg Station fare. That means that you'll people who should use the Antioch Station driving to the Pittsburg Station to save that additional \$.65 which adds up. I hope BART anticipates the extra parking and traffic flow required at Pittsburg that will be brought on because of the fare difference.
310	English	Online	They should be higher. New riders overload the system with people in W Oakland not even able to get on some times. They also take all seats which take most room.
63	English	Online	No.
45	English	Online	I normally don't use either of those stations, but paying the additional fare because of distance sounds fare. Although, what is set up now in Antioch doesn't seem useful except the extra parking spaces.

36	English	Online	That is a pretty significant amount for the antioch extension, so if those are the prices and if there's additional wait time required from the extension to regular bart, then I will most likely try to take bart from pittsburg still
14	English	Online	Well this is another clever attempt to hide the fact that Bart is once again going to increase the rates on standard fares. For someone who rides the train everyday that's a annual \$78.00 dollar increase. / / Bart's poor decision making strikes again. I'm not sure whats worse that Bart continues to defend it's terrible decisions such as paying a janitor over \$200K annually or that they keep pushing these cost of their decisions onto their consumers. No ones happy about the shape of the cars, the homeless problem, the terrible customer service, increased crime and lets not forget about parking.
174	English	Online	No
105	English	Online	too expensive. over all lowered prices for an affordable way of getting to and from the office is better
313	English	Online	You already charge too much for what we get in return - dirty cars, homeless riders. Your employees admittedly sleep on the job, hide in closets, etc. Make them work or get rid of them. Us riders might not mind paying so much.
110	English	Online	Fares are too high. Most folks will continue to drive to work.
7	English	Online	The fares seem reasonable



## Appendix PP-D: Question 13, Parking Comments

Response ID	Language	Outreach Event Date (2017)	Response to Question 13; Comments
188	English	Online	"Tis is again too much
141	English	Online	\$1.5 is acceptable at antioch station. because it already add too much for commuter. I hope eBart can match regular Bart schedule for the start and end time
287	English	Online	\$17 in fare(fees) per day? Wow
340	English	8/15	\$2 would be optimal
133	English	Online	\$3 seems fair since most stations charge \$3 for parking but if the cost for bart is going up significantly (\$.65 increase) might be fair to reduce parking fee.
123	English	Online	\$3?! It's not fair to have to pay so much when we're already riding the train for so long and paying so much already. \$100 per week including parking is a lot for transit. Makes me consider driving sometimes.
47	English	Online	\$3.00 is too much for the Bart to charge now, that is why a lot of people are cheating.... / Maybe \$1.00 is enough for everyone to pay and reasonable and acceptable.
137	English	Online	Add more parking. Everywhere.
49	English	Online	Again now it becomes 390.00 a month to use public transportation, might as well drive.
162	English	Online	Again, clean the trains, stations and fix the half opening fare gates and work on the trains arriving on scheduled time. The Bart ride experience is so NOT pleasant.

58	English	Online	Again, I don't feel I have a choice, it's my only option.
270	English	Online	Also costly. But, even if riders drive a few times a week and take BART a couple of times a week, it will help alleviate freeway congestion.
242	English	Online	Antioch, maybe. But charging for parking at another pittsburg station, no!
328	English	Online	Are you planning on having parking permits at Antioch? I think a lot of people are interested in that.
131	English	Online	As I mentioned before you keep raising fares every year. Plus, you want to increase parking fees every year also. In my opinion this is too expensive base on my income and the distance of my commute from Bay Point to Embarcadero station.
264	English	Online	As long as my car is not stolen, then we're good.
114	English	Online	As long as there is enough parking at these stations, I'm alright. Pittsburg has a really small parking lot, and sometimes I need to park really far just to make it to the station.
20	English	Online	At least offer free parking, probably with an incentive. These passengers have diligently paid their taxes which is part of what has enabled eBART extension.
39	English	Online	availability is a concern.
121	English	Online	BART needs to do a better job promoting alternative transport to the stations.
117	English	Online	Bart needs to offer parking discounts for weekly round trip riders.parking use to be free! Connecting buses offer fare discounts but greedy bart now charges for parking! Im sure that price will also rise

135	English	Online	BART should charge more for parking and use the money to provide better local bus service.
175	English	Online	CAN'T IT START AT A LOWER COST DEPENDING ON HOW MANY SPACES AVAILABLE AND LOCATION?
292	English	Online	Charge more!
295	English	Online	Charge more. Also stop please stop building giant parking structures in general.
314	English	Online	Charge more. Parking should be priced at market rate at high demand facilities
55	English	Online	charging for parking as well as riding the train is a bit excessive to me. I plan on parking at the Antioch station(Hillcrest) location.
14	English	Online	Considering that is a park and ride station and is incorporated with Tri Delta transit, I'm not sure how Bart actually can do that.
183	English	Online	Crazy how much money bart makes and now raising rates. Why??
178	English	Online	Depending on how quickly Antioch parking gets filled up and the effects on Pittsburg / Bay Point parking. I might end up driving to Pittsburg and parking there
274	English	Online	Discounts for carpoolers?
21	English	Online	dislike parking fees.
126	English	Online	Does BART have ANY Idea how many people have moved out to East Contra Costa County?! / / WAKE UP. There is NOT enough parking at ANY BART station! Take the money and turn one parking lot into a PARKING STRUCTURE. You want to raise parking fees? SHOW what you're are doing with the money! BETTER the SERVICE.. BETTER THE ACCESS...and MAKE IT SAFER!!

22	English	Online	Don't increase beyond 3
300	English	Online	Dont open Antioch station!!!!
337	English	Online	Due to the availability of land and added fare for distance, \$3 is a bit pricey for parking
281	English	Online	Enough with tge d**n fees!!!
298	English	Online	Expensive for communities that are lower income than many of the other suburbs.
56	English	Online	Extremely high cost for parking.
248	English	Online	Fair
304	English	Online	Fair enough.
341	English	8/15	Fair fee, it is fine.
82	English	Online	Fee is kinda high
31	English	Online	For at least 6 months to a year should be free. it will be a lot for parking plus bart ticket.
223	English	Online	F**k your parking fees for all stations that continue to rise. Service goes down and fares, fees and your salaries go up up up.
342	English	8/15	Good
265	English	Online	Good idea
343	English	8/15	Great
190	English	Online	Hopefully reserved permits will be available on a monthly basis as well as Airport/longterm temporary permits (i.e., match existing permit availability). / / Parking costs should rise based on demand to help prevent availability issues. Pittsburg currently fills by 7:00am. If the fee were to rise with demand, the demand on the limited supply would moderate.
151	English	Online	Hopefully they will have the monthly reserved parking

202	English	Online	I actually currently park at the Antioch Park and Ride, which will soon be the Antioch station.
325	English	Online	I already pay \$3/day st Hayward. In a 2-3 year time frame, first parking was was free, then it was \$1, then \$2, and then \$3. I feel sorry for the people of Antioch having to fork over another \$3/day on top of their \$14/day tickets.
89	English	Online	I always thought the parking fees were too high. I am looking forward to parking freeing up at Pittsburg/Bay Point station
319	English	Online	I can never find where to pay for parking.
179	English	Online	I currently park at Hillcrest. I have tried to park at Antioch; however, it is full by 6:30 a.m. Whoever, is thinking of reducing the parking at Concord/Martinez needs to have their head examined. With more housing slated for that area, the parking will be necessary. It is standing room only by the time we pick these folks up. Do not give up parking!!!!
23	English	Online	I currently park at North Concord because that's the station I use (and the only one with parking available during my commute). I plan to park at the new Antioch station when I begin using it. It is reasonable that I would be expected to pay similar parking fees there as well.
146	English	Online	I currently pay for reserved parking. Is reserved parking available at the Antioch Station? If so, will the cost increase as well?
344	English	8/15	I didn't think there should be a fee
99	English	Online	I don't park at BART so it won't make any difference to me

154	English	Online	I don't park at BART. I understand having some fees. I think \$3 per day is not bad but if the BART board managed things competently then it could be lower. I think charging parking to the poor people who have to ride BART the farthest is a little weak. I think charging parking at the Hillcrest Park and Ride (Antioch Station) is basically bogus because people don't just use that for BART.
5	English	Online	I don't think this is fair. Already you are inconveniencing riders by making them switch trains once they get to the Pittsburg/Bay Point train. Why not offer it for free for all the years property owners paid taxes for BART but are only just recently getting a train near them. Also, I heard this is a diesel train and if that is correct, air quality is affecting those very same riders. Give them a break.
50	English	Online	I have an opinion about the fees in general: / 1. When will we see significant improvements at the stations? I've been paying for many years and my car isn't any safer, the station isn't any cleaner, nothing has really changed for then better. / 2. Why will rates go up if parking remains 95% full? Don't you want people to park? Or are you just trying to milk riders even more? Seems a bit punitive.
246	English	Online	I have been paying \$3, but I think \$2 is reasonable. Its antioch land here is cheap. Lol
251	English	Online	I hope the parking charge starts low and slowly increases based on parking demand, just as it did when implemented at other stations
98	English	Online	I hope there is enough parking.
33	English	Online	I park at north concord only because bay point parking fills up very early. You should charge less for parking -\$2. If you make tickets and

			parking that expensive people will drive instead of using bart
166	English	Online	I pay to park at Pitts now so that wouldn't be a problem to pay in Antioch
57	English	Online	I plan on parking at the new station in Antioch. It concerns me that there is not a parking garage at this new station. It seems as if there will not be enough parking. Why does parking become the after thought? There are some many people that will utilize this station and I would think there would be parking garages. I had to select Pittsburg, but that is no my station. Also why are there no garages at Pittsburgh?
100	English	Online	I plan to park at antioch if available space
66	English	Online	I plan to part at Antioch location but I don't see it on the pick list. why charge patrons to park? if you do charge, all locations should charge to park.
192	English	Online	I recommend free or lower-cost motorcycle parking at the new stations.

156	English	Online	I think it is ridiculous that you charge for parking at BART stations when you barely have enough space to park as it is. / / Add on top of that the monthly permits that have a multi year wait list, which causes nothing but frustration as you force regular riders to park at the back of lots, when there are a glut of unused monthly parking spots available EVERY DAY. / / This has caused dangerous situations and people parking off site and walking down busy roads to get to the station. Just take a look any day at the road that leads to the N Concord station. / / I would like to get a monthly permit for the Antioch station but have been told that one does not exist. I am afraid I will miss the announcement and then face again a year long wait list. / / This is really the only frustration I have with the BART system. Are you really generating that much revenue from it? / /
13	English	Online	I think it's a good source for revenue. \$3 is a fair price for parking and at long last the trains will reach East County.
283	English	Online	I think it's fair.
194	English	Online	I think that one of the three parking lots should be free. There are not going to be enough spaces for parking at Antioch e-Bart. I also think people should only have to pay \$2 because they have to pay more for the BART trips. / / By the way, the question about where we park now or plan to park needs to have the Antioch selection added to the choices.
132	English	Online	I think the parking fees are outrageous in general. But happy to see that the e-bart parking will be inline with all other parking lots.
323	English	Online	I think the price should start out cheaper and approximately every 6 month or so rise the the average parking price.

149	English	Online	I think the standard parking rate is fair and should be applied to Atioch and Pittsburg Center.
60	English	Online	I think they aould pay the same amount I do at North Concord. Not only has m parking increased significantly over the last two years bit now I won't get a seat even in the morning now.
69	English	Online	I was hoping it will be free for sometime.
51	English	Online	I will not be parking at this station if there is a fee.
345	English	8/15	I'm not excited about the increase in parking but I know its necessary.
68	English	Online	I'm not planning to park there. Just so I can save \$ on parking.
76	English	Online	If I pay \$3 a day. Then there should be more disabled parking spaces. Im a disable individual and if the carpool is filled up there is no place to park. I have parked in the reserved parking area due to lack of disabled parking. The parking is ridiculous
36	English	Online	If parking prices go up in addition to fare prices, then I think soon it might be cheaper and less time consuming to just drive to work.
46	English	Online	if you close the concord/martinez station, it will be hell at pittsburg baypoint and concord, please keep our commute as safe and stress free as possible please!
320	English	Online	It should be higher at ALL stations.
122	English	Online	It should cost less, and have more patrols. I used to park at the station but since my car got broken into, I cannot afford to do that anymore. There are already break ins at the Antioch Station, you need to do something about this not just worry how much you intend

			to charge people for the pleasure of having their cars broken into
228	English	Online	It sucks. You're pricing out the people who really need public transportation.
254	English	Online	It would be great if there is ample parking space at new bart station
335	English	Online	It's a bit steep. That's \$18 a day round trip for someone who works in SF
217	English	Online	It's a fair price.
182	English	Online	It's already expensive to ride the train. Now we have to pay to park at the station we've been parking at for free. It's not going to be pleasant to have to pay this fee every day.
1	English	Online	It's the same high price I already pay. Wish parking was lower at all the stations
87	English	Online	It's too expensive especially when we don't generally pay to park anywhere in our city plus there's not even a parking structure and cars always getting broken into.
193	English	Online	It's what I expect. I will say this about parking in general at the new Antioch station: PLEASE DON'T UNDERESTIMATE THE COMMUTERS WHO WILL USE THAT STATION!! Please make enough spaces for straight fee parking, and not an inaccurate ratio of fee to permit parking, like you have done at Pittsburg.
219	English	Online	It's what I pay now at Concord. A bit steep.
105	English	Online	its ok

206	English	Online	Its very expensive to ride and park at BART 5-days a week!
296	English	Online	just don't raise fares
17	English	Online	Just hoping the fees don't go up any more. Those of us who ride daily pay quite a bit already. I don't have an issue with those stations paying the same amt as most other stations.
116	English	Online	Just make sure security is a priority especially Antioch
134	English	Online	Just wish I could get a spot! I'm over 1,000 on the waiting list for a permit in Pittsburg! If you don't get to the station by 6:30 a.m. you can't park! It's super frustrating and we are moving out of the area because of this. I'm sure opening up the new stations will help a little, but still not good!
81	English	Online	Keep the parking fee at \$3.00 at each of the new stations
35	English	Online	Leaving from Antioch will cost an additional est \$3.65-\$4 a day, \$20 weel \$100 month. Expensive. Suggest paid parking for reserved only and free spaces for others
346	English	8/15	less since BART ride will be more
347	English	8/15	Lower fares
103	English	Online	Make it possible to purchase single day parking from home. / / Provide real time updates on parking availability from home / app.
266	English	Online	Make more and make it \$1
180	English	Online	Make more parking spaces and more importantly get BETTER security. Hire an outside company that's professional.

3	English	Online	Make sure trains are kept up if you are going to charge.
277	English	Online	Makes sense
329	English	Online	More parking
28	English	Online	My husband parks his car at North Concord and the parking fee is reasonable
338	English	Online	My taxes were raised to pay for BART I do not think it is right to charge for parking. There will be plenty of parking available at the Hillcrest station.
185	English	Online	N/A i dont drive
10	English	Online	No comments about the fees, but there should be enough parking spaces.
16	English	Online	No comments, as at North Concord/Martinez station, the parking fee is already \$3.
191	English	Online	No issues with it. I already pay \$3 anyway. Build a parking structure in Pittsburg. For a station that takes all the commuters from Pittsburg, Bay Point, Antioch, Brentwood, you give no s**ts about the lack of parking.
348	English	8/15	No paper ticket, will not use
142	English	Online	No problems with the parking fee. / I currently do not park at BART but will start parking there next week. Due to the limited parking at Pittsburg/Bay Point I have to drive to North Concord to park. I am hoping that with these new stations that parking will free up at Pittsburg/Bay Point very soon. / Are there any plans to add more parking at Pittsburg/Bay Point station?
18	English	Online	No, as long as this lot receives the same amount of security as the other BART parking lots.

19	English	Online	No, but I don't think selling the North Concord parking lot is a smart idea.
333	English	Online	No, but parking is so hard at Pittsburg Bay Point which why I drive to concord, hopefully, with these new stations, there will be more parking. Any plans to create more parking at Pittsburg Bay Point?
145	English	Online	No, expect to pay for parking as I do now.
196	English	Online	No, parking has gone up in all the stations. It's ridiculous.
140	English	Online	No.
63	English	Online	No.
256	English	Online	None
215	English	Online	None
229	English	Online	None
45	English	Online	none
249	English	Online	Nope
24	English	Online	Nope, \$3 is what I pay so they should too
245	English	Online	Not bad
104	English	Online	Not enough parking - ever.
241	English	Online	Not high enough to stop people from driving solo
278	English	Online	Nothing to deal with cost Bart needs to address the small sanitary of the homeless and health of rider safety!
59	English	Online	Now someone is thinking reasonable, at least \$3.00
7	English	Online	Odd that Antioch isn't an option on the "Where to park" pick list. Since motorcycles do not pay to park, it does not impact me.

349	English	8/15	Ok
232	English	Online	Ok
173	English	Online	Once again, I have been paying tax subsidies for BART for years and my only service was to get on a crowded freeway early to get a spot at a station. The freeway trip takes 30-40 minutes coming from Antioch to the The Bay Point Station. BART chose to put E-BART in because it was less expensive. We the under-served community should have some benefit. / / I would have chose Antioch Station in the drop down because I plan on Parking there. But it is not a selection criteria.
326	English	Online	Parking are getting ridiculously expensive. Need to reduce parking fees since the Bart fare are already expensive.
291	English	Online	Parking at Pittsburg/Bay Point sucks! I start work at 10 am at SFO but if I am not at Bart by 6 am, no parking is available. We already pay \$3 to park at Pittsburg/Bay Point-no problem with \$3 at the new place.
263	English	Online	Parking fee is fine.
124	English	Online	Parking fees should be eliminated. BART DO NOT charge for parking before. Where does the extra money goes? I don't see any improvements on trains itself for example it's dirty, frequent delays, rude employees and a lot of break ins on cars mostly park at Bay Point station.
48	English	Online	Parking has gone from free to \$3 in a very short time. It is getting ridiculous to pay \$3 to park in a huge lot.
90	English	Online	Parking should be free
324	English	Online	Parking should be FREE @ ALL STATIONS!

42	English	Online	parking should be free as the fare is already too high why we pay for bus and bart and now parking it is too much
350	English	8/15	Parking should be free, BART already makes enough money through fares.
37	English	Online	Parking should be free, because we are being charged for riding the heart anyway.
210	English	Online	Parking should be FREE! You guys are greedy!!!!
351	English	8/15	Pay \$105 now
26	English	Online	Paying for parking is criminal on top of the high cost of public trans.
74	English	Online	Permit parking should also be made available. / /
163	English	Online	Pittsburgh has no room. Will Antioch have room or can I get a parking space?
4	English	Online	Place the parking machines in the parking lot. I have inserted the wrong number in the parking machines on many occasions at the Bart station in Martinez. Not the most efficient.
257	English	Online	Please build enough parking!!! So crucial to decreasing road congestion into SF!
125	English	Online	Please don't increase that amount - I pay for monthly parking
110	English	Online	Provide enough spaces so that the lot is not full by 6 am.
261	English	Online	Rip off
52	English	Online	Same as with fare - consider that Antioch and Pittsburg are very low income areas and have little choice but to drive to the location - providing discounts or incentives for low income residents could make a significant difference.

352	English	8/15	SB 1
32	English	Online	Seems consistent. You'll probably need to add more parking quickly.
268	English	Online	Seems expensive
353	English	8/15	Seems high to North Concord
184	English	Online	Seems high. Maybe can offer a discount if you buy at Flipper card with \$30 or more
299	English	Online	Seems normal price to me
72	English	Online	Should be equal to or less than Pittsburg Bart. / Should allow those with Pittsburg parking pass opportunity to transfer it to Antioch Station parking.
294	English	Online	Should be substantially more to encourage alternative forms of transportation.
12	English	Online	Sounds like it is in line with the other local stations.
171	English	Online	Sounds reasonable
253	English	Online	Sounds reasonable.
118	English	Online	Strongly disagree. \$18 total from from ANTIOCH? People can't afford that, much less the penalty fee if ticketed.
79	English	Online	That seems to be in line with cost of parking at the other stations, so that seems fair.
218	English	Online	That sounds fair
354	English	8/15	That's fine
355	English	8/15	That's okay even higher cost is ok
112	English	Online	That's really expensive for the Antioch area
144	English	Online	That's too high rate.

11	English	Online	The fee is fine, my main concern is there being enough parking spaces at Antioch Station.
155	English	Online	The issue isn't so much the price of parking but the lack of availability of parking. I'm assuming I will take the bus from Brentwood because (a) I feel safer parking in Brentwood than at Antioch or Pittsburg, and (b) there is never any parking available at most BART stations.
101	English	Online	The parking fee is reasonable, but it would be great if the parking structure could have more levels for additional parkingb
38	English	Online	There is already a sustantial amount of us that currently park at Hillcrest Station and bus to Bart. Hillcrest ParknRide lwas not an option on your list. Totally against \$3 parking. Barts parking rates are totally backwards. The closer to the city rates should be the highest...the further out lowest.
93	English	Online	They should be the same. One option will be to have them lower for first year to encourage people to take those trains instead of their current station
138	English	Online	This is a good price for the rare occasion I may need to park at Pittsburg Center Station.
29	English	Online	This seems reasonable. However, I am concerned that the parking at the Antioch station might quickly fill up and not be enough to accommodate the demand.
313	English	Online	Those are also too much. I was parked up front, first row and my license plate was stolen at BART. Shouldn't we get some kind of security paying these prices to park?

148	English	Online	To encourage more BART users to park at Antioch vs. Pittsburg BART station, it might be a temporary solution to charge less to part at the Antioch station. Otherwise, many drivers that reside mid-way between both points, may opt to continue to use the Pittsburg BART station to save the extra fee of eBART connector. The savings in parking may tip the scale to encourage more patronage at the Antioch station. This can be a temporary discount - maybe for the first 6-12 months of operation.
61	English	Online	To encourage people to use public transportation, the parking fee shouldn't be that high. I propose \$ 1.50 for Antioch and Pittsburg stations.
356	English	8/15	Too Expensive
357	English	8/17	Too expensive
108	English	Online	Too expensive
358	English	8/17	Too expensive. Provide CCTV Cameras for riders safety
62	English	Online	Too high.
359	Spanish	8/17	Too much
234	English	Online	Too much
15	English	Online	Too much money.
360	English	8/17	Two high for the lack of parking spots
161	English	Online	Up to \$3 for all day parking is fine but I would expect some type of security measure (cameras, security personnel) to be in place to prevent any thefts.

165	English	Online	Use the money you are already generating through current fares, and measures on the ballot you've won to make BART safer, cleaner, more enjoyable (even just slightly) and on time. Then maybe people would be willing to pay slightly more for fares and parking. Until you do that there is absolutely NO reason you should raise prices in ANY way when BART is just becoming worse and worse with the money you already have.
152	English	Online	Well you are really trying to squeeze water out of a rock. Your cost is very HIGH for parking; the only reason we use it is because we have no choice.
64	English	Online	While \$3 is not as high as the \$5 charged at very busy stations, does BART plan to implement paid parking immediately upon passenger service, or will there be a 6-month to 1-year grace period?
67	English	Online	Why can't you keep parking free for a while? This project has been delayed time and time again. As a result, we have been forced to pay for parking at other stations. If you are going to require parking fees, I want to know immediately how I can reserve a space so that I can actually the use the station I have been waiting for for four years.
78	English	Online	Wish it was cheaper, but understand it aligns with parking fees at other stations.
44	English	Online	With parking and the BART transit fare it does add up each day and for some of us it is cheaper to drive.
247	English	Online	Yes I currently pay more than \$100.00 per month for permit parking at Pittsburg. Paying this, and additional fees for parking at Antioch, will probably make me not use the Antioch extension.

168	English	Online	Yes less than 3.00\$
201	English	Online	Yes you should only charge 1\$
160	English	Online	Yes. Too expensive and not enough parking available. If you are not at Bay Point by 6 am there are no spaces available. When is Bart going to expand parking at the inland stations?
302	English	Online	You are robbing your passengers by charging parking. You already hiking ip the fare quite substantially
106	English	Online	You don't have enough parking for the Pittsburg Bay Point BART station and I already saw that you don't have enough parking for Antioch. The Contra Costa region is growing significantly and the population numbers are only going up. Housing here in Antioch is among some of the few BART pockets that there's been an increase of buyers in the real estate market. Bottom line, YOU NEED MORE PARKING.
271	English	Online	You should charge parking. Rates should be more comparable at all stations
172	English	Online	You should only charge \$1 for parking, to encourage more East County residents to use BART. Otherwise, they'll still drive on Hwy 4 and Hwy 242, defeating the purpose of extending BART to Antioch.

# Appendix PP-E: Publicity and Outreach Materials

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# BART wants to hear from you!



The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of a new rail passenger service on approximately 10 miles of new track between the existing Pittsburg/Bay Point BART Station and Antioch at Hillcrest. The Pittsburg Center and Antioch stations are expected to open for service May 2018.

*Here are some facts about the new stations and service:*

## TRAVEL TIME

Estimated travel time to board a train at Antioch and arrive at the Pittsburg/Bay Point Transfer Platform is 10 minutes.

## ENVIRONMENTAL BENEFITS

- Removes cars from highway and roads
- Reduces vehicle miles traveled by 99 million/year
- Carries as many people as an additional lane of Highway 4
- Improves freeway operations
- Reduces greenhouse gas emissions by 260,000 lbs/day
- Reduces consumption of energy and petroleum

## TRANSIT CONNECTIVITY

Access to Tri-Delta Transit and County Connection buses, as well as parking, taxi, and “kiss and ride” passenger drop off areas.

## PROPOSED FARES

BART plans to extend its distance-based fare structure for the BART to Antioch extension.

## PROPOSED SERVICE

The hours of operation are the same as the existing BART System. The BART to Antioch trains will connect with BART trains at the Pittsburg/Bay Point Transfer Platform.

If you need language assistance services, please call **510-464-6752**.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang **(510) 464-6752**.

Nếu quý v<sup>o</sup> cần d<sup>o</sup>ch v<sup>ớ</sup> tr<sup>ợ</sup> giúp v<sup>ề</sup> ngôn ngữ, xin vui lòng g<sup>ọi</sup> số **(510) 464-6752**.

통역이 필요하신 분은, **(510) 464-6752** 로 문의하십시오.



## Come by one of our in-station events

### North Concord BART

Tuesday, August 15  
5:00–7:00 PM

### Antioch BART parking lot

Thursday, August 17  
6:00–8:00 AM

### Pittsburg/Bay Point BART

Wednesday, August 23  
6:30–8:30 AM

# ¡A BART le gustaría enterarse de lo que **usted** piensa!



El Bay Area Rapid Transit District (BART) de San Francisco pronto concluirá un nuevo servicio de tranvía para transporte de pasajeros que consta de aproximadamente 10 millas de vías nuevas entre las estaciones existentes de BART de Pittsburg/Bay Point y Antioch en Hillcrest. Se espera que las estaciones de Pittsburg Center y Antioch inicien su servicio en mayo de 2018.

*Aquí encontrará algunos hechos sobre las estaciones y el servicio nuevos:*

## TIEMPO DE TRANSPORTE

El tiempo de transporte desde la subida al tranvía en Antioch y la llegada a la plataforma de trasbordo Pittsburg/Bay Point es de aproximadamente 10 minutos.

## BENEFICIOS AMBIENTALES

- Elimina la presencia de vehículos en autopistas y calles.
- Reduce las millas recorridas en vehículos en hasta 99 millones por año.
- Transporta a tantas personas como un carril adicional de la Autopista 4.
- Mejora las operaciones en carreteras.
- Reduce las emisiones de gases de efecto invernadero en hasta 260,000 libras por día.
- Reduce el consumo de energía y petróleo.

## CONECTIVIDAD DEL TRANSPORTE PÚBLICO

Acceso a autobuses Tri-Delta Transit y County Connection, así como también a estacionamientos, taxis y áreas para dejar pasajeros.

## TARIFAS PROPUESTAS

BART planea extender su estructura de tarifas basada en la distancia para la extensión BART a Antioch.

## SERVICIO PROPUESTO

Las horas de trabajo son las mismas que para el sistema BART ya existente. Los tranvías BART a Antioch se conectarán con los tranvías BART de la plataforma de trasbordo Pittsburg/Bay Point. Para obtener información adicional, visite [bart.gov/antiochsurvey](http://bart.gov/antiochsurvey).



Venga a uno de nuestros eventos en la estación

### BART de North Concord

Martes, 15 de agosto  
de 5:00 a 7:00 p.m.

### Estacionamiento de BART de Antioch

Jueves, 17 de agosto  
de 6:00 a 8:00 a.m.

### BART de Pittsburg/Bay Point

Miércoles, 23 de agosto  
de 6:30 a 8:30 a.m.

# BART 希望聽取您的意見!



舊金山灣區捷運局 (Bay Area Rapid Transit District, BART) 新的載客列車服務即將完成。這項工程將在現有的 Pittsburg/Bay Point BART 捷運站和位於 Hillcrest 的 Antioch 捷運站之間架設長約 10 英里的新軌道。Pittsburg Center 和 Antioch 車站預計於 2018 年 5 月開放啟用。

以下是關於新的車站和服務的一些事實：

## 行程時間

從 Antioch 搭乘列車到抵達 Pittsburg/Bay Point 轉車月台的預計行程時間為 10 分鐘。

## 環境效益

- 減少公路和馬路上的車流量
- 每年汽車行駛里程數可減少 9 千 9 百萬英里
- 載運人數相當於 Highway 4 多開一線車道
- 改善高速公路運作
- 每天溫室氣體排放可減少 26 萬磅
- 減少能源和石油消耗

## 與大眾交通系統聯結

可轉乘 Tri-Delta Transit 和 County Connection 公車，並設有停車場、計程車招呼站和臨停接送區。

## 建議票價

BART 計劃將距離費率制沿用於 BART 至 Antioch 的延伸段。

## 建議服務

營運時間和現有的 BART 系統相同。從 BART 往 Antioch 的列車將在 Pittsburg/Bay Point 轉車月台與 BART 列車銜接。欲知詳情，請瀏覽 [bart.gov/antiochsurvey](http://bart.gov/antiochsurvey)。



請參加我們在站內舉行的任何一場活動

### North Concord BART 捷運站

8 月 15 日，星期二  
下午 5:00-7:00

### Antioch BART 捷運站 (停車場)

8 月 17 日，星期四  
上午 6:00-8:00

### Pittsburg/ Bay Point BART 捷運站

8 月 23 日，星期三  
上午 6:30-8:30

Postcard (front and back)

# BART wants to hear from you!



We are seeking your input on the upcoming new BART service to Pittsburg Center and Antioch Stations.

The new rail passenger service is approximately 10 miles of new track between the existing Pittsburg/Bay Point BART Station and Antioch at Hillcrest.

Please let us know what is important to you by coming to our in-station events or filling out a survey online at [bart.gov/antiochsurvey](http://bart.gov/antiochsurvey).

If you need language assistance services, please call **510-464-6752**.  
Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang **(510) 464-6752**.

Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số **(510) 464-6752**.  
통역이 필요하신 분은, **510-464-6752** 로 문의하십시오.

Come by one of our in-station events

**North Concord BART**

Tuesday, August 15  
5:00-7:00 PM

**Antioch BART parking lot**

Thursday, August 17  
6:00-8:00 AM

**Pittsburg/Bay Point BART**

Wednesday, August 23  
6:30-8:30 AM



¡A BART le gustaría enterarse de lo que **usted** piensa!

Queremos escuchar sus comentarios sobre el próximo servicio de BART a las estaciones de Pittsburg Center y Antioch.

El nuevo servicio de tranvía para transporte de pasajeros consta de aproximadamente 10 millas de vías nuevas entre las estaciones de BART de Pittsburg/Bay Point y Antioch en Hillcrest.

Le invitamos a comunicarnos lo que considera que es importante al asistir a nuestros eventos en la estación o al completar una encuesta por internet en [bart.gov/antiochsurvey](http://bart.gov/antiochsurvey).

Si necesita servicios de asistencia de idiomas, llame al **(510) 464-6752**.

### BART 希望聽取您的意見!

我們想聽聽您對 BART 即將新增開往 Pittsburg Center 和 Antioch 車站的服務有何意見。

新的載客列車服務將在現有的 Pittsburg/Bay Point BART 捷運站和位於 Hillcrest 的 Antioch 捷運站之間架設長約 10 英里的新軌道。

請參加我們的站內活動，或上網到 [bart.gov/antiochsurvey](http://bart.gov/antiochsurvey) 填寫問卷，告訴我們哪些方面對您最為重要。

如需語言協助服務，請致電 **(510) 464-6752**。

Venga a uno de nuestros eventos en la estación

**BART de North Concord**

Martes, 15 de agosto  
de 5:00 a 7:00 p.m.

**Estacionamiento de BART de Antioch**

Jueves, 17 de agosto  
de 6:00 a 8:00 a.m.

**BART de Pittsburg/Bay Point**

Miércoles, 23 de agosto  
de 6:30 a 8:30 a.m.

請參加我們在站內舉行的任何一場活動

**North Concord BART 捷運站**

8月15日，星期二  
下午 5:00-7:00

**Antioch BART 捷運站 (停車場)**

8月17日，星期四  
上午 6:00-8:00

**Pittsburg/Bay Point BART 捷運站**

8月23日，星期三  
上午 6:30-8:30

# ¡A BART le gustaría enterarse de lo que **usted** piensa!

Queremos escuchar sus comentarios sobre el próximo servicio de BART a las estaciones de Pittsburg Center y Antioch. Le invitamos a comunicarnos lo que considere que sea importante al asistir a nuestros eventos en la estación o al completar una encuesta por internet en [bart.gov/antiochsurvey](http://bart.gov/antiochsurvey).

**BART de North Concord**  
Martes, 15 de agosto  
de 5:00 a 7:00 p.m.

**Estacionamiento de  
BART de Antioch**  
Jueves, 17 de agosto  
de 6:00 a 8:00 a.m.

**BART de Pittsburg/  
Bay Point**  
Miércoles, 23 de agosto  
de 6:30 a 8:30 a.m.



Si necesita servicios de asistencia de idiomas, llame al **510-464-6752**.







Appendix 10e:

Discontinuing the BART Orange Ticket Title VI  
Fare Equity Analysis and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,815th Meeting  
June 14, 2018

A regular meeting of the Board of Directors was held June 14, 2018, convening at 9:01 a.m. in the Board Room, 2040 Webster Street, Oakland, California. President Raburn presided; Patricia K. Williams, Interim District Secretary.

Directors present: Directors Allen, Blalock, Dufty, Keller, McPartland, Saltzman, and Raburn.

Absent: Director Josefowitz. Director Simon entered the Meeting later.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of May 24, 2018.
2. Title VI Fare Equity Analysis for Discontinuing the BART Discounted Orange Ticket Program for Students at Participating Middle and High Schools.
3. Agreements with the California Department of Transportation (Caltrans) for the Sustainable Access Strategy for BART's Transit-Oriented Development Program.
4. 2018 Organization of Committees and Special Appointments Revision.

Director Saltzman requested Item 2-B, Title VI Fare Equity Analysis for Discontinuing the BART Discounted Orange Ticket Program for Students at Participating Middle and High Schools, be removed from Consent Calendar. Director Allen requested Item 2-C, Agreements with the California Department of Transportation (Caltrans) for the Sustainable Access Strategy for BART's Transit-Oriented Development Program, be removed from Consent Calendar.

Director Saltzman made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous electronic vote. Ayes – 7: Directors Allen, Blalock, Dufty, Keller, McPartland, Saltzman, and Raburn. Noes – 0. Absent – 2: Directors Josefowitz and Simon.

1. That the Minutes of the Meeting of May 24, 2018, be approved.
2. That the Board ratify the appointment of Director Robert Raburn as alternate to the South Hayward BART Station Access Authority.

Mr. Maceo Wiggins, Acting Department Manager, Office of Civil Rights; and Ms. Kerry Hamill, Assistant General Manager, External Affairs, presented Item 2-B, Title VI Fare Equity Analysis

for Discontinuing the BART Orange Ticket Program for Students at Participating Middle and High Schools. The item was discussed.

Director Simon entered the meeting.

Aleta Dupree addressed the Board.

President Raburn moved the Board approve the Title VI Fare Equity Analysis for Discontinuing the BART Discounted Orange Ticket Program for Students at Participating Middle and High Schools. Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Allen, Blalock, Dufty, Keller, McPartland, Saltzman, Simon and Raburn. Noes – 0. Absent – 1: Director Josefowitz.

Mr. Val Menotti, Chief Planning and Development Officer, presented Item 2-C, Agreements with the California Department of Transportation (Caltrans) for the Sustainable Access Strategy for BART's Transit-Oriented Development Program. The item was discussed.

Director Saltzman moved adoption of Resolution No. 5372, In the Matter of Authorizing the General Manager to Execute Agreements with the California Department of Transportation for the Sustainable Access Strategy for BART's Transit-Oriented Development Program. President Raburn seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Allen, Blalock, Dufty, Keller, McPartland, Saltzman, Simon and Raburn. Noes – 0. Absent – 1: Director Josefowitz.

President Raburn called for Public Comment.

The following individuals addressed the Board.

Aleta Dupree  
Erick Arguello  
Rodrigo Duran  
Carlos Gonzalez  
Marri Sorenson  
John Mendoza  
Jean Walsh

Director Allen, Chairperson of the Administration Committee, brought the matter of Update on Proof of Payment before the Board. General Manager Grace Crunican; Police Chief Carlos Rojas; Mr. Russell Bloom, Independent Police Auditor; Ms. Pamela Herhold, Acting Assistant General Manager, Performance and Budgets; and Ms. Tamar Allen, Chief Maintenance and Engineering Officer, presented the item. The item was discussed.

The following individuals addressed the Board.

Joshua Davis  
Victoria Fierce  
Sasha Perigo  
Kaziah Platiner

Aaron Eckhouse  
Aleta Dupree  
Liar Zavodivker  
Gena Alexander  
Jerry Grace

Director Allen brought the matter of Resolution Approving the Fiscal Year 2019 Annual Budget before the Board. Ms. Crunican; Ms. Herhold; and Mr. Dennis Markham, Department Manager, Operating Budgets, presented the item. The item was discussed.

Director Saltzman moved adoption of Resolution No. 5373, Approving the Annual Budget for the San Francisco Bay Area Rapid Transit District and Authorizing Expenditures for the Fiscal Year July 1, 2018, to June 30, 2019; and moved that staff be directed to delay the hiring of two Community Service Officer positions until after a six-month report on the Proof of Payment program was presented to the Board. Director Simon seconded the motion.

Director Allen requested the motion be amended to include direction to staff to prepare a report on station hardening by September.

Directors Saltzman and Simon accepted the amendment. The motion carried by unanimous electronic vote. Ayes – 8: Directors Allen, Blalock, Dufty, Keller, McPartland, Saltzman, Simon, and Raburn. Noes – 0. Absent – 1: Director Josefowitz.

Aleta Dupree addressed the Board.

Director Allen brought the matter of Pension Funding Strategies Update before the Board. Mr. Michael Jones, Assistant General Manager, Administration; Ms. Herhold; Ms. Diane Iwata, Human Resources, Division Manager; and Ms. Mary Beth Redding, Vice President, Bartel Associates, presented the item. The item was discussed.

Gena Alexander addressed the Board.

Discussion continued.

President Raburn announced that the order of agenda items would be changed.

Director Simon brought the matter of Award of Professional Services Agreements to Provide Construction Management Services for BART Projects before the Board. Ms. Tamar Allen and Mr. Robert Mitroff, Chief Planning and Development Officer, presented the item.

The following individuals addressed the Board.

Raewyn Butcher  
John Cockle  
Chuck Tran

The item was discussed.

President Raburn moved that the General Manager be authorized to award, subject to the negotiation of fair and reasonable cost reimbursement rates and fees, the below listed Agreements to provide Construction Management Services for BART's Projects in an amount not to exceed \$25,000,000.00 each, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures and Federal Transit Administration (FTA) requirements related to protest procedures.

- a. Agreement No. 6M8132, with AECOM Technical Services, Inc./Cooper Pegueda Management, Inc., a Joint Venture, Oakland, CA
- b. Agreement No. 6M8133, with Ghirardelli Associates, Inc., Oakland, CA
- c. Agreement No. 6M8134, with HDR Construction Control Corporation, Walnut Creek, CA
- d. Agreement No. 6M8135, with Jacobs Project Management Company, Oakland, CA
- e. Agreement No. 6M8136, with Parsons Transportation Group, Inc., Oakland, CA
- f. Agreement No. 6M8137, with PGH Wong Engineering, Inc., San Francisco, CA
- g. Agreement No. 6M8150, with PreScience Corporation, Oakland, CA
- h. Agreement No. 6M8151, with Allen Group, LLC/Vali Cooper & Associates, Inc., a Joint Venture, San Francisco, CA

Director Dufty seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Allen, Blalock, Dufty, Keller, McPartland, Saltzman, Simon, and Raburn. Noes – 0. Absent – 1: Director Josefowitz.

Director Simon brought the following items before the Board.

1. Award of Contract No. 09AF-111A, TBT Cross Passage Doors Replacement.
2. Change Order No. 79HM-120, SFTS MB, with Manson Construction Company, Inc., for Extension of Time for Revised Cathodic Protection (C.O. 104).

Director Simon made the following motions:

1. That the General Manager be authorized to award Contract No. 09AF-111A, TBT Cross Passage Doors Replacement, for the Base Bid Price of \$6,388,000.00, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures; and that the General Manager be also authorized to exercise either Option A for the Bid Price of \$300,000.00 or Option B for the Bid Price of \$200,000.00 for upgrades to the door monitoring system.
2. That the General Manager be authorized to execute Change Order No. 104, Part 1, Time Extension for Revised Cathodic Protection, in an amount not to exceed \$400,000.00, and extend the Contract completion date by 196 calendar days, for Contract No. 79 HM-120, SFTS MB, with Manson Construction Company, Inc.

President Raburn seconded the motions, which carried by unanimous electronic vote. Ayes – 8: Directors Allen, Blalock, Dufty, Keller, McPartland, Saltzman, Simon, and Raburn. Noes – 0. Absent – 1: Director Josefowitz.

President Raburn announced that the Board would enter into closed session under Item 11-B (Public Employee Employment), Item 11-C (Conference with Negotiators), and Item 11-C (Conference with Legal Counsel) of the Meeting agenda, and that the Board would reconvene upon conclusion of the closed session.

The Board meeting recessed at 12:30 p.m.

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The Board reconvened in closed session at 12:41 p.m.

Directors present: Directors Allen, Blalock, Dufty, Keller, McPartland, Saltzman, Simon, and Raburn.

Absent: Director Josefowitz.

The Board Meeting recessed at 1:24 p.m.

Director Saltzman exited the meeting.

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The Meeting reconvened in open session at 1:25 p.m.

Directors present: Directors Allen, Blalock, Dufty, Keller, McPartland, Simon, and Raburn.

Absent: Directors Josefowitz and Saltzman.

President Raburn announced that the Board had concluded its closed session, that Item 11-A (Conference with Labor Negotiators) was not discussed and would be continued to a future meeting, and that there were no announcements to be made.

Director Allen brought Agreements for Temporary Bus Bridge Services before the Board. Ms. Tamar Allen and Mr. Joel Soden, Senior Transportation Engineer, presented the item. The item was discussed.

Director Blalock moved that the General Manager be authorized to enter into agreements with public and/or private bus operators and vendors, including but not limited to the Alameda-Contra Costa Transit District, to provide temporary bus transportation services and related expenses in a total amount not to exceed \$200,000.00 per day for each day the District is unable to provide complete train service due to maintenance projects; and that these authorizations will expire on December 31, 2018. President Raburn seconded the motion, which carried by unanimous electronic vote. Ayes – 7: Directors Allen, Blalock, Dufty, Keller, McPartland, Simon, and Raburn. Noes – 0. Absent – 2: Directors Josefowitz and Saltzman.

Director Blalock, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Scoop Carpool Matching Service Contract Amendment before the Board. Mr. Carl Holmes, Assistant General Manager, Planning, Development and

Construction; and Ms. Jumana Nabti, Manager of Access Programs, presented the item. The item was discussed. President Raburn moved that the General Manager be authorized to negotiate and enter into a contract amendment with Scoop Technologies for a not-to-exceed amount of \$230,000.00 to provide interim carpool services until a long-term carpool program can be implemented. Director Keller seconded the motion, which carried by unanimous electronic vote. Ayes – 7: Directors Allen, Blalock, Dufty, Keller, McPartland, Simon, and Raburn. Noes – 0. Absent – 2: Directors Josefowitz and Saltzman.

Director Blalock brought the Resolution in Support of Advocating for BART’s Transit-Oriented Development and Station Access Policies in Santa Clara County BART Stations before the Board. Mr. Holmes and Mr. Menotti presented the item. The item was discussed. President Raburn moved adoption of Resolution No. 5374, In the Matter of Directing the General Manager to Advocate for BART’s Transit-Oriented Development and Station Access Policies at Santa Clara County BART Stations, with an amendment to the Resolution to include BART’s approved performance measures. Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes – 7: Directors Allen, Blalock, Dufty, Keller, McPartland, Simon, and Raburn. Noes – 0. Absent – 2: Directors Josefowitz and Saltzman.

Director Blalock brought the matter of North Concord Transit-Oriented Development Update before the Board. Mr. Holmes; Mr. Sean Brooks, Department Manager, Real Estate and Property Development; and Mr. Ian Griffiths, Senior Planner, presented the item. The item was discussed.

Director Blalock brought the Art Master Plan Update before the Board. Ms. Ellen Smith, Department Manager, Strategic Planning; and Ms. Jennifer Easton, Art Program Manager, presented the item. The item was discussed.

Director Simon exited the meeting.

Jerry Grace and Charlotta Wallace addressed the Board.

President Raburn called for the General Manager’s Report.

Mr. David Kutrosky, Managing Director, Capitol Corridor, gave a brief presentation on the draft agenda for the Capitol Corridor Joint Powers Board Meeting of June 20, 2018.

Ms. Crunican reported on steps she had taken and activities and meetings she had participated in, ridership, upcoming events, and outstanding Roll Call for Introductions items. Ms. Tamar Allen gave a report on the ridership and activities during the Golden State Warriors Parade.

Ms. Crunican reported on the BART to Antioch (eBART) Grand Opening and the American Public Transportation Association (APTA) Rail Rodeo results, and gave an update on the Fleet of the Future.

President Raburn called for the Controller/ Treasurer’s Report.

Ms. Rose Poblete, Controller/Treasurer; and Mr. Christopher Gan, Assistant Controller, presented the Quarterly Report of the Controller/Treasurer for the period ending March 31, 2018. The report was discussed.

President Raburn brought the matter of Resolution to Direct Profits Derived from Paid Advertising by Progressives for Immigration Reform to BART's Office of Civil Rights before the Board. The item was discussed and was continued to a future Board meeting.

President Raburn called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director Dufty thanked the Salvation Army for its participation at the 24<sup>th</sup> and Mission BART Station with the BART Police and District staff working on the homelessness and cleanliness issues.

Director Dufty exited the meeting.

Director Blalock reported he had given a presentation on Rebuilding BART at a senior housing facility in Union City.

Director Allen reported she had attended the Tri-Valley - San Joaquin Regional Rail Authority meeting, the BART Citizen Review Board Meeting, the Contra Costa Mayors Conference, and the eBART Grand Opening. Director Allen thanked Director Dufty for all his work with homelessness and cleanliness.

Director Keller reported he had attended the APTA Rail Conference, and thanked employees and rodeo participants. Director Keller thanked staff for the successful eBART Grand Opening.

Director McPartland reported he had attended the eBART Grand Opening and the Tri-Valley – San Joaquin Regional Rail Authority meeting.

President Raburn reported he had attended the eBART Grand Opening and a crane event at the Coliseum Station, ridden a safety train with Capitol Corridor, and attended the BART and AC Transit Coordinating Committee meeting.

Director Blalock requested the Meeting be adjourned in memory of James Van Houten.

President Raburn called for Public Comment. Jerry Grace and Aleta Dupree addressed the Board.

The Meeting was adjourned at 3:11 p.m. in honor of James F. Van Houten.

Patricia K. Williams  
Interim District Secretary

**Title VI Fare Equity Analysis for Discontinuing the  
BART Discounted Orange Ticket Program for Students  
at Participating Middle and High Schools**

**Prepared by:  
San Francisco Bay Area Rapid Transit District  
Office of Civil Rights**

**June 14, 2018**



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## **I. Title VI Fare Equity Analysis**

Executive Summary

Section 1: Introduction

Section 2: Minority Disparate Impact & Low Income Disproportionate Burden Analysis

Section 3: Public Participation

Section 4: Equity Findings for Discontinuing Orange Ticket

## **II. Public Participation Report**



## EXECUTIVE SUMMARY

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B [dated October 1, 2012 (Circular)], BART must perform an analysis of any fare or fare media change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders. In accordance with the Circular, BART makes this determination by comparing the analysis results against a threshold, as defined in its Disparate Impact and Disproportionate Burden Policy.

The fare change discussed in this report is the discontinuation of the BART Orange magnetic stripe ticket, which is a fare type. The Orange ticket is sold at participating middle and high schools at a 50% discount; students pay \$16 and receive \$32 in BART value. The Orange ticket program has been in effect since the late 1990s in order to provide students a discount on school-related trips they make during the week and currently has 147 participating schools.

FTA-approved methodology has been used to assess the effects of a fare type change; draws on data from BART ridership surveys and BART automated fare collection equipment; and includes public outreach undertaken in accordance with BART's Public Participation Plan to receive public input on discontinuing the BART Plus ticket from low-income, minority, and limited-English-proficient (LEP) riders.

This report finds that the fare change could disproportionately impact minority and low-income riders, as Orange ticket users are disproportionately more minority and low-income compared to BART's overall ridership, exceeding BART's Disparate Impact/Disproportionate Burden Policy threshold of 10%, as shown in the table below.

	Minority	Non-Minority	Total	Sample Size	Low Income	Non-Low-Income	Total	Sample Size
<b>All Riders</b>	63.3%	36.7%	100.0%	5,211	26.4%	73.6%	100.0%	4,880
<b>Student Riders Using the 50% Discount Orange Ticket</b>	77.6%	22.4%	100.0%	58	38.0%	62.0%	100.0%	50
<b>Difference from All Riders</b>	14.3%				11.6%			

This report concludes that existing fare product alternatives avoid, minimize, or mitigate adverse effects of Orange ticket program termination. The existing discounted fare medium alternatives to the Orange ticket include the Clipper youth discount card and the youth red magnetic stripe ticket, as shown in the table below. These fare products offer better or similar fares and, particularly in the case of the youth discount Clipper card, enhanced benefits compared to the Orange mag-stripe ticket.

Youth Fare Medium Alternative	Discount	Surcharge per Trip	Use Limitations	How to Obtain	Additional Benefits
<b>Youth Clipper Card</b>	50%	No	None--good any time or day and for any purpose	At 3 Clipper Customer Service Centers; at more than 20 locations through Clipper partner transit agencies; via mail, e-mail, or fax (proof of eligibility required)	Youth Clipper card is free of charge. If card lost or stolen, new card can be obtained and card balance of funds restored. Value can be loaded at any BART ticket vending machine using cash, credit or debit card; autoloading also available.
<b>Youth Red Mag Stripe Ticket</b>	50%	Yes (25 cents)	None--good any time or day and for any purpose	Via mail or at BART Customer Services Center, Lake Merritt Station	--
<b>Orange Ticket</b>	50%	Yes (25 cents)	Only for school-related purposes, travel Monday through Friday	Sold only at participating schools	--

As part of the Title VI assessment, BART has undertaken public outreach to receive public input on discontinuing the Orange ticket from low-income, minority, and LEP populations, in accordance with BART's Public Participation Plan (completed in May 2010 and revised in July 2011), and the Circular.

In order to publicize the Orange ticket survey and online survey link to parents of Orange ticket riders, extensive outreach was conducted with all participating schools. The survey remained open for six weeks from February 20, 2018 through April 6, 2018. The survey was offered in English, Spanish, and Chinese. Additional language support services were offered in Korean, Tagalog, and Vietnamese and all surveys were completed online. An incentive in the form of a \$100 BART Clipper card drawing was offered as a prize for those households that returned the survey. A copy of the survey is included in the attached Public Participation Report.

The outreach effort resulted in 103 total survey responses. Of the 103 responses, 59 were from parents of students who used the Orange ticket. The remaining 44 responses were excluded from consideration either because respondents' children did not use the Orange ticket or the respondent was unsure if their children used the Orange ticket.

Fifty-eight survey respondents chose to report ethnicity, and 77.6% of these respondents identified as minority 50 survey respondents elected to report income, and of these 38.0% identified as low income.

The survey included a question for the public to comment on how the elimination of the Orange ticket program would impact the respondent's household:

*Question 7: How would the elimination of the Orange Ticket School Discount Program impact your household, if at all?*

All of the survey responses for Question 7 are included in Appendix PP-C.

Approximately half of respondents (29 of 59) were either supportive of eliminating the Orange ticket program or had no comment about the change. Below is a sample response:

*"Assuming we can receive the same youth discount with a youth discount Clipper card, there is no impact at all. Or, it means greater convenience, as we can just purchase the tickets easily, rather than going through the BART Orange program. I am glad to see the switch."*

The remaining half of respondents (30 of 59) expressed concerns about the change. Some of these comments specifically addressed the transition from Orange tickets to Clipper cards, including the following:

*"Makes it harder because you have to pre-pay Clipper and keep it separate for school and personal use."*

However, many of these comments that expressed concerns seemed rooted in confusion about how the change would impact their households. Despite the fact that the survey form itself reiterated that a youth discount was available through the Clipper card, many respondents believed this change would result in significant financial hardship. Others did not realize that Clipper cards could be used for BART rides. Some comments also raised concerns about whether BART would continue to accept Orange tickets that have already been purchased. Should the Orange ticket program be discontinued, Orange tickets will continue to be accepted at the fare gate.

An analysis of the responses by protected populations shows that 46.7% of the 45 minority respondents either supported or did not comment on the elimination of the Orange ticket, while 53.3% did not support the proposal. Of the 19 low-income respondents, 47.4% either supported or had no comment, and 52.6% were not in support. Not commenting on a proposal can indicate neutrality or potentially some level of acceptance of it. As noted above, analysis of the comments shows that many people were confused regarding implementation of the youth discount Clipper card, costs, and the fact that those who have pre-existing Orange tickets could still use the tickets in the system.

Input was provided by members of BART's Title VI/Environmental Justice (EJ) Advisory Committee and Limited English Proficiency (LEP) Advisory Committee. BART formed the two committees to ensure that the District is taking reasonable steps to incorporate Title VI and Environmental Justice principles and the needs of LEP populations in BART's transportation decisions. Committee members are appointed to represent the needs and viewpoints of minority, low-income, and/or LEP populations and are active participants in local community-based organizations that serve one or more of these groups.

BART staff met with the Title VI/EJ and LEP Advisory Committees in a special joint meeting on April 2, 2018, with the Title VI/EJ Advisory Committee on May 7, 2018, and the LEP Advisory Committee on May 22, 2015. Members were supportive of eliminating the Orange ticket fare media and program. One member stated that her organization hosted a BART/MTC mag-stripe ticket surcharge mitigation outreach event which was very successful in helping people sign up for Clipper cards, including the youth discount Clipper card.

An equity finding is made after considering both the fare change analysis results and public comment received. This report finds that the fare change could disproportionately impact

minority and low-income riders, as Orange ticket users are disproportionately more minority and low-income compared to BART's overall ridership, exceeding the DI/DB Policy threshold of 10%. However, the disproportionate impacts are not adverse because the existing youth discount Clipper card and the red magnetic stripe youth ticket fare products offer better or similar fares and, particularly in the case of the youth discount Clipper card, enhanced benefits compared to the Orange mag-stripe ticket. Therefore, the report concludes that the termination of the Orange ticket program will not result in a disparate impact or disproportionate burden on minority riders or low-income riders, respectively.

# Section 1: Introduction

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To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B [dated October 1, 2012 (Circular)], BART must perform an analysis of any fare or fare media change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Circular, BART makes this determination by comparing the analysis results against a threshold, as defined in its Disparate Impact and Disproportionate Burden Policy (DI/DB Policy), adopted on July 11, 2013 by the BART Board.

The fare change discussed in this report is the discontinuation of the BART magnetic stripe Orange ticket, which is a discounted ticket for students attending middle or secondary schools that participate in the Orange ticket program. Almost 150 schools currently participate in the program, and a list of these schools is provided in Appendix PP-D. Per BART policy, the Orange ticket may be used only for trips to and from school or school-sponsored events and on Monday through Friday only. Discounted Orange tickets have been sold to students by program-participant schools since the late 1990s.

The BART Orange ticket gives a discount of 50% to the full fare. The table below shows the pricing structure of BART Orange tickets, which are sold only by participating schools. Schools collect payment in advance from students and place ticket orders directly with BART. The student pays a discounted amount of \$16 and gets Orange tickets with a BART value of \$32.

Value of Orange Ticket	Price Student pays for Orange Ticket	Discount Student Receives
\$32	\$16	50%

**Table 1**

Effective January 1, 2018, BART implemented two fare changes that are relevant to this report. First, trips made with magnetic stripe tickets began to have a per-trip surcharge added; the surcharge does not apply to trips made with the Clipper regional smart card. For Orange magnetic stripe tickets, the per-trip surcharge is \$0.25, a 50% discount to the \$0.50 per-trip surcharge on regular fare blue magnetic stripe tickets. Second, the age youth became eligible for a 50% discount was increased from through age 12 to through age 18.

When the Orange ticket program began in the late 1990s, a technical limitation was present in BART's automated fare collection equipment that meant an Orange ticket could not have value added to it at a BART add value machine so the rider could exit the system. To address this technical limitation, the Orange ticket had to have a "last ride feature" so that a rider with a nickel or more left on the ticket could use that ticket to take one last ride within the BART system. This technical limitation is not present in the youth Clipper card or the youth Red mag-stripe ticket, and so these fare media do not have a last ride feature.

The level of discount the last ride feature provides depends on both the amount of value remaining on the ticket and the fare for the last trip taken, and so the discount varies by rider. For example, BART's average fare is currently \$4.00, so at a 50% discount, the average fare would be \$2.00. If a student has a nickel left on their ticket, the value of the last ride

feature would be \$1.95; if the student has \$1.15 left on the ticket, the value of the last ride feature would be \$0.85, or a \$1.10 less. Thus, the last ride feature benefits riders differentially. With Clipper, riders neither have unused value on their tickets nor receive widely varying discounts.

The youth Clipper card has additional advantages over the Orange ticket. The youth Clipper card can be used to get the 50% discount any time, any day, and for any purpose, which is not the case for the Orange ticket. The discount the student gets with the youth discount Clipper card on weekends and for non-school related trips should more than make up for any differential value of the Orange ticket last ride feature. In addition, youths who use Clipper do not pay the \$0.25 per-trip magnetic stripe ticket surcharge, which could equal a monthly savings of \$10 if the student uses BART to commute to and from school. Also, as noted above, youth Clipper cards are automatically registered when they are issued so that if the youth Clipper card is ever lost or stolen, a new card can be obtained and the balance of funds at the time on the card restored. Value can be loaded onto the Clipper card at any BART ticket vending machine using cash, credit or debit card, and there is also an option for auto-loading funds onto the card. Thus, the youth discount Clipper card provides the 50% discount, has no per-trip mag-stripe surcharge, and offers students significantly more functionality as a fare medium than the Orange ticket.

This report uses FTA-approved methodology to assess the effects of a fare type change; draws on data from BART ridership surveys, BART ticket sales, MTC card-issuance, and BART automated fare collection equipment; and includes public outreach undertaken in accordance with BART's Public Participation Plan.

# Section 2: Minority Disparate Impact and Low-Income Disproportionate Burden Analysis

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## 2.1 Assessing Fare Change Effects

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income riders, in accordance with the fare equity analysis procedures in the Circular.

Data analysis shall include the following steps as outlined in Chap. IV-19 of the Circular:

- i. Determine the number and percent of users of each fare media being changed;
- ii. Review fares before the change and after the change;
- iii. Compare the differences between minority users and non-minority users; and
- iv. Compare the differences for each particular fare media between low-income users and non-low-income users.

As stated in the Circular App. K-11, comparing protected riders and non-protected riders can “yield even clearer depictions of differences.” For fare type changes, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accord with BART’s Disparate Impact/Disproportionate Burden Policy (DI/DB Policy), impacts will be considered disproportionate when the difference between the affected fare types’ protected ridership share and the overall system’s protected ridership share is greater than 10%.

When the survey sample size of the ridership for the affected fare type is too small to permit a finding of statistical significance, BART will collect additional data if viable. If the resulting survey sample size is also too small to permit a finding of statistical significance, BART may conclude that a finding of disparate impact and/or disproportionate burden cannot be determined based on the available data.

Should BART find that minority riders experience disparate impacts from the proposed change, BART should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority riders, pursuant to the Circular, BART may proceed with the proposed fare change if BART can show that:

- A substantial legitimate justification for the proposed fare change exists; and,
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on minority populations.

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to non-low income riders, BART will take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the fare change. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

## 2.2 Methodology and Data Used

Circular Chap. IV-19 states that an agency shall analyze any available information from ridership surveys when evaluating the adverse effects of fare changes. The fare change under study is a change to a specific fare media type, and the methodology and data used are described below.

### 2.2.1 Methodology

BART uses FTA-approved methodology to assess the effects of a fare type change. The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

### 2.2.2 Data Sources

#### A. BART Customer Satisfaction Survey

The BART Customer Satisfaction Survey provides data on BART's overall ridership. Conducted every other September, this survey allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The most recent survey conducted in 2016 has a sample size of 5,342, including weekday peak, off-peak, and weekend riders. Survey data provides demographic information on BART riders' fare type and media usage.

For the 2016 Customer Satisfaction Survey and the Orange ticket survey distributed as described above, minority includes riders who are Asian, Hispanic (any race), Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). Non-minority is defined as white. Responses to the 2016 Customer Satisfaction Survey indicate that 63.3% of BART riders are minority.

For the purposes of this analysis, low-income is defined as 200% of the federal poverty level. This level is approximated by considering both the household size and household income of respondents to the 2016 Customer Satisfaction Survey and respondents to the Orange ticket survey. The household size and household income combinations that comprise "low-income" are as follows:

LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

Table 2-1

As an example, a household of two or more people with an income of \$33,000 would be considered low-income.

The eight income ranges used in the 2016 Customer Satisfaction Survey are the following:

- Under \$25,000
- \$25,000-\$34,999
- \$35,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$74,999
- \$75,000-\$99,999
- \$100,000+

According to 2016 Customer Satisfaction Survey responses, 26.4% of BART riders are considered low income.

#### **B. 2018 Survey for Parents of Youth at Schools Participating in BART's Student Discount Orange Ticket Program**

This survey provides data for middle and high school students who currently use the 50% discounted Orange ticket ("Rider Group 1"). BART with the assistance of Imprenta Communications Group surveyed parents and guardians of middle and high school students at the 147 schools participating in the Orange ticket program. The survey response period was open from February 20, 2018 through April 6, 2018, and schools were offered the choice of either distributing the survey online or handing out paper surveys for parents to complete. An incentive of a \$100 Clipper card was offered as a prize in a drawing for those households that returned the survey.

While the option to drop off paper surveys to the school was provided, all the schools chose to publicize the online survey link. Imprenta also kept in close contact with Orange ticket school administrators to answer questions and urge active participation in getting surveys returned. The survey was offered in English, Spanish, and Chinese. Additional language support services were offered in Korean, Tagalog, and Vietnamese, and all surveys were completed online.

BART received 103 responses to this survey, 59 of which were from parents of students who used the Orange ticket. The remaining 44 responses were excluded from consideration either because their children did not use the Orange ticket or the respondent was unsure if their children used the Orange ticket.

Of the 59 responses from parents of students who did use the Orange ticket, 58 chose to report ethnicity and 50 elected to report income. Due to the relatively small sample sizes, margins of error for data from this survey will be relatively high (+/- 11.6 percentage points). The relatively small sample size was expected, however, as the total universe of Orange ticket users is also relatively small (approximately 350 students per weekday, assuming round-trips). The relatively low response rate, even after the significant outreach undertaken as described in the attached Public Participation Report, could also indicate that potential survey takers opted not to take the survey because elimination of the Orange ticket was not of particular concern to them. A comparison of the current response rate of 59 to the response rate of almost 300 to a fall 2014 Orange ticket survey, as described in the next

section, could indicate students have already begun the shift from the Orange ticket to the Clipper youth card, which gives a 50% discount and provides additional benefits. These survey results, shown in the table below, indicate that students using Orange tickets are more minority and low-income than BART's overall ridership.

**Rider Group 1: 50% Student Discount Orange Ticket Rider Demographics from 2018 Orange Ticket Elimination Survey Results**

	Minority	Non-Minority	Total	Sample Size	Low Income	Non-Low-Income	Total	Sample Size
All Riders	63.3%	36.7%	100.0%	5,211	26.4%	73.6%	100.0%	4,880
Student Riders Using the 50% Discount Orange Ticket	77.6%	22.4%	100.0%	58	38.0%	62.0%	100.0%	50
Difference from All Riders	14.3%				11.6%			

**Table 2-2**

### C. 2014 Survey for Parents of Youth at Schools Participating in BART's Student Discount Orange Ticket Program

As the sample size of the 2018 survey of Orange ticket users was relatively small, this report also provides data on Orange ticket student riders ("Rider Group 2") gathered during fall 2014 for the "Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders" (2017 Youth Fare Equity Analysis), which the BART Board approved in June 2017. To analyze the fare change options, BART with the assistance of Imprenta Communications Group gathered survey data during fall 2014 about youth riders from age 5 through 18 years, including students who used Orange tickets. The parent or guardian of the youth rider provided the data to ensure the accuracy of the income data. The Orange ticket student data gathered for the 2017 Youth Fare Equity Analysis is within the parameters of what is considered appropriate and current survey data (within five years) for use in a Title VI fare equity analysis, per the Circular.

The fall 2014 survey had almost 300 responses regarding Orange ticket student ethnicity and household income. These results show Orange ticket student riders to be very similar to BART's overall ridership, with an identical percentage of minority riders and a variation of less than 3% for low-income between the Orange ticket users and BART's overall ridership. The data in Table 2-3 is provided for informational and comparison purposes only and is not used in this report to make a finding of disproportionate impact.

**Rider Group 2: 50% Student Discount Orange Ticket Rider Demographics from 2017 Youth Fare Equity Analysis**

	Minority	Non-Minority	Total	Sample Size	Low Income	Non-Low-Income	Total	Sample Size
All Riders	63.3%	36.7%	100.0%	5,211	26.4%	73.6%	100.0%	4,880
Student Riders Using the 50% Discount Orange Ticket	63.3%	36.7%	100.0%	294	29.0%	71.0%	100.0%	276
Difference from All Riders	0.0%				2.6%			

**Table 2-3**

## 2.3 Analysis Results

Pursuant to the Circular, BART is to perform an analysis of any fare change to determine if the change disproportionately impacts minority and/or low-income riders. In accordance

with the Circular, BART is to make this determination by comparing the analysis results against the appropriate threshold defined in BART's DI/DB Policy.

This section applies BART's DI/DB Policy threshold to the survey data described in the previous section.

### *2.3.1 Minority Disparate Impact and Low-Income Disproportionate Burden Analyses and Findings*

Survey data gathered in 2018 shows that students using the Orange ticket are more minority and low-income than BART's overall ridership. Students using Orange tickets are 14.2% more minority than BART's overall ridership and 11.6% more low-income. Each of these differences exceeds the DI/DB Policy threshold of 10%.

## 2.4 Alternatives Available for People Affected by the Fare Change

BART Orange ticket users have fare media alternatives available to them that would avoid, minimize, or mitigate disproportionate impacts of discontinuing the ticket.

### *2.4.1 Alternatives Available to Avoid, Minimize or Mitigate Disproportionate Impact*

#### **A. Youth Discount Clipper Card**

The first alternative is the youth Clipper card, which is free of charge, and gives youth riders age 5 through 18 a 50% youth discount on BART. Customers can get their free youth Clipper cards immediately at three Clipper Customer Service Centers (two in San Francisco and one in Oakland) and from Clipper partner transit agencies at more than 20 locations throughout the Bay Area. Youth Clipper card applications can also be submitted via mail, e-mail, or fax. The completed application must be accompanied by proof of eligibility such as a copy of a birth certificate, passport, or other official document verifying age.

Youth Clipper cards are automatically registered when they are issued. If the youth Clipper card is ever lost or stolen, a new card can be obtained and the balance of funds at the time on the card restored by contacting Clipper Customer Service. Value can be loaded onto the Clipper card at any BART ticket vending machine using cash, credit or debit card, and there is also an option for auto-loading funds onto the card once the card's balance reaches a certain level.

Extensive outreach was conducted on the youth discount Clipper card by BART and MTC staff from December 2017 through March 2018, with many youth applications handed out at 29 outreach events. Information on this outreach can be found in the attached Public Participation Report.

#### **B. Red Magnetic Stripe Discount Ticket for Youth age 5 through 18**

The second alternative is the red mag-stripe ticket that can be purchased by mail or at the BART Customer Services Center at Lake Merritt Station. The red mag-stripe ticket also provides a 50% discount for youth ages 5 through 18 and, like the Orange ticket, has a 25-cent per trip magnetic stripe ticket surcharge.

## 2.4.2 Comparison of Alternatives Available to Avoid, Minimize or Mitigate Disproportionate Impact

This section provides data that shows student riders are choosing to use the Clipper discount youth card instead of the Orange ticket, which can indicate they find the Clipper discount youth card to be a better fare medium and a better choice for them compared to the Orange ticket.

### A. Orange Ticket Sales

The graph below shows the decline over time in Orange ticket purchases by schools after the implementation in January 2018 of the mag-stripe per-trip surcharge and extension of a 50% discount to youth ages 13 through 18.

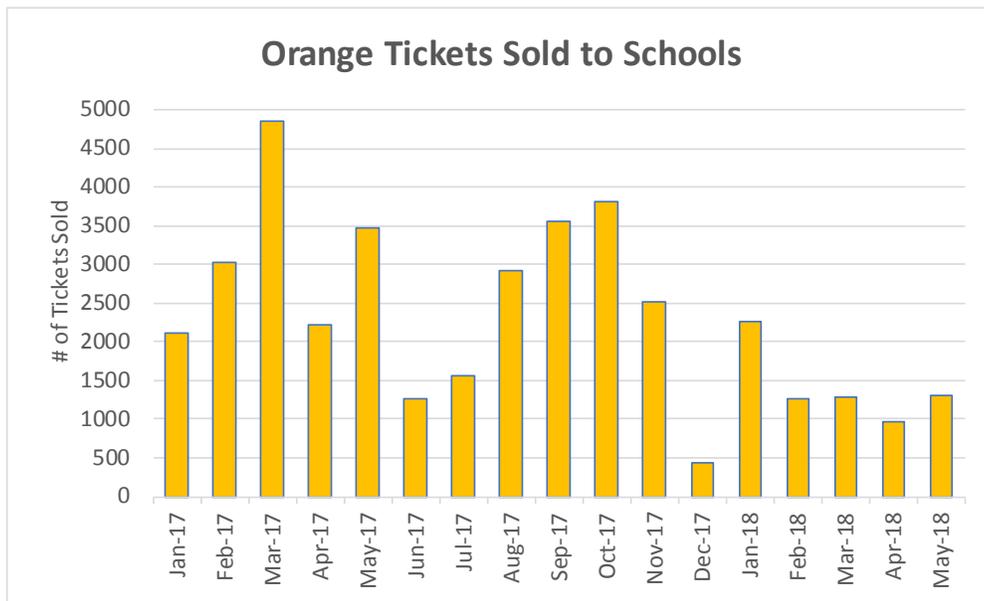


Figure 2-1

Following Board approval of the 50% youth discount in June 2017, BART staff notified schools that the Orange ticket program could be going away effective July 1, 2018. The spike in sales from July 2017 through November 2018 could be attributed to the school administrators of the Orange tickets not being aware of how the 50% student discount would be applied as of January 2018, when the change would be implemented. Accordingly, they may have stocked up on Orange tickets in the remaining months of the program.

Since implementation of the fare change in January 2018, there has been a significant decline in Orange ticket purchases by schools, as shown in the table below. For example, comparing March 2017 to March 2018, tickets sales have declined by almost 75% to 1,292 from 4,850. This could be attributed to extensive outreach by BART and MTC staff on the availability of free youth discount Clipper cards that give the 50% youth discount and allow students to avoid paying the discounted 25-cent per trip Orange ticket surcharge, and educating the public and administrators on the extension of the 50% youth discount for riders aged 13-18. Further information on this education and outreach can be found in the attached Public Participation Report.

	2017	2018	Change Yr- to-Yr
<b>January</b>	2120	2265	6.8%
<b>February</b>	3030	1255	-58.6%
<b>March</b>	4850	1292	-73.4%
<b>April</b>	2213	976	-55.9%
<b>May</b>	3471	1300	-62.5%

Table 2-4

## B. Clipper Card Issuance

The following table provided by MTC shows that there has been an increase in youth discount Clipper card applications and issuance by various agencies and through MTC from FY14 through to FY18.

Table 2-5: Youth Discount Clipper Card Issuance by Agency

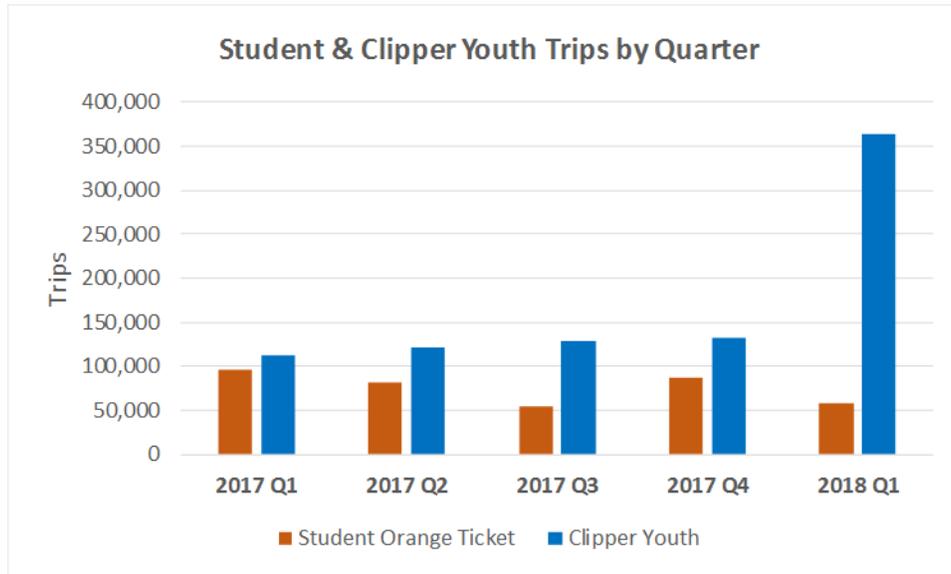
	FY 14-15 Quarter 3			FY 15-16 Quarter 3			FY 16-17 Quarter 3			FY 17-18 Quarter 3		
	2015	2015	2015	2016	2016	2016	2017	2017	2017	2018	2018	2018
	Jan-15	Feb-15	Mar-15	Jan-16	Feb-16	Mar-16	Jan-17	Feb-17	Mar-17	Jan-18	Feb-18	Mar-18
<b>Card Issuance by Operator: Mail/Email/Fax</b>												
Mail In Applications: Youth	380	320	386	498	485	485	454	433	511	1178	949	773
<b>Card Issuance by Operator: Embarcadero Station</b>												
Bay Crossings Embarcadero Station: Youth	155	121	144	129	137	124	169	131	153	367	291	396
<b>Card Issuance by Operator: AC Transit</b>												
AC Transit: Youth	253	188	214	180	199	190	184	150	157	208	172	272
<b>Card Issuance by Operator: BART</b>												
BART: Youth*										171	117	118
<b>Card Issuance by Operator: SF Muni</b>												
SF Muni: Youth	30	504	437	397	324	243	392	368	429	395	564	348
<b>Total by month</b>												
Email/mail/fax and major distributors	818	1133	1181	1204	1145	1042	1199	1082	1250	2319	2093	1907
<b>Total by quarter</b>												
Email/mail/fax and major distributors			3132			3391			3531			6319

\*Through May 2017, youth applications received at BART were processed as mail/email/fax applications.

Table 2.5 shows there has been a very dramatic recent increase in issuance of youth discount Clipper cards. Card applications have grown by 79% from January-March 2017 when compared to January-March 2018. Possible reasons for this could include the impact of handing out many youth applications at all the mag-stripe ticket mitigation events and the extensive outreach undertaken to educate the public on the youth discount Clipper card, which are described in detail in the attached Public Participation Report.

**C. Youth Discount Clipper Card vs. Orange Ticket Usage Data**

The following graph shows that youth Clipper card usage has grown by 324% from January-March 2018 compared to the same three-month period in 2017, while student Orange ticket trips have decreased by 39.7%.



**Figure 2-2**

**D. Comparison of Fare Media Providing Youth Discount**

The table below shows the differences between using the youth fare medium alternatives for Clipper and mag stripe fare media as of January 2018.

<b>Youth Fare Medium Alternative</b>	<b>Discount</b>	<b>Surcharge per Trip</b>	<b>Use Limitations</b>	<b>How to Obtain</b>	<b>Additional Benefits</b>
<b>Youth Clipper Card</b>	50%	No	None--good any time or day and for any purpose	At 3 Clipper Customer Service Centers; at more than 20 locations through Clipper partner transit agencies; via mail, e-mail, or fax (proof of eligibility required)	Youth Clipper card is free of charge. If card lost or stolen, new card can be obtained and card balance of funds restored. Value can be loaded at any BART ticket vending machine using cash, credit or debit card; autoload also available.
<b>Youth Red Mag Stripe Ticket</b>	50%	Yes (25 cents)	None--good any time or day and for any purpose	Via mail or at BART Customer Services Center, Lake Merritt Station	--
<b>Orange Ticket</b>	50%	Yes (25 cents)	Only for school-related purposes, travel Monday through Friday	Sold only at participating schools	--

**Table 2-6**

The Circular’s requirement regarding alternatives provides for latitude, from the stricter requirement to “avoid” through to the less strict direction to “minimize” the effects of the fare change. This report finds that although there may be impacts to minority and low-income users as the Policy’s 10% threshold is exceeded based on a relatively small survey sample size, existing fare products such as the youth discount Clipper card and the youth red mag stripe ticket offer better or similar fares and fare media functionality than the Orange ticket. As mentioned previously, BART and MTC staff educated the public on the availability of free youth discount Clipper cards and how using the Clipper card avoids the per-trip surcharge on mag-stripe tickets (the surcharge is 25 cents for Orange tickets) and that a 50% discount was now available to youth ages 13 through 18. Further information on this education and outreach can be found in the attached Public Participation Report. The next section summarizes these public participation efforts

## Section 3: Public Participation

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Consistent with BART's Public Participation Plan completed in May 2010 and revised in July 2011, BART conducted outreach to inform the public and solicit feedback on ending the BART Orange ticket program. Extensive outreach was conducted through schools administering the Orange ticket program to specifically reach low income, minority and Limited English Proficient (LEP) parents of children using the Orange ticket.

### 3.1 Process for Soliciting Public Input

BART reached out to Orange ticket program administrators at all 147 schools that currently participate in the program. In order to publicize the survey and survey link, extensive outreach was conducted with the schools. The survey remained open for six weeks from February 20, 2018 through April 6, 2018. Prior to February 20, 2018, preliminary phone calls were made to administrators so they would be aware of the upcoming outreach. Each administrator received three emails and multiple follow-up phone calls requesting them to share the online and paper surveys with parents of students who use the Orange tickets. While the option to drop off paper surveys to the school was provided, all of the schools chose to publicize the online survey link. Email responses from school administrators and the full list of contacted schools is included in the attached Public Participation Report.

The survey was offered in English, Spanish, and Chinese. Additional language support services were offered in Korean, Tagalog, and Vietnamese and all surveys were completed online. A \$100 BART Clipper card prize drawing was offered as an incentive for those households that returned the survey. A copy of the survey is included in the attached Public Participation Report.

Presentations were also made to BART's Title VI/Environmental Justice Advisory Committee and Limited English Proficiency (LEP) Advisory Committees in April and May 2018.

### 3.2 Survey Respondent Demographics

The outreach effort resulted in 103 total survey responses. Of the 103 responses, 59 were from parents of students who used the Orange ticket. The remaining 44 responses were excluded from consideration either because the respondents' children did not use the Orange ticket or the respondent was unsure if their children used the Orange ticket.

Fifty-eight survey respondents chose to report ethnicity, and 77.6% of these respondents identified as minority; 50 survey respondents elected to report income, and of these 38.0% identified as low income. The attached public participation report has more detailed information on demographics and provides a database of all survey respondents and comments received.

### 3.3 Public Comments

The survey included a question for the public to comment on how the elimination of the Orange ticket program would impact the respondent's household:

*Question 7: How would the elimination of the Orange Ticket School Discount Program impact your household, if at all?*

All of the survey responses for Question 7 are included in Appendix PP-C.

Approximately half of respondents (29 of 59) were either supportive of eliminating the Orange ticket program or had no comment about the change. Below is a sample response:

*"Assuming we can receive the same youth discount with a youth discount Clipper card, there is no impact at all. Or, it means greater convenience, as we can just purchase the tickets easily, rather than going through the BART Orange program. I am glad to see the switch."*

The remaining half of respondents (30 of 59) expressed concerns about the change. Some of these comments specifically addressed the transition from Orange tickets to Clipper cards, including the following:

*"Makes it harder because you have to pre-pay Clipper and keep it separate for school and personal use."*

However, many of these comments that expressed concerns seemed rooted in confusion about how the change would impact their households. Despite the fact that the survey form itself reiterated that a youth discount was available through the Clipper card, many respondents believed this change would result in significant financial hardship. Others did not realize that Clipper cards could be used for BART rides.

Some comments also raised concerns about whether BART would continue to accept Orange tickets that have already been purchased. Should the Orange ticket program be discontinued, Orange tickets will continue to be accepted at the fare gate.

An analysis of the responses by protected populations shows that 46.7% of the 45 minority respondents either supported or did not comment on the elimination of the Orange ticket, while 53.3% did not support the proposal. Of the 19 low-income respondents, 47.4% either supported or had no comment, and 52.6% were not in support. Not commenting on a proposal can indicate neutrality or potentially some level of acceptance of it. As noted above, analysis of the comments shows that many people were confused regarding implementation of the youth discount Clipper card, costs, and the fact that those who have pre-existing Orange tickets could still use the tickets in the system.

Input was provided by members of BART's Title VI/Environmental Justice Advisory Committee and Limited English Proficiency (LEP) Advisory Committee. BART formed the two committees to ensure that the District is taking reasonable steps to incorporate Title VI and Environmental Justice principles and the needs of LEP populations in BART's transportation decisions. Committee members are appointed to represent the needs and viewpoints of minority, low-income, and/or LEP populations and are active participants in local community-based organizations that serve one or more of these groups.

BART staff met with the Title VI/Environmental Justice and LEP Advisory Committee in a Special Joint meeting on April 2, 2018, the Title VI/EJ meeting on May 7, 2018, and the LEP Advisory Committee on May 22, 2015. Members were supportive of eliminating the Orange ticket fare media and program. One member stated that her organization hosted a

BART/MTC mag-stripe ticket surcharge mitigation outreach event which was very successful in helping people sign up for Clipper cards. She noted that BART/MTC staff provided very helpful information on the benefits of and how to get the youth discount Clipper card at this event and expressed approval of the mitigation measure of moving youth towards Clipper cards.

# Section 4: Equity Findings for Discontinuing Orange Ticket

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This section provides equity findings for the fare change of discontinuing the Orange ticket program. An equity finding is made after considering both the fare change analysis results described in Section 2, as well as public comment received, as described in Section 3 and in greater detail in the attached Public Participation Report.

## 2.5 Minority Disparate Impact and Low-Income Disproportionate Burden Finding

This report finds that there may be impacts to minority and low-income Orange ticket users as survey results show they are more minority and low-income than BART's overall ridership, exceeding the DI/DB Policy's 10% threshold, but that existing fare products—the youth discount Clipper card most notably as well as the youth red mag-stripe ticket—offer better or similar fares and fare media functionality compared to the Orange ticket. Even with Orange ticket availability, data shows that Orange ticket trips decreased by almost 40% in the first three months of 2018 compared to that time period in 2017, and youth discount Clipper card issuance and usage have gone up dramatically. The decline in Orange ticket trips and the increase in Clipper card use indicates youth riders find the Clipper youth discount card to be a very good option for their trip making purposes.

As mentioned previously, BART and MTC staff educated the public on the availability of free youth discount Clipper cards and that using the youth Clipper card would avoid the Orange mag-stripe ticket per-trip surcharge of 25 cents (a 50% discount to the full fare mag-stripe surcharge), and on the extension of the youth discount for ages 13-18. A BART YouTube video and efforts from BART Police Department further helped publicize the youth discount Clipper cards. Further information on this education and outreach can be found in the attached Public Participation Report.

Although significant outreach and education were undertaken, some public comments show that people were confused regarding implementation of the youth discount Clipper card, costs, and the fact that those who still had pre-existing Orange tickets could still use the tickets in the system. While it appears that more education and awareness of Clipper youth card and discount would have been helpful, it should be noted that concurrent with this Orange ticket Title VI outreach process and surveying, the multiple outreach processes described above were occurring to encourage youth discount Clipper card registration and the public is potentially much more aware now of the better options available to them than during the Orange ticket elimination outreach. These various types of outreach are described in the attached Public Participation Report in more detail.

BART staff met on this topic with the Title VI/Environmental Justice and LEP Advisory Committees in a special joint meeting on April 2, 2018, with the Title VI/EJ Advisory Committee on May 7, 2018, and the LEP Advisory Committee on May 22, 2018. Advisory committee members were supportive of eliminating the Orange ticket fare media and program.

## 2.6 Equity Finding Conclusion

This report finds that the fare change of eliminating the Orange ticket may impact minority and low-income users of the Orange tickets, as they are more minority and low-income than BART's overall ridership, exceeding the DI/DB Policy's 10% threshold. However, the disproportionate impacts are not adverse because existing fare products offer better or similar fares and fare media as the Orange ticket. Therefore, the report concludes that the elimination of the Orange ticket and the termination of the Orange ticket program will not result in a disparate impact or disproportionate burden on minority riders or low-income riders, respectively.





Title VI Fare Equity Analysis for Discontinuing the  
BART Discounted Orange Ticket Program for Students at  
Participating Middle and High Schools

**PUBLIC PARTICIPATION REPORT**

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June 14, 2018



# Public Participation Report

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# Section 1: Public Participation Process

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## 1.1 Purpose

BART, with the assistance of Imprenta Communications, conducted public outreach to solicit feedback on a proposal to eliminate Orange magnetic stripe (mag-stripe) tickets, which are sold at a 50% discount to students at participating middle and high schools. This proposed change supports migration of student riders to the youth discount Clipper card, which also offers them BART's 50% discount, and gives them a discount on the region's other transit operators. A key component of the Title VI outreach is to seek input on these types of fare changes from minority, low-income, and limited English proficient (LEP) populations.

BART reached out to all 147 schools in the Bay Area that participate in the Orange ticket program and distributed surveys to parents of students who use the discounted tickets. The survey was made available online at <http://www.bart.gov/orangeticket> and in a hard-copy paper format as an option for each school. The survey remained open for six weeks from February 20, 2018 through April 6, 2018.

This section describes the Title VI public participation process and the public comments by respondents to BART's Orange ticket program survey.

## 1.2 Outreach

BART reached out to Orange ticket program administrators at all 147 schools that currently participate in the program to get parents to complete the survey. In order to publicize the survey and survey link, extensive outreach was conducted with the schools. The survey remained open for six weeks from February 20, 2018 through April 6, 2018. Prior to February 20, 2018, preliminary phone calls were made to administrators so they would be aware of the upcoming outreach. Each administrator received three emails and multiple follow-up phone calls requesting them to share the online and paper surveys with parents of students who use the Orange tickets. While the option to drop off paper surveys to the school was provided, all schools chose to publicize the online survey link. Email responses from school administrators are listed in Appendix PP-B, and the full list of contacted schools is included in Appendix PP-D.

The survey was offered in English, Spanish, and Chinese. Additional language support services were offered in Korean, Tagalog, and Vietnamese and all surveys were completed online. An incentive of a \$100 BART Clipper card was offered as a prize for a drawing for those households that returned the survey. A copy of the survey is included in Appendix PP-A.

## Section 2: Public Comments

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The outreach effort resulted in 103 total survey responses. Of the 103 responses, 59 were from parents of students who used the Orange ticket. The remaining 44 responses were excluded from consideration either because their children did not use the Orange ticket or the respondent was unsure if their children used the Orange ticket.

While the analysis does not factor in comments from program administrators, BART did receive some comments during the outreach process from school administrators indicating that they had no students currently participating in the Orange ticket program or that their students had already converted to Clipper cards to receive the youth discount. Their comments have been indexed in Appendix PP-B.

The comments from the administrators may also help explain the level of response rate by parents to the surveys. Since many students have already converted to youth Clipper cards, parents may not have felt it was necessary to complete a survey regarding the Orange tickets. This is also supported by comparing the 59 parent responses to this survey to the almost 300 parent responses to a survey of the parents of Orange ticket users done in fall 2014, before BART began to offer a 50% discount to youth through age 18, which is available with the youth Clipper card.

Of the 59 parent responses, 57 were in English and two were in Spanish. All comments throughout this report have been transcribed as written by the public.

A demographic summary of the relevant survey respondents is shown below in Table 1.

**Table 1: Survey Demographic Summary**

<b>All Respondents</b>		
	<b>Percent*</b>	<b>Sample Size*</b>
<b>Used Orange Ticket</b>		
Yes	57.3%	<b>59</b>
No	37.9%	<b>39</b>
Unsure	4.9%	<b>5</b>
<b>Total*</b>	<b>100%</b>	<b>103</b>
<b>Ethnicity of Orange Ticket Users</b>		
White	22.0%	
Black/African American	18.6%	
Asian or Pacific Islander	18.6%	
American Indian or Alaska Native	3.4%	
Hispanic/Latino	20.3%	
Other or Multiple Race	15.3%	
Declined to State	1.7%	
<b>Total Answers</b>	<b>100%</b>	<b>59</b>
<b>Minority</b>	<b>77.6%</b>	
<b>Non-Minority</b>	<b>22.4%</b>	
<b>Total</b>	<b>100%</b>	<b>58</b>
<b>Annual Household Income</b>		
Under \$25,000	8.5%	
\$25,000 - \$34,999	3.4%	
\$35,000 - \$39,999	8.5%	
\$40,000 - \$49,999	15.3%	
\$50,000 - \$59,999	8.5%	
\$60,000 - \$74,999	10.2%	
\$75,000 - \$99,999	5.1%	
\$100,000 and over	25.4%	
Declined to State	15.3%	
<b>Total</b>	<b>100%</b>	<b>59</b>
<b>Income of Orange Ticket User Household**</b>		
<b>Low-income</b>	38.0%	
<b>Non-low-income</b>	62.0%	
<b>Total</b>	<b>100%</b>	<b>50</b>
<b>English Proficiency</b>		
Well	6.8%	
Very well	22.0%	
Not well	5.1%	
Not at all	3.4%	
Declined to State	62.7%	
<b>Total</b>	<b>100%</b>	<b>59</b>

\*Note: due to rounding, percentages may not add up to 100%, sample size dependent upon completed answers.

\*\*Low-income and non-low-income percentages factor in both household size and annual household income.

## 2.1 BART Orange Ticket Usage

Students attending participating middle and high schools can purchase magnetic stripe Orange tickets at a 50% discount, paying \$16 for \$32 in value. The purpose of this survey was to collect feedback on the impact of eliminating the Orange ticket program

### 2.1.1 Question 1: School Name

BART contacted all 147 schools that participate in the Orange ticket program, and parents at 21 of the schools responded to the survey.

**Table 2-1: Respondents' Schools**

Sample Size = 59 (parents of students participating in the Orange ticket program)

	School Name	Respondents	Percentage
1	James Logan High School	17	28.8%
2	Moreau Catholic High School	5	8.5%
3	Saint Mary's	5	8.5%
4	San Francisco Waldorf High School	5	8.5%
5	El Cerrito High School	4	6.8%
6	East Bay School for Boys	3	5.1%
7	The College Preparatory School	3	5.1%
8	Lick-Wilmerding	2	3.4%
9	Oakland Military Institute	2	3.4%
10	Bayhill High School	2	3.4%
11	Urban High School	1	1.7%
12	Good Shepherd School	1	1.7%
13	Crystal Springs Uplands	1	1.7%
14	Bezier Academy	1	1.7%
15	Mentoring Academy	1	1.7%
16	Alameda Community Learning Center	1	1.7%
17	Averroes High School	1	1.7%
18	Schools of the Sacred Heart Convent High School	1	1.7%
19	De La Salle High School	1	1.7%
20	City Arts & Technology High School	1	1.7%
21	California Crosspoint Academy	1	1.7%
	<b>Total</b>	<b>59</b>	<b>100.0%</b>

### 2.1.2 Question 2:

*Has a child in your household used a discounted orange ticket (purchased at school) to ride BART within the last six months?*

There were 103 responses to Question 2, with the results shown in Table 2-2 below.

**Table 2-2: Discounted Orange Ticket usage**  
Sample Size = 103

Options	Percent
Yes	57.3%
No	37.9%
Unsure	4.9%
Total	100%

Surveys for respondents that indicated “No” or “Unsure” were automatically removed from consideration. The total sample size for all remaining questions was 59.

### 2.1.3 Question 3:

*How many children in your household use orange tickets to ride BART?*

There were 59 responses to Question 3, with the results shown in Table 2-3 below.

**Table 2-3: Number of children in household who use the Orange Ticket**  
Sample Size = 59

Options	Percent
Just 1 child	62.7%
2 children	27.1%
3 or more children	10.2%
Total	100%

## 2.2 Demographics of BART Orange Ticket Users

### 2.2.1 Question 4:

*How old is the child who uses orange tickets to ride BART?*

There were 59 responses to Question 4 as shown in Table 2-4 below.

**Table 2-4: Age of BART Orange Ticket Users**  
Sample Size = 59

Options	Percent
12 or younger	1.7%
13 – 18 years old	96.6%
19 or older	1.7%
Total	100%

**2.2.2 Question 5:**

*How often does this child currently ride BART?*

There were 59 responses to Question 5, with the results shown in Table 2-5 below.

**Table 2-5: Frequency**  
Sample Size = 59

Options	Percent
6 - 7 days a week	13.6%
5 days a week	49.2%
3 - 4 days a week	22.0%
1 - 2 days a week	11.9%
1 - 3 days a month	3.4%
Total	100%

**2.2.3 Question 6:**

*What is this child's race or ethnic identification?*

There were 59 responses to Question 6, with nine respondents indicating "Other" or multiple races and one respondent that declined to state.

**Table 2-6: Ethnic Identification**  
Sample Size = 59

Options	Percent
White	22.0%
Black/African American	18.6%
Asian or Pacific Islander	18.6%
American Indian or Alaska Native	3.4%
Hispanic/Latino	20.3%
Other or Multiple Races	15.3%
Declined to State	1.7%
Total	100%

## 2.2.4 Question 7:

*What is your total annual household income before taxes?*

There were 50 responses to Question 7, with the results shown in Table 2-7 below.

**Table 2-7: Household Income**  
Sample Size = 50

Options	Percent
Under \$25,000	10.0%
\$25,000 - \$34,999	4.0%
\$35,000 - \$39,999	10.0%
\$40,000 - \$49,999	18.0%
\$50,000 - \$59,999	10.0%
\$60,000 - \$74,999	12.0%
\$75,000 - \$99,999	6.0%
\$100,000+	30.0%

## 2.3 General Comments

The survey included a question for the public to comment on how the elimination of the Orange ticket program would impact the respondent's household:

*Question 7: How would the elimination of the Orange Ticket School Discount Program impact your household, if at all?*

All of the survey responses for Question 7 are included in Appendix PP-B.

### 2.3.1 Support or No Response Regarding the Elimination of the Orange Tickets:

Approximately half of respondents (29 of 59) were either supportive of eliminating the Orange ticket program or had no comment about the change. Sample responses are included below:

*"Not at all, she has a clipper card and now that it gives us a discount we don't purchase the orange tickets. We also had a problem with the orange ticket - it got demagnetized or something - so we lost some money. My child was told we had to go to a special station to get it fixed and it was too much of a bother."*

*"Assuming we can receive the same youth discount with a youth discount Clipper card, there is no impact at all. Or, it means greater convenience, as we can just purchase the tickets easily, rather than going through the BART Orange program. I am glad to see the switch."*

*"As long as we can access the discounted rates via a Youth Clipper, then should be not be an issue"*

*"With new youth discount Clipper card rules not a big deal."*

*"not at all / clipper card is much better"*

### 2.3.2 Concerns about Eliminating the Orange Tickets:

The remaining half of respondents (30 of 59) expressed concerns about the change. Some of these comments specifically addressed the transition from Orange tickets to Clipper cards:

*"We purchased a Clipper Card for my son, but he is having a hard time using it. The detector keeps rejecting it, even though I put \$45 dollars on it. So the Orange Tickets are much easier to use."*

*"Makes it harder because you have to pre-pay Clipper and keep it separate for school and personal use."*

*"It would cause us an incredible hardship to not be able to use the orange tickets-- they provide us with the flexibility we need as a family to ensure transportation, especially to school for the children. The clipper option is not as useful to us. Please do not eliminate the orange tickets. Thanks."*

However, many of these comments that expressed concerns seemed rooted in confusion about how the change would impact their households. Despite the fact that the survey form itself reiterated that a youth discount was available through the Clipper card, many respondents believed this change would result in significant financial hardship. Others did not realize that Clipper cards could be used for BART rides.

*"We currently use the Orange ticket program for both of our sons, ages 11 & 13. Without the program, our transportation costs would double and we'd have to cut back elsewhere. Our kids already receive subsidized tuition and they Bart home after school so we don't have to pay childcare costs."*

*"I would not eliminate it at all, it is very helpful in paying the expenses to send my child to school every day"*

*"Nos afectaria mucho economicamente, porque pagar el precio regular los cinco dias que mi hijo lo usa para transportarse a Saint Maty's in Berkley, seria muy caro , ojala que no eliminen este programa . El BART con su ayuda esta ayudando a estos estudiantes que son nuestro futuro." [Translation: "It would affect us a lot financially because paying the regular price for the five days that my son uses it to commute to Saint Maty's in Berkley, would be very expensive, hopefully this program is not eliminated. BART with your help is helping these students who are our future."]*

Some comments also raised concerns about whether BART would continue to accept Orange tickets that have already been purchased:

*"We will have a several Orange Ticket Discount Cards that would be rendered useless. Effectively, we would have prepaid for this cards and received nothing for them."*

*"The portion of remaining inventory assigned to our student would be lost unless BART would buy them back."*

Should the Orange ticket program be discontinued, Orange tickets will continue to be accepted at the fare gate. BART’s magnetic stripe tickets have a per-trip surcharge applied, and the surcharge for Orange tickets will continue to be \$0.25 per trip, which is a 50% discount to the full-fare Blue ticket surcharge of \$0.50. There is no surcharge for Clipper users, including youth.

### 2.3.3 Minority and Low-Income Responses

Of the 45 minority respondents, 22.2% expressed support for the BART Orange ticket elimination, 24.4% chose not to comment regarding the question, which can indicate neutrality or potentially some level of acceptance, and 53.3% did not support the proposal.

Among the 19 low-income respondents, 15.8% indicated support, 31.6% chose not to comment regarding the question, which as noted above can indicate neutrality or potentially some level of acceptance, and 52.6% were not in support.

The breakdown of comments by minority and low-income respondents is included in Table 2-7.

**Table 2-8: Comments on Elimination of Orange Ticket Program by Minority and Low-Income Respondents**

Comments	Minority	Non-minority	Low-Income	Non-Low-Income
<i>Sample Size</i>	45	14	19	40
Support	22.2%	50.0%	15.8%	32.5%
Do not Support	53.3%	35.7%	52.6%	47.5%
No Response	24.4%	14.3%	31.6%	20.0%
Total	100.0%	100.0%	100.0%	100.0%

### 2.3.4 Assessment

An analysis of the responses received shows that 46.7% of the 45 minority respondents either supported or had no comment on elimination of the Orange ticket, while 53.3% did not support the proposal. Of the 19 low-income respondents, 47.4% either supported or had no comment, and 52.6% were not in support. However, analysis of the comments shows that many people were confused regarding implementation of the youth discount Clipper card, costs, and the fact that those who have pre-existing Orange tickets could still use the tickets in the system.

These results could point to the need for more education to increase parents’ awareness of the facts and benefits of the discount Clipper youth card if the Orange ticket were to be eliminated. However, it should be noted that concurrent with this Orange ticket Title VI outreach process and surveying, there were multiple outreach processes occurring to encourage youth discount Clipper card registration and the public is potentially much more aware now of the better options available to them than during the Orange ticket elimination outreach. These various types of outreach are described in section 3 below.

## Section 3: Education and Outreach

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### *3.1 Mag-stripe Ticket Surcharge Mitigation Action Plan Outreach*

The BART Board approved a Title VI Fare Equity Analysis in June 2017 that determined whether several proposed changes could disproportionately impact minority or low-income riders. Staff found that a mag-stripe ticket surcharge could result in a disproportionate impact on low-income riders.

BART then focused its efforts on getting free Clipper cards to low-income riders so they could avoid the surcharge through the following outreach efforts:

- Twenty-nine promotional outreach events (December-March) in cooperation with Metropolitan Transportation Commission (MTC) at 20 BART stations and 9 community-based organizations that serve low-income populations.
- MTC has partnered with Community Based Organizations (CBOs) referred by BART's Office of Civil Rights that service low-income communities and the CBOs have become part of MTC's Clipper card distribution program so they can continue to provide the populations they service with free Clipper cards on an ongoing basis.

Throughout this outreach process, BART/MTC staff were educating the public about the free youth discount Clipper cards and how to sign up. Youth discount Clipper card applications were handed out at all 29 in-station and CBO events.

The following table provided by MTC (which is also in the analysis) shows that there has been an increase in youth discount Clipper card applications and issuance by various agencies and through MTC from FY14 through to FY18.

**Table 3-1: Youth discount Clipper Card Issuance by Agency**

	FY 14-15 Quarter 3			FY 15-16 Quarter 3			FY 16-17 Quarter 3			FY 17-18 Quarter 3		
	2015	2015	2015	2016	2016	2016	2017	2017	2017	2018	2018	2018
	Jan-15	Feb-15	Mar-15	Jan-16	Feb-16	Mar-16	Jan-17	Feb-17	Mar-17	Jan-18	Feb-18	Mar-18
<b>Card Issuance by Operator: Mail/Email/Fax</b>												
Mail In Applications: Youth	380	320	386	498	485	485	454	433	511	1178	949	773
<b>Card Issuance by Operator: Embarcadero Station</b>												
Bay Crossings Embarcadero Station: Youth	155	121	144	129	137	124	169	131	153	367	291	396
<b>Card Issuance by Operator: AC Transit</b>												
AC Transit: Youth	253	188	214	180	199	190	184	150	157	208	172	272
<b>Card Issuance by Operator: BART</b>												
BART: Youth*										171	117	118
<b>Card Issuance by Operator: SF Muni</b>												
SF Muni: Youth	30	504	437	397	324	243	392	368	429	395	564	348
<b>Total by month</b>												
Email/mail/fax and major distributors	818	1133	1181	1204	1145	1042	1199	1082	1250	2319	2093	1907
<b>Total by quarter</b>												
Email/mail/fax and major distributors			3132			3391			3531			6319

\*Through May 2017, youth applications received at BART were processed as mail/email/fax applications.

Table 3-1 shows a steady increase in card issuance of Clipper cards when comparing quarter-to-quarter figures over the past four years. However, applications for youth have increased dramatically--by 79%--when January-March 2017 is compared to January-March 2018. The reason for this may potentially be due to youth Clipper card applications being handed out at all the mag-stripe paper ticket mitigation events as well as extensive outreach educating the public on the youth discount Clipper card, which will be described in sections 3-2 and 3-3. In addition, effective January 1, 2018, BART extended the age at which youth receive a 50% discount to 18 years.

### *3.2 Youth discount Clipper card “How-To” YouTube Video*

In an effort to encourage youth discount Clipper card registration, BART produced a video that was distributed to the public and advertised as described below:

- August 9, 2017: <http://www.bart.gov/news/articles/2017/news20170808> Teens take note: BART has new discount for your Clipper card starting Jan. 1
- December 18, 2017: <http://www.bart.gov/news/articles/2017/news20171218> Teens can now get a big discount on BART with a Youth discount Clipper card (this one has the video embedded)
  - This story and video was emailed to 56,991 BART subscribers with a 23% open rate: 16,446
- March 6, 18: <http://www.bart.gov/news/articles/2018/news20180306> Teen spring break checklist: Get Youth discount Clipper card, save money exploring the Bay!
- The video <https://www.youtube.com/watch?v=BYCt9zFR0UE> was posted on:
  - You-Tube (1,800 views),
  - Facebook (13,000 views and a reach of 27,000, shared 56 times), and
  - Twitter (25,907 views, 118 retweets)

The advertisement and video may be one of the contributing factors to the increase in youth discount Clipper cards that have been issued throughout the Bay Area.

### *3.3 BART Police Department Youth Outreach*

BART Police Department (BART PD) has traditionally reached out and worked with youth advocacy groups. The following is a summary of how BART PD assisted in educating the public about the youth discount Clipper card and discount.

- Information on mag-stripe paper ticket surcharge/expanded youth discount/Clipper card availability in BART stations was distributed via approximately 100 emails to community contacts including all BART PD, other police departments, neighborhood community groups, schools, non-profits that focus on children/families, churches, and residential housing near BART stations.
- December 2017: BART PD distributed Clipper applications/information on Clipper and spoke to BART customers during two Holiday Safety Awareness events.
- January 4-5, 2018: BART PD shared the Clipper changes on our BART PD Facebook Page which included dates for the District’s scheduled Clipper outreach events. BART PD attended some of the Clipper outreach events. See following for posting:

 **BART Police Department**  
January 4 · 🌐

Learn how to save money on BART with Bay Area Clipper. By using the Clipper and Easy Rider hang tag, patrons can quickly pay for parking and BART tickets.

There are dozens of outreach events coming to BART stations where free Clipper cards will be available and riders can also learn about the new 50 percent discount available for teens.

The next events will be held on:  
January 4 - West Oakland BART Station - 4-7pm  
January 8 - Dublin/Pleasanton BART Station 4-7pm  
January 9 - Bay Fair BART Station 4-7pm

Each week BART will post a new schedule. BART is also working with local community based organizations to hand out free Clipper cards.

Everyone is encouraged to register a Clipper card because it can protect the balance and has an auto-load option to avoid ticket vending lines. Use Clipper anonymously without registering it and load with cash at BART ticket machines, as needed.

More details about how to save with Clipper may be found at <http://bddy.me/2qhb1gf>. Questions can be promptly answered by visiting <https://twitter.com/sfbart>.

**CLIPPER CARD**  
The easiest and fastest way to pay  
for daily parking fee at BART

- No waiting in line.
- No need to remember your parking stall number.
- No need to enter a cash payment each time you park.

*Just tap at parking validation machine and go!*

Moving forward, many opportunities still exist to promote public awareness of the new Clipper card youth discount to families that may benefit from this program.

## Section 4: BART Title VI/Environmental Justice and Limited English Proficiency Advisory Committees

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Staff presented on the Orange ticket fare and program elimination at a special joint BART Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committee meeting held on Monday, April 2, 2018 (10:30am-1pm) in the Joseph P. Bort Metro Center, located at 101 8th Street in Oakland. Additional follow-up presentations were made to the Title VI/EJ Advisory Committee meeting on Monday, May 7, 2018 (2pm-4pm) and to the LEP Advisory Committee meeting on Tuesday, May 22, 2018 (10:30am-1pm) in the BART Board Room, located at 2040 Webster Street in Oakland. The meetings were open to the public and the agenda was noticed at least 72 hours in advance of the meeting.

The LEP Advisory Committee consists of members of community-based organizations that serve LEP populations within the BART service area. The committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability. The Title VI/EJ Advisory Committee, which also consists of members of community-based organizations, ensures that the District is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions.

At the meetings, staff presented an overview of the Orange ticket program, background information and the reason for its elimination, and the benefits of the youth discount Clipper card as an alternative to the Orange ticket.

Members were supportive of the Orange ticket fare media and program elimination. One member stated that her organization hosted a BART/MTC mag-stripe ticket surcharge mitigation outreach event which was very successful in helping people sign up for Clipper cards. She noted that BART/MTC staff provided very helpful information on the benefits of and how to get the youth discount Clipper card at this event and expressed approval of the mitigation measure of moving youths towards Clipper cards.

# Appendix PP-A: Orange Ticket Program Surveys

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# Orange Ticket Survey

Please complete this survey to provide your input on BART's Orange Ticket School Discount Program.

## Dear Parent/Guardian,

As you may be aware, BART recently expanded its youth discount. Now children ages 5-18 can receive a 50% discount on all of their BART rides. (The easiest way to get this discount is by using a Youth Clipper card. Note that children under age 5 still ride BART for free.)

Since this discount is now available to all youth, **BART is considering the elimination of its Orange Ticket School Discount Program.** Please complete this brief survey to help BART understand your household's use of orange tickets. To thank you for your time, you can enter to win a \$100 Clipper card at the end of this survey.

**1** School name: \_\_\_\_\_

**2** Has a child in your household used a discounted orange ticket (purchased at school) to ride BART within the last six months?  
 <sub>1</sub> Yes  
 <sub>2</sub> No (skip to Q12)  
 <sub>3</sub> Don't know (skip to Q12)

**3** How many children in your household use orange tickets to ride BART?  
 <sub>1</sub> Just 1 child uses orange tickets  
 <sub>2</sub> 2 children use orange tickets  
 <sub>3</sub> 3 or more children use orange tickets

## Please tell us about the child who uses orange tickets to ride BART.

*(If more than one child in your household uses orange tickets, please tell us about the oldest one.)*

**4** How old is the child who uses orange tickets to ride BART?  
 <sub>1</sub> 19 or older  
 <sub>2</sub> 13 – 18 years old  
 <sub>3</sub> 12 or younger

**5** How often does this child currently ride BART? *(Check one)*  
 <sub>1</sub> 6 – 7 days a week  
 <sub>2</sub> 5 days a week  
 <sub>3</sub> 3 – 4 days a week  
 <sub>4</sub> 1 – 2 days a week  
 <sub>5</sub> 1 – 3 days a month  
 <sub>6</sub> Less than once a month → *How many times a year?* \_\_\_\_\_

**6** What is this child's race or ethnic identification?  
*(Check one or more. Your response will help us to evaluate how well this program is reaching all of the communities that BART serves.)*  
 <sub>1</sub> American Indian or Alaska Native  
 <sub>2</sub> Asian or Pacific Islander  
 <sub>3</sub> Black/African American  
 <sub>4</sub> Hispanic, Latino or Spanish  
 <sub>5</sub> White  
 <sub>6</sub> Other: \_\_\_\_\_  
*(Categories are based on the U.S. Census)*

## Orange Ticket School Discount Program

**7** How would the elimination of the Orange Ticket School Discount Program impact your household, if at all?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## About You and Your Household

- 8** Including yourself, how many people live in your household?  
1  1   2  2   3  3   4  4   5  5   6  6+
- 9** Do you use a smart phone (can access the Internet, download apps, etc.)?  
1  Yes  
2  No
- 10a** Do you speak a language other than English at home?  
1  Yes, I speak: \_\_\_\_\_  
2  No
- 10b** If you answered "Yes" to question 10a, how well do you speak English?  
1  Very well  
2  Well  
3  Not well  
4  Not at all
- 11** What is your total annual household income before taxes?  
1  Under \$25,000  
2  \$25,000 - \$34,999  
3  \$35,000 - \$39,999  
4  \$40,000 - \$49,999  
5  \$50,000 - \$59,999  
6  \$60,000 - \$74,999  
7  \$75,000 - \$99,999  
8  \$100,000 or more

## Optional

- 12** If you would like to enter the drawing to win a \$100 Clipper card, please enter your contact information here:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Please read the statements below and check all that apply.

- Contact me with important BART updates (no more than once per year), or in case of a major system-wide emergency (email only).
- Sign me up for BARTable this Week. It's a free weekly email filled with events, discounts and chances to win free tickets to great BARTable events! (email only)

### Thank you for completing this survey.

Please return in the postage-paid envelope, or mail to:

Imprenta Communications Group  
c/o Jay Cheng  
301 Grove Street  
San Francisco, CA 94102

If you need language assistance services, please call (510) 464-6752.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.

Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

통역이 필요하신 분은, 510-464-6752 로 문의하십시오.



# Encuesta sobre el Boleto Anaranjado

Por favor complete esta encuesta para brindar su opinión sobre el Programa de Descuento Escolar de BART, el Boleto Anaranjado.

## Estimado padre/madre/tutor legal:

Tal vez ya conozca que BART amplió recientemente su descuento para jóvenes. Ahora, los niños de 5 a 18 años de edad pueden recibir un descuento del 50% en todos sus viajes en BART. (La manera más sencilla de obtener este descuento es usar una tarjeta Clipper Card para jóvenes. Tenga en cuenta que los niños menores de 5 años siguen teniendo la posibilidad de viajar en BART en forma gratuita).

Como este descuento ahora está disponible para todos los jóvenes, **BART está considerando eliminar su Programa de Descuento Escolar del Boleto Anaranjado**. Por favor complete esta breve encuesta para ayudar a BART a comprender cómo se usan los boletos anaranjados en su hogar. Para agradecerle por su tiempo, al finalizar esta encuesta puede participar en un sorteo para ganar una tarjeta Clipper Card de \$100.

**1** Nombre de la escuela: \_\_\_\_\_

**2** ¿Algún niño que viva con usted usó un boleto anaranjado de descuento (comprado en la escuela) para viajar en BART en los últimos seis meses?

- 1 Sí
- 2 No (continúe con la P12)
- 3 No sé (continúe con la P12)

**3** ¿Cuántos niños de su hogar usan boletos anaranjados para viajar en BART?

- 1 Solo 1 niño usa el boleto anaranjado
- 2 2 niños usan el boleto anaranjado
- 3 3 o más niños usan el boleto anaranjado

**Por favor proporciónenos información sobre el niño que usa el boleto anaranjado para viajar en BART.**  
(Si más de un niño de su hogar usa el boleto anaranjado, por favor infórmenos sobre el mayor de ellos).

**4** ¿Cuántos años tiene el niño que usa el boleto anaranjado para viajar en BART?

- 1 19 años de edad o más
- 2 13 a 18 años de edad
- 3 12 años de edad o menos

**5** ¿Con qué frecuencia viaja este niño en BART actualmente? (Marque una respuesta)

- 1 6 a 7 días a la semana
- 2 5 días a la semana
- 3 3 a 4 días a la semana
- 4 1 a 2 días a la semana
- 5 1 a 3 días al mes
- 6 Menos de una vez al mes → ¿Cuántas veces al año? \_\_\_\_\_

**6** ¿Cuál es la raza o la identificación étnica de este niño?

(Marque una o más opciones. Su respuesta nos ayudará a evaluar cuán bien está llegando este programa a todas las comunidades a las que BART presta servicio).

- 1 Indígena norteamericano o nativo de Alaska
- 2 Asiático o de las Islas del Pacífico
- 3 Negro/afroamericano
- 4 Hispano, latino o español
- 5 Blanco
- 6 Otro: \_\_\_\_\_

(Categorías en base al Censo de los Estados Unidos).

## Programa de Descuento Escolar del Boleto Anaranjado

**7** ¿Cómo afectaría a su hogar (si lo afectara) la eliminación del Programa de Descuento Escolar del Boleto Anaranjado?

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## Acerca de usted y las personas que viven en su hogar

**8** Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar?

- 1    2    3    4    5    6 o más

**9** ¿Utiliza un teléfono inteligente (puede acceder a Internet, descargar aplicaciones, etc.)?

- Sí  
 No

**10a** ¿Habla usted un idioma que no sea el inglés en el hogar?

- Sí, hablo: \_\_\_\_\_  
 No

**10b** Si respondió "Sí" a la Pregunta 10a, ¿qué tan bien habla inglés?

- Muy bien  
 Bien  
 No muy bien  
 Nada

**11** ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?

- Menos de \$25,000  
 \$25,000 a \$34,999  
 \$35,000 a \$39,999  
 \$40,000 a \$49,999  
 \$50,000 a \$59,999  
 \$60,000 a \$74,999  
 \$75,000 a \$99,999  
 \$100,000 o más

## Opcional

**12** Si desea participar en el sorteo para ganar una tarjeta Clipper Card de \$100, por favor escriba su información de contacto en este lugar:

Nombre: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Correo electrónico: \_\_\_\_\_

Por favor lea las afirmaciones que se incluyen a continuación y marque todas las que correspondan.

- Comuníquese conmigo con respecto a importante información actualizada sobre BART (no más de una vez al año), o en caso de que ocurra una emergencia grave de todo el sistema (sólo por correo electrónico).
- Inscríbanme en BARTable this Week. Es un mensaje de correo electrónico semanal gratuito repleto de eventos, descuentos y oportunidades para ganar boletos gratis a increíbles eventos de BARTable. (sólo por correo electrónico)

### Gracias por contestar esta encuesta.

Por favor envíela en el sobre con porte postal pagado que se adjunta, o envíela por correo a:

Imprenta Communications Group  
c/o Jay Cheng  
301 Grove Street  
San Francisco, CA 94102

Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.



# 橙色票問卷調查

請完成該項調查，提供您對 BART 橙色票學校折扣計劃的意見和建議。

## 尊敬的家長/監護人：

您可能知道，BART 最近擴大了未成年折扣適用範圍。現在，5-18 歲的未成年人每次搭乘 BART 均可享有 50% 折扣。(要享有這項折扣，最簡單的方法就是使用 Youth Clipper 卡。請注意：5 歲以下兒童仍可免費搭乘 BART。)

由於這項折扣現已適用於所有未成年人，因此 **BART 正在考慮取消橙色票學校折扣計劃 (Orange Ticket School Discount Program)**。請填寫這份簡短問卷，幫助 BART 了解您家中的橙色票使用情形。為感謝您抽空接受調查，您還可參加問卷最後的抽獎活動，有機會贏得一張價值 \$100 的 Clipper 卡。

**1** 學校名稱： \_\_\_\_\_

**2** 在過去六個月內，您家中有任何子女使用橙色折扣票 (購自學校) 搭乘 BART 嗎？

- 1  是
- 2  否 (直接跳到第 12 題)
- 3  不知道 (直接跳到第 12 題)

**3** 您家中有幾名子女使用橙色票搭乘 BART？

- 1  僅 1 名子女使用橙色票
- 2  2 名子女使用橙色票
- 3  3 名或更多子女使用橙色票

## 請告訴我們關於使用橙色票搭乘 BART 的子女資料。

(如果您家中有超過一名子女使用橙色票，請以年齡最大的子女為準回答。)

**4** 請問使用橙色票搭乘 BART 的子女現年幾歲？

- 1  19 歲或以上
- 2  13 - 18 歲
- 3  12 歲或以下

**5** 這名子女目前多常搭乘 BART？(勾選一項)

- 1  一星期 6 - 7 天
- 2  一星期 5 天
- 3  一星期 3 - 4 天
- 4  一星期 1 - 2 天
- 5  一個月 1 - 3 天
- 6  一個月不到一次 → 一年幾次？ \_\_\_\_\_

**6** 這名子女的種族或族裔為何？

(可勾選一或多項。您的回答將幫助我們評估該計劃是否觸及 BART 服務的所有社群。)

- 1  美洲印第安人或阿拉斯加原住民
- 2  亞裔或太平洋島裔
- 3  黑人/非裔美國人
- 4  西班牙語裔/拉丁美洲裔/西班牙裔
- 5  白人
- 6  其他： \_\_\_\_\_

(類別以美國人口普查為依據)

## 橙色票學校折扣計劃

**7** 如果取消橙色票學校折扣計劃，您的家庭會受到什麼影響 (若有任何影響)？

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## 關於您和您的家庭

- 8** 包括您在內，您家中共住了多少人？  
1  1   2  2   3  3   4  4   5  5   6  6+
- 9** 您是否使用智慧型手機 (有上網、下載應用程式等功能)？  
1  是  
2  否
- 10a** 您在家是否說英語以外的語言？  
1  是，我說： \_\_\_\_\_  
2  否
- 10b** 如果 10a 題回答「是」，您的英語說得怎麼樣？  
1  很好  
2  好  
3  不好  
4  完全不會
- 11** 您的稅前家庭總年收入是多少？  
1  \$25,000 以下  
2  \$25,000 - \$34,999  
3  \$35,000 - \$39,999  
4  \$40,000 - \$49,999  
5  \$50,000 - \$59,999  
6  \$60,000 - \$74,999  
7  \$75,000 - \$99,999  
8  \$100,000 或以上

## 自由選答

- 12** 如果您想參加抽獎活動，贏得一張價值 \$100 的 Clipper 卡，請在此填寫您的聯絡資料：

姓名： \_\_\_\_\_

電話： \_\_\_\_\_

電郵地址： \_\_\_\_\_

請閱讀以下聲明，並勾選所有適用項目。

若 BART 有重要消息(每年不超過一次)，或發生全系統性的重大緊急事故時，請與我聯絡 (僅發送電郵)。

我要訂閱 BARTable this Week 電子報。這是每週發送一次的免費電郵，其中介紹有關 BART 的各項活動和折扣，並有機會贏得 BARTable 精彩活動的免費入場券！(僅發送電郵)

### 謝謝您完成這項問卷調查。

請放入已付郵資信封寄回，  
或自行寄到：

Imprenta Communications Group  
c/o Jay Cheng  
301 Grove Street  
San Francisco, CA 94102

如需語言協助服務，請致電 (510) 464-6752。

## Appendix PP-B: Administrator Email Comments

School Name	Email Response
<b>SFUSD</b>	<p>Paper BART tickets are a critical support for homeless and other foster youth. Programs that serve these students need a way to hand them an immediate solution to their transportation dilemmas. Youth in crisis often have no access to their possessions - including clipper cards and the IDs necessary to get them. This can be an unnecessary barrier to these kids attending school as they move between shelters, family members, and the streets. It is unbelievable the lengths young people will go to stay in school - often the only stable place they have during a period of crisis - if they can get there. I have known kids to commute 2 hours each way day just to get to their school. We have to have passes we can give them in these circumstances.</p> <p>This will never show up on a parent survey, but it is a critical function for BART to provide.</p> <p>I understand that as a consultant this may be outside of your project scope. Please acknowledge that this has been received and communicated to BART. If you would like to put me in touch with someone directly, please do so.</p>
<b>Bezier Academy</b>	<p>I'll be happy to help with the survey.</p> <p>We are in a funny situation, as I signed up for BART Orange for my student in our homeschool - since my son has been taking BART to CC classes for high school in some instances.</p> <p>I have been needing to get him signed up for the youth Clipper Card, and due to family emergencies have just not gotten around to it. We are out of BART Orange tickets, so I need to take action soon. I am sure it's not as complicated as I have made it out to be in my mind!</p>
<b>Omia Academy</b>	<p>I have requested that this be sent out in the next parent bulletin.</p> <p>As an administrator, I am concerned about how we are going to serve the small population (about 10) of homeless students we have without the paper BART tickets. All schools are required by The McKinney-Vento Act to arrange transportation to and from school for homeless students. We satisfy that requirement for most of them by giving them the paper BART tickets as needed.</p>
<b>Heritage High School</b>	<p>I forwarded to our student to fill out.</p> <p>Thank you</p>
<b>San Francisco University High School</b>	<p>I was curious what the survey looked like and so I clicked a few buttons and now it submitted for me. Please delete that from your stats since I'm not a parent using the survey. I didn't realize there wasn't a "submit"</p>

	<p>button and thought I could just back out but alas...not the case.</p> <p>I only have a couple of families who used it so I'll send the survey on to them. No guarantee they'll respond though...</p>
<b>John O'Connell High School</b>	Thank you Rob we are but we have not had funds this year.
<b>Diablo Valley School</b>	<p>Dear Rob,</p> <p>I will pass along the survey to our parents who have used orange tickets in the past.</p> <p>Warm regards, Anne-Martine</p>
<b>Richmond College Prep Schools</b>	Received, thank you
<b>Mary's College High School</b>	Thanks Rob - I will send it out today.
<b>Mission High School San Francisco</b>	<p>Dear Rob,</p> <p>We only have one student participating the program right now. We'll communicate with his family about the survey.</p> <p>Best,</p>
<b>Orion Academy</b>	Orion Academy is a very small school - 45 students. We probably had an average of three families using the program at any one time. We have not used the program since it was discontinued last Fall/Winter.
<b>Synergy School</b>	<p>Sorry you didn't hear from me after the first time, Rob. Crazy busy around here.</p> <p>I do not actually have any parents buying orange tickets this year. I still buy them for field trips though. Hopefully BART will end up with a way that I can still do that.</p>
<b>Newark Unified</b>	<p>Hi Mr. Chua,</p> <p>I am the Coordinator of Pupil Services, and the Homeless Liaison for Newark USD. Some other responsibilities also bring me into d discussions about bus transportation of Newark students.</p> <p>Can you please look up in your records which of our school are</p>

	<p>participating in your Orange Bus Pass Program? Or is this a program available to everyone? (If so which ages/ grade level are the target audience?) I didn't see that in your email, and I'm not aware of our sites' participation. I just need this to know how to direct your request to parents of students participating in the program.</p> <p>Many thanks! Bill</p>
<p><b>Newark Unified</b></p>	<p>Hi Rob,</p> <p>I forwarded your request to the High School, asking them to dispatch the link for the survey to the proper clientele. I was told that they would address it shortly. Hopefully you'll receive something in a few days. Thank you for your patience!</p> <p>Martine</p>

## Appendix PP-C: Responses to Question 7 (Comments on Household Impact)

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Response ID	Survey Date	Language	Response on Impact
1	2/20/2018	English	dfhjk
2	2/20/2018	English	no internet access
3	2/20/2018	English	The portion of remaining inventory assigned to our student would be lost unless BART would buy them back.
4	2/20/2018	English	
5	2/20/2018	English	Assuming we can receive the same youth discount with a youth Clipper Card, there is no impact at all. Or, it means greater convenience, as we can just purchase the tickets easily, rather than going through the BART Orange program. I am glad to see the switch.
6	2/21/2018	English	
7	2/21/2018	English	My kids uses Bart 5 days a week as a part of their transportation to thier school to have a higher education, this will impact my family, please consider to handle this situation in the possible matter that will not have negative effect.
8	2/22/2018	English	She commutes from Oakland to Pittsburgh to go to school and we are already covering private school tuition the financial weight would be hard. We also won't have someone who can go pick up the clipper ticket.
9	2/27/2018	English	
10	2/28/2018	English	The children who use the orange tickets are over 18, and therefore would not be eligible for the youth clipper card prices.
11	2/28/2018	English	My children will only be able to take the bus due to the cost.
12	3/11/2018	English	
13	3/12/2018	English	We will have a several Orange Ticket Discount Cards that would be rendered useless. Effectively, we would have prepaid for this cards and received nothing for them.
14	3/12/2018	English	Huge Impact on our students: We are a commuter school that serves some under the poverty level students. We provide them with the discounted orange cards to get to school and back (along with bus passes) at the school's cost. This would significantly impact 5% of our population.. I'm not sure how we would be able to implement the discounted clipper cards to these students and monitor their use.

15	3/12/2018	English	It would be difficult financially wise we are low income family
16	3/12/2018	English	
17	3/12/2018	English	We currently use the Orange ticket program for both of our sons, ages 11 & 13. Without the program, our transportation costs would double and we'd have to cut back elsewhere. Our kids already receive subsidized tuition and they Bart home after school so we don't have to pay childcare costs.
18	3/13/2018	English	not at all / clipper card is much better
19	3/13/2018	English	We purchased a Clipper Card for my son, but he is having a hard time using it. The detector keeps rejecting it, even though I put \$45 dollars on it. So the Orange Tickets are much easier to use.
20	3/13/2018	English	It wouldn't as we got it before receiving our clipper card, but we'd like the opportunity to spend it down until zeroed out.
21	3/14/2018	English	
22	3/14/2018	English	Financial hardship as during sports season, my child uses it in order to return home after games. She would probably not be able to participate in sports any longer because of the hardship.
23	3/15/2018	English	
24	3/15/2018	English	Current cost is 64\$/month for have price tickets. Full fair would be 64\$ month more for 10 months. 640\$ year is \$1000 before tax. That's a lot to get a child to school.
25	3/16/2018	English	We depend on Bart discount ticket program to get our son home safely. Without it the cost to pick him up would be prohibitive as we both work long hours and have no other way to pick him up.
26	3/16/2018	English	My child still has orange tickets but he now has a clipper card
27	3/16/2018	English	So long as the Clipper card offers the same discount, then not at all. However, if Clipper card does not offer 50% youth discount, then It would be a hardship for our family.
28	3/17/2018	English	The increase cost of traveling on Bart will impact our family
29	3/19/2018	English	Would be disappointing, but if the same 50% discount is available for children under 18 and includes a Clipper Card, we would prefer this to all of the paper tickets, and the onerous process currently in place to order the Orange Tickets.
30	3/19/2018	English	N/A
31	3/19/2018	English	As long we can access the discounted rates via a Youth Clipper, then should be not be an issue
32	3/19/2018	English	
33	3/19/2018	English	We purchase five orange cards each time so child will not have to carry a pre paid clipper card.

34	3/19/2018	English	
35	3/19/2018	English	
36	3/19/2018	English	
37	3/19/2018	English	
38	3/19/2018	English	
39	3/19/2018	Spanish	
40	3/20/2018	English	
41	3/20/2018	English	It would cause us an incredible hardship to not be able to use the orange tickets-- they provide us with the flexibility we need as a family to ensure transportation, especially to school for the children. The clipper option is not as useful to us. Please do not eliminate the orange tickets. Thanks.
42	3/20/2018	English	
43	3/20/2018	English	Horribly. I'm a single mom and the discount greatly helps my budget.
44	3/21/2018	English	
45	3/21/2018	English	
46	3/21/2018	English	With new youth clipper card rules not a big deal.
47	3/21/2018	English	More cost for Clipper card which we already have switched to due to the very high surcharge of 50 cents per usage for paper tickets. That is mercenary.
48	3/21/2018	English	I thought it was already eliminated. She has to purchase the clipper
49	3/21/2018	Spanish	Nos afectaria mucho economicamente, porque pagar el precio regular los cinco dias que mi hijo lo usa para transportarse a Saint Maty's in Berkley, seria muy caro , ojala que no eliminen este programa . El BART con su ayuda esta ayudando a estos estudiantes que son nuestro futuro.
50	3/21/2018	English	
51	3/21/2018	English	
52	3/22/2018	English	
53	3/22/2018	English	I would not eliminate it at all, it is very helpful in paying the expenses to send my child to school every day
54	3/23/2018	English	it would be easier
55	3/26/2018	English	
56	3/26/2018	English	
57	3/26/2018	English	We can barely afford for my kids, nieces and nephews to get to school without the youth orange discount cards.
58	3/26/2018	English	
59	3/26/2018	English	
60	3/26/2018	English	
61	3/26/2018	English	

62	3/26/2018	English	Financial burden
63	3/26/2018	English	
64	3/26/2018	English	
65	3/26/2018	Spanish	
66	3/26/2018	English	
67	3/26/2018	English	
68	3/26/2018	English	
69	3/26/2018	English	
70	3/26/2018	English	
71	3/26/2018	English	
72	3/26/2018	English	
73	3/26/2018	English	
74	3/26/2018	English	The easiest way to get more discount.
75	3/26/2018	English	it will additional expenditures a month to our finances
76	3/26/2018	English	
77	3/26/2018	English	
78	3/26/2018	English	
79	3/26/2018	English	We are a low income family we would not be able to afford bart at all
80	3/26/2018	English	
81	3/26/2018	English	We are a low income family and all savings help
82	3/27/2018	English	
83	3/27/2018	English	
84	3/27/2018	English	It would cost us more for the BART ride, unless we get the 50% discount that was mentioned in a email from the school.
85	3/27/2018	English	
86	3/27/2018	English	I would impact my son more because he pays for his own ticket
87	3/27/2018	English	As long as the clipper card can be used, not at all
88	3/27/2018	English	
89	3/27/2018	English	not at all he is already using clipper.
90	3/27/2018	English	
91	3/27/2018	English	
92	3/27/2018	English	
93	3/27/2018	English	
94	3/27/2018	English	My child commutes from east oakland to south SF so the costs would go up astronomically. including bart on the clipper card would be a help but 50% would still be more money for us
95	3/27/2018	English	It would require changing her current Clipper card, used only for SF Muni . I do not know if the means getting an all new account, or if I can add Bart to her current card.
96	3/27/2018	English	I don't believe it will negatively impact my children at all.

97	3/27/2018	English	Makes it harder because you have to pre-pay Clipper and keep it separate for school and personal use
98	3/28/2018	English	
99	3/28/2018	Spanish	
100	3/28/2018	English	
101	3/28/2018	English	Not at all, she has a clipper card and now that it gives us a discount we don't purchase the orange tickets. We also had a problem with the orange ticket - it got demagnetized or something - so we lost some money. My child was told we had to go to a special station to get it fixed and it was too much of a bother.
102	3/29/2018	English	
103	3/31/2018	English	

## Appendix PP-D: Orange Ticket Program Schools

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	School Name	County
1	Alhambra High School	Contra Costa
2	Acalanes High School	Contra Costa
3	Alameda Science and Technology Institute	Alameda
4	Albany High School	Alameda
5	Albany Middle School	Alameda
6	Alliance Academy H.S.	Alameda
7	Alternatives in Action High School	Alameda
8	Archbishop Riordan High School	San Francisco
9	Aspire CA College Prep	Alameda
10	Aspire Golden State College Prep. Academy	Alameda
11	Athenian School (The)	Contra Costa
12	Averroes High School	Alameda
13	Balboa High School	San Francisco
14	Bay Area Technology School	Alameda
15	Bay School of San Francisco	San Francisco
16	Bayhill High School	Alameda
17	Bentley School, The	Alameda
18	Berean Christian High School	Contra Costa
19	Berkeley High School	Alameda
20	Berkeley Technology Academy	Alameda
21	Bezier Academy	Home School
22	Bishop O'Dowd High School	Alameda
23	Bridgemont High School/Junior High	San Mateo
24	California Crosspoint Middle/High School	Alameda
25	California High School	Contra Costa
26	Capuchino High School	San Mateo
27	Carondelet High School	Contra Costa
28	Castlemont High School	Alameda
29	Castro Valley High School	Alameda
30	Castro Valley Unified School District	Alameda
31	City Arts & Tech High School	San Francisco
32	Claremont Middle School	Alameda
33	Clayton Valley Charter High School	Contra Costa
34	Coliseum College Prep Academy	Alameda
35	College & Career Pathways Department	Contra Costa
36	College Park High School	Contra Costa
37	College Preparatory School	Alameda
38	Community Learning Center Schools	Alameda
39	Contra Costa Christian Schools	Contra Costa
40	Contra Costa Jewish Day School	Contra Costa
41	Convent of the Sacred Heart	San Francisco

42	Cornerstone Academy	San Francisco
43	Crossroads High School	Contra Costa
44	Crystal Springs Uplands School	San Mateo
45	De La Salle High School of Concord	Contra Costa
46	Design Tech High School	San Mateo
47	Diablo Valley School	Contra Costa
48	Downtown High School	San Francisco
49	Drew School	San Francisco
50	Dublin High School	Contra Costa
51	East Bay School for Boys	Alameda
52	El Camino High School	San Mateo
53	El Cerrito High School	Alameda
54	Emery Secondary School	Alameda
55	Envision Academy Of Arts & Technology	Alameda
56	Excelsior Preparatory Academy	Contra Costa
57	Fame Public Charter School	Alameda
58	Fremont Unified School District	Alameda
59	French-American International School	San Francisco
60	Galileo Academy of Science & Tech.	San Francisco
61	Gateway Middle School	San Francisco
62	Gateway Public Schools	San Francisco
63	Gateway to College	Alameda
64	Good Shepherd School	Contra Costa
65	Halstrom Academy	Contra Costa
66	Head-Royce School	Alameda
67	Heritage High School	Contra Costa
68	Hilltop School	San Francisco
69	Holden High School	Contra Costa
70	Holy Names High School	Alameda
71	Immaculate Conception Academy	San Francisco
72	Independence High School	San Francisco
73	James Denman High School	San Francisco
74	James Logan High School	Alameda
75	Jewish Community High School of the Bay	San Francisco
76	John O'Connell High School	San Francisco
77	June Jordan High School	San Francisco
78	Kipp Bayview Academy	San Francisco
79	Kipp Bridge Academy	Alameda
80	Kipp King Collegiate High School	Alameda
81	KIPP San Francisco College Preparatory	San Francisco
82	Leadership High School	San Francisco
83	Leadership Public Schools of Richmond	Alameda
84	Lick-Wilmerding High School	San Francisco
85	Life Academy High School of Health and BioScience	Alameda
86	Life Learning Academy/Life Learning Academy High School	San Francisco
87	Lighthouse Comm Charter School	Alameda
88	Lionel Wilson Preparatory Academy	Alameda

89	Live Oak School	San Francisco
90	Livermore Valley Joint Unified School District	Alameda
91	Maybeck High School	Alameda
92	Mentoring Academy	Alameda
93	Mercy High School	San Mateo
94	Millennium High School	Alameda
95	Miramonte High School	Contra Costa
96	Mission High School	San Francisco
97	Moreau Catholic High School	Alameda
98	Mt Diablo Unified School Dist./Homeless (HOPE)	Contra Costa
99	Mt. Diablo High School	Contra Costa
100	Nea Community Learning Center	Alameda
101	New Haven Unified School District	Alameda
102	Newark Unified School District	Alameda
103	Oakland Charter High School (Amethod Public Schools)	Alameda
104	Oakland Emiliano Zapata Street Academy	Alameda
105	Oakland High School	Alameda
106	Oakland International High School	Alameda
107	Oakland Military Institute College Preparatory Academy	Alameda
108	Oakland School for the Arts	Alameda
109	Oakland Technical High School	Alameda
110	Oakland Unity High School	Alameda
111	Orinda Academy as N Bay Orinda School	Contra Costa
112	Orion Academy	Contra Costa
113	Pittsburg High School	Contra Costa
114	Pittsburg Unified School District, Educational Services	Contra Costa
115	Proof School	San Francisco
116	Richmond College Prep	Contra Costa
117	Ruth Asawa San Francisco School of the Arts (SFSOTA)	San Francisco
118	Sacred Heart Cathedral Prep.	San Francisco
119	Salesian College Preparatory	Contra Costa
120	San Mateo Union High School District	San Mateo
121	San Francisco Christian School	San Francisco
122	San Francisco Flex Academy	San Francisco
123	San Francisco International High School	San Francisco
124	San Francisco Public School Neglected and Delinquent Student	San Francisco
125	San Francisco Unified School District (SFUSD)	San Francisco
126	San Francisco University High School	San Francisco
127	San Francisco Waldorf High School	San Francisco
128	San Leandro High School	Alameda
129	San Leandro Unified School District (SLUSD)	Alameda
130	South San Francisco High School	San Mateo
131	St. Ignatius High School (St. Ignatius College Preparatory)	San Francisco
132	St. John School	San Francisco
133	St. Mary's College H.S.	Alameda
134	Stellar Preparatory High School	Alameda
135	Sterne School	San Francisco

136	Synergy School	San Francisco
137	Tennyson High School	Alameda
138	The Branson School	Marin
139	The Crowden School/Crowden Music Center	Alameda
140	Tilden Preparatory School	Alameda
141	Tri Valley Regional Occupation Program	Alameda
142	Urban School of San Francisco	San Francisco
143	Valley High School	Contra Costa
144	Venture School	Contra Costa
145	Woodside High School	San Mateo
146	Woodside International School	San Francisco
147	Youth Chance High School	San Francisco



Appendix 10f:

MTC's Means-Based Fare Discount Pilot Program  
Title VI Fare Equity Analysis and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,839th Meeting  
April 25, 2019

A regular meeting of the Board of Directors was held April 25, 2019, convening at 9:04 a.m. in the BART Board Room, 2040 Webster Street, Oakland, California. President Dufty presided; Patricia K. Williams, District Secretary.

Directors present: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon and Dufty.

Absent: None.

President Dufty called for Introduction of Special Guests. General Manager Grace Crunican introduced Daschal Tinianow, 5<sup>th</sup> grader at Burton Valley School, visiting for Take Our Daughters and Sons to Work Day.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of Meeting of April 11, 2019.
2. Appointment of BART Police Citizen Review Board Member.
3. Delegation of Recruitment Activity and Relocation.
4. Amendment to Agreement No. 6M4636 with Krauthamer & Associates, Inc. to Provide Executive Recruitment Services.
5. Mandatory Amendment to the Non-Federal Small Business Program to Include a Policy to Prevent Fraud and Abuse.
6. Resolution Authorizing Execution of a Master Funding Agreement with the California Department of Transportation for State Funded Projects.

President Dufty requested that Item 2-C, Delegation of Recruitment Activity and Relocation, be continued to a future meeting.

Director Raburn made the following motions as a unit. Director Saltzman seconded the motions, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

1. That the Minutes of the Meeting of April 11, 2019, be approved.
2. That the Board ratify the appointment of Robert Pirone – District 5, to the BART Police Citizen Review Board, for a term expiring on June 30, 2020.

3. That the General Manager be authorized to execute an amendment to Agreement No. 6M4636, Provide Executive Recruitment Services, awarded to Krauthamer & Associates, Inc., to increase funding by \$125,000 from \$99,000 to \$224,000, and to extend the timeframe until June 30, 2020.
4. That the Board adopt proposed modifications to BART's Small Business Program for Non-Federal Contracts, to include a policy to prevent potential fraud and abuse on the part of contractors or suppliers as required by Public Contract Code Section 2002.
5. Adoption of Resolution No. 5396, In the Matter of Authorizing the General Manager to Execute the Master Agreement, and Program Supplements for State-Funded Transit Projects.

President Dufty called for Public Comment. L. Autumn King addressed the Board.

Director Simon, Chairperson of the Administration Committee, brought the matter of Title VI Fare Equity Analysis for BART Participation in Regional Means – Based Fares Pilot Program before the Board. Ms. Pamela Herhold, Assistant General Manager, Performance and Budget; Mr. Maceo Wiggins, Department Manager, Office of Civil Rights; and Ms. Jennella Sanbour-Wallace, Manager of Special Projects, presented the item. The item was discussed.

Lieutenant Lance Haight introduced his daughters Avery and Riley Haight visiting for Take Our Daughters and Sons to Work Day.

Director Saltzman moved that the Board authorize the Title VI Fare Equity Analysis and Public Participation Report for BART Participation in the Metropolitan Transportation Commission's Regional Means-Based Transit Fare Discount Pilot Program. Director Raburn seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

Director Simon brought the matter of Performance and Audit Department Overview before the Board. General Manager Grace Crunican; Ms. Herhold; Mr. Dennis Markham, Chief Performance Audit Officer; and Ms. Tricia Yang, Senior Manager, Performance Analytics, presented the item. The item was discussed.

Director Foley, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 01VM-120, Union City Intermodal Phase 2A - BART Station Improvements, before the Board. Mr. David Hardt, Chief Mechanical Officer; and Ms. Shirley Ng, Group Manager Capital Programs, presented the item.

The following individuals addressed the Board:

Mark Evanoff  
Joan Malloy  
Fei Tsen

The item was discussed.

Director Ames moved that the General Manager be authorized to award Contract No. 01VM-120, Union City Intermodal Phase 2A – BART Station Improvements, to Clark Construction Group – California, LP, for the Bid Price of \$18,492,910.00 pursuant to notification to be issued by the General Manager. President Dufty seconded the motion, which carried by electronic vote. Ayes – 8: Directors Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 1: Director Allen.

President Dufty made the following motions as a unit. Director Saltzman seconded the motions, which carried by unanimous roll call vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

1. That the General Manager be authorized to award Contract No. 6M4549 for the Emergency Restoration, Preventive Maintenance, Non-Emergency Repair and Seismic Relocation Work of Commercial Fiber Optic and Wireless Networks for the Base Bid amount of \$1,561,814.00 to Phase 3 Communications, Inc., pursuant to notification to be issued by the General Manager.
2. That the General Manager be authorized to execute Change Order No. 002 to Contract Number 15TD-250, Track Geometry Car, in the not to exceed amount of \$458,730.00, and to extend the Contract completion date by 90 calendar days.

Director Foley brought the matter of Asset Management Policy Update before the Board. Mr. John McCormick, Department Manager, Operations Planning, presented the item. The item was discussed. Director Saltzman moved that the Board authorize the update to the Asset Management Policy. Director Simon seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter Surveillance Policy: Automated License Plate Readers (ALPR) before the Board. Mr. Carl Holmes, Assistant General Manager, Design and Construction; Ms. Mimi Bolaffi, Manager of Security Programs; and Lieutenant Kevin Franklin presented the item. The item was discussed.

The following individuals addressed the Board:  
Mike Katz-Lacabe  
J.P. Massar  
Tracy Rosenberg

Discussion continued.

Director McPartland moved that the Board find, pursuant to District Ordinance No. 2018-1:

1. That the benefits to the community arising from the implementation of ALPR Technology outweigh the costs, and thereby the General Manager or her designee be authorized to proceed with the ALPR implementation and data collection thereof.

2. That the Surveillance Use Policy for ALPR Technology will reasonably safeguard civil liberties and civil rights, and thereby approves the Surveillance Use Policy, Impact Report, and Annex for ALPR Technology.

Director Allen seconded the motion.

Director Saltzman made a substitute motion that that the Board find, Pursuant to District Ordinance No. 2018-1:

1. That the benefits to the community arising from the implementation of ALPR Technology outweigh the costs, and thereby the General Manager or her designee be authorized to proceed with the ALPR implementation and data collection thereof.
2. That the Surveillance Use Policy for ALPR Technology will reasonably safeguard civil liberties and civil rights, and thereby approves the Surveillance Use Policy, Impact Report, and Annex for ALPR Technology.
3. That the Surveillance Use Policy for ALPR Technology will be brought back to the Board for reconsideration and potential amendments before or at the same time as contract award for ALPR technology.

Jerry Grace addressed the Board.

Director Allen seconded the substitute motion, which carried by unanimous electronic vote.  
Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty.  
Noes – 0.

Director Raburn brought the matter of Federal and State Legislation for Consideration before the Board. Mr. Roddrick Lee, Department Manager of Government and Community Relations; and Ms. Amanda Cruz, Program Manager I, Government and Community Relations, presented the item.

Director Allen moved that the Board support the following Federal bills:

S. 654 I H.R. 1517 The Transportation Connecting Efficiencies Opportunities Act through  
Mobility Metrics and Unlocking  
S.793/H.R. 1782 Apprenticeship Act  
S. 923/H.R. 1978 The Fighting Homelessness Through Services and Housing Act  
H.R. 1507 The Bicycle Commuter Act of 2019

President Dufty seconded the motion, which carried by unanimous electronic vote. Ayes – 9:  
Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

Director McPartland exited the Meeting.

The State bills were presented to the Board. The item was discussed.

President Dufty moved that the Board defer taking a position on Senate Bill (SB) 40 - Conservatorship: serious mental illness and substance use disorders. Director Simon seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Allen, Ames, Foley, Li, Raburn, Saltzman, Simon, and Dufty. Noes – 0. Absent – 1: Director McPartland.

Director Saltzman moved that the Board support SB 128 - Enhanced infrastructure financing districts: bonds. Director Li seconded the motion, which carried by electronic vote. Ayes – 5: Directors Foley, Li, Saltzman, Simon, and Dufty. Noes – 3: Directors Allen, Ames, and Raburn. Absent - 1 : Director McPartland.

Director McPartland re-entered the Meeting.

Director Li moved that the Board defer taking a position on SB 152 - Active Transportation Program. Director Raburn seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

President Dufty brought the matter of Earthquake Safety Program Citizens Oversight Committee Annual Report before the Board. Mr. Derek Schaible, Chairperson of the Committee, presented the report. The item was discussed, and the Directors thanked Mr. Schaible for his dedication and the service of the Committee.

President Dufty brought the matter of 2019 Organization of Committees and Special Appointments Revision: Creation of General Manager Ad Hoc Committee before the Board. Director Raburn moved that the Board ratify the following appointments to the General Manager Recruitment Ad Hoc Committee: Bevan Dufty, Chairperson; Rebecca Saltzman, Vice Chairperson; Debora Allen; and Mark Foley. Director Simon seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

President Dufty called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director Saltzman made the following request.

BART created a time lapse video from the operator's cab on a BART train, but BART's security committee did not allow this video to be shared publicly. I request a memo to the Board on why the committee decided against sharing the video and for the committee to reconsider, including considering mitigations to security concerns, such as blurring some images, speeding up parts, or overlaying text or images when necessary.

Director Foley seconded the request.

President Dufty acknowledged an email from Aleta Dupree praising General Manager Grace Crunican and requested the comments be included in the record. (The email is attached and hereby made a part of these Minutes.)

President Dufty requested the Meeting be adjourned in memory of Ernie Asten, owner of Cliff's Variety store, a landmark in San Francisco.

President Dufty reported he had participated with the 4 a.m. Fare Evasion team at all four downtown San Francisco stations.

Director Simon thanked the External Affairs staff and their support in working with Richmond Mayor Tom Butt, and Contra Costa Supervisor John Gioia regarding the Richmond Station end of line issues.

Director Li acknowledged the District's "Get on Board Day" promotion and thanked Chief Rojas for his service.

Director Raburn reported he had met with the American Planning Association and Fruitvale Business Improvement Group and had toured the Hayward Maintenance Complex with Latitude 38.7 ° Oakland High School students.

Director Ames thanked the External Affairs staff for their support with the Earth Day celebration in Fremont and Rolling Stocks and Shops staff for a tour of the Hayward Maintenance Complex.

Director Raburn requested the Meeting be adjourned in memory of former Mayor of San Leandro, Tony Santos.

President Dufty called for the General Manager's Report.

Ms. Crunican reported on steps she had taken and activities and meetings she had participated in, ridership, upcoming events, outstanding Roll Call for Introductions items, and weekend closure and bus bridge weekend dates. She reported that the District had won the National Government Finance Officers Association Award for the District's Fiscal Year 2019 Adopted Budget Manual.

President Dufty called for Public Comment. Jerry Grace addressed the Board.

President Dufty announced that the Board would enter closed session under Item 10 of the Regular Meeting agenda, and that the Board would reconvene in open session upon conclusion of the closed session.

The Board Meeting recessed at 11 :55 a.m.

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The Board reconvened in closed session at 12:00 p.m.

Directors present: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty.

Absent: None.

Director Saltzman exited the meeting.

Director Simon exited the meeting.

The Board Meeting recessed at 2:31 p.m.

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The Board reconvened in open session at 2:32 p.m.

Directors present: Directors Ames, Allen, Foley, Li, Raburn, and Dufty.

Absent: Directors McPartland, Saltzman, and Simon

President Dufty announced that the Board had concluded its closed session and that on Item No. 10 – C, Public Employee Employment/Appointment, the Board had voted unanimously 9-0 to appoint Robert Powers as the Interim General Manager at such time as General Manager Grace Crunican completes her service to the District.

The Meeting was adjourned at 2:35 p.m. in honor of Ernie Asten and Tony Santos.

Patricia K. Williams  
District Secretary

Sent: Friday, April 19, 2019 4:49 PM  
To: board\_BoardofDirectors <BoardofDirectors@bart.gov>  
Subject: BART Board of Directors Comment from Aleta Dupree

Secretary Williams, thank you, please forward this message to the full BART Board for the Regular Meeting of 25 April 2019.

Greetings again President Dufty and Members of the Board.

Aleta Dupree for the record.

Today I write to you with General Public Comment concerning BART related matters that are not on the posted Agenda.

First I write this. I was watching the video archive of the Meeting of 11 April, 2019, and during the General Manager's Report, I watched our GM, Grace Crunican, announce her retirement. I mention to you that I am indeed saddened by this.

I first met Grace when I attended and spoke at my first BART Board Meeting on 25 May, 2017, the same Meeting where Carlos Rojas was sworn in as Chief of Police, such was the first of many Meetings where I had a front row seat to the most important public Proceedings of BART business, and frequently conversed with you in Public Comment periods.

Grace has always been approachable and responsive to my concerns, an attentive listener, and generous with her time, we have met up in stations and ridden on trains together, discussing diverse subject matters.

Grace has indeed exemplified true leadership in this most challenging endeavor that is Public Transportation, and spoke on many subjects with reason and clarity, using understandable language. I always enjoy pulling up the archives of her brief and succinct GM reports when I am not present at Meetings to hear them in person.

Grace I think most of all in her time at BART has advanced the cause and conversation for making BART a welcoming System. For I am a person who does not particularly meet societally established definitions, but I am just as much a person. Grace has helped make BART a more welcoming system for all who set foot on Bay Area Soil.

I wish Grace the best in her retirement and future endeavors.

There are some Title VI matters which I can comment about in separate messages, briefly it is essential that we keep Clipper in mind as a means to advance equity for all of our patrons, especially in communities of concern.

Parking at BART facilities must not be Cash Only, but allow diverse options for payment.

As summer and warmer weather approaches it is essential to have a conscious mindset of energy costs, keeping demand spikes down, to keep a 40+ million dollar electric bill under control.

Be a voice in banking and electronic payments, especially as we approach a day when open source payment becomes commonplace.

Incentivize prepayment and Clipper website and auto loading.

And so it goes.

I leave you with this.

Be willing to think outside the box.

Be pragmatically futuristic in your mindset and decision making.

I look forward to attending a Meeting in person with you soon.

Thank you.

# Title VI Fare Equity Analysis

## BART Participation in the Metropolitan Transportation Commission's Regional Means-Based Transit Fare Discount Pilot Program

Prepared by:  
San Francisco Bay Area Rapid Transit District  
Office of Civil Rights

April 25, 2019



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## EXECUTIVE SUMMARY

### Background

This report analyzes a proposed fare change that would introduce a new fare type that offers a 20% discount per trip to regular BART fares for adult riders with incomes at or below 200% of the federal poverty level. The new fare type is the outcome of the Metropolitan Transportation Commission's (MTC) Regional Means-Based Fares (RMBF) Study, which had these objectives:

1. Make transit more affordable for Bay Area low-income residents.
2. Move towards a more consistent regional standard for fare discount policies.
3. Define a transit affordability solution that is financially viable and administratively feasible, and does not adversely affect the transit system's service levels and performance.

The new fare type would be offered through a regional means-based fares pilot program as overseen by MTC. On May 23, 2018, MTC approved the Means-Based Fare Discount Pilot Program Framework (Pilot Program), which was presented to the BART Board of Directors as an informational item on April 26, 2018. Pilot Program participants are BART, Caltrain, Golden Gate Transit (bus and ferry), and San Francisco Muni. The rider will use one card--a regional Clipper smart card--to receive a means-based fare discount when riding the services of either of the four operators mentioned above. This specially encoded Clipper card will be free to eligible low-income riders.

BART's proposed discount is 20% per trip to the regular fare. The table below shows the regular and means-based fares for a sample trip. BART's fares are in nickel increments, so the discounted fare is rounded down to the nearest nickel to ensure the rider gets at least a 20% discount. Fares will be unchanged for a low-income rider who elects not to utilize the discount.

Trip	Regular Clipper Fare	20% Discount Means-Based Clipper Fare
Pittsburg/Bay Point to Embarcadero	\$6.70	\$5.35 (rounded down to nickel)

The Pilot Program is expected to last between 12 and 18 months, and data gathered from it will be used to evaluate and determine the feasibility of a permanent program. As the proposed duration of the Pilot Program exceeds six months, to ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and applicable implementing guidance (FTA Title VI Circular 4702.1B, dated October 1, 2012), BART has performed this equity analysis using FTA-approved methodology to determine if minority and/or low-income riders are disproportionately more likely to use the new fare type and if such effects are adverse.

## Disproportionate Impact Findings

Chap. IV-19 of the FTA Title VI Circular requires that a data analysis include the following steps:

- i. Determine the number and percent of users of each fare media being changed;
- ii. Review fares before the change and after the change;
- iii. Compare the differences for each particular fare media between minority users and overall users; and
- iv. Compare the differences for each particular fare media between low-income users and overall users.

The impacts of a proposed fare change are evaluated by applying the District's Disparate Impact/Disproportionate Burden Policy (DI/DB Policy) adopted by the BART Board on July 11, 2013. For fare type changes, BART assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Impacts are considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's protected ridership share is greater than 10%.

If a new fare type results in a disproportionate impact on minority and/or low-income riders, then BART may need to take additional steps to avoid, minimize, or mitigate disparate impacts. BART also performed the required outreach to receive public input from low-income, minority, and Limited English Proficient (LEP) populations, in accordance with its Public Participation Plan, and FTA Environmental Justice Circular 4703.1.

The 2018 BART Customer Satisfaction Survey data found that BART's overall ridership is 20.2% low-income. Every low-income rider is eligible to get the free Clipper card and receive the new benefit of a 20% discount on each BART trip. As the discount fare type would be available to all low-income riders, introduction of this new benefit would not place a disproportionate burden on BART's low-income riders.

The share of low-income riders who are minority is 81.5%, which is 17.0% more minority than BART's overall ridership of 64.5% (2018 Customer Satisfaction Survey). This difference exceeds the DI/DB Policy threshold of 10% for new fare types, which indicates that low-income riders are disproportionately minority. Therefore, minority riders who are low-income would be more likely to receive the benefit of the 20% discount on each trip, and so this new discounted fare type would not result in a disparate impact on minority riders.

Consistent with BART's Public Participation Plan, BART conducted outreach to inform the public and solicit feedback on the potential discount for low-income riders. More detailed information on the public outreach can be found in Appendix B.

An equity finding is made after considering both the fare change analysis results and public comments received. The equity finding of this report is that the new fare type will not

disproportionately impact minority or low-income riders. Therefore, the report concludes that the new fare type will not result in a disparate impact or disproportionate burden on minority riders or low-income riders, respectively.

## Section 1: Introduction

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This report analyzes a proposed fare change that, through a pilot program, would offer a new benefit for low-income riders. Adult riders with incomes at or below 200% of the federal poverty level would be eligible to receive a new fare type: a free, specially encoded Clipper card that would give them a 20% discount per trip to regular BART fares. The new fare type is the outcome of the Metropolitan Transportation Commission's (MTC) Regional Means-Based Fares (RBMF) Study, which had these objectives:

1. Make transit more affordable for Bay Area low-income residents.
2. Move towards a more consistent regional standard for fare discount policies.
3. Define a transit affordability solution that is financially viable and administratively feasible, and does not adversely affect the transit system's service levels and performance.

The new fare type would be offered through a regional means-based fares pilot program as overseen by MTC. On May 23, 2018, MTC approved the Means-Based Fare Discount Pilot Program Framework, which was presented to the BART Board as an informational item on April 26, 2018. Pilot Program participants are BART, Caltrain, Golden Gate Transit (bus and ferry), and San Francisco Muni. The rider will use one card--the regional Clipper smart card--to receive a means-based fare discount when traveling on either of the four mentioned operators. This specially encoded Clipper card will be free to eligible low-income riders.

BART's proposed per-trip discount is 20% off of the regular fare. For example, a low-income rider who takes BART to work five days a week will get the fifth day of travel free. Table 1.1 below shows some sample trips taken with the regular fare and with a 20% low-income discount. BART's fares are in nickel increments, so discounted fares are rounded down to the nearest nickel to ensure the rider receives at least a 20% discount.

The fares would be unchanged for low-income riders who elect not to get the discount. Seniors and people with disabilities would continue to receive a discount of 62.5% and youths ages 5-18 a discount of 50%. The low-income discount cannot be combined with any other discount.

**Table 1.1**

Trip	Clipper Fare	
	Regular	20% Low-income Discount (rounded down to nearest nickel)
Pittsburg/Bay Point to Embarcadero	\$6.70	\$5.35
Downtown Berkeley to 12 <sup>th</sup> St/Oakland	\$2.00	\$1.60
Fremont to MacArthur	\$4.60	\$3.65

The Pilot Program is expected to last between 12 and 18 months, and data gathered from it will be used to evaluate and determine the feasibility of a permanent program. The proposed duration of the Pilot Program exceeds six months. Accordingly, to ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and applicable implementing guidance (FTA Title VI Circular 4702.1B, dated October 1, 2012), BART has performed an analysis using FTA-approved methodology to determine if minority and/or low-income riders are disproportionately more likely to use the new fare type and if such effects are adverse. This determination is made by applying the appropriate threshold from BART's Disparate Impact/Disproportionate Burden Policy (DI/DB Policy).

The next section of the report describes this analysis and determination. In addition, BART has undertaken public outreach to receive public input on the options from low-income, minority, and Limited English Proficient (LEP) populations, in accordance with BART's Public Participation Plan and FTA Environmental Justice Circular 4703.1. Summarized public outreach results are reported in Section 3 of this report and in the attached and more detailed Public Participation Report (Appendix B).

## Section 2: Minority Disparate Impact and Low-Income Disproportionate Burden Analysis

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### 2.1 Assessing the Effects of a Fare Change

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income riders, in accordance with the fare equity analysis procedures in FTA Title VI Circular 4702.1B.

Chap. IV-19 of the Circular requires that a data analysis include the following steps:

- v. Determine the number and percent of users of each fare media being changed;
- vi. Review fares before the change and after the change;
- vii. Compare the differences for each particular fare media between minority users and overall users; and
- viii. Compare the differences for each particular fare media between low-income users and overall users.

The impacts of a proposed fare change are evaluated by applying the DI/DB Policy adopted by the BART Board on July 11, 2013. For fare type changes, including new fare types, BART assesses whether protected riders are disproportionately more likely to use the affected fare type or media compared to overall riders systemwide, and if such effects are adverse. Impacts will be considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's protected ridership share is greater than 10%.

Should BART find that minority riders experience disparate impacts from the proposed change, BART should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority riders, pursuant to FTA Title VI Circular 4702.1B and BART's DI/DB Policy, BART can only proceed with the proposed fare change if BART can show that:

- A substantial legitimate justification for the proposed fare change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on minority populations.

Should BART find that low-income riders experience a disproportionate burden from proposed fare changes, pursuant to FTA Title VI Circular 4702.1B and BART's DI/DB Policy, BART should take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by fare changes.

Should BART find that a fare change results in a disproportionate impact on both minority and low-income riders, then BART shall follow the requirements as described above for addressing a finding of disparate impact on minority riders.

## 2.2 Methodology and Data Used

FTA Title VI Circular 4702.1B Chap. IV-19 states that an agency shall analyze any available information from ridership surveys when evaluating the effects of fare changes. The fare change under study is the introduction of a new fare type that provides a 20% discount to the fares of adult low-income riders, and the data and methodology used are described below.

### 2.2.1 Methodology

BART uses FTA-approved methodology to assess the effects of a fare type change. The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

### 2.2.2 Data Sources

#### A. 2018 BART Customer Satisfaction Survey

The BART Customer Satisfaction Survey provides data on BART's overall ridership. Conducted every other September, BART's Customer Satisfaction Survey allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2018 survey has a sample size of 5,113, including weekday peak, off-peak, and weekend riders. Survey data provides demographic information on BART riders' fare type and media usage. FTA Title VI Circular 4702.1B defines protected riders as anyone who describes themselves as minority or low-income.

For the 2018 Customer Satisfaction Survey, minority includes riders who are Asian, Hispanic (any race), Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). Non-minority is defined as white. According to responses to the 2018 Customer Satisfaction Survey, 64.5% of BART riders are minority.

For the purposes of this analysis, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region's higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income of respondents to the 2018 Customer Satisfaction Survey. The household size and household income combinations that comprise "low-income" are as follows in Table 2-2:

**Table 2-2**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

For example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2018 Customer Satisfaction Survey responses, 20.2% of BART riders are considered low income.

The steps used to assess the effects of a change to a fare type are described in Appendix A.

**B. 2018 Survey for BART Participation in Regional Means-Based Fares Pilot Program**

This survey provides data on low-income BART riders. Note that as the purpose of this survey was to collect public input, it was open to everyone and was not based on a random sample. As such, these survey results cannot be projected to the overall population, and statistical calculations such as margins of error cannot be computed.

BART hosted three in-station outreach events (described in detail in the attached Public Participation Report) to survey BART riders on the potential 20% discount for qualifying low-income riders. An online survey link ([www.bart.gov/discountsurvey](http://www.bart.gov/discountsurvey)) was also available and advertised through multi-lingual newspaper ads, BART social media, BART’s electronic Destination Signage System (DSS), and postcards handed out at the in-station outreach events throughout the survey response period (December 4-December 31, 2018). A \$120 Clipper card was offered as a prize in a drawing for those who completed either an online or paper survey.

The survey and outreach aimed to reach low-income riders who were most likely to be impacted and to benefit from the low-income discount. BART received 3,708 responses to this survey, of which 3,530 indicated their income status. Of that number, 1,233 survey takers, or 35%, identified themselves as low-income.

**2.3 Analysis Results**

**2.3.1 2018 Survey for BART Participation in Regional Means-Based Fares Pilot Program Results**

Table 2.2 is a summary of the survey results from the outreach conducted in December 2018:

**Table 2-2 Survey Demographic Summary: All Respondents (N=3708)**

<b>Minority Status</b>	<b>96% of all survey respondents answered this question</b>	<b>Sample Size</b>
Minority	57%	2028
Non-Minority	43%	1533
<b>Total responses</b>		<b>3561</b>
<b>Ethnicity</b>	<b>96% of all survey respondents answered this question</b>	<b>Sample Size</b>
White	43%	1533
Black/African American	7%	245
Asian or Pacific Islander	19%	697
Hispanic, Latino, or Spanish Origin	22%	792
Other, non-Hispanic	3%	95
Multi-racial	5%	170
American Indian	1%	28
<b>Total responses</b>		<b>3560</b>
<b>Low income Status**</b>	<b>95% of all survey respondents answered this question</b>	<b>Sample Size</b>
Low-income	35%	1233
Not low-income	65%	2297
<b>Total responses</b>		<b>3530</b>
<b>Annual Household income</b>	<b>95% of all survey respondents answered this question</b>	<b>Sample Size</b>
Under \$25,000	23%	797
\$25,000 - \$34,999	10%	364
\$35,000 - \$39,999	5%	194
\$40,000 - \$49,999	8%	275
\$50,000 - \$59,999	8%	293
\$60,000 - \$74,999	9%	312
\$75,000 - \$99,999	10%	340
\$100,000 or more	27%	962
<b>Total responses</b>		<b>3537</b>
<b>How well is English spoken?</b>	<b>28% of all survey respondents answered this question</b>	<b>Sample Size</b>
Very well	85%	898
Well	11%	112
Not well	3%	33
Not at all	1%	6
<b>Total responses</b>		<b>1049</b>

\*Note: due to rounding, percentages may not add up to 100%, sample size dependent upon the number of respondents that answered each survey question. Not all questions were answered on many surveys.

\*\*Low-income and non low-income percentages factor in both household size and annual household income, so this sample size includes only respondents that answered both of these survey questions.

### 2.3.2 Minority Disparate Impact and Low-Income Disproportionate Burden Analyses and Findings

Pursuant to FTA Title VI Circular 4702.1B, dated October 1, 2012, BART is to perform an analysis of any fare change to determine if the change disproportionately impacts minority and/or low-income riders. In accordance with the Circular, BART is to make this determination by comparing the analysis results against the appropriate threshold defined in BART’s DI/DB Policy. This section applies BART’s DI/DB Policy threshold to the survey data described in the previous section.

The proposed fare change is to offer a 20% discount per trip to BART’s low-income riders using a free, specially encoded Clipper card. This is a fare type change, and so BART assesses whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accordance with the DI/DB Policy, impacts will be considered disproportionate when the difference between the affected fare type’s protected ridership share and the overall system’s protected ridership share is greater than 10%.

As the table below shows, 2018 Customer Satisfaction Survey data indicate that BART’s overall ridership is 20.2% low-income. Every low-income rider is eligible to get the free Clipper card and receive the new benefit of a 20% discount on each BART trip. As the discount fare type would be available to all low-income riders, introduction of this new benefit would not place a disproportionate burden on BART’s low-income riders.

**Table 2-3**

	Low-Income	Non Low-Income		Sample Size
All Riders	20.2%	79.8%	100.0%	4,649

The next table shows 2018 Customer Satisfaction Survey data for all minority riders and low-income riders who identify as minority.

**Table 2-4**

	Minority	Non-Minority		Sample Size
All Riders	64.5%	35.5%	100.0%	5,113
Low-Income Riders	81.5%	18.5%	100.0%	1,067
<b><i>Difference from all Riders</i></b>	<b>17.0%</b>	<b>-17.0%</b>	--	--

This data shows that the share of low-income riders who are minority is 81.5%, which is 17.0% more minority than BART’s overall ridership. This difference exceeds the DI/DB Policy threshold of 10% for new fare types, which indicates that low-income riders are disproportionately minority. Therefore, minority riders who are low-income would be more

likely to receive the benefit of the 20% discount on each trip, and so this new discounted fare type would not result in a disparate impact on minority riders.

### 2.3.3 Summary of Disproportionate Impact Test Results

The table below summarizes the results of the minority disparate impact analysis and low-income disproportionate burden analysis. There is projected to be no disparate impact on minority riders and no disproportionate burden on low-income riders.

**Table 2-4: Disproportionate Impact New Fare Type Test Result Summary**

	Minority Riders	Low-Income Riders
Low-Income Fare Discount	No Disparate Impact	No Disproportionate Burden

## 2.4 Alternatives Available for People Affected by Fare Change

This section analyzes alternative transit modes, fare payment types, and fare payment media available for riders who could be affected by the fare change, the introduction of a fare type that gives a 20% discount to low-income riders, being analyzed. The section also includes a demographic profile of users by BART fare payment type.

### 2.4.1 Alternative Transit Modes including Fare Payment Types

BART operates a heavy rail system and an automated people mover that links the BART Coliseum Station and Oakland International Airport. There are four major operators in the BART service area that provide service parallel to some segments of the BART system:

- AC Transit: Bus operator with service in Alameda County and parts of Contra Costa County, and between parts of Alameda County and downtown San Francisco.
- Caltrain: Commuter rail with service from Gilroy in the South Bay through to downtown San Francisco.
- SamTrans: Bus operator with service in San Mateo County.
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco.

Table 2.5 below compares BART fares and the fares of operators providing service in parts of the BART service area. The proposed low-income fares of Caltrain and San Francisco Muni as participants in MTC’s RMBF Program are included.

In comparing the other operators’ fares to BART fares, the local cash fares of the other operators are higher than BART’s minimum fare. BART’s proposed low-income fare is lower than Caltrain’s 20% discounted fare, but higher than San Francisco Muni’s 50% discounted fare. A rider on other transit systems would need to use their respective agency monthly pass a given number of times in order for the pass to be less expensive than BART’s low-income discounted minimum one-way fare, as shown in Table 2-5.

Table 2-5

	Current Local Minimum Clipper Fare	Proposed Low- Income Clipper Fare	Low-income Discount	Monthly Pass Price
<b>BART</b>				
	\$2.00	\$1.60	20%	n/a
<b>Other Operator Fares</b>				
<b>AC Transit</b>	\$2.25	n/a	n/a	\$84.60
<b>Caltrain</b>	\$3.20	\$2.56	20%	\$96.00
<b>SamTrans</b>	\$2.05	n/a	n/a	\$65.60
<b>San Francisco Muni</b>	\$2.50	\$1.25	50%	\$39.00*

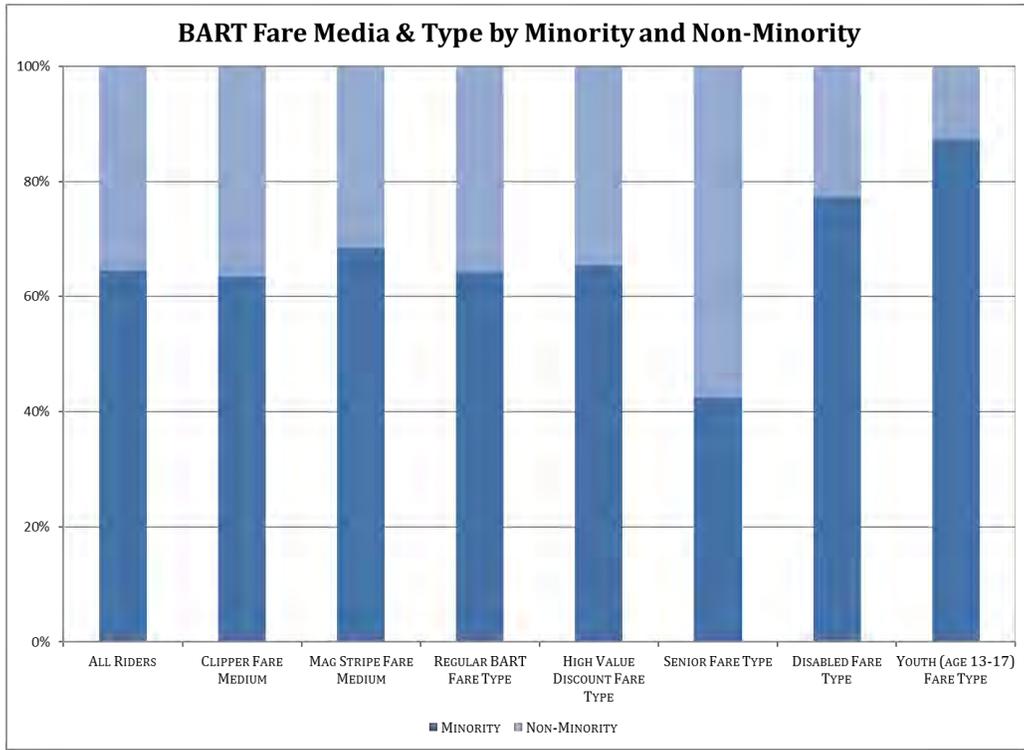
\*SFMTA Lifeline Pass for limited-income riders.

*2.4.2 BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group*

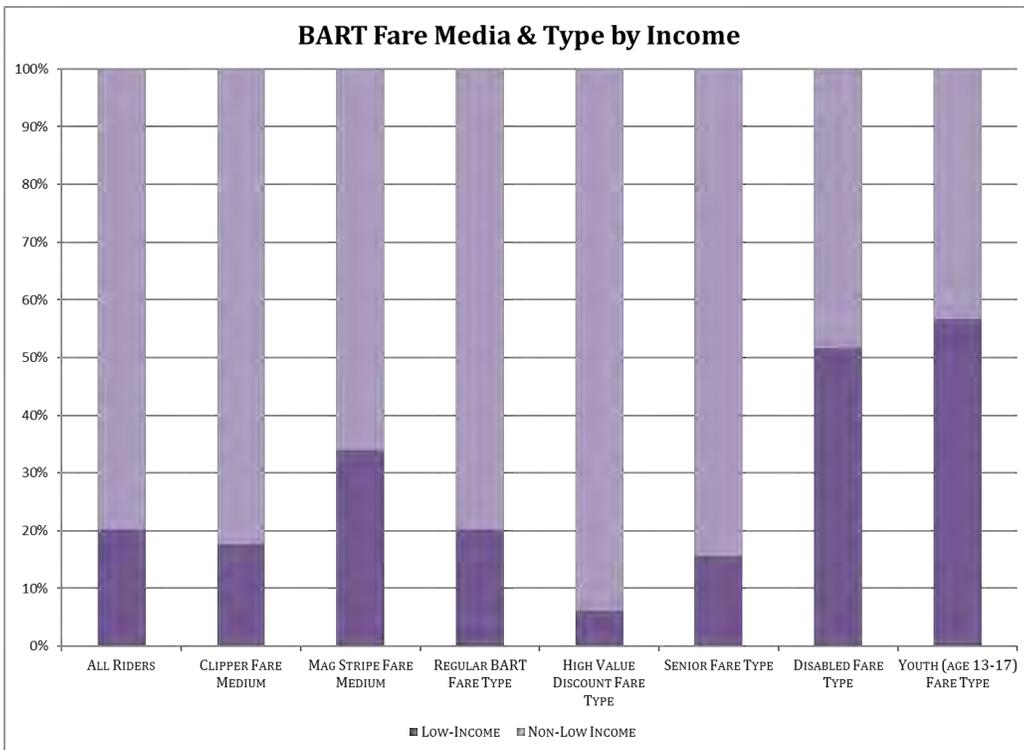
Tables 2-6 and 2-7 on the next page show the demographic profiles of users of BART’s fare media--Clipper and magnetic stripe tickets--and fare types from the 2018 Customer Satisfaction Survey data. Although BART offers the youth discount to riders age five through 18, BART does not survey riders under the age of 13. Thus the demographics for the youth fare discount type are from the survey’s age grouping of 13 through 17 year-old riders; demographics for 18-year-old riders are not included because they are part of the survey’s next age category of 18 through 24.

Each bar in the charts is made up of the protected and nonprotected percentages of riders who use that fare media or fare type, which together add up to 100%. Table 2-6 shows that the percentages of minority riders using Clipper and magnetic stripe tickets are very similar to BART’s overall percentage of minority ridership; data also indicates that minorities use the disabled and youth fare types more and the senior fare type less when compared to overall minority ridership. Table 2-7, on the other hand, shows that a higher percentage of low-income riders use magnetic stripe tickets compared to the overall percentage of low-income ridership; data also indicates that low-income riders use the disabled and youth fare types more when compared to overall low-income ridership, but the high-value discount fare type less.

**Table 2-6**



**Table 2-7**



## Section 3: Public Participation

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Consistent with BART's Public Participation Plan, BART conducted outreach to inform the public and solicit feedback on the potential discount for low-income riders.

### 3.1 Process for Soliciting Public Input

BART hosted a series of in-station outreach events with information tables where staff could speak directly with riders about the proposed RMBF Pilot and any potential effects it may have on low-income and/or minority riders. At the outreach events, the public had the opportunity to interact with BART staff regarding the proposed discount amount, BART's current fare structure, eligibility requirements to receive the discount, and any concerns they had related to program implementation.

The public was also able to read information provided by MTC about the proposed pilot program, and complete a BART survey in person. Riders who did not have time to complete the survey on-site were handed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with the hyperlink for the online survey: [www.bart.gov/discountsurvey](http://www.bart.gov/discountsurvey). The postcards included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.<sup>1</sup>

The survey period began Tuesday, December 4, 2018 and ended Monday, December 31, 2018. Digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. A \$120 Clipper card was offered as a prize in a drawing for those who completed either an online or paper survey. More detailed information on the public input process and copies of the survey and postcard distributed to riders unable to complete the survey during the outreach event is included in the attached Public Participation Report (Appendix B).

### 3.2 Survey Response Demographics

The outreach resulted in a total of 3,708 surveys completed. Of this, 3,530 respondents indicated their income status, with 1,233, or 35%, being low-income. 3,561 respondents indicated their minority status, with 2,028, or 57%, being minority.

### 3.3 Public Comments

Most respondents, both low-income and non low-income, were supportive of the RMBF Pilot Program. While some believed that the discount should be more than 20%, any discount was better than no discount. The topic of fare evasion spanned all categories, showing that it is a concern for most BART riders, regardless of whether they supported or did not support

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<sup>1</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART's four-county service area (BART Title VI Language Assistance Plan, January 2017).

the Pilot Program. More detailed information on the demographics of respondents and the public comments can be found in the attached Public Participation Report (Appendix B).

## Section 4: Equity Findings

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This section provides equity findings for the implementation of a low-income discount. An equity finding is made after considering both the fare change analysis results described in Section 2, as well as public comment received, as described in Section 3 and in greater detail in the attached Public Participation Report (Appendix B).

### 4.1 Minority Disparate Impact and Low-Income Disproportionate Burden Finding

Low-income riders are disproportionately minority and so would be more likely to receive the benefit of the 20% discount on each trip, and so this new discounted fare type would not result in a disparate impact on minority riders. Every low-income rider is eligible to get the free Clipper card and receive the new benefit of a 20% discount on each BART trip. As the discount fare type would be available to all low-income riders, introduction of this new benefit would not place a disproportionate burden on BART's low-income riders.

### 4.2 Equity Finding Conclusion

Public input received also overwhelmingly supports offering the low-income discount. The equity finding of this report is that the new fare type is not projected to disproportionately impact minority or low-income riders. Therefore, the report concludes that the new fare type will not result in a disparate impact or disproportionate burden on minority riders or low-income riders, respectively.

# Appendix A

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## Methodology Used to Assess the Adverse Effects of a Fare Type Change

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the Disparate Impact/Disproportionate Burden Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

The table below shows the data by fare type for protected and non-protected riders from the 2018 Customer Satisfaction Survey. As an example, increasing fares for the fare type used by riders with disabilities would be considered to have a disproportionate impact because the use of the “disabled” fare type by low-income riders compared to overall low-income riders exceeds the Policy threshold of 10%.

	Minority	Non-Minority	Sample Size <sup>1</sup>	Low-Income	Non-Low Income	Sample Size <sup>1</sup>
<b>All Riders</b>	<b>64.5%</b>	<b>35.5%</b>	<b>5,113</b>	<b>20.2%</b>	<b>79.8%</b>	<b>4,649</b>
<b>Regular BART fare</b>	<b>64.3%</b>	<b>35.7%</b>	<b>3,935</b>	<b>20.9%</b>	<b>79.1%</b>	<b>3,601</b>
<i>Difference from All Riders</i>	<i>-0.2%</i>			<i>0.7%</i>		
<b>High Value Discount</b>	<b>65.4%</b>	<b>34.6%</b>	<b>553</b>	<b>6.2%</b>	<b>93.8%</b>	<b>502</b>
<i>Difference from All Riders</i>	<i>0.9%</i>			<i>-14.0%</i>		
<b>"A" Muni Fast Pass</b>	<b>70.6%</b>	<b>29.4%</b>	<b>77</b>	<b>26.8%</b>	<b>73.2%</b>	<b>73</b>
<i>Difference from All Riders</i>	<i>6.1%</i>			<i>6.6%</i>		
<b>Senior</b>	<b>42.5%</b>	<b>57.5%</b>	<b>246</b>	<b>15.6%</b>	<b>84.4%</b>	<b>82</b>
<i>Difference from All Riders</i>	<i>-22.0%</i>			<i>-4.6%</i>		
<b>Disabled</b>	<b>77.3%</b>	<b>22.7%</b>	<b>93</b>	<b>51.6%</b>	<b>48.4%</b>	<b>82</b>
<i>Difference from All Riders</i>	<i>12.8%</i>			<i>31.4%</i>		
<b>Youth (age13-17; under 13 not surveyed)</b>	<b>87.3%</b>	<b>12.7%</b>	<b>69</b>	<b>56.7%</b>	<b>43.3%</b>	<b>50</b>
<i>Difference from All Riders</i>	<i>22.8%</i>			<i>36.5%</i>		

## Appendix B

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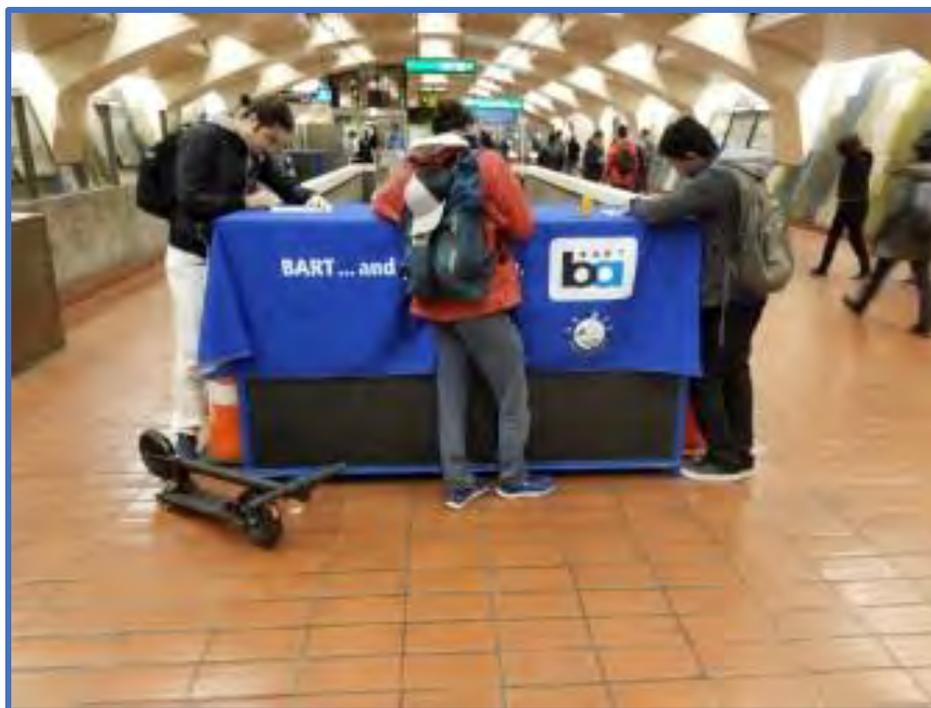


BART Participation in the Metropolitan Transportation  
Commission's Regional Means-Based Transit Fare Discount  
Pilot Program

**PUBLIC PARTICIPATION REPORT**

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April 2019





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# Section 1: Public Participation Purpose

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## 1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted outreach to provide the public with information about the Metropolitan Transportation Commission's (MTC) proposed Regional Means-Based Fares (RMBF) Pilot Program (Pilot Program), and to solicit rider feedback about BART's proposed participation in this program. A key component of Title VI outreach is to seek input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members.

Through the Pilot Program, BART would offer a new benefit for low-income riders. Adult riders with incomes at or below 200% of the federal poverty level would be eligible to receive a new fare type: a free, specially encoded Clipper card that would give them a 20% discount per trip to regular BART fares. For example, a low-income rider who takes BART to work five days a week will get the fifth day of travel free when using the discount.

The District is required to conduct a Title VI Fare Equity Analysis (Title VI Equity Analysis) any time there is a proposed change to BART's fares. Accordingly, staff completed a Title VI Equity Analysis to determine if BART's participation in the proposed Pilot Program would result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

The next sections describe the outreach and community engagement conducted by BART staff. All comments in this report have been transcribed as written by the respondent with the redacting of any profanity and personal identifying information.

# Section 2: Public Participation Process

## 2.1 Outreach Events

BART hosted a series of in-station outreach events with information tables where staff could speak directly with riders about the proposed Pilot Program and any potential effects it may have on low-income and/or minority riders. At the outreach events, the public had the opportunity to interact with BART staff regarding the proposed discount amount, BART’s current fare structure, eligibility requirements to receive the discount, and any concerns they had related to program implementation.

The public was also able to read information provided by MTC about the proposed Pilot Program (Appendix PP-F), and complete a BART survey in person. Riders who did not have time to complete the survey on-site were handed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with the hyperlink for the online survey: [www.bart.gov/discountsurvey](http://www.bart.gov/discountsurvey). The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.<sup>1</sup>

The survey period began Tuesday, December 4, 2018 and ended Monday, December 31, 2018. Digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. A copy of all versions of the survey is provided in Appendix PP-B. Appendix PP-C provides a copy of the postcard distributed to riders unable to complete the survey during the outreach event. An incentive of a \$120 Clipper card was offered as a prize in a drawing for those who completed either an online or paper survey.

BART sought public input on the proposed Pilot Program at outreach events at Pittsburg/Bay Point, Coliseum, and the 16th Street Mission BART stations on the following dates and times:

**Table 2-1: Outreach Locations, Dates, and Times**

Location	Date	Time
<b>Pittsburg/Bay Point Station</b>	Wednesday, December 12, 2018	7am-10am
<b>Coliseum Station</b>	Thursday, December 13, 2018	6pm-9pm
<b>16th Street Mission Station</b>	Tuesday, December 18, 2018	7am-10am

Based on a demographic and frequency of contacts at stations analysis, interpreters were placed as necessary at specific stations, as shown below.

**Table 2-2: Interpreters**

Location	Interpreter
<b>Pittsburg/Bay Point Station</b>	Spanish
<b>Coliseum Station</b>	Spanish
<b>16th Street Mission Station</b>	Spanish

<sup>1</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART’s four-county service area (BART Title VI Language Assistance Plan, January 2017).

### Coliseum Station Outreach: December 13, 2018



## 2.2 Publicity

Publicity for the outreach events was conducted through print and social media. BART staff worked to ensure all available information related to the Pilot Program and survey was available to riders in multiple languages. The following is how BART advertised the upcoming outreach events and survey link.

### 2.2.1 Multilingual Newspaper Ads

Multilingual newspaper/media ad placements with readership covering BART's four-county service area were placed prior to and during outreach. The ads ran one to two times (depending on the newspaper's publication schedule) and advertised the upcoming in-station outreach events and a link to the BART survey. The following are the newspaper publications where ads were placed. Copies of some of the ads can be found in Appendix PP-D.

- La Opinión de la Bahía (Spanish)
- Viet Nam Daily News (Vietnamese)
- Korean Times & Daily News (Korean)
- Sing Tao (Chinese)
- World Journal (Chinese)

### 2.2.2 Social Media

In partnership with the Metropolitan Transportation Commission (MTC), BART staff developed and posted all pertinent information regarding the Pilot Program via Twitter and BART.gov. The posts were uploaded Wednesday, December 5, 2018 and ran through the close of the survey period (Monday, December 31, 2018). Sample posts are included in Appendix PP-E for reference.

### *2.2.3 Electronic Destination Sign System*

On all BART station platforms, there are multiple electronic destination signs (DSS) that inform riders of train arrivals and display other important information BART needs to communicate. Throughout the survey period (December 4-31, 2018), the DSS regularly displayed the [www.bart.gov/discountsurvey](http://www.bart.gov/discountsurvey) link to alert riders to take the survey.

### *2.2.4 Community-Based Organization Outreach*

To ensure that data was collected from a wide range of minority, low-income, and limited English proficient (LEP) populations, staff emailed information about the RMBF program and the survey link to 415 community-based organizations in Alameda, Contra Costa, San Francisco, and San Mateo counties. The list of organizations came from BART's Government and Community Relations and Office of Civil Rights community-based organizations database. Staff additionally emailed information and the survey link to contacts at community colleges for their assistance in publicizing the outreach events and survey link to students.

### *2.2.5 BART Advisory Committees*

BART also distributed information on the outreach events, survey link, copies and hardcopies of the survey in English, Spanish, and Chinese to the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees to distribute to the communities that they serve. For more information on the BART Advisory Committees' input, please see section 2.4.

## **2.3 Focus Group Sponsored by the Metropolitan Transportation Commission**

As part of MTC's framework for branding and development of the Pilot Program, a focus group was hosted at Focus Pointe Global in San Francisco on Thursday, December 6, 2018. Ten public transportation riders from across the Bay Area were selected by Focus Pointe and MTC to participate and provide feedback about the Pilot Program. The riders chosen were selected based on their frequency of transit use (regular riders), eligibility for the program, and usage of one of the participating transit agencies. All agencies participating in the program (BART, Caltrain, Golden Gate Transit, and San Francisco Muni) were invited to attend and observe the riders' feedback about the program.

Participants' overall reactions to the Pilot Program were positive. Most participants expressed excitement, with all of them agreeing it would be a great benefit to low-income riders. Two participants questioned whether or not the program was sustainable given that it results in lost revenue for the transit agencies. Four participants questioned whether or not the agencies' discounts did enough for low-income populations. One participant wanted to know if the discount could be combined with other existing discounts, e.g. for seniors, people with disabilities, and youth. The overall sentiment was one of agreement with the program. The views expressed in the focus group were similar to the overall input from respondents to the BART survey on the Pilot Program.

## **2.4 Title VI/Environmental Justice and Limited English Proficiency Advisory Committees**

MTC staff presented a preliminary overview of the Pilot Program to BART's Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees. The joint meeting was held

Tuesday, December 11, 2018 from 10:30AM – 1PM at the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall (2040 Webster Street), Oakland, California. The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting.

The Title VI/EJ Advisory Committee consists of members of CBOs and ensures that the District is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions. The LEP Advisory Committee, which also consists of members of CBOs, assist in the development of the District's language assistance measures and provide input on how the District can provide programs and services to customers, regardless of language ability.

At the meeting, committee members showed strong support for the program. Some mentioned that they appreciated staff's efforts in the program development. The committee members also offered suggestions on how to complete more robust outreach, specifically by reaching out to local workforce and employment development offices to try to reach unemployed populations. Suggestions were also made for MTC to partner with CBOs in addition with the proposed third-party verifier to help streamline the verification process. The members also expressed concerns about reaching out to the homeless populations who frequent BART. MTC staff expressed that the homeless population was also a part of their target outreach demographic and that plans were in development to reach them specifically through case-management efforts.

Committee members were e-mailed copies of the survey in English, Spanish and Chinese, a copy of the postcard, and were also provided the survey link to distribute to their communities. Committee members can also request hardcopies of the survey. One member made this request and copies of the survey in multiple languages were mailed to this CBO to ensure everyone was afforded the opportunity to take the survey.

MTC staff also plans to have a follow-up meeting with the Advisory Committees to discuss additional program details once they are available.

# Section 3: Outreach Results

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## 3.1 Surveys Collected

BART’s public outreach efforts resulted in three thousand seven hundred eight (3,708) surveys received. Nearly 98% of all surveys received during the open survey period were obtained online. Public outreach at BART’s 16th Street Mission Station resulted in the most hardcopy surveys received (46). Table 3-1 provides the breakdown of where and how many surveys were received.

**Table 3-1**

Location	No. of Surveys Collected
Pittsburg/Bay Point Station	6
Coliseum Station	14
16th Street Mission Station	46
Community-Based Organizations	9
Online	3,633
<b>Total Surveys Received</b>	<b>3,708</b>

## 3.2 Survey Demographic Data

Table 3-3 provides a demographic breakdown of all survey respondents. Table 3-4 provides a demographic breakdown of all low-income riders, those who are potentially eligible for this program.

### 3.2.1 Minority

A “non-minority” classification refers to those respondents who self-identified as “white.” A “minority” classification includes the combined responses from all other races or ethnic identities including those identifying as multi-racial.

### 3.2.2 Income

Consistent with BART’s Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income of respondents to the 2018 Customer Satisfaction Survey. The household size and household income combinations that comprise “low-income” are as follows:

**Table 3.2**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

For example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2018 Customer Satisfaction Survey responses, 20.2% of BART riders are considered low income.

**Table 3-3 Survey Demographic Summary: All Respondents (N=3708)**

<b>Minority Status</b>	<b>96% of all survey respondents answered this question</b>	<b>Sample Size</b>
Minority	57%	2028
Non-Minority	43%	1533
<b>Total responses</b>		<b>3561</b>
<b>Ethnicity</b>	<b>96% of all survey respondents answered this question</b>	<b>Sample Size</b>
White	43%	1533
Black/African American	7%	245
Asian or Pacific Islander	19%	697
Hispanic, Latino, or Spanish Origin	22%	792
Other, non-Hispanic	3%	95
Multi-racial	5%	170
American Indian	1%	28
<b>Total responses</b>		<b>3560</b>
<b>Low income Status**</b>	<b>95% of all survey respondents answered this question</b>	<b>Sample Size</b>
Low-income	35%	1233
Not low-income	65%	2297
<b>Total responses</b>		<b>3530</b>
<b>Annual Household income</b>	<b>95% of all survey respondents answered this question</b>	<b>Sample Size</b>
Under \$25,000	23%	797
\$25,000 - \$34,999	10%	364
\$35,000 - \$39,999	5%	194
\$40,000 - \$49,999	8%	275
\$50,000 - \$59,999	8%	293
\$60,000 - \$74,999	9%	312
\$75,000 - \$99,999	10%	340
\$100,000 or more	27%	962
<b>Total responses</b>		<b>3537</b>
<b>How well is English spoken?</b>	<b>28% of all survey respondents answered this question</b>	<b>Sample Size</b>
Very well	85%	898
Well	11%	112
Not well	3%	33
Not at all	1%	6
<b>Total responses</b>		<b>1049</b>

\*Note: due to rounding, percentages may not add up to 100%, sample size dependent upon the number of respondents that answered each survey question. Not all questions were answered on many surveys.

\*\*Low-income and non low-income percentages factor in both household size and annual household income, so this sample size includes only respondents that answered both of these survey questions.

**Table 3-4 Survey Demographic Data: Low-Income Respondents (N= 1233)**

Minority Status	98% of low-income survey respondents answered this question	Sample Size
Minority	68%	821
Non-Minority	32%	382
<b>Total responses</b>		<b>1203</b>
Ethnicity	98% of low-income survey respondents answered this question	Sample Size
White	32%	382
Black/African American	8%	100
Asian or Pacific Islander	19%	232
Hispanic, Latino, or Spanish Origin	32%	385
Other, non-Hispanic	3%	37
Multi-racial	5%	55
American Indian	1%	12
<b>Total responses</b>		<b>1203</b>
Annual Household income	100% of low-income survey respondents answered this question	Sample Size
Under \$25,000	65%	797
\$25,000 - \$34,999	19%	241
\$35,000 - \$39,999	7%	84
\$40,000 - \$49,999	6%	73
\$50,000 - \$59,999	3%	38
<b>Total responses</b>		<b>1233</b>
How well is English spoken?	39% of low-income survey respondents answered this question	Sample Size
Very well	82%	391
Well	12%	56
Not well	5%	26
Not at all	1%	6
<b>Total responses</b>		<b>479</b>

\*Note: due to rounding, percentages may not add up to 100%, sample size dependent upon the number of respondents that answered each survey question. Not all questions were answered on many surveys.

\*\*Low-income and non low-income percentages factor in both household size and annual household income, so this sample size includes only respondents that answered both of these survey questions.

### 3.3 Low-Income Rider Program Benefits

As described in Section 3.2, 1,233 or 35% of survey respondents are identified as low-income riders. The survey sought to answer two important questions about the proposed Pilot Program.

1. How many low-income riders currently do not receive some form of discount?
2. How many low-income riders would ride more if they received a discount?

#### 3.3.1 Current Type of Fare Paid by Low-Income Riders

Question 3 of the Low-Income Discount Survey asked the following:

**What type of fare do you usually pay when you ride BART?**

- Option 1. Regular BART fare (no discount)
- Option 2. High Value Discount (\$48 or \$64 value)
- Option 3. Muni Fast Pass
- Option 4. Senior Discount
- Disabled Discount
- Option 5. Youth Discount
- Option 6. Other Discount: \_\_\_\_\_

Table 3.5 provides data on responses to question 3 by low-income riders.

**Table 3-5: Current Fare Type**

Fare Type	Number of Respondents Paying	% of Total
Regular BART fare (no discount)	1017	83%
Disabled discount	69	6%
High Value Discount (\$48 or \$64 value)	59	5%
Senior discount	27	2%
Other discount	23	2%
Youth discount	23	2%
Muni Fast Pass	13	1%
<b>Total</b>	<b>1231</b>	<b>100%</b>

Of these low-income respondents, the great majority--89%--could benefit from the 20% discount because they currently pay the "Regular BART fare (no discount)," receive the 6.25% "High Value Discount (\$48 or \$64)," or use the "Muni Fast Pass" (the discount level of which depends on the number of trips the rider takes per month). Low-income riders paying the senior or disabled discounted fare already receive a greater discount at 62.5% and, although the Pilot Program is for adults, it is worth noting that youth riders get a 50% discount.<sup>2</sup>

<sup>2</sup> The low-income discount cannot be combined with any other discount.

### ***3.3.2 Potential Increase in Low-Income Tripmaking***

Question 4 of the Low-Income Discount Survey asked the following:

**If you received a 20% discount off of regular BART fares, do you think you would ride BART more often?**

- Option 1. Yes, I would ride BART more if I received a 20% discount
- Option 2. No, this discount would not change how often I ride BART
- Option 3. Don't know

Question 4 had answers from 1,231 low-income riders, of whom 87% or 1,073 selected Option 1, stating they would ride more with the discount. This result underscores the benefits of the Pilot Program as almost 90% of low-income rider respondents could make more trips with the discount. The remaining 13% of these riders would not ride more often or didn't know how the discount would affect them.

# Section 4: Public Comments

## 4.1 Overview

By reaching out to the public via in-station events, Title VI/Environmental Justice and Limited English Proficiency Advisory Committees meetings, social media posts, and community-based organization solicitation, BART received 3,708 survey responses. Of this total, 2,119 or 57% chose to respond to Question 5 by writing comments. All comments have been categorized, sorted, and color-coded by general theme in Appendix PP-2.

## 4.2 Public Comment Grouping Analysis: Methodology

While comments can be generally categorized and reviewed for popular themes, they should not be analyzed numerically as doing so would give undue weight to the more subjective feedback solicited from respondents. Categorizing the comments, however, provides a general indication of the points the public outreach participants choosing to comment wished to communicate. The four categories in which the comments are grouped are as follows:

1. Support (Unconditional)
2. Support (Conditional)
3. Don't Support
4. Miscellaneous

BART staff reviewed all comments and placed each into one of the above categories. "Support (Unconditional)" comments are those where riders made it clear they wanted to see the program implemented. "Support (Conditional)" comments indicate some level of support but often with caveats. Comments are in the "Don't Support" category when it can easily be determined the respondent did not wish the program to move forward. "Miscellaneous" comments are those that do not directly address the proposed low-income discount program. There were 66 miscellaneous comments that have been removed from the overall calculation of comment percentages. The next sections provide sample comments from each category.

## 4.3 Support (Unconditional) Comment Overview

Support (Unconditional) comments express full support for the program. Table 4-1 provides a breakdown of all comments categorized as supporting the program unconditionally.

**Table 4-1 Support (Unconditional) Summary of Responses**

	Number of Support (Unconditional) Commenters	Total Number of Commenters	Percentage of Support (Unconditional)
<b>Non Low-Income</b>	827	1358	61%
<b>Low-Income*</b>	447	594	75%
<b>Unknown Income**</b>	47	101	47%
<b>Total</b>	<b>1321</b>	<b>2053</b>	<b>64%</b>

\*Low-income commenters are highlighted as they are the riders who are eligible for the Pilot Program.

\*\*Unknown income respondents are those who provided comment but did not provide complete income information.

Examples of the comment category Support (Unconditional) are as follows:

#### 4.3.1 Low-Income Respondents

- *BART rates disproportionately affect low-income riders. Please create this program!!!!*
- *I strongly believe that a BART discount for low-income riders is highly needed. Public transportation fees are rising and it can be difficult to cover costs in the bay area for transportation.*

#### 4.3.2 Non Low-Income Respondents

- *I don't need it, but please make it available to those who do.*
- *I think it is a fantastic idea! I would be happy if my tax money contributed to a program like this, I think it is great for income equality in the Bay Area and would support the economy in countless ways. With this program, BART has the opportunity to be a pioneer and set a positive example for other transit systems across the country.*

As shown above, 1,321 commenters, or 64% of all commenters, unconditionally support the Pilot Program. Of commenters who are low-income, 75% support the program unconditionally.

### 4.4 Support (Conditional) Comment Overview

Comments categorized as supporting the program but with caveats are categorized as Support (Conditional). Table 4-2 shows the breakdown of how many individuals conditionally support the program using the established methodology.

**Table 4-2: Support (Conditional) Summary of Responses**

	Number of Support (Conditional) Commenters	Total Number of Commenters	Percentage of Support (Conditional)
<b>Non Low-Income</b>	316	1358	23%
<b>Low-Income</b>	126	594	21%
<b>Unknown Income</b>	27	101	27%
<b>Total</b>	<b>469</b>	<b>2053</b>	<b>23%</b>

\*Low-income commenters are highlighted as they are the riders who are eligible for the Pilot Program.

\*\*Unknown income respondents are those who provided comment but did not provide complete income information.

The following are examples of comments in this category:

#### 4.4.1 Low-Income Respondents

- *20% isn't enough. It should be 50%*
- *Great concept... need more trains and better reliability... already over-capacity during peak hours...*

#### 4.4.2 Non Low-Income Respondents

- *It seems like your income threshold is too low. It should be higher. Theoretically anyone earning minimum wage and lower should be eligible. The Bay Area is insanely costly to survive in and*

*while this program can go a long way to retain our most vulnerable residents, let's make it truly effective and wide-reaching*

- *It would be great if Bart was able to give a larger discount to low income families. Also discounts on connecting bus rides.*

Of the 2,053 comments received, 469 are categorized as Support (Conditional), which is approximately 23% of all survey respondents who chose to comment. Of the commenters who are low-income, a similar percentage, 21%, expressed conditional support of the Pilot Program.

## 4.5 Don't Support Comment Overview

The Don't Support category captures all comments where the respondent expresses some form of objection to the program. Table 4-3 shows a breakdown of how many commenters did not support the program by income category.

**Table 4-3: Don't Support Summary of Responses**

	Number of Don't Support Commenters	Total Number of Commenters	Percentage of Don't Support
<b>Non Low-Income</b>	215	1358	16%
<b>Low-Income</b>	21	594	4%
<b>Unknown Income</b>	27	101	27%
<b>Total</b>	263	2053	<b>13%</b>

\*Low-income commenters are highlighted as they are the riders who are eligible for the Pilot Program.

\*\*Unknown income respondents are those who provided comment but did not provide complete income information.

Examples of unsupportive comments are as follows:

### 4.5.1 Low-Income Respondents

- *While this proposal is motivated by good intentions, BART should not decrease revenues via a discount program. Transit is already terribly underfunded in America compared to other developed countries. BART needs every cent it can get from its riders. I believe BART should be fiscally responsible so it can focus on improving the service it provides to all its riders via increased investment in new cars, repairs, funding a 2nd Transbay crossing, Transit oriented housing development, etc. It is not the responsibility of BART to means-test its fares. Everyone should pay the same price.*
- *Instead of a discount program how about changing the fare system in which one gets charged per ride instead of mile and a monthly pass is included.*

### 4.5.2 Non Low-Income Respondents

- *This discount scheme is a complete waste of BART time and resources. BART should outsource its station staffing and maintenance and cut fares 25% for everyone.*
- *I do not approve of the new discount program for low income riders.*
- *Do not want gas tax now used for BART discount!! That was not the intent! If money is available, should be used for upgrading system for ALL, not as a discount.*

Of the 2,053 comments received, 263 are categorized as Don't Support, or about 13% of all survey respondents who chose to comment. Of the commenters who are low-income, 4% did not express support for the Pilot Program.

## 4.6 Miscellaneous Comments

Comments are categorized as Miscellaneous when there appears to be no connection between the respondents' comment and the low-income Pilot Program. So that data is not skewed by non-program related comments, Miscellaneous comments are not included in the total comment count of 2,053 (shown in the tables above). 66 comments are categorized as Miscellaneous, which is approximately 3% of the total comments received. The following are examples of Miscellaneous comments:

- *The current program for getting the disabled discount is really inaccessible*
- *No, but add security to make riders feel safe (sic)!!*
- *Good means of transportation*

## 4.7 Overall Comments

Most respondents, both low-income and non low-income, were supportive of the Pilot Program. While some believed that the discount should be more than 20% discount, any discount was better than no discount. The topic of fare evasion spanned all categories, showing that this is an issue of concern for most BART riders, regardless of whether they supported or did not support the Pilot Program.



Appendix PP-A:  
Question 5-Public Comments about the  
Low-Income Discount

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Legend	
	Support
	Conditional Support
	Don't Support
	Miscellaneous

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	Comments	Low-Income	Minority
1487	Prices are very steep, i think even those who are well-off economically feel that way. The bay area is very expensive, these burdens need to be lessened.		
1234	A 20% discount will offer many already-strained commuters some relief in their continued struggle to afford cost-of-living in the Bay Area. BART could look to MUNI's Lifeline Pass as a model; those with current MediCal and/or EBT cards automatically qualify for their monthly low-income pass.	X	X
71	A Blessing for low Income	X	Unknown
2561	A discount definitely would've helped me out when I was commuting part time to the city. And it might incentivize more people who wouldn't normally be able to afford the commute to find work further into San Francisco.		
2002	A discount is imperative given the high and continually rising cost of living in the bay area. The region's low income families need these cost savings, and the region at large needs to use policy levers to move folks from cars to transit.		X
1968	A discount program for low-income riders is an excellent idea and would have substantial need!		

Survey ID	Comments	Low-Income	Minority
1400	A discounted fare will help the working poor access to their jobs and in turn boost local economies. A reduction in fare is needed now more than ever considering the rise in rent, food and transportation costs. A reduction would be a proactive step in reducing the loss of workers from their current local communities and would result in extended commutes that increasingly congest highways and unnecessarily contribute to auto emissions pollution. We need this discount program NOW.		X
731	A good idea.		
1258	A lot of the people that need BART to get to and from work would see a huge benefit in discounted fares since most jobs don't pay a living wage in California. BART is such an integral part of the bay area, it shouldn't be what stands between a person and their livelihood.	X	X
636	A monthly unlimited pass system rather than the negligible bulk ticket discount would also be very good		
1166	A step in the right direction!		
523	Absolutely need this new program. Thanks!	X	X
1413	Absurd! Homeless and vagrants constantly get away without paying any fare at all already.		
284	Accessible transportation for everyone is essential.		X
1954	Admirable program.		
3013	Affordability of transit is critical for low income riders when considering whether to drive or take BART.		
1804	After paying regular fares since BART opened, I see how valuable my senior clipper card fees are too me. I often wonder how low income people afford riding BART. They need help too. This would lower the amount of people who are jump. I see low income people using the elevators outside stations to access the platform for rides so often. I think this is because of the expense of the regular Bart fees. Please help these people.....		X
56	Agree it serves Low income	X	X
1589	altho all public transportation ought to be free for all this certainly is a good start.	X	Unknown
2347	Although not applicable for me, I most certainly approve of this program!		
2596	Any discount is a good idea in the Bay's high-priced climate.	Unknown	X

Survey ID	Comments	Low-Income	Minority
844	Any discount would really encourage people to take BART. It's a big expense and the regular people who live here could use all the help we can get.		
3145	Any program to offer discounts for low income riders is a positive. However, fares have been very high for a long time, while ridership has increased drastically. Rates need to be brought to normal levels for the average person in addition to these specific programs.	X	X
3319	Any way to help low income riders with their transportation needs would be great		
1185	Anything that can be done to reduce car traffic is good.		X
2192	Anything that gets folks on PT more, I'm all for.	Unknown	
48	Anything that improves accessibility is a win	X	
3666	Anything to make BART more affordable for low-income riders is a good thing. I hope you consider making it free for low-income users.		
837	appropriate for low-income riders		X
2684	As a college student it is really hard to budget everything and adding transportation on top of that is difficult. A low income fare would be amazing if it could also apply to those working part-time and balancing school.	X	X
3415	As a full time employee, student, and rider, I rely on bart to timely get me from stop to stop multiple times a day, at least 5 times a week. With this, I find myself reloading several times, sometimes only less than \$2. Commuting adds up, since bart isn't the only public transportation I utilize in Oakland. However, I depend on it and must pay the fees. If bart discounted low-income riders, it would allow me to feel more secure in my finances without concern for how (or how much) I'll get to work that day/week/month. Living in the Bay Area is costly and being able to afford transportation is a lifeline for many of its residents.	X	X
3157	As a high school student, it would benefit myself and other riders like me.		X
955	As a higher income BART rider, I want this service to be accessible to everyone, so I fully support the potential new discount program for low-income riders.		

Survey ID	Comments	Low-Income	Minority
1626	As a low-income Bay Area resident, and as a full time student, BART's prices are far too expensive for me to afford. I often have to find cheaper ways of transportation to get to and from work/school. If BART provides discounts for low-income folks, I think it would be an incredibly helpful resource. With a discount I would definitely use BART more, and it would make getting to and from my destinations a lot faster and easier.	X	X
3629	As a minimum wage employee who commutes to San Francisco every day, BART represents a significant portion of my income and is tremendously unaffordable for me and for many other riders of BART. I have lived in the Bay Area my whole life and have watched BART fares rise drastically alongside the cost of living. Making public transportation unaffordable and off-limits to anyone who is not wealthy is a form of discrimination, segregation, and an aggressive rezoning practice to reduce the mobility of low-income people. At the same time, BART's services and quality not only have not improved but have actually decreased. I have often been late for work due to inexplicable delays. I would strongly advise BART to look into unlimited fare options, 50% reductions for low-income people (20% fare reductions willnot make the commute any more affordable, in truth), and reconsidering the corrupt governmental and private corporate practices that lead to money squandering, policing, and public services that are utterly useless and alienating to the actual public.		Unknown
708	As a senior with limited financial resources, I pretty much avoid using BART because of the cost unless there is no other viable alternative. Although a 20% discount wouldn't make a huge difference, it would make BART service more of a possibility for me and my family members, especially for medical trips between East Bay and SF.	X	

Survey ID	Comments	Low-Income	Minority
3104	As a volunteer at Berkeley Free Clinic and The Suitcase Clinic, the requests for public transportation tickets have been non-stop. I know many people who would benefit immensely from this discount and could truly improve the livelihoods of many low-income folks. It can mobilize people to access more employment opportunities or healthcare offices and would overall better the community. In addition, as a college student, I know many people who would rather Lyft or Bart because it's more cost-effective and this discount may incentivize eligible people to use Bart instead.	X	X
3377	As one of the few Bay Area residents who actually makes a living wage, I'd be thrilled to see BART made more accessible for low-income riders. Public transit is a public good, and it should be for everyone. (This is also why I oppose BART throwing money down a hole on fare enforcement. People jumping the gates are primarily poor people, accessing a basic need of city life in the only way available to them.)To be honest, I think public transit should be entirely tax-funded, rather than depending on fares with the occasional means-tested discount. But I understand that will require some legislative changes at the city and state levels.		
1023	As people are displaced due to the housing crisis, their cost to ride BART increases because of the way the system calculates fares. This seems like a good first step to help people who are hurt the most by rising cost of mobility.		
1256	As rent prices skyrocket and jobs pay less, it is so important and vital that transportation be affordable for those of us who are struggling to make ends meet. I avoid riding BART as much as possible because I cannot afford it, particularly to commute from Oakland to San Francisco and back. I strongly support this discount.	X	

Survey ID	Comments	Low-Income	Minority
1180	As someone who is not low income, I think this program is important and I strongly support it. I have been a daily BART commuter for previous jobs and I assume I will be again in the future (it just doesn't work for my current job). I appreciate that we have BART and I want it to be accessible for all -- it is always going to be faster than BRT in Oakland (and so, so, so much faster than AC Transit) and low-income people already spend so much time waiting for so many things to save money/because they can't afford a faster way. Making BART more affordable is a matter of justice.		
282	As someone who no longer lives in the Bay Area, but plans on relocating back in the next 7-8 months, low-income BART tickets would be extremely helpful to those who may lack means to pay for their fares. This is a much needed program.		X
2218	at this point, I would not need the extra 20% discount. but if I ever did need it, I would certainly choose bart more often than the bus.I travel a lot for work, and use public transport in other cities when available, as much as possible. many other transit systems are so much more affordable. we should do all we can in the SF bay area to make bart more affordable for those in the lower income ranges.		
375	Bart and muni are my only source of transportation. I use a fast pass, which is unlimited within the city. So a break won't change my daily, but I know it will help those that can't afford a fast pass.  I used to not be able to afford a fast pass, and would walk miles instead of paying for a ride.		
871	BART can be cost prohibitive! I don't qualify as low-income, but I think it's really important to support low income riders and make sure public transit is accessible to everyone!		
1948	Bart cannot be thought of as a luxury form of transit, or something that would just be used by a few. It has become a necessity for all of the bay area, and the increasing prices make it difficult for any low-income riders to afford using BART. It needs to be discounted, for everyone but low-income riders most of all	X	

Survey ID	Comments	Low-Income	Minority
2498	BART does not offer a monthly pass, so a higher price discount will greatly help those who take BART every day because it's fast, affordable, and good for the environment.		
835	BART fares are a burden for low income riders, who must use the system to get to work and school. A low-income discount is long overdue.	X	
2672	Bart fares are too expensive for a student who doesn't have a car and have to ride BART. A 20% discount can reduce my expenses a lot.	X	X
509	Bart fares plus parking fees are extremely limiting to low income riders. I wouldn't qualify, but I would be happy to know that others were getting a discount who so badly need it.		
3269	BART gets expensive do any help would be welcomed	X	
3042	BART has gotten too expensive that I no longer go into SF for the weekends. I don't seem to fall under your low-income levels so the 20% off would not apply to me, but I can see how it would be beneficial to someone who earns minimum wage.		X
1746	BART increasingly gets more expensive over the years, making it difficult for low income people who rely on public transportation to even afford it, then criminalizes people that cannot afford the fare when they "bart hop". I think discount programs would be extremely beneficial and prevent the number of tickets given for fare evasion.	X	X
435	BART is a crucial means of transportation for many people in the Bag Area. It is important to implement this program to provide support the most vulnerable population.	X	X
643	Bart is a huge expense for students like me, and for low income folks. I spend way more on transportation than I do on food or other expenses. Please seriously consider this discount for low income people and adult students. Thank you so much.		X
659	Bart is a really prohibitive cost for a lot of people with no income. I've worked with people who had to forfeit access to free dental/ medical services because they couldn't afford the transit costs. This isn't a complete solution but a step in a very valuable direction.		X

Survey ID	Comments	Low-Income	Minority
2018	Bart is a vital form of transportation for many, keeping it as accessible as possible is your duty to your community.	X	
3418	BART is an efficient means of getting around, especially from the East Bay and in SF. Yet, it is pretty expensive. Offering discounts to low-income people is a great idea to help them and keep more cars off the road.		
3155	BART is expensive now. Reducing the fare would increase access and ridership		
1093	Bart is expensive. Thankfully i have a full time job that pays well and i can afford the fees. Someone who doesn't have my privilege would not be able to afford the fees. Give them the low income riders discount		X
895	Bart is for the working class, but it's getting harder and harder for the working population to afford riding public transportation or commuting especially with the oncoming toll hike. A discount program will greatly be utilized by many workers in the Bay Area.		X
1930	Bart is insanely expensive- especially if you're trying to get in and out of the city. I think this makes sense		X
1985	Bart is prohibitively expensive even for our working class bay area residents. I would very much like to see a discount esp in SF where it will incentivize more people to use Bart over Muni		X
3351	Bart is too much expensive and I would love for there to be a low income discount, even though I wouldn't be eligible for it.		
2222	BART is very expensive for working class and low-income riders, and because of gentrification and folks having to leave the bay area they are still reliant on BART for transportation. A discount program would go a long way to helping them.		X
207	BART is very expensive, but can be the most efficient way to get across the bay into SF from the East Bay, for example. A fare reduction is a great idea - please redirect funds that are going for "fare police" to fund this program widely.		
535	Bart is very expensive. I would be happy to see a fare reduction for low-income riders.		X
2802	BART is way too expensive for the poorest among us! I strongly support a discount program for low-income riders.		

Survey ID	Comments	Low-Income	Minority
3605	BART needs a low income discount program. Especially for those working between SF and the east bay as well as no-income people who are seeking employment and are confined geographically in the east bay, SF or Peninsula because of the extraordinarily high cost of BART.		
407	BART rates disproportionately affect low-income riders. Please create this program!!!!	X	X
1175	BART should absolutely implement this program. Rather than punishing low-income riders and wasting money through fare evasion programs, BART should make its services affordable to low-income riders--who are most likely to be transit dependent. BART should actually be free for those people!		X
1386	BART should be accessible to everyone because it is such a large part of the Bay Area commute, especially as the expense of driving a car has increased significantly in the past 10 years. BART deserves to be fast and accessible for all in order for the Bay Area to live up to its potential for its infrastructure.		X
2528	BART travel is the best way I have to get to my job in SF and is very expensive (my friends who use transit in large cities like Boston are consistently shocked by how much I pay.) I'm able to use a pre-tax income program to pay fare that saves me money in the long run and can manage alright, but I think BART needs to find ways to be more affordable for lower income riders. I think this discount program would be a good strategy to try.		
3124	Bay Area living is expensive and this would be a great help to low-income riders like myself!		
1239	Because of the cost of living (rent) in the Bay Area. It is very necessary to have this program. In the past, I have called out for work because I didn't have enough to ride BART to SFO (where I worked) I actually had to quit that job and take a less paying job where I can drive 20 minutes to work because I couldnt afford to ride BART.Secondly, it would probably prevent fare evasion because passengers can more likely afford to ride. Lastly, Bay Area toll is increasing, so this program would make a difference. Please consider this program		X

Survey ID	Comments	Low-Income	Minority
1702	Being a reverse commuter, having a smaller income and higher living standard means double disadvantage. With free parking at suburban jobs, they might as well just drive. There are seats available especially in the reverse commute. Having lower fares would definitely bring in more riders and reduce the cost of living for current and potential riders.		X
1391	Being that the Bay Area is filled with POC, this discount would benefit them greatly due to the statistics of low-income families being minorities and potentially help them get out of the low-income status by increasing their ability to commute to work across the Bay Area.		X
29	beneficia al usuario (benefits the user)		X
2036	Brilliant		X
1227	Brilliant. Definitely do it.		
2518	Card must be indistinguishable from other cards so users of the service are not shamed or otherwise targeted by others		
2597	Current discounts serve as proxies for being low income. It makes perfect sense to expand the program to cover the full intended audience.	X	
3214	Definitely at least do this program but also make bart free to everyone free public transportation is mandatory for a just society	X	
1853	Definitely for it! For our neighbors in the Bay Area who are struggling to live with stagnant salaries and sky-high rents, a subsidy for transportation could make a big difference.	Unknown	X
3341	Definitely hope it comes to fruition. The reality low-income riders are being cited for fare evasion in an area where residential prices are already pricing them out of their communities is ridiculous.	X	X
344	Depending on the salary amount I am all for the discount program for low income		
792	Discount for low income riders should be a given. A healthy society provides for all of it's residents.	Unknown	Unknown

Survey ID	Comments	Low-Income	Minority
1727	Discounts for low-income folks is much-needed because they already likely live further away from where jobs are, so many low-income folks likely already pay 20% more than others. However, we should make sure that it's easy and not a hassle for low-income riders to achieve this discount.		
940	do it		X
1275	Do it		X
2025	Do it		
1857	DO IT ALREADY		
2110	Do it because this is needed as the cost of BART fares have been on the rise.	Unknown	X
3404	DO IT DO IT DO IT I would happily pay a little more if it meant lower fares for low-income folks (though I'd take it as a kindness if the money can be found elsewhere first, I'm not a techbro making millions at Google or Twitter).		X
748	Do it!		
833	Do it!		X
1952	Do it!		
41	Do it! Please! People need this! I take BART to work so discount would not change my ride frequency (I have to go to work every day!) But it would allow my paycheck to go to more important expenses		
3497	Do it! We should support low-income Bay Area residents as much as we can. The discount should be more.		X
2171	Do it!!!		
2086	Do it!!!!!! It sounds great!!	X	X
446	Do it.		
588	Do it.		X
2329	Do it.	X	X
2731	Dont let rich snobs who dont like it sway your decision. People need help. Be better.	X	
2371	encourages more people using bart instead of driving, less pollution and save traffic jam. eventually bart make more profits if everyone try to ride bart when they receive discount on their fare		X
1005	Equality is important in a changing bay area and everyone deserves the right of public transportation		
2123	Essential!		
13	estaria muy bien *would be great*	X	X

Survey ID	Comments	Low-Income	Minority
2418	Even if I don't qualify, I am a huge supporter of this program!		
2679	Even if I don't qualify, I think the program is very necessary.		
2676	Even though I don't fall in the "low-income" bracket, I think this discount will help those who are in need and can benefit from it. This discount will help those who can't afford to commute to work at long distance because of commute cost in Bart or because of traffic. Yes, it will increase the amount of people taking bart, even during peak hours but that will also benefit bart and force them to decrease the intervals between trains. We might get more Bart's on track to assist in crowd controlling.		X
2255	Even though I wouldn't personally benefit from this type of discount, I strongly support the idea!		X
2633	Excellent idea & very much needed. My son has worked minimum wage jobs in SF & the commute on BART takes a huge chunk of his paycheck.		
3173	Excellent idea!		X
1499	Families need it! SF is too **** expensive!	X	X
2386	fares should be lowered for low income folks.		
1708	Finally! Low-income riders should have access to a discount.		X
1350	Financially accessibility to public transportation is a necessity for any civilized society to respect the struggle of lower income and working class people, especially in such a costly area as the bay. Please move forward with this quickly. THANK YOU!	X	
294	For families that are low-income and rely on public transit, every decision has to be weighed carefully. Riding BART may be faster, but more expensive for some families or individuals, and that decision is probably never easy--especially if commutes are long. Access to transit is absolutely an equality issue! I am all for this program!		
221	For low income families who don't own a car bard is an important lifeline to high-paying jobs in the bay area. This seems like a promising program.		

Survey ID	Comments	Low-Income	Minority
3472	Frequent commuting to assist an elderly friend causes my monthly BART fares to add up quickly. Any help with a discount would be highly appreciated.	X	
3025	From what I have read, I would not qualify for the BART discount. That said I support 100% this initiative. What is more upsetting to me are people who bust through the toll takers. I understand that they maybe low income and may not be able to afford transportation and for this reason I sympathize with them but not enforcing "payment" what ever that looks like does not help the psyche of the low income and full paying riders alike		X
1208	Fully in support	X	
60	Fully Support		
3103	Fully support it especially if funded by a gas tax	X	X
1813	Fully support it.		
1272	Geat idea!!! Please do it!	X	
2348	Given that BART is so necessary for my own commute, this discount would raise my opinion of BART as a responsible service provider, even though I myself wouldn't qualify for the discount. Local transportation, particularly commuting, should not be a luxury that low-income families can ill-afford.		
1055	Given that low-income riders are being pushed further to the end of lines and seeing their fares increase, a discount program would at least help make things less regressive than they currently are.		
1105	Giving these discounts could make employment for many low income families much more possible in that their transportation costs would be cut down, making it more affordable to get to work or even school. The opportunity this would give to low income persons would be amazing.		
558	Go for it ... make it even cheaper		X
2937	Good good good good		X
1044	good idea		X
2134	good idea		
2852	Good idea		X
979	Good idea! Income inequality is the biggest issue compounding other challenges.		
3544	Good idea, a lot of people would be able to ride bart with the discount	X	X

Survey ID	Comments	Low-Income	Minority
1846	Good idea. Should help reduce expenses for working poor. Please keep trains and restrooms clean and available too.		X
1929	Good idea. You guys need all the goodwill you can get.		
456	Good news	X	
31	Great	X	
26	Great Idea		
366	Great idea		
615	Great idea		X
1432	Great idea		X
2469	Great idea	X	
2982	Great idea		
3017	Great idea	X	X
3630	great idea especially for seniors on a fixed income. it will help seniors get out of the house and become less isolated	Unknown	Unknown
1128	Great idea!		
1293	Great idea!		
1443	Great idea!		X
1703	Great idea!		
2302	Great idea!		
715	Great idea! Fully support.		
1548	Great idea! Transportation access is a key indicator for an individual's ability to move out of poverty.		
2346	Great idea! I'm higher income and receive a BART subsidy through work and it's a huge help.		
1958	Great idea! Lots of your fare evaders are just low income people trying to get to work/school etc. I think fare evasion rate would go down.		X
2285	Great idea!!		
3271	Great idea!!	X	X
1363	great idea, encourage more people to get out of their cars. also, often I take longer to get somewhere by bus because it is cheaper.	X	
3333	Great idea.	X	X

Survey ID	Comments	Low-Income	Minority
195	Great idea. I don't need it but we have so many people struggling to afford living in the Bay Area, and get to and from jobs far away, we need to help them as we can. You should figure out how to tax employers to pay for this! They are creating the demand and the pressure on our infrastructure and workers and housing.		
1355	Great idea. BART is essential transportation for many people but many can not afford it.	X	X
30	Great idea. California's cpst living is not in balance w/ FPL		X
1629	Great idea. Please help diminish low income transportation expenditures!	X	X
470	Great idea. Providing reasonably priced, reliable transportation to those with low incomes can be a huge help to finding and keeping jobs.		
3345	Great program for lower income households.	X	X
1639	Greatly needed please approve.		X
1015	Having a cheaper fare will allow me to save commute time from taking the slower alternatives and help me focus on other aspects of life rather than use them on the commute.	X	X
1938	Having a discount for low income riders would make transit to and from work more accessible and increase Bart usage. As Bart is public transportation it should be accessible to all people regardless of income.		X
2253	Having a discount for low-income individuals would be GREAT service to the bay area public. IT would allow for more job access and help in addressing the financial disparity that exists between race and class in the bay area. By saving money, increasing access to job employment and health services by making transport more accessible for low income folks, it will contribute to addressing issues of equity.	X	X
2680	Help low income families live in the bay area. Stop pushing us out		X
2713	Hi! I am in a higher income family and would not qualify for the BART discount BUT I think it's an excellent idea to buffer the intense impacts of income inequality in the region. PLEASE IMPLEMENT THIS POLICY. I AM HAPPY TO PAY 10 cents more a ride or whatever to make it happen!		

Survey ID	Comments	Low-Income	Minority
1259	Highly encourage this program		
3705	Highly interested in this program, see numerous benefits for large groups of people, definitely approve	X	X
473	Highly support it. Public transit fares are a de facto tax, and taxes should be progressive.		Unknown
68	Hopefully will happen		
2996	Huge supporter of this. Bart is extremely expensive compared to public transit in other major cities while offering few services. Fares should be lower in general, but particularly for low income people. Also, why not consider a flat fare for unlimited rides per month similar to the NY public transit system? I believe that would increase ridership overall.		X
2056	I absolutely support a discount for low income riders. Bart is a vital service to so many people working in the bay, many of whom have longer commutes because of the housing crisis. a		
828	I absolutely support a discount program for low-income people. BART should be accessible to everyone.		
3446	I absolutely support it. Transportation costs keep rising, and lower income folks often can't afford to live close to their jobs.		X
1706	i absolutely support this program. i know Apple & tech companies GIVE loaded clipper cards away & Sfbay area is in an economic crisis. y'all are shaming people on trains & have KILLED people over fares. i EXPECT this program to be approved and y'all to study public policy & sociology. thanks- dandelion of berkeley.	X	
1529	I already did a fantastic fear and part because I have the senior clipper card. Our daughter lives in Oakland and finds the BART fares for commuting into San Francisco prohibitive. She ends up using casual car pool instead. I definitely am in favor of reduced fares for low income riders.		
1086	I already get a discount so i almost never drive to San Francisco, or anyplace else i can get to by BART. Since you give discount to all seniors without means testing, i certainly think you should give a discount to low income folks.		
2265	I am 100% for it.		

Survey ID	Comments	Low-Income	Minority
889	i am a disabled man with a cane, so this will surely help me alot	X	X
2801	I am a low income rider of bart and the cost of BART often prevents me from using BART because I can't afford the high costs of transportation. I would use BART more often if the new discount program for low income riders took place	X	X
245	I am a low income working student who is spending about \$100 each month on Bart or more it would be helpful if Bart made some kind of low income or student discount for those of us that only have this one way of transportation	X	
3005	I am a physician who works for a clinic in the mission in San Francisco at a clinic for the low income. I pay full price with a monthly pass and am happy to support public transport in the bay area. However, many of my patients come to clinic on the BART and the cost is significant and very difficult for them. I believe many of them would take BART and public transport significantly more if it were more affordable. I want to encourage public transport and walking especially in the young people I work with so that they get used to taking this rather than walking. I am very much in support of this discount.		
3428	i am a student who makes very little money and would be interested	X	
2698	I am absolutely in favor of this new discount program. I think it's a fantastic way to approach more equitable transportation. I would argue for an even bigger discount, in fact. I am not low income, so I would not be affected by it.		
3168	I am all for a discount for low-income riders even though I would not benefit from it. As many low-income workers travel significant distances to get to work, their primary means of transportation needs to be affordable enough for them to use it and so that the strain of living in the Bay Area can be lifted some.		
3445	I am filling out this survey in support of low income individuals and having the option of low income fares. This should be a given. I could go on. But in sum, low income individuals deserve lower fares, it is an injustice otherwise.		X

Survey ID	Comments	Low-Income	Minority
1167	I am fortunate to not be low-income. For me, using BART is much preferable to driving either way.  I think it is important to help others for whom every dollar must be squeezed. I support the idea of a discount program for low-income riders.		
856	I am greatly in support of this new discount program as I believe this makes access to public transportation more equitable for people who are struggling more and more to afford living in and getting around the Bay Area.		X
3397	I am high income now but previously made a middle income in the bay area. I grew up low income. I think this is an important and terrific idea! I would be more than happy to pay any tax to offset costs for low income riders.		X
3628	I am highly in favor! I would not qualify, but those of us who can afford it should subsidize the fares of people who struggle to remain in San Francisco (or the Bay Area in general).	Unknown	X
2366	I am in favor		X
1384	I am in favor and I think it would be great if it was an even bigger discount. (I would not currently qualify.)		
2661	I am in favor of it even though I don't qualify.		
1914	I am in favor of this program and would support raising the maximum qualifying income. The cost of living in the Bay Area is out of control and this is a much needed, albeit small step towards making public transit affordable for those who need it most.		X
3442	I am in full support. The cost of a daily commute for low-income riders really adds up. As a low-income rider myself, I pay a significant chunk of my daily budget on public transit. I easily spend \$50 a week on BART most weeks. A 20% discount would really help me.	Unknown	

Survey ID	Comments	Low-Income	Minority
3376	I am in support of this program. Low-income residents of the Bay Area are increasingly being pushed out further from the job centers of SF and Oakland. I have a friend who commutes 2 hours via BART and bus just to get to her job in San Francisco. She lives at the end of the line (Antioch). Not only is she paying more to travel, it is taking up a major part of her day. Residents should not be penalized for their inability to afford to live in the more central parts of the Bay Area. Thank you to BART for considering such a discount!	X	X
1250	I am in total support of this discount. I would not qualify, but I think it is essential to make transportation affordable to everyone. It is one of the key steps we need to take to have a better functioning city		
831	I am not a Bart rider with low-income, but I do believe this discount program for people with low-incomes would have a strong positive impact on Bay Area communities. The cost of living is incredibly high, and this program would help those who feel that cost burden the most, but work and live in the Bay. Less stress, more mobility for jobs and more financial freedom for these riders will benefit us all.		X
3167	I am not a low income rider but I think we should make BART more accessible for low income folks. Already at that income level (200% of poverty line) people are choosing between essentials. Please make transit less of a burden.		
2767	I am not a low income rider, but bay are public transit is abominably expensive and I support any measure that makes it more accessible for those in need		X
1146	I am not a low income rider. I think BART should give fare discounts to low income riders, and especially families. Thank you.		
3678	I am not a low income rider. I use BART almost every day of the week, and I am grateful for the convenience. I definitely am aware that not everyone can afford to ride BART as frequently as I do, and if this measure helps more people to get around and enjoy the speed and comfort of BART, then I strongly support it!		
1987	I am not a low-income rider but I believe they should get a discount	Unknown	X

Survey ID	Comments	Low-Income	Minority
2413	I AM NOT FINANCIALLY INSECURE, AND MY DECISIONS ARE STILL IMPACTED BY REGULAR FARE. REDUCED PRICES ARE NECESSARY FOR THOSE WHO ARE LOW INCOME.	X	
2751	I am not low income but I approve of this discount program for low income riders.		
3616	I am not low income but I support a discount program for low income riders		
1031	I am not low income myself, but riding bart is very expensive and I support this program for those who need it		
1111	I am not low income, but I fully support this.		
821	I am not low income, so I do not need the discount. However, I think the discount could be really helpful for anyone who qualifies.		X
3551	I am not low income. I think it's a great idea.		
2043	I am not low-income but fully support this change		
735	I am not low-income but think this is a great idea! fully support it		X
285	I am not low-income myself but think it is SO important to create this program for others who are. BART is so expensive and we need to make it more affordable for those with lower incomes!		
482	I am not low-income, but feel that this is EXTREMELY important and should be done to help low-income residents of the Bay!!	Unknown	
1608	I am not low-income, but I would support this program for low-income riders.		
742	I am single and make \$20,000 à year.	X	
1444	I am strongly in favor of discounted fares for low income riders. I receive a senior discount without regard to income and while I am grateful for the discount, I am sure that there are low income workers who need it even more than I do.		
464	I am strongly in favor of the program! Accessible public transportation is so important for our community!	X	

Survey ID	Comments	Low-Income	Minority
641	I am very excited to hear this could be possible. Not for myself, but for folks in much more dire need for affordable transport. We need an equanimous fare system that doesn't penalize folks who live farther away from the city center/ have a longer commute since they are coming from city outskirts to work. These folks are often the most marginalized and in financial need, but they currently are paying the most to ride BART.		
898	I am very much in favor of it. Living in the Bay Area is already super expensive.		
1581	I answered no to the 20% discount question, only because I'm in a high enough income bracket that I can afford the BART fare. However, I frequently consider the price of BART vs. the toll of driving from Oakland to SF, and they are too close to make much of a sway toward public transportation. I have friends who frequently cite high BART prices as the reason they don't participate in certain activities across the bridge. I think that a 20% discount for low income families is an incredibly important thing, and thank you for considering it!		
2588	I applaud BART for their efforts in creating a more accessible platform for all. When someone is living paycheck to paycheck any discount could mean the difference between lunch or not		X
3212	I appreciate this potential new discount program. It helps a lot of low-income riders for better surviving. People with low-income may have a chance to buy enough food for themselves if they are able to receive discount while using bart.		X
1949	I appreciate using public transit for many reasons. For myself, I am fortunate to be in a position where affordability is not a critical issue -- but in future, I may be on a fixed income and this will matter more. I feel that it is important for public transit to be accessible to those who need it most. I am happy to pay full fare in my current situation, and I agree completely that fares should be discounted for my low-income neighbors.		
246	I Approve. The costs are too high for low income customers.		

Survey ID	Comments	Low-Income	Minority
1965	I believe it is not even a question of whether Bart should institute this program but why its taken so long. Most major cities have these programs in place; New York's subway system has a flat rate for one way travel which is less than \$5. Bart is becoming more and more for high income earning professionals and out of budgetary reach for the average rider that actually has no vehicle, or low wage earners that really needs a reliable affordable means to travel to make a living.		Unknown
549	I believe it will help a lot of people which is what we need	X	X
1560	I believe it would be beneficial if the rates were a single flat rate instead of rate per station. that way it could be easier and more cost effective for riders.	X	X
2113	I believe that it would be utilized by many people. We need this for those who are lower-income and can't afford a car and gas.		X
758	I believe that low income riders would be able to use BART more often if their travel costs were reduced per trip.	X	
2151	I believe that offering low-income riders a discount would be of benefit to everyone.		
540	I believe that public transit in general should be more heavily subsidized so that commuters are diverted from single occupant cars into mass transit. I believe this has both infrastructure and environmental benefits.		X
980	I believe there are many things that BART could do to lower costs for riders. A great start would be to offer discounts to low-income riders. Low-income riders have less disposable income and anything to lessen their day-to-day burden is beneficial to our community.		
2646	I believe this is a great program to help commuters	Unknown	X
2411	I believe this is a great proposition to put in place		X
452	I believe this is an incredibly beneficial program! Especially for folks who commute to work and spend almost a quarter of their income trying to get to work every day!		X
474	I believe this program would make BART a more accessible and affordable lifeline for many low-income riders.		X

Survey ID	Comments	Low-Income	Minority
237	I believe this would be a great idea especially with all the fare evaders I encounter at the station. People will then be able to afford BART rides while paying rent and for food!		X
3498	I believe this would help many low income people access more job opportunities and generally improve their quality of life.	X	
2114	I can take my mom and niece out way more.	X	X
1242	I commute to UC Berkeley for school 5 days a week and although I have youth discount, it will go away in a few months and paying 200 a month is hard on a college student once I pay regular fare. I hope this program goes through.	X	X
3087	I completely think this should happen		
342	I currently receive a 60% discounted clipper rides. An additional 20% would make it even easier to use BART. My single-household income comes to about \$25,000.00 annually.	X	
128	I definitely feel that a discount program would help those many people living in the area who struggle financially and commute on BART. Hope it's implemented.		
744	I definitely support it!		
3226	I do not personally need to discount. I would love to see all the low income folks in the bay area benefit from a BART discount. It is so expensive.		
986	I do not qualify in the low-income group, but I absolutely support it. In fact kids under 12 accompanied by parents and people above 65/70 should be able to ride for free. Also, atleast for Bay area, this discount should be extended to a household income < \$60,000		X
2844	I do not ride BART too often, but I know that a lot of people use it to commute to work, school or to simply visit family and friends. Not all riders can afford to pay regular price for their BART ticket and a discount could help alleviate that issue. I hope the discount can be implemented!! It would help a lot of low income people.		X
1671	I don't need a discount; but I am for low income riders getting one. BART is expensive and it's almost a tax for the working poor. Please do this!		

Survey ID	Comments	Low-Income	Minority
2699	I don't need this discount because I'm lucky to have an employer who pays about 80% of my Muni/BART monthly pass. But until very recently this wasn't the case and I had to be careful about limiting my rides. I STRONGLY support discounted BART tickets and passes for low-income riders. It is the right thing to do. Please move forward with the discount program!		
2599	I don't qualify for this discount, but I am so glad you are considering this for our very-low income community members!!		X
1387	I don't know if I would qualify but I absolutely support it being implemented; BART is one of the most expensive transit systems I've travelled on and one of only a few that don't even have the option of a discounted 10 ride or monthly pass. Please make BART more affordable for those who need it most!	X	
741	I don't need it, but please make it available to those who do.		X
3386	I don't need this discount as I'm fortunately able to afford the regular price of a ticket. However, given the raising cost of living in the Bay Area I highly recommend that BART institutes this low-cost fare for low income families. Happy to pay a higher tax at the pump to fund this. Thank you.		
3330	I don't personally need it but strongly support it and would be happy to subsidize it with my ticket price.		
1843	I don't qualify for a low income discount, but I think you should do it!		
409	I don't want to be a grunt, I want to be afford going places. Please government, allow easier access to BART for everyone.	X	X
3029	I doubt I'll be eligible - but you should totally do it.		
100	I feel giving those who need assistance a discount would increase ridership and reduce the number of non-paying riders.	X	X
861	I feel it would be wonderful	X	X
1669	I feel that if we had this new discount program that more people would be inclined to take Bart and this also gives more low income riders abilities to get more jobs because they have a way to transport themselves in a timely manner that is both efficient and cost effective.	X	X

Survey ID	Comments	Low-Income	Minority
3133	I feel that there would be more riders (myself included) if you had more safety processes in place. It's a great idea to offer more discounts but until the transient and crime on board and at the stations are addressed you're ridership will not increase.		X
796	I feel that with so many working at minimum wage this would be a great help in commuting since they can not live within the city.		X
339	I fully support a discount for low-income adults!		
2397	I fully support a discount program for low-income riders.		
1060	I fully support a discount such as this. I think the discount amount should be higher (30-50%).		
3552	I fully support a discounted BART ticket for low-income riders.		
1741	I fully support it!		X
3282	I fully support it. BART can be very expensive for those with low incomes		
3190	I have a great salary and not being a Republican would be more than happy to help low income folks by paying more myself or donating to their cause.		X
447	I have lived (mostly as a poor student) in many cities in many countries in the world, and find it ridiculous that public transportation is so costly here in the Bay Area, particularly given the impossibility for most people who work in San Fransisco to actually live there. It is shameful that a haven of technological advancement such as the Bay Area has such poorly developed infrastructure. The possibility of a low- income discount is not only reasonable and welcome but long overdue, even if it is only a half-measure.		
2949	I have many low income friends who simply cannot afford to get to school or work because the cost of bart is so expensive. This is why there are so many people who dont pay. The prices are unrealistic.	X	X
790	I have no choice to ride bart to and from work every day from Oakland to SF. It is so expensive that the cost is a burden on me and my family.	X	

Survey ID	Comments	Low-Income	Minority
1619	I have to ride BART to get to my workplace, so I probably wouldn't ride more with a discount because I don't have any other reason to ride other than commuting. However, I do think this program would benefit low income riders because the cost is expensive especially for longer routes for people who have been pushed out of the urban centers and now live farther from their workplaces.		
2381	I highly suggest and support the decision to provide discounted tickets for low-income individuals!		
3054	I highly support this idea for a discount program for low income riders. I hope it will be implemented.		
521	I highly support this new idea for a program. It would benefit so many recently graduated students like myself.	X	
2924	I hope I qualify	X	X
35	I Hope it does threw good idea	X	X
1116	I know Bart is difficult to manage financially for many of my friends on a regular basis.	X	
2944	I know several people who feel they cannot take Bart often because it is too expensive for them	X	
1878	I live at an end of the line station, Dublin Pleasanton, and the roundtrip fares to San Francisco have gone through the roof! Public transit needs to be affordable for people like myself who are on Medi-Cal.	X	X
1374	I live in Livermore, STILL NO BART TO LIVERMORE, however in the service area the discount will be helpful.		Unknown
2649	I live in San Jose and work only part time in San Francisco. I pay Bart fare and parking total \$17.50 everyday round trip, 5 days a week. I DO wish to get the 20% discount because I earn less than \$1500 a month	X	X
993	I live near a MUNI line and BART. I often take BART downtown, not always across the bridge. If I had a discount, I would make BART my main way to travel from home to downtown.	X	
444	I love it! I think it will cut down on the number of people who "jump the gates" and don't pay the fare	X	X
3215	I love it, I use bart every day and a discount would really help me out.	X	X
1858	I love it. Make it happen! :)	X	X

Survey ID	Comments	Low-Income	Minority
65	I love riding BART since it opened. I am not disabled + on a low income. Paying regular BART fare created financial difficulties for me. I had to forgo my favorite coffee shop etc.. To be able to ride BART. (monthly treats-restaurants, etc.)	X	
3669	I love the idea, low income families, who are mostly using bart to commute to work or just using it to get back and forth from school, this would be a huge money saver for them.	X	X
2159	I make north of \$200k, you should absolutely do this program, your fare box recovery rate is way too high		
1788	I moved closer to work because public transit was too expensive. Now I live closer to work and have a MUCH smaller space for my family but can afford the commute. 20% discount would have let me not have to move my family into a shared home.	X	
646	I need any discount I can get	X	
1767	I NEED this new discount given I'm a graduate student that only is able to work 20 hours a week (according to my graduate program) which caps my wage; therefore, categorizing me as "low-income". I commute 6 days week for school and work from Richmond to Powell then have to take muni once I'm in the city which costs me around \$500/month. I greatly support this proposal.	X	X
1006	I often do not ride BART because it is cheaper to go by car when there is more than one person in my party. I would ride more regularly we're it cheaper.		
2317	I only occasionally ride BART as Muni Metro is more convenient. But I'm very grateful BART is available. I firmly believe low income riders should receive a discount. So many people travel long distances to get to work each day. Perhaps this would help people who typically receive lower wages, such as restaurant workers, be able to afford working in places like SF and Oakland which would be better for everyone.		
566	I personally would not qualify for it but I think this is a great idea and I support it 100%		X
2763	I personally wouldn't use this but think it would be good for low income families to travel Kore frequently		
1484	I really hope I qualify.		X

Survey ID	Comments	Low-Income	Minority
440	I really hope you can offer it. I wouldn't qualify nowadays, but in the past it would've been valuable to me in between contract jobs, and right after moving to the Bay Area.		
457	I really hope you implement this. BART fares add up quickly and it takes out a pretty solid amount of my income per month.	X	
1568	I really like it.	X	X
129	I really would love to see a discount program for low income riders, I think it would expand their opportunities greatly! I would also love to see a discount program for students!		X
2499	I receive a subsidy through my work to take public transportation- I can spend pretax dollars on bart tickets. So I think it's fair to give low income people a discount since I make a decent salary and am receiving a discount		
876	I receive commuter checks as a bart subsidy from my work— I support this discount for low income riders		
713	I recently decided not to move from SF to the East Bay as I crunched the numbers and realized that even with reduced rent, I couldn't afford the move due to the added BART commuting costs. It was a huge wake-up call at how much people spend each month on BART, and I can't imagine adding that onto our already high cost of living.		
3437	I ride BART because I have to. I can't afford a other methods of transportation when commuting from Oakland to SF regularly, so the program wouldn't necessarily change how much I ride. However, it's important to me because I am very low income and I have to cancel plans or not buy food because I can't afford them. At the very least, I could get more rides for my money, and free those funds up for other necessities.	X	
904	I ride BART everyday for work, and would not ride more with a discount but I definitely know many other people who would, and in general am wholeheartedly in favor of you providing a 20% fare discount for low-income riders. I believe this is important for many reasons, and also might support the effort to reduce fare evasion. I hope BART decides to create this program.		

Survey ID	Comments	Low-Income	Minority
3020	I ride Bart everyday from Concord into the Rockridge or Downtown Berkeley. It's the only option for me to get to work like most people who get onto Bart where I do as well. The prices keep going up. And the amount of time I'm on there everyday seems to get longer as well. I feel like people are getting priced out of Bart like other living options. This would be a great relief to many riders.		
2191	I ride BART out of necessity, I depend on it to get to school and work everyday. This is a huge financial commitment and burden every month. Offering a discount would be so incredibly important for people like me who rely on BART to make a living. I support this program 100 percent!!!		
2216	I ride BART to commute to/from work and probably wouldn't ride it more if there was a discount. But i do think it's prohibitively expensive for some folks, especially as we see poor communities pushed further out of Oakland/Berkeley and I completely support providing discounts to these folks.		
3370	I save more than this because my employer offers me the ability to buy high value packs with pre-tax money. Hopefully a program like this can also extend discounts to some folks in the community who need it the most.		
1119	I shouldn't receive a discount, to I'm not low income now. There were times in my life, however, when a discount would have been a huge relief for me, would have allowed me to afford more nutritious food, etc. Please make this available to folks who would benefit.		
2263	I strongly believe that a BART discount for low-income riders is highly needed. Public transportation fees are rising and it can be difficult to cover costs in the bay area for transportation.	X	X
3667	I strongly support a discount program for low-income riders! I think you should take all the money you are currently spending on fare evasion reduction and put it towards discounts for low-income riders. In an ideal world, BART would be free for everyone!		
3633	I strongly support discounted fares for low income riders!	Unknown	Unknown

Survey ID	Comments	Low-Income	Minority
2972	I strongly support increasing access to and equity in, BART rides. This discount would be a great, welcomed first step in doing so. Thank you so much for considering public input.		Unknown
1863	I strongly support the effort, even though I would likely not qualify.		
3340	I strongly support the idea. BART is pretty expensive, especially transbay, so this program would be a step in the right direction.	X	
2224	I strongly support this idea		
639	I strongly support this!!!		
51	I support a discount for low income riders!		
3180	I support a discount for low-income riders	X	X
3656	I support BART making fares affordable for low income people		X
644	i support it		
1841	I support it		
2007	I support it		
141	I support it and I think attention should be paid to how easy it is for qualifying people to enroll.		
2479	I support it and think the discount should be based on regional income parameters, not federal. I don't expect to qualify and I am not filling out this survey with hopes of qualifying. I'm responding in support of social equity.		
1482	I support it! Getting around the city is crucial to people supporting themselves and engaging in society!	Unknown	
891	I support it! I'm just not low-income myself.		
1328	I support it.		
2707	I support it.	X	
53	I support it. I am not low-income.		X
2223	I support it. Would not be eligible for it myself.		X
1217	I support the discount for low-income riders! I take BART daily and will continue to do so for my commute to downtown SF from the East Bay, and I would be even more excited if low-income riders were supported to do so. I know many people for whom BART is a large expense that they cannot always afford.		
3112	I support the idea of a discount BART ticket for low-income riders and would even like to see BART be free in the future.		X

Survey ID	Comments	Low-Income	Minority
25	I support the idea of having discounted options for low income and other deprived individuals.		X
1051	I support the potential new discount program.		X
42	I support the potential to make BART accessible to all people		
2737	I support this 100%		X
750	I support this as BART is quite expensive, especially for folks with low-incomes. I actually support a larger discount than 20%. I personally get a higher discount already b/c I have an RTC card based on disability, which has made BART more financially accessible to me.	X	
2286	I support this idea.		
3118	I support this program, and believe this is a good use of gas tax and MTC funds.		X
24	I support this, although I doubt I would qualify now. In the past I have struggled financially and I do not wish that state for anyone.		X
2069	I think it would be great for people commuting to and from work, especially since the cost of living is so high	X	X
2516	I think a discount for low income riders is a great idea		X
2376	i think a discount for low income riders is a great idea.		
1267	I think a discount for low-income riders is a critical need in the Bay Area and should be a highest priority for transit.		
241	I think a discount is a great idea. The cost of living is high and a daily round trip of \$10+ can hurt a family that isn't making much.		X
2712	I think a discount program would allow people to ride more often and may also decrease fair jumping.		
1162	I think a fare discount could help people who are low income and rely tremendously on Bart to get to and from work.	X	
1390	I think a low-income rider discount is a great idea! I am personally not low-income anymore, but when I know I would of appreciated such a program growing up.		X
1359	I think a steep discount for low income riders would be a great gift to this region.		
1571	I think anything that encourages use of mass transit or that supports low income individuals in their struggles should be supported		

Survey ID	Comments	Low-Income	Minority
463	I think BART should absolutely be more accessible and affordable for low-income riders.		
2978	I think Bart should allow people who earn less into this new program it will benefit a lot of people	X	X
711	I think creating a new discount program for low-income riders is going to be highly efficient and very beneficial. Transportation fares are increasing which stresses out low-income riders. By creating this discount program, more riders will be encouraged to use BART without the stress of high fares.	X	X
526	I think discounts should be given to low income riders and accessibility should be increased.		X
371	I think everyone would benefit by having public transportation be more affordable, from our environment to the community.		X
307	I think having a low income option is really really important to the Bay Area. As cost of living anyware is raising, it becomes harder and harder to get around, which isolates poorer people and allows the wealthier to move freely. Thank you for considering providing the poorer people with access to mobility.	X	
2658	I think helping those with lower incomes in their everyday lives is a great idea and exactly what more large, metropolitan areas like the Bay Area need.		
2721	I think if BART would be less expensive then driving a LOT of people would choose to ride BART. Currently it is still more expensive then driving. Those who can afford more, should pay more, those who make less need to pay less. It's simply fair.		Unknown
3523	I think it great. I have a family of six and a round trip to SF cost us roughly \$60 bucks. Which causes us a grave financial hardship!	X	Unknown
1063	I think it is a fantastic idea! I would be happy if my tax money contributed to a program like this, I think it is great for income equality in the Bay Area and would support the economy in countless ways. With this program, BART has the opportunity to be a pioneer and set a positive example for other transit systems across the country.		
1699	I think it is a fantastic idea. Anything that helps people get around the Bay Area without impacting traffic on freeways and roads has my support.		X

Survey ID	Comments	Low-Income	Minority
2838	I think it is a good idea to support lower income people despite it not benefiting myself.		
1898	I think it is a good idea.		
3251	I think it is a good idea. How are you going to prove your income.	Unknown	Unknown
3259	I think it is a good thing to get anyone to use more public transportation. And I know it would help myself with my Bill's as traveling on bart and bus is currently one of my highest costs monthly.		
3069	I think it is a good way to help struggling families to get to school or work. Parking should be included in a discount program.	Unknown	Unknown
1491	I think it is a great idea		
2057	i think it is a great idea	X	
2539	I think it is a great idea	X	X
2046	I think it is a great idea and would support making public transit more affordable.		
1194	I think it is a great idea it would help me out but why not offer it to frequent riders as well. Traveling on bart everyday does add up	Unknown	Unknown
2066	I think it is a great idea that will improve utilization of public transportation! Often I don't take BART because ridesharing services are only a couple dollars more so I pay little for the convenience (it's like \$7-8 to get from my BART station into the city). If BART was cheaper it'd be much more attractive.	X	Unknown
3576	I think it is a great idea to help low income riders with a discount. I used to ride BART everyday. The cost really adds up even for those who are not classified as low income. Thank you.		
1685	I think it is a great idea to offer the discount for students, seniors and low-income riders. In Tokyo there a long term commuter pass for discount (1, 3 & 6 months for different discount). Why can't we do this?		X
1156	I think it is a great idea!		
1159	I think it is a great idea!		X
3235	I think it is a great idea!		
1897	I think it is a great idea, I'm just not low income.		

Survey ID	Comments	Low-Income	Minority
429	I think it is a great idea, lower farrs would enable those with low income to expand their job search horizons to all over the BART system while also keeping their cars off the already overpacked highways and bridges	X	
1720	I think it is a great idea.		
3015	I think it is a great idea.	X	
3701	I think it is a great idea.	X	X
2804	I think it is a great idea. Anything we can do to provide access to all people is important. Please do this!		X
2625	I think it is a great idea. Even though I would not qualify, I still find BART expensive to the airports and to the East Bay.		
2079	I think it is a great offer considering the high cost of living here in the Bay Area		X
900	I think it is a great option, I spend around \$300 on Bart every month and it adds up, I could be paying a new car for that much money, if would be a good option to help people :)		X
3413	I think it is a great plan, I hope you will go forward with it. I won't qualify, but would like to see low income have as much of a discount as possible		
3405	I think it is a great way to encourage more ridership, less private car use, and less fare evasion all while supporting low-income families and residents in the Bay Area.	X	
147	I think it is a wonderful program	X	
312	I think it is a wonderful proposed program.		
168	I think it is amazing and a great idea		
1633	I think it is an awesome idea. I hope you are able to provide this.		
1108	I think it is an excellent idea		
2199	I think it is an excellent idea.		X
405	I think it is brilliant and needed.		X
1124	I think it is fabulous. Making public transportation available to people with low income is extremely important.	Unknown	
2575	I think it is good		
869	I think it is great as Santa Clara county has a program for its residents and employees who utilize public transport. Thank you for the consideration, it believe many would benefit!	X	X

Survey ID	Comments	Low-Income	Minority
725	I think it is highly necessary. My wife works with young people with poor parents, and often they express reluctance to take good educational or occupational opportunities due to cost of transit. A discount would hopefully eliminate some of the reluctance and help them to be productive.		X
2775	I think it is long overdue. Many low income people can't afford a car and depend on BART and bus to get to work, school etc. Please bring this into effect. And come up with an easy way for people to access it (don't add a lot of hoops to jump through as this will create lots of barriers to access). Thanks!		X
1076	I think it is super important to provide these discounts since transportation can often be a major barrier for individuals who are seeking important things such as health care, legal counsel, food, and transportation to work/school. BART can be extremely pricey, but is definitely much faster than bus transit. Cutting down prices via discounts would help increase accessibility for low income rider to important resources and day-to-day needs as well as decrease time spent on transportation so they can be present in other necessary capacities.		X
2462	I think it might help prevent fare cheats and make it more accessible to people.		
1456	I think it seems like a wonderful idea that'll allow people better access to transport!	X	
149	I think it should be available for them.		
1438	I think it should be mandatory for most services to have a discount program for low-income riders, and something as necessary as bay area transportation should definitely be implementing this discount. I think it's long past due.	X	X
2325	I think it sounds like a great idea. I already ride BART every work day thus I do not think a discount would make me ride it more. However, if I were weighing which mode of transport to use between, for example, a car and BART, I think this discount could sway my decision.		
1882	I think it sounds like a great program that would make BART more accessible	Unknown	X

Survey ID	Comments	Low-Income	Minority
1547	I think it will be extremeley beneficial for low-income riders so that they can 1) spend less on transportation and save and use that money for other things such as food to sustain themselves or for anything else they would usually not be able to afford or 2) if they usually don't travel much due to costs, it would give them incentive to travel more/give them better reason to use bart.		X
1911	I think it will help single parents who have to put money on their and their kid bart/clippers. I know it will help me a lot since I have a lot bills.	X	X
756	I think it will possibly help the people that cannot afford to ride BART.		Unknown
130	I think it would be a good idea because it would be less of a burden for people to get to and from work. I think it is a goo idea		X
514	I think it would be a great opportunity for those less fortunate. It would give them the ability to commute further on the same amount of funding (and so live outside of SF or other higher-rent areas).		
1621	I think it would be great and would make traveling to further areas financially accessible	X	X
1497	i think it would be great because not as many people would jump over	X	X
1890	I think it would be great if low income riders can benefit a discount program, folks here in the bay who are poor travel long ways on BART to get to their jobs from Union City to San Francisco. It would benefit low income folks for sure and I'm down with that.	X	X
1910	I think it would be great program to implement and support it 100%!		X
2077	I think it would be incredibly useful and allow underprivileged people to expand their transportation	X	X
2068	I think it would be so great because in order to get to work, I need transportation, and right now transportation is eating out a lot of my paycheck.	X	X
2261	I think it would be very appreciated, every little bit counts.		X

Survey ID	Comments	Low-Income	Minority
1139	I think it would be very useful- I'm an aspiring nursing student who's looking to start part-time work, and a discounted BART fee would help me afford to travel to and from work, and to and from school.	X	
234	I think it would be wonderful to help make it easier for low income community members to be able to travel at a cost that's easier to manage.		X
3452	I think it would benefit low-wage workers in an economy that doesn't work for them. It's a step in the right direction.		
2072	I think it would help a lot of people out and more people would ride Bart.		X
2693	I think it would help a lot of people use your service more freely and would be a great thing to have.		X
2889	I think it would help low income people in the bay area. who may be surviving on low wages. I support the plan	Unknown	
3644	I think it would help many people get to work and leisure activities. I would vote for it.		
3164	I think it would help mobility but will we you be able to manage it while also removing the paper ticket fee?		X
399	I think it would make Bart more affordable for low -income riders, thus giving them the opportunity to ride bart vs. busses that take much longer		X
794	I think it would make it very accessible, especially for low income students who have to commute to go to school!	X	
1919	I think it'd be extremely helpful for people who have financially limited access to transportation but don't qualify for the other discount programs.	X	X
3002	I think it's a fantastic idea that would greatly help out lower-income residents. Given the pervasive economic disparity of the east bay, programs like this could be an important way to level the playing field, so to speak, even if slightly. I would even support a fare hike for the rest of us to support this program.		
2233	I think it's a good and necessary thing		
1172	I think it's a good idea considering all other major metropolitan areas have a flat rate for their trains that are much cheaper.		
3689	I think it's a good idea.		

Survey ID	Comments	Low-Income	Minority
2578	I think it's a great idea - it wouldn't help me, but others definitely could use it.		
2660	I think it's a great idea and could potentially decrease the number of people driving		
1523	I think it's a great idea and long overdue. BART is very expensive. When I was livin in the east bay my husband and I were paying over \$500/m just to get to work. Luckily we had the means to afford it, but there are tons of folks that can't swing that, especially with the high cost of housing.		
3278	I think it's a great idea and would love to see it implemented on a year-long trial basis or other similar scheme.		
1794	I think it's a great idea for low income people		
2853	I think it's a great idea for students of all ages, and people in poverty, to be able to access this terrific, efficient, transportation system.		
2720	I think it's a great idea given the high cost of living in the Bay Area. My rent has gone up dramatically and my nonprofit salary has not.		X
493	I think it's a great idea idea!		
59	I think it's a great idea this will increase rider use.	X	
1231	I think it's a great idea to help low-income riders be able to afford getting around better.		
585	I think it's a great idea to keep Bart realistic and useful for all riders!		
2798	I think it's a great idea to make public transit more accessible to low income ppl, especially as more and more folks are forced to live further away yet still commute to SF/oak/Berkeley from the outlying Bay Area. Make it happen!!	X	X
3506	I think it's a great idea!		
3685	I think it's a great idea! Bart is great and should be accessible for all!		
2961	I think it's a great idea! BART is really expensive especially without something like a monthly pass since more and more people have to move out of the city but still work in SF.		X
3390	I think it's a great idea! I'd be interested to know how many people in the area qualify, rather than just the qualifications by poverty level percentage.	X	

Survey ID	Comments	Low-Income	Minority
1187	I think it's a great idea! Transportation is a great way to empower to those who are economically disempowered.	X	
1886	I think it's a great idea! Wealth disparity in the bay area is so intense it feels like it's the middle ages. Poor people are dying because they don't have enough basic necessities to survive and maintain an income. Transportation is one of those necessities in a place dominated by roads rather than walkways	X	
279	I think it's a great idea, and can't see any downside.	X	X
353	I think it's a great idea, especially for young adults and students	X	
2825	I think it's a great idea. I am not low income and used to ride BART every day, but have moved and though it is more expensive, the ferry is more convenient. Lots of people work in SF for the higher salary and with the potential of almost \$20 a day is a big financial hit.		
718	I think it's a great idea. I feel like people would still ride the same amount, however they'd be saving from having a 20% discount. I recently came back from New York and cannot understand why Bart is ridiculously expensive. Families who are being displaced from SF and moving to Oakland have to pay almost \$20 round trip per day which is ridiculous for the distance.	X	X
582	I think it's a great idea. I wish bart had monthly unlimited passes too for regular commuters.		
1043	I think it's a great idea. It will encourage lower income families to travel around the Bay more.	X	X
3453	I think it's a great idea. My employer (the federal government) pays for my commute, so it probably would not affect me.		
104	I think it's a great idea. Paying full price for transportation can really be a hindrance for people to get to work or to be able to see family and friends around the Bay.		X
2097	I think it's a great idea. We need to make transit as accessible as possible for low-income individuals.		
2141	I think it's a great program, but not sure how many people would actually take advantage		X

Survey ID	Comments	Low-Income	Minority
3456	I think it's a great program. I work at a low income school with many struggling families. This would be such a benefit to them. I hope this program becomes a reality, good luck!		
3567	I think it's a great proposal and will help keep the Bay Area affordable/accessible for low-income families.		X
726	I think it's a great, more inclusive idea.	X	X
2467	I think it's a really great idea to make Bart more accessible for low income workers. Hopefully will help them if they struggle to find jobs within walking distance or if their job is far. Wonderful idea!		X
2946	I think it's a wonderful and civic minded idea. Bart is very expensive public transportation and pretty inaccessible because of that.		
1333	I think it's a wonderful idea to help low-income riders commute and travel		
2322	I think it's an excellent idea. Please offer this! I would not qualify but I know it would be a huge help to families who are struggling with the high cost of the area. We need more ways to keep the region accessible and this is one opportunity.		
2226	I think it's awesome!	X	X
367	I think it's great		
2023	I think it's great and I hope BART is proactive in showing people how to sign up for the discounted rate if they qualify. Lots of ads would be helpful		
3632	I think it's great- I'm not low income		
3581	I think it's great. BART is expensive for a daily commuter trying to make ends meet. Though I don't think the discount would effect me personally, I hope low-income riders have the chance to lessen the burden of their commuting expense a little bit.	X	
1381	I think it's great. I hope that by offering lower fares to those that need it, it will further discourage fare evasion.		
953	I think it's great. Let's help those already struggling to make ends meet. They work hard, raise families, contribute to the local economy.		
680	I think it's important and necessary sometimes it's jug hard to pay for a ticket this needs to be done	X	X

Survey ID	Comments	Low-Income	Minority
3416	I think it's long overdue! Living in the Bay is hard enough for low-income residents, and a little ease off the cost of transportation certainly would not hurt!!!		
3695	I think it's much needed and thoughtful idea!!	X	X
3519	I think it's necessary	X	X
664	I think it's really important, though BART obviously needs more funding. It will decrease the fair evasion we keep hearing about, and regardless about whether or not that affects income, it will give low-income riders more dignity.		
3335	I think it's the right thing to do		
2173	I think it'd be a good idea if it can be incorporated into a high value ticket since I take BART for work.	X	X
1822	I think it'll be very beneficial.		X
1513	I think it's a fantastic idea! The economic disparity in the Bay Area is crazy. There are so many people who can afford to pay the full fee and deal with price increases as they may happen as BART needs it, but for so many people, these discounts will make a huge difference.		
1255	I think it's a fantastic idea.		
649	I think it's a good idea, assuming it's easy enough to prove! (also want to note I rode bart 5 days/week for 10 years up until a couple years ago)		
862	I think it's a good idea, especially considering the increasing bridge tolls affecting people's ability to get to work.		
2163	I think its a good idea.		
712	I think its a good idea. Lots of residents all over the bay area have to ride BART to get to work or school and it can be very expensive. I commute from Oakland to SF everyday for work and it costs me \$7.90 round trip everyday which is about \$160.00 a month I spend on my commute. If someone is very low income, which you can be with the price of housing in the bay area, that could be a significant amount of their take home pay. Plus other large cities like Chicago and New York have much less expensive transit systems that are comparable to BART.		X

Survey ID	Comments	Low-Income	Minority
1580	I think it's a good idea. Sometimes, I have to catch the bus because I don't have enough money for BART and I prefer BART because it's faster.	X	X
122	I think it's a good incentive and opportunity for those who need access to transportation. It may increase ridership - I just hope BART has the capabilities to handle the surge of patrons.		X
652	I think its a great idea		X
2535	I think its a great idea	X	
1311	I think its a great idea and could reduce the burden of individuals trying to get where they need to be.		X
1348	I think it's a great idea and I would happily pay more so BART was more accessible for everyone		
2726	I think it's a great idea and would help out many low-income families.	X	X
3202	I think it's a great idea for low income people/family	X	
96	I think its a great idea for low-income people.		X
120	I think it's a great idea to accommodate people who utilize BART for work, school and commuting in general rather than forcing them to choose a cheaper, longer commute and perhaps riskier.		X
2052	I think it's a great idea to be pushing for equitable and accessible transportation for everyone living in the Bay area		X
266	I think it's a great idea to give low income people a discount. I would be happy to pay a higher gas tax to do my part. Housing is so expensive and rising that its extremely hard for low income people to afford it.		
1226	I think it's a great idea!	X	
3558	I think it's a great idea!		
2158	I think it's a great idea! Helping low-income riders get where they need to go and allow them to save money for food & other necessities at the same time could really help them.		
1956	I think it's a great idea! I wouldn't qualify, but I still think we should do it!		
3062	I think it's a great idea, and essential for making public transit more accessible.		

Survey ID	Comments	Low-Income	Minority
462	I think it's a GREAT idea, especially as an increasing amount of low-income people are commuting long distances between locations where housing is affordable to places where they can generate the highest income. Yes, please do it!		
1815	I think it's a great idea, especially as low income people are being pushed outside of the city and forced to commute from farther distances to jobs in Sf		X
1392	I think it's a great idea, even though I wouldn't qualify.		
2925	I think it's a great idea, public transportation should be accessible to all Bay Area residents and providing a discount to low-income passengers is a big step towards equity.		X
1376	I think its a great idea.		X
1881	I think it's a great idea. The least wealthy people often have the most expensive commute because they can only afford to live in the outer Bay Area. They are often coming in to work low -paid service jobs and we need to help them get to work. I think children, youth and low-income people should pay less.		
2975	I think its a great idea. If a commuter is working for minimum wage, they basically work the first hour for free because of how expensive BART is to get there and back. The Bay Area is just expensive in general. A discount would really help.	X	X
264	I think it's a great idea. The bay area is one of the most inequitable places in the country right now, and public transportation is the only option for many people. Let's help our community.		X
1740	I think it's a great program. Ideally though, people in need should be able to ride BART for free. Thanks!		
2309	I think it's a great step forward in addressing how a utility like BART can serve as an economic hurdle to growth. Acknowledging the reality of many of your riders, and the "invisible" pressure of more and more people slipping into dire economic straights	X	
1766	i think it's a really great idea, and i'd also love to see it expanded in the future!		
1760	I think it's a small drop in the fight against income inequality, but every little bit helps!		

Survey ID	Comments	Low-Income	Minority
2101	I think it's a very great program especially with the economy and prices of gas going up it'll also help people learn to commute more on BART are public transportation if the fares are reasonable enough to fit in their budget thank you for what you are doing single mother of five you helping me out a lot	X	X
2181	I think it's a WONDERFUL idea! People would DEFINITELY be saving A LOT of money!	X	
2637	I think it's a wonderful idea. I know other cities that offer lower fares for low income people. It would be much appreciated on BART	X	
2356	I think it's an excellent idea! Public transportation should be as accessible as possible.		
2746	I think it's an excellent idea. Often low-income people have to live far from where they work, where housing costs are lower. They may rely more heavily on BART than people for whom driving is easier or not expensive. Plus young people rely on BART.		
1947	I think it's an excellent idea. I can afford to ride the Bart but for someone on minimum wage it must feel very expensive.		
1059	<p>I think it's crucial to have discount program because it will incentivize people to use an affordable type of transportation, such as Bart -- more often. Even though Bart is already considered cheaper than other modes of transportation, i feel that the cost of Bart has been rising faster in a short period of time. This puts more stress on the low income population who are trying to meet basic needs and commute to work and school at the same time.</p> <p>Having this program will encourage students, teachers, and professionals to use Bart without putting a dent in their pockets. With the cost of living increasing so drastically and wage declining, it is so difficult to live in the bay area. Having this program will really incentivize people to use Bart more and shop more. Overall, it's a good thing for the economy.</p>		X
1411	I think it's good -- BART is really expensive but also really useful, so this would help those that need to make use of BART but can't afford to do so	X	X
66	I think its great	X	X

Survey ID	Comments	Low-Income	Minority
1475	I think it's great		
983	I think its great as long as the eligibility is kept simple and doesn't frustrate the consumer. For instance, CalFresh and MC recipients just need to show their card or even someone can self-declare if there is no other means of proof.		X
969	I think its important means of transportation for everyone and should be accessible. The discount would make it more affordable for low income people who often use part as a main source of transportation to their jobs and to fulfill other daily duties.	X	X
250	I think it's only right for a discount to be available to those in low-income situations. The cost of living in the Bay is insane - people are being forced to live further and further away from where jobs are located - yet most are not paid enough to cover bills, transportation, and daily needs comfortably... At least a discount would help alleviate some of that!		
3590	I think its the only equitable way forward. But 20% discount is insulting to poor people. most cities are 50% off for poor folks. This is a joke.	X	
1202	I think k it's a good idea to provide discount t program for the low income family. As such, Bay area affordability is sky high and is definitely is very hard on low income people. If this can help their situation a little better, I would strongly support it.		X
2013	I think low income people deserve better access to public transportation! It would allow people greater access to community, commerce, medical, etc. If ridership increased to these communities who need it most, I would imagine an overall net gain for everyone.		
1796	I think low income people would benefit greatly, and teachers would also benefit as well. Many teachers who teach in SF can't afford to live there and rely on BART to get to their jobs. While teachers may make more than the federal poverty level, a discount would be significantly helpful.		X
2088	I think making transit mobility more affordable would be a good way to help low income households.		

Survey ID	Comments	Low-Income	Minority
2005	I think nits a wonderful idea since many low-income people don't tend to leave their general areas or drive places due to the expense of taking BART. This would increase public transit usage.	X	X
388	I think offering this discount is a wonderful idea to help facilitate the continued ability of low-income riders to be able to use the system. The yearly fair increases for BART will likely continue, and the cost of riding BART each way may soon become untenable for some riders who contribute greatly to jobs all over the bay area.		X
973	I think passing this shouldn't even be a question. it would be a massive help to low income individuals and should be extended to accommodate anyone earning under \$50k annually when you consider the exhorbitant cost of living near Bart lines		
3322	I think prices should be lowered all around, but especially for low-income riders.		X
1732	I think proposing this is a great idea, as prices for everything around us goes up i.e. gas, housing, tolls; providing alternatives like this would definitely encourage me to use bart over driving more, however extension to the southbay is imperative.	X	X
1027	I think t is a great idea. Living and commuting in the Bay Area is very expensive and anything that would help low income individuals and families would be great.		X
2722	I think that a discount for low income riders would be a small, but good, step toward mitigating the high cost of transportation costs for our areas more vulnerable population.		
1855	I think that a new discount for low income would be beneficial for the rider and for Bart. It'll make it easier for the regular rider who is already struggling to get by. I think it would discourage some from evading fare,	X	X
2372	I think that it's a great idea because you're allowing more people to have a better means of transportation.		X
2665	I think that it's an amazing idea to have a discount program for low income riders		X
2408	I think that this is a great idea!		X
36	I think that this is an excellent program to help low-income BART riders.		

Survey ID	Comments	Low-Income	Minority
798	i THINK THAT THIS WOULD HELP SERVE THE GROWING POPULATION OF PEOPLE WITH DISABILITIES AND THOSE WHO ARE HOMELESS OR AT RISK OF HOMELESNESS.		X
1349	I think the discount program for lower income riders is a great idea		X
683	I think the discount program is a good idea		X
1829	I think the discount would be fair to low income residents of the Bay Area who rely on BART to commute to their jobs. The cost of living here is atrocious, and residents who are forced to live far from the jobs deserve a break in the cost of their commute.		
1895	I think the discount would help all low income peoples		X
451	I think the discounts on Bart would increase accessibility of transport to more people allowing them to more efficiently get to places of employment and aiding them in providing for themselves and their families.	X	X
840	I think the fares are extremely high. NYC subway is cheaper, Bart should be too. More people would ride it maybe. Aside from that, there should absolutely be a discounted rate for low income riders. And how about having it run all night?		X
346	I think the new discount program would be a great idea. So many of us are struggling with the high cost of living in the SF/Bay area. So a discount on transportation that we use everyday would help us save a couple bucks a month	X	X
813	I think the potential new discount program for low-income riders is a great idea. With how much cost of living is in the Bay Area, every little bit of discount would help.		X
1383	I think the program is a good idea; public transportation should be accessible to everyone, not just the well-to-do.	X	X
1082	I think there would be more incentive for low-income people to commute to get jobs. I also think it would be easier for homeless people to travel to a new job.		X
20	I think they should offer this program		X
1879	I think this a great for low income and elder riders.		X

Survey ID	Comments	Low-Income	Minority
834	I think this could be a really great program. It would allow low-income riders a more affordable means of transportation which could potentially enable their lives in other ways (ability to get to a job in a different area opening up potential job opportunities). Additionally, if these low income riders are not already riding BART, this could be potentially increase revenue for the BART systems.		X
1526	I think this discount program is important for making BART/public transit more accessible for all of the Bay Area's residents, and it would increase BART usage.	Unknown	
2200	I think this discount program is vital for people with low incomes in the Bay area. Given the tremendous cost of living in the Bay, anything helps for people who are financially struggling.		X
2269	I think this discount would be extremely beneficial and help ensure that transportation is available to people of all economic backgrounds.	X	
1474	I think this is a benefit that should be available to low-income households.		
127	I think this is a good idea because the cost of housing in the Bay Area is so high that it makes it difficult for families to afford everything else.		X
3648	I think this is a good idea. For seniors I think the 20% should apply on top of their already discounted tickets.	X	X
305	I think this is a good idea. I won't qualify for the discount, but I think it would benefit my community. I like my tax dollars going toward helping people, and people should be encouraged to use mass transit.		X
1507	I think this is a good idea. I would also be happy to opt in to an opposite program that lets me pay more for tickets. Perhaps round up to the next dollar. I'm able to afford it, but there's no way to do it that I know of.		
816	I think this is a great idea and should be implemented as soon as possible!	X	
1302	I think this is a great idea and would be so beneficial to those living in such a wonderful area but one that is difficult for many to afford.		
2602	I think this is a great idea to increase ridership.		

Survey ID	Comments	Low-Income	Minority
1248	I think this is a great idea! All public transportation should have a discounted fare. Please help these people out!!!!		X
508	I think this is a great idea! I think the reason more people don't take bart is that many times, it is more expensive than Muni although BART is a better alternative.	X	X
1304	I think this is a great idea, and necessary to help ensure long time Bay Area residents can continue to live and work here as living costs skyrocket. I'm not low income and would not qualify, and 100% support this change. I would also support a larger discount - it's needed.		
3102	I think this is a great idea, given that many people rely on BART who qualify as low income and keeping in mind the rising costs of the Bay Area.	X	
1579	I think this is a GREAT idea. As a young starving student, I use BART to get to campus (and then work) 6+ days/week. I ride alongside the well-dressed SF commuters every morning who are presumably headed to well-paying jobs in the City, while I'm struggling to make ends meet. Right now, I pay the same fare as they do.	X	X
360	I think this is a great idea. Bart needs to do something for the community besides arresting kids who are fare jumping in an attempt to get home or whatever.		
3505	I think this is a great idea. Lower income people are at a great disadvantage to successfully keep employment when they have to struggle to get to work.		X
1449	I think this is a great idea. As a UC Berkeley student and Bay Area native, the housing crisis made it difficult for me to live near campus. I had to use BART for 2 semesters as it was a more affordable option for me to continue my studies. Having a Discount for low income folks would be great (and maybe even students).	X	X
2312	I think this is a great idea. I took Bart as a kid while living in a homeless shelter. Sometimes I couldn't go to school because I couldn't afford bus and Bart fare.		X

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2291	I think this is a great idea. I used to ride BART daily when I commuted to work from Oakland to SF. The costs really added up and were a burden on my fixed income. When I sought out a new job my goal was to work in Oakland to cut back costs. By discounting tickets low income working class BART riders, BART can great impact people's ability to make ends meet.		
3221	I think this is a great idea. It could help individuals get to work more easily, especially those for whom transportation is already a huge cost and potential barrier to work and financial security.	X	X
1206	I think this is a great idea. It just wouldn't effect me personally.		
1312	I think this is a great idea. Public transport is meant for the entire public (duh)	Unknown	Unknown
784	I think this is a great option for Bay Area residents who qualify with low income.		X
1755	I think this is a great way to provide a safe and accessible way to move throughout the city. I know people who work late at night and would benefit from having a discounted program. It is a great way to serve the community. If this program is created, please make sure to promote it and make sure that communities are aware of this opportunity.	X	X
1876	I think this is a no-brainer. For many low-income families transportation can be a cause of major stress: coordinating one vehicle or not owning a vehicle at all, inability to afford maintenance on a vehicle; there are many reasons a discount program would ease transportation stress for low-income riders.	X	X
2641	I think this is a really good idea! As the cost of living in the Bay Area has gotten higher and higher, transportation costs have also been a big expense that adds to the barriers for low-income people in the Bay. This program would be a big improvement in making the Bay more affordable and accessible for long-time residents.		
949	I think this is a wonderful idea		X
1663	I think this is a wonderful idea. Even if I don't personally qualify, I think this option would help a lot of people.		

Survey ID	Comments	Low-Income	Minority
2520	I think this is an awesome idea!!! This could open up many opportunities for people to not only commute on BART instead of by car, but for those who don't have a car, they could find jobs or housing in cities in the bart area.	X	X
2541	I think this is an excellent idea and support this program. I am not low income anymore, but remember the transportation struggle from when I was, and reducing BART costs for low income people will make public transportation a more viable option for them. This should also be extended to include AC transit, cal train, ferry service and county buses.		
413	I think this is an important step to making the bay area more equitable and fair!		X
3194	I think this is an important step, and I think it would be additionally helpful to eliminate increased fares for exiting and entering at the same station for low income riders.		X
2273	I think this is an incredibly important step for BART to take. Low-income riders need discounts for transportation. The Bay Area has become nearly unlivable for low-income people. Public transport must be affordable.		
335	I think this is an incredibly positive idea.	X	X
1377	I think this is awesome and very helpful, especially for low-income college students and workers that have to commute for long-distances. Hopefully the lower middle class could get a 10% discount years later too.	X	X
1251	I think this is essential for the increasingly expensive Bay Area!	X	
2923	I think this is great because it could allow people to travel to SF for higher paying jobs if fares were lower.		
2628	I think this is great for low-income riders because their cost of transportation will be decreased and they can have more money to spend on themselves or on their families. Life is hard for many in the Bay Area and with an incentive for low-income people, this will be a great idea because this can potentially lead to more BART ridership and can possibly decrease vehicles on our roadways, therefore, decreasing congestion.	X	
1188	I think this is great. The Bay Area has a lot of struggling families, and every little bit helps.		

Survey ID	Comments	Low-Income	Minority
696	I think this is long over due. Living expenses in the Bay Area are too high to begin with. I've literally turned down jobs or didn't even consider because I couldn't afford to get there on a regular basis due to its proximity to public transportation.	X	X
672	I think this is much needed. Bay Area is an expensive place to live and people commute long distances. This will definitely help!		X
3568	I think this is necessary for low income folks. People need to get to work and go to school! The Bay Area is getting harder and harder for folks like me who have lived here over 20 years to stick it out in. The cost of living has become ridiculous. Please institute this discount! Thank you and Happy 2019.		
3297	I think this is really important to expand fees for low income folks. With more and more telecommuting, it would help more people get to work and around the Bay.		X
1183	I think this is super important. Transportation is a crucial part of survival for many people it's takes them home, to school, work, everywhere. People deserve to have access to these parts of life.	X	X
110	I think this is very crucial to many low-income riders. It would offer a multitude of opportunities not otherwise afforded to them. To do this would open doors in career and education for many folks.	X	X
1034	i think this is very necessary as many low-income people rely on BART for transportation, and it is important for this means of transportation to remain accessible to them.		X
691	I think this is wonderful. As my mother and who father have been blind all their life needed to go places I would have to pay full price..This is wonderful.	X	X
1622	I think this new discount program is a good idea. I also think that this program can reduce fare evaders.	X	X
3200	I think this new program would be great for low income riders. It would prevent them from jumping the rails because they can afford to travel on Bart . The bay area is a very expensive place low income people need transportation to get from and to there destination	X	X

Survey ID	Comments	Low-Income	Minority
1659	I think this program is a good idea. Anything that helps alleviate the cost of living for low income families is welcomed.		
893	I think this program is great, I've been riding Bart since I was a kid and I've seen the fares increase over the years and it makes it harder on low income riders because we depend on public transportation. Increased fares/high fares makes much harder on families.	X	X
2957	I think this program is great. I used to take BART from the East Bay into Downtown SF Monday-Friday for work and the cost was an enormous burden. I was spending upwards of \$400 month on my BART costs alone- this took a huge percentage of my income. I have had the opportunity to take public transportation in other areas of the country and the world and I've always been impressed not only with the efficiency, cleanliness, expansiveness, and reliability of their networks, but by their fare prices as well. Other areas prove that reliable and effective transportation systems can be offered at a lower cost to the rider- regardless of income level. 20% off for our most vulnerable members of the population is just a start. If the system was more affordable I truly believe that far more people from all walks of life and all incomes would start using BART to travel in the Bay Area.	X	
1597	I think this program is very necessary to provide access to public transportation for all individuals as many rely on this mode of transportation. I fully support all programs that offer access to programs for low income riders.		
3432	I think this program should happen. While I can afford to pay the current bart rates, this is a means of public transportation and discounted/free public transit would allow folks to be able to travel more effectively and safely.	X	X
2094	I think this program would be very helpful ??	X	X
243	I think this program would be very helpful for me as a low-income college student.	X	
85	I think this program would be WONDERFUL, if a family is making so little money in the Bay Area- they are going to need a little help!		

Survey ID	Comments	Low-Income	Minority
3276	I think this will benefit or make it an incentive for people to ride BART instead of driving, potentially	X	X
1772	I think this will help so many people.		X
3611	I think this would be a great help for low-income riders. Because it encourages the use of BART, low-income folks might find it easier to travel to jobs/job interviews, health care check-ups or housing opportunities that they might find difficult to get to without financial assistance on BART.	Unknown	
1711	I think this would be a great program because many people use BART to commute to minimum wage jobs or to school. However BART does need to make sure to do proper outreach to communities that would benefit the most like Spanish speaking communities or communities whose main language is one other than English.	X	X
3704	I think this would be a great program.Bart can get very expensive especially when you commute every day of the week.I alone spend \$500 a month on bart	X	X
1287	I think this would be a very important new program that I'd fully support seeing in action.  In my opinion BART has indeed gotten too expensive for low-income riders, and probably the price increases are just fine for richer folks (which helps subsidize the whole system), so this seems like a smart way of increasing accessibility for those that need it, as opposed to just pushing for lower fares unilaterally. So good job on this, I support.	X	
2037	I think this would be an excellent way to reduce traffic, help the environment, and to give back to the community who needs it the most.	X	
776	I think this would be an important program for many people		
1473	I think this would be incredible for low income riders, especially because they often have long commutes.		X
3275	I think this would be incredibly useful and important for those who rely on bart to get to work		X
2305	I think this would definitely help low-income riders be able to get from point A to point B without having additional financial burdens.		X

Survey ID	Comments	Low-Income	Minority
3192	I think this would make bart more impacted and Bart already cannot support the number of riders it services each day.		
497	I think we need this program in the Bay Area where too many people have fewer options because of their income.	X	X
2297	I think we should make Bart more affordable for people who can't pay. I'm all for it		
392	I think we should pass it. It will help stop fair evasion. It helps people who travel into the city for low paying jobs. Also, with the amount of wealth in SF we should be creating programs exactly like this to help those who live here and barely get by. I hope this passes. Good work Bart! (I commute on the Muni but my husband uses Bart everyday).		
717	I think you should definitely do it.		
2149	I use BART to commute to work M-F already so I wouldn't use it any more for a discount. I am all for a discounted fare for adult riders from low-income families. BART is expensive!		X
2252	I use Bart to visit friends and family as almost all have moved out of SF. I would visit more if it were more cost effective.	X	X
2813	I used to commute by BART around 5-6 days each week at my old job. I was spending about \$200 per month on fares, which took up a significant portion of my income (I was making about \$1600-2000/month). Saving on BART fares would have helped me a lot in terms of extra discretionary income and saving more money.	X	X
504	I used to ride BART far more often (multiple times a day, on average) before getting my license. A low income discount would have relieved my budget immensely. One of the biggest obstacles to people living in poverty, especially people of color, is access to reliable and affordable transportation. This would be a huge help to probably thousands of people throughout the Bay Area, especially if outreach and support were done to assist people in accessing this wonderful program.		
2341	I was going to get a youth clipper card last summer when I was 17 and working in SF. Until I saw you had to buy a separate youth clipper card. This 20% would save me a lot of money.		X

Survey ID	Comments	Low-Income	Minority
2879	I whole heartedly AGREE that we must provide this discount to low income riders. Great idea!!!		
929	I wholeheartedly support assistance for those being left behind by income inequality in the Bay Area. Do it!		
3573	I work as a nanny to a family in San Francisco and live in concord. The family I work for does not pay for my BART. This discount would help me afford to take BART more often on the weekends to school.	X	
1500	I work in tech and receive a transit benefit (tax free) from my employer, so I'm not a candidate for the program but I hope BART decides to put it into action! While I'm not currently low-income, BART has only gotten more expensive over the years and the cost affects many Bay Area residents and their options. This summer I watched my very low-income partner give up a new job he loved because he couldn't afford his daily BART commute. I think this discount program is an amazing proposal and I'm in full support.		
1709	I work in the Tenderloin District in San Francisco with many low-income residents who would having something like this would be life-changing. It would make traveling across the city more efficient.		X
499	I work with many underserved folks in the East Bay and see how challenging of a barrier transportation is to their inability to access appropriate services or find jobs. It is incredible that BART is considering providing discounts to low-income riders. This decision would make the Bay Area much more equitable - truly transforming opportunity and support for more vulnerable members of our beautiful and diverse community. On behalf of others in my work and the lovely individuals I've had the privilege to know, I strongly recommend that this discount program be implemented. Thank you so much for your care, compassion, and consideration.		X
1423	I worked with a lot of the homeless/unstably housed community living in and around Berkeley, and knew SO MANY folks who rely heavily on BART to make it into SF and other places for job interviews and the like. We often gave them Clipper Cards/BART tickets out of our nonprofit budget, so this initiative is a huge positive step in supporting underserved people in the Bay.		X

Survey ID	Comments	Low-Income	Minority
143	I would actually choose bart over driving to most places instead	X	X
2882	I would appreciate this discount very much.		X
322	I would be one of these riders. I've had days where I can't afford BART and have to walk for miles to get where I need to go. This would help me out so much.	X	
2671	I would be willing to pay higher fares to support subsidies for low income riders. And I am a teacher, making *only* \$78k/yr.		
2095	I would be willing to pay more on my muni fast pass to make more discount programs available for low-income riders.		
2544	I would benefit in a HUGE WAY from to a 20% discount; as I am a very-extremely-low-income resident of San Francisco, and I have been able to call this beautiful city my home for the past 43 years. I've calculated the POTENTIAL savings, and if this 20% discount DOES take effect, it would allow me at LEAST (2) Round-Trip Bart fares Per Month (!!!) to visit my immediate family, which are all "Bart-able" from my home in downtown SF!! And so that is why I am looking forward in the most hopeful, and positive way to seeing this 20% discount take effect as soon as possible!		X
996	I would definitely support this as someone who relies heavily on BART and all connecting transit systems (Golden Gate Transit, Marin Transit, AC Transit...) I spend \$20 a day on my commute, which cuts heavily into my budget as a recent college grad bogged down with debt.	X	X
1803	I would hope it would lower fare evasion while making the Bay more livable for struggling families. Win-win situation.	Unknown	Unknown
880	I would like to sign up		X
1457	I would LOVE IT if BART provided our low-income riders a discount program. BART is a central entity of the Bay Area, and our low-income brethren are just trying to get to work/their business like the rest of us. If BART could be a champion of this, as an agency that seeks to help its patrons, I would love yall forever.		
362	I would love to know more when this is available. Paying for my commute weekly is becoming a headache and I feel like it's not worth it to commute		X

Survey ID	Comments	Low-Income	Minority
829	I would love to see BART support lower income families in the bay area with this discount program		
1585	I would love to see low income earners in the area get some sort of a break, and this is a great way to start!		
2373	I would not benefit from this discount program but believe it is a great idea.		X
963	I would not personally be eligible, but I think it is a great idea.		
947	I would not personally benefit from this program, but I strongly support it and I'd be willing to pay a little more in fares or taxes to support it.		X
705	I would not qualify for a low-income program but I strongly support the creation of one for people who would benefit. Cost of living is so high in our area; people need relief.		X
454	I would not qualify for the discount but I think it should be made available for those who do qualify.		
3273	I would not qualify for the discount, but I strongly support it even though my fares might increase as a result. Transportation is so very important to the survival of Bay Area families, especially with rising rents forcing people further and further toward the fringes of the Bay. A discount for low income riders would be a huge help for people trying to keep their jobs when they have to move. Better access to transportation for low income Bay Area residents will enrich life for all residents.		
1631	I would not qualify for the program, however I am in favor of it. I think good, fast public transit such as BART should be financially accessible to all.		
1946	I would not ride BART if I didn't have the disabled discount.  I think the new program is a good way to make the cost of fare increases less of a "regressive tax" on low income riders.		
1421	I would really appreciate it! Public transit needs to be accessible and it really adds up, especially for folks who commute every day		X
1921	I would still ride BART the same amount as it's necessary to get to my job, but it would make commuting more affordable		

Survey ID	Comments	Low-Income	Minority
1874	I would use BART a lot more if I received a discount. It would be very helpful in my commute to work. Right now I can't afford to use BART to go to work.	X	
1427	I would utilize this five days a week to get to school in the east bay. As it stands, it would cost me nearly 14 a day. Also— can we please find a way to end the gate jumping? It's super frustrating that I'm paying so much and there are no consequences for evading your fare.	X	
3602	I would visit friends more often. Easily.	X	X
3339	I would welcome such a program, and feel this would give many the chance to better their employment situations. Depending on the job, transportation costs can make it almost not worth having the work! I think this would help the low income bay area residents pick themselves up improve their lives, and the over all economy too. Thanks for this opportunity to give input.		
2845	I wouldn't qualify for the low income program however it is important to offer discounts to low income communities. It's a great step for the Bay Area and a good bar to set for public transportation.		X
57	I wouldn't need one but I'm all for it		
3366	I wouldn't personally benefit from it but it's a great idea. But to make BART really valuable for low-income riders, it's probably more important that it is reliable and efficient.		
3122	I wouldn't qualify for this discount personally, but I think it is very important to make transportation more affordable for low income families. I strongly support a discount for low-income members of the community and encourage the discount to be even more discounted than proposed.		
3052	I'm a broke college student with a part time job, please make it cheaper for me to go back home to sf every month.	X	X
2080	I'm a full time student and full time retail worker. i make above minimum wage in sf and STILL only make around \$16,000 a year. I support my disabled partner and pay both our rent, and have to figure out transportation on top of everything else. Bart is incredibly expensive for me and i often just don't have the extra funds to take it.	X	X

Survey ID	Comments	Low-Income	Minority
1988	I'm a low-income first gen student at UC Berkeley and this would be extremely beneficial. I'd be able to get internships in SF. BART prices are ridiculously high	X	X
3367	I'm a single mom of 3 kids. I'm working in San Francisco I pay the parking and taking bart 6 days a week. I have Medical and WIC program little saving will help me in our family expenses.	X	X
1371	I'm all for it.		
3329	I'm been on disability so a program to help out lower income families/people would help immensely.	X	X
2647	I'm in favor of adding this new discount! This provides an alternative solution for low-income families on transportation and I am in agreement		X
1282	I'm in favor of whatever support will help lower income riders navigate the high costs associated with living in the Bay Area.		X
3604	I'm not a low-income rider, but I support the idea of discounted or subsidized fares.		
1557	I'm not low income but I think this would be amazing for those that are		X
1207	I'm not low income, but think it's very important to offer this. Too many people hop turnstiles/get ticketed, or lose out on opportunities because they can't get somewhere because they can't afford BART		
3209	I'm supportive!		
1650	I'm very excited about this program! I wouldn't qualify but I think it would be a great way to help those less fortunate in our community.		
3079	If and when BART gets the following, I'd ride more.....all new cars on the Dublin/Pleasanton line all the time, and guarantee better safety. Until then, I won't ride BART! PERIOD!!!!	X	
754	If I have 20% discount, I will use Bart more frequent.	X	X
389	If it does not raise fares for others and also does not impact the current Dev plan it's fine. Please ensure that people can atleast get breathing space. The trains to east bay are so packed that one cannot have breathing space	Unknown	Unknown
2540	If it were to encourage people that normally don't pay, to contribute to the system, I would prefer it.		

Survey ID	Comments	Low-Income	Minority
1860	If someone is low-income enough for free muni, they should get free Bart. That said, I'll take what I can get I guess	X	
1603	If you want to encourage public transport and less economic disparity, this could help a lot of people in a lot of ways		
1916	I'm a low income rider on food stamps and its often very hard for me to afford commuting to my campus. This would help a lot of low income workers and families.	X	X
778	I'm glad BART is considering this option. I'd also like you to institute a monthly pass option, something available from nearly all other major bay area transit agencies. This would benefit everyone.		
3556	I'm in favor and would accept my own fare or taxes increasing in order to afford a discount for those who need it.		
37	I'm in favor of it		X
595	I'm in favor of it in general. Will BART have more trains if this proposal increases ridership?		
3337	I'm not a low income rider, but I would support higher discounts for low income riders including 100% discounts.		
933	I'm not a low-income rider, but I think this program is a great idea for those who would qualify. BART fares can be expensive for people living paycheck to paycheck, and this will be one less thing for people in precarious financial situations to worry about. Thank you for considering this and making mass transit more accessible to people who most need it.		
3384	I'm not in a low-income situation, so I don't think the discount program would really affect me personally, but I think it makes a lot of sense to implement it. Transportation is a necessity, so why not lessen the financial burden on people who already have enough financial burdens?		
1806	I'm not low income, but I generally take busses because they cost a lot less than Bart fares. For those who have to come from a longer distance, reduced fare Bart can mean not having to skip a couple meals a week		X

Survey ID	Comments	Low-Income	Minority
3139	<p>I'm not low income, I'm actually on the high income scale which makes me middle class in the bay.</p> <p>I commute into the city on bart for work so I probably wouldn't use bart more if it was cheaper.</p> <p>But low income ppl need this. The cost of living has increased so rapidly, ppl need transportation.</p> <p>Bart should be expensive for tourists and cheap for low income</p>		
3239	I'm not personally low-income but I deeply believe we need to keep transit accessible for everyone.		
3295	in favor		
598	In the past, when I have had friends who had fallen upon hard times, I have offered to pay for a clipper card for them, because I recognized that the ability to get from place to place, including to see family and to job interviews, was an important part of people able to get their lives back on track. However, I am only one person (specifically not a multi-millionaire) and so I can only help a small number of people in this way. I think that this program is a great way to begin to extend this assistance to those in need on a larger scale. I hope that in time the 20% discount will be increased.		
2550	In think it would be a great idea for video makers. Traveling around on BART all day filming can be expensive, and this would be interesting for someone like me.	X	X
2673	In this past year when I was injured and I had to take muni in addition to bart, i found that the cost of transportation was pretty unbearable. I had to make some hard decisions about what to cut or find a way to not go into work. for less mobile riders, especially elders on a fixed income, i imagine that this could mean the difference between riding to the hospital and being able to pay for the rising cost of medical care. i support the proposal of having a 20% discount off the increased prices that the seniors.	X	X
3035	Increased number of riders, making the system more efficient and more people will want to use it.	X	X

Survey ID	Comments	Low-Income	Minority
109	Increases in BART prices have impacted many residents of the Bay, specifically all throughout Oakland. It would be encouraging to be able to provide a discount for riders so that the convenience of BART will be used by everybody.	X	X
965	It could be a lifeline and get cars off the road. Win win		
2753	It could increase mobility for low income folk which could expose them to opportunities that are farther away. For example education and job opportunities to put knowledge and money in the hands of low income folks		X
3679	It good!! Do more!!!		
2773	It has the potential to benefit those with the greatest need.		
1624	It is a critical step to make BART/public transit more accessible for those who most need it in the Bay Area. BART is far more expensive than many public transit options in other major cities like Los Angeles and New York City (and maybe even Seattle). Yet, inequality is growing in the Bay Area, and people who do not have cars are most likely to need BART, but it is often too expensive for those very people.		X
2313	It is a good idea to have a new discount program for low-income riders.	X	
692	It is a good idea!	X	
170	It is a great idea		
1555	It is a great idea and I really hope you go through with it	X	
1816	It is a great idea and much needed to alleviate pain for lower income folks in the Bay Area. Do it!		
2054	It is a great idea!		X
255	It is a great idea! Transportation is a huge barrier for many people who face financial difficulties, so a discount program could be a good solution. This program could make it more feasible for people to get to grocery stores, medical appointments, or even job interviews.	Unknown	X
907	It is a great way to use the gas tax!		X
3499	It is a nice program	X	X
999	It is a start		
830	It is a very good idea since a lot of people rely on BART for transportation	X	

Survey ID	Comments	Low-Income	Minority
506	It is an amazing opportunity! Paying for bart is very expensive and it feels like a relief knowing that there's a chance that our expenses could start being reduced.		X
1861	It is an great idea and i fully support it!		
472	It is completely inexcusable that BART is so expensive and as the only transit system of its kind in the area, not monetarily accessible nor safe for the majority of low-income, working class, and marginalized community members to ride. I feel such a discount program to be necessary and vital.	X	
2189	<p>It is costing me \$260 per month approximately for my BART and Muni usage to/from East Bay to SF. That is over \$2000 per year. There should be a larger discount for those using both systems as those of us that work away from downtown need to take both systems. The high cost of transportation is a factor when I look at finding work in the East Bay or moving out of the Bay Area entirely.</p> <p>I am all for giving a discount to those at poverty level...great idea.</p> <p>I would appreciate more attention to the large numbers of people sleeping across multiple seats that are there in the a.m. when the commute starts, resulting in mess, difficulty for commuters (one guy had vomited on himself for example). I suspect they have not paid and the situation seems NOT to be well managed by BART.</p>		
3298	It is definitely going to help out people with low income		X
3509	It is essential for poor, working class and seniors to get access to work, food and social n medical appointments!		X
54	It is good.		X
1661	It is great idea that would be helpful to those already struggling to get by.		X
1493	It is important to provide such opportunities for low income riders as there is clear evidence and data showing that low income folks are continuously being displaced from their home and continue to rely on public transportation to get to work. Transportation is becoming a necessity for families to have employment and it must be made accessible.		X

Survey ID	Comments	Low-Income	Minority
956	<p>It is much needed! As housing costs rise, folks who are low-income have to move farther and farther away from SF and a burgeoning job market. Instead of alleviating the poverty of these families, BART has chosen to contribute to it by increasing ticket prices and hiring extra fare inspectors. To make matters worse, fare evasion citations are racially disproportionate:  <a href="https://www.sfchronicle.com/bayarea/article/Nearly-half-of-BART-fare-evasion-citations-go-to-13264277.php">https://www.sfchronicle.com/bayarea/article/Nearly-half-of-BART-fare-evasion-citations-go-to-13264277.php</a></p> <p>The logical answer is to instill a discount for low-income riders, especially when every other public transportation system provides a low-income discount. BART has consistently chosen to respond punitively to those economically disadvantaged, and this certainly impacts the trust (or lack of it) riders have in BART. Do the right thing.</p>		
765	it is necessary to provide transportation to low income people so they can get to work, hospital, school, etc		X
3372	It is needed. I work 3 jobs and have a family of 5. I can barely afford the BART fare.	X	
1160	It is only fair to offer a discount to lower income families. Upper income families have advantages such as a cap on SSI payments, tax exemption for home ownership, not available to renters. Lower income families pay a disproportionate portion of their income on sales taxes for necessities. Upper income families are also a larger burden on earth systems. More lower income families cannot afford to own and maintain a car. Lower income are more dependent on public transportation. Lower income are more likely to own older, more polluting cars. A twenty percent discount for lower income families is the least we should do to make the system more fair and reduce pollution, including GHG.		
3496	It is sorely needed. I believe in public transportation and now my commute is way too expensive.	X	
34	It is very good	X	X
693	It is very important and should be implemented asap	X	
3169	It is very important to make Bart affordable for everyone, especially for the low income community.		X

Survey ID	Comments	Low-Income	Minority
919	It makes perfect sense to me. It's only fair, considering how expensive the Bay is now.		X
2124	It makes sense to provide more access to the individuals that could benefit from support.		X
3516	It makes sense. I feel that techies should pay more to fund Bart to make rides affordable for low income people. Not everyone can afford the increasing costs of Bart.		
2918	It needs to be available by 2019!		X
2258	It really adds up for those of us who pay for our kids' cards as well as our own.	X	
1315	It seems fair to me to give a lower rate to people who need it. I'd feel much better about supporting this program than paying for all the people I see evading fares every day.		
349	It seems like a great way to attract increased ridership. I'm in full support of such a proposal.		X
2049	It should be in place because I'm so sick of seeing people hop over the gates. Or worse, shuffling up behind me when I scan my card.		Unknown
1832	It should definitely be passed. The reason some people don't ride bart/don't pay for their tickets is because it's too expensive. I rather go on bus and have it take longer than pay for bart because of bart's high prices.	X	X
1289	It should not be implemented. Everybody should pay their fare share while riding BART. I don't want to pay even more in transportation costs (gas tax etc.) so a bureaucracy can be created that will cause more problems than it solves.		
1505	It sounds good!		
944	It sounds like a good plan. Encouraging BART use by lower-income riders seems a benefit to all. Providing access for those in need seems important.		
3033	It sounds like a great and well-needed program.	X	
2504	It sounds like a great benefit for single mothers		X
2942	It sounds like a great idea!		Unknown
676	It will encourage more people to use Bart. The current carpool system for transbay sucks at the moment.		X
380	It will help and it encourage me to drive less.	X	X
2215	It will help numerous people		X

Survey ID	Comments	Low-Income	Minority
1724	It will increase ridership and boost the economy by making it easier to commute for both train riders and drivers.	X	
2636	It wont change hiw i ride bart because i use it for work but i could afford food more easily with the discount. I pay almost \$10 a day, that would be \$2 more for food.	X	X
423	It would alleviate a lot of pressure	X	X
1594	It would allow for me to seek work further away without worrying about spending too much on transportation	X	X
1653	It would allow me to save money because I have no rainy day savings. I sometimes ride bart from Oakland TWICE to go to my two jobs	X	
2555	It would allow more accessibility for low income riders to ride BART and lessen the financial burden on people who use BART as their main form of transport.	X	X
1676	It would be a great addition. Others and I would ride Bart more often if it were cheaper.	X	X
2011	It would be a great benefit and hope gain more people paying, keeping prices stable.		
3160	It would be a great help to low-income riders. The Bay Area is a very expensive place to live, and I feel it would benefit riders and BART, not only financially.	X	X
3617	It would be a great idea		X
2968	It would be a great idea because people with low income could visit more places around the bay area. If this passes it would be an improvement for Bay Area transportation services.	X	X
3450	It would be a great way to encourage Bart usage		
707	It would be a really great way to save more money for riding Bart so frequently to work. The high value discount is nice and convenient to use. But since I make minimum wage, it'll help me cut costs for personal expenses.		X
3691	It would be amazing to have this option. I live in the east bay and commute to SF for work. I make just enough to survive if you had this then this could mean the difference between a few more times to eat out that week or more frequent trips. Either way its noticeable for people like me and I'm sure others in the same boat.	X	X
22	IT WOULD BE AWESOME FOR THE COMMUNITY!		X

Survey ID	Comments	Low-Income	Minority
3439	It would be awesome if it's approve this discount	X	X
3302	It would be extremely helpful to everyone that's low-income	X	X
1263	It would be good but people would take advantage of it and it would be more dangerous.		X
1527	It would be good for student commuters to also get a discount if they are low income as well.	X	X
1795	It would be good for those who qualify given how hard it is to financially survive here, and how much harder it is becoming with time. Please do this.		
899	It would be good if it encourages more passengers to pay fares		
2523	It would be great for students that aren't minors.		X
3073	It would be great, especially for people like me that always have struggles when it comes to put more money in the clipper	X	X
50	It would be great, especially with how many low income families commute from outside of SF.		X
203	It would be great. So helpful for those who need to spend money on things other than commuting expenses.	X	
2030	It would be helpful for many people		X
258	It would be helpful to many who need public transportation		X
3545	It would be incredibly helpful for poor folk	X	X
2204	It would be life changing. I am a college student & I need all the help I can get.	X	
1824	It would be really helpful to those making fewer than \$40 or \$30k a year. Sometimes we wish BART was just a go-to option but it's expensive to buy round trips for a whole family. I know many would benefit from a discount of any kind.	X	X
1007	It would be significantly positive. Especially for those riders who must use slower forms of transportation because it is lower cost.  Also should consider a discount for public employees.		
1435	It would be so helpful because bart fares add up.	X	X
586	It would be so helpful for my low income friends and family. Mae t easier t get to work.	Unknown	X
3267	It would be so helpful if this existed	X	X

Survey ID	Comments	Low-Income	Minority
2979	It would be very beneficial especially for those low-income riders who have to utilize BART frequently in order to go to work or other places. Especially if individuals are choosing to use other forms of public transportation such as the the bus because it is cheaper even though it could entail a longer commute.		X
2878	It would be very beneficial for the low-infome community.		Unknown
2926	It would be very beneficial to have a program like this. Yes there are alot of fare evaders that can afford the fare but alot cannot and that is why they do it. This would be beneficial for those of us who have to commute from the east bay.		X
2368	It would be very helpful for the low income riders	X	X
448	It would become even more accessible for families and working class parents and commuters	X	X
1064	It would become extremely accessible for the community if this discount program was put into place. Low income riders utilize BART the most, and rely on BART the most for transportation to school and work. This would be the best way to pay reparations to the communities that BART and BART police have hurt and profited off of for years.		X
3486	It would benefit very much	Unknown	Unknown
3491	It would certainly increase ridership and also make people view BART more favorably.		
645	It would certainly make using bart more accessible to more people	X	
1294	It would definitely help students, such as myself, commute from home, school and to work.	X	X
913	It would greatly benefit low-income riders and our community overall. It would increase accessibility and efficiency for those that cannot afford to use BART as their regular transportation. Low-income riders would be able to travel farther distances with a faster travel time compared to the time it takes using the discounted bus pass. They may be able to access jobs that are farther away or healthcare facilities or family support, all of which benefit those with money struggles.		X
2188	It would greatly put more money in my pocket, and out to the city more often.		X

Survey ID	Comments	Low-Income	Minority
1370	It would help a lot!	Unknown	Unknown
3220	it would help a lot, I only make \$16 an hour. I commute everyday from Baypoint to 16th and Mission and back and that costs me \$14.50 a day. My commuter Check covers \$255 a month but I always have to add more cash to last me until the 1st when my Clipper reloads. It's very expensive	X	X
2076	It would help make it easier for adults to get to work.		
3003	It would help many people struggling with finances and is the right thing to do in a city with such high living costs.		
3037	It would help me a ton I'm struggling to afford the rising transit costs. AC transit is raising the Transbay ticket a full \$1 on January 1st and 50 cents a year after that. adds up super fast. If Bart had a similar increase I would be in trouble	X	
3347	It would help out the community immensely. I just moved to the Bay Area and when I first started taking BART it used up quite a bit of my paycheck, I'm lucky enough that I can afford rent every month now but because of BART fares on top of the bus fares, I would barely make it.	X	X
2648	It would help reduce congestion on highways and help make transit accessible to low-income residents. It benefits the individual and our region.		X
194	It would make Bart more accessible to the people who rely on it. Many low income people don't have cars	X	
2240	It would mean not having to plan and save for when they want to visit friends in Berkeley and Oakland, given that I already use it for work in downtown.		X
698	It would not affect it for me because I am not low-income but I think you should definitely give a discount to low-income riders! Please it is so expensive to live in the Bay Area.		
1625	It would not affect me because I'm not low income, but I know it would help make people I know take jobs they wouldn't have due to high commute costs		
3108	It would not apply to me, but I am for it.		
1817	It would provide strong support for a lot of multi-generational Native San Franciscan families.	X	X

Survey ID	Comments	Low-Income	Minority
3537	It would really help me and my family members save money. They live in San Mateo County but travel to SF a lot for work and for pleasure. This discount program could help convert some of their car trips to transit trips.		X
1329	It would really help me I travel with my 5 kids on bart	X	X
1220	It would really help me save money which could be used to pay bills	X	X
2032	It would really help me And my family	X	X
3626	It would really help must people. I still see people using paper tickets. You to start another campaign to let people know that they spend more money on paper tickets. Having a discount will encourage more people to use bart more often.		X
1008	It would tremendously help low income riders and this program should		X
2481	It would vastly improve my expenses if I could spend less on the BART fare getting to and from work each day.	X	X
782	It wouldn't apply to me but I'd be happy to see it implemented. Transportation is essential for people's livelihoods and the fewer barriers there are to access the better!		X
3308	It'll definitely benefit riders who rely heavily on public transportation.	X	X
2155	It'll help those who really need it. Please think about the children		
1201	It'll make it so much easier to commute to work and not have to spend so much money		X
2618	It's a good idea		
543	It's a good idea - Bart is expensive.		
1640	It's a good idea as it can cause people to stop begging for money and much more suspicious for passengers as they may be cheated out of their money through panhandlers.		X
2098	It's a good idea, given the higher cost of living in the Bay Area. I doubt that it would have significant impact on ridership. It might make a difference, for a small number of persons, whose decision to use BART vs. their personal automobiles can be driven by a simplistic comparison of BART fare to the toll at a bridge.		
3420	It's a good idea. It costs me a lot to go to work and school.		X

Survey ID	Comments	Low-Income	Minority
2988	It's a good idea. It's expensive to be poor and this could help cut cost for many people.		X
2914	It's a good strategy to get them to pay for the services they're either: likely already using (and not paying for), or would like to use but can't justify cost.	Unknown	Unknown
2454	It's a great idea and I fully support it.		
385	It's a great idea and would make transit more accessible to more Bay Area residents.		
760	It's a great idea for families that make under \$50k/year.		
1339	It's a great idea!		X
2652	It's a great idea!	Unknown	Unknown
2905	It's a great idea!	X	
3007	It's a great idea!		
2203	It's a great idea! It makes more sense than investing in officers to give poor folks tickets.		
2278	It's a great idea!! I know many low-income riders that use bart to get to their low-income jobs. Giving a 20% discount to those who need it would help increase riders and therefore income for BART.		X
1913	It's a great idea.		X
2416	It's a great idea. Bart is very expensive for low-income riders.		
1495	It's a great idea. It would enable ability to get better jobs if commute prices are reduced.		
308	It's a great idea. Things are expensive in the Bay Area. Every act of compassion helps those in need.		
2990	It's a very good idea I also have to change from Bart to Muni and it makes more expensive my fare !!		X
101	it's about time! i have had lifeline pass for years and often avoid bart because it's expensive.	X	
3440	It's about time... also I'm not sure if I'd meet the poverty time but I make 25k, my husband makes about 15k (annual). If that's not poverty in the Bay Area... what is?		X
1247	It's absolutely vital to maintain accessibility to all people who need it. Most of the service workers in SF commute from outside of the city and it impacts greatly	X	X
341	It's better to offer a discounted program than having them steal rides & make no money at all.		
218	It's equitable		X
3255	It's good	Unknown	

Survey ID	Comments	Low-Income	Minority
303	It's good for people who have to commute to their jobs everyday and save some money	X	X
2355	It's great		X
2178	It's great!		
3268	It's necessary to take bart sometimes for work since it's faster although taking just muni instead of transferring is overall cheaper. It'd probably make it a lot easier for many commuters to take shorter shifts and make it worthwhile.	X	X
2042	It's the right thing to do!		X
1081	It's very much needed		X
2536	It's very much needed, especially for low income Bay Area natives		X
2201	It's a fantastic idea, and I think would help with some negative press / stigma that BART has received!		
373	It's a good idea, surprised there already isn't a program like this.		
2819	It's a good idea.		
1088	It's a great idea - do it!		
3528	It's a great idea - for the environment, for our roads, for low-income workers and families - especially for workers who live in adjacent cities so BART is a better option than bus. Also given our clogged roads, it's a better transportation alternative. When I worked in SF I rode BART daily. When I lived in SF I also rode BART daily. I'm older now but understand the need, especially as fares rise and wages stay stagnant.		
3016	It's a great idea - I don't qualify as a low-income rider, but increasing public transportation is a great idea to get people to have affordable housing and more options in work.		X
466	it's a great idea and long overdue!		X
3694	It's a great idea to offer a discount to low income riders. Thank you!		
2345	It's a great idea!	X	
479	It's a great idea! So many folks in the Bay (including me) commute from long distances for work and this would really help make it more affordable.		X
2916	It's a great idea, please do it!		
3403	It's a great idea, please do it!		
1171	It's a GREAT idea.	X	X

Survey ID	Comments	Low-Income	Minority
3495	It's a great idea. Fares are rising but there are still plenty of people who can't afford the increases. More low-income people are being evicted from areas near their jobs and are facing longer, more expensive commutes.		
1762	It's a great idea. I hope it goes through.	Unknown	
3430	It's a great idea. I'm originally from New York City where metro rates cost a fraction of what Bart is and its not as limited. I feel it's cheaper to drive in the Bay Area than to take the Bart which defeats the purpose of public transport.	X	
1338	It's a great idea. Make bart accessible and team it with cracking down on fare evasion so everybody in the system is benefitting.		X
637	It's a very good idea; please adopt fares that make it easier for low income people.		
2385	It's about time		
552	It's an imperative. Public transit is a de facto tax, and progressive taxes are inherently fairer.		
3166	It's an important step towards equity.	X	
3690	<p>It's essential for us to make public regional transportation more accessible. It reduces carbon emissions and moves us closer to the reality of transportation being a right rather than a privatised privilege. This is especially important for low-income residents as we have less transportation options. A reduced rate would incentivize more frequent use of BART and other public regional transportation.</p> <p>My experience getting MUNI Lifeline Pass at a 50% discount has made a major impact as I can continue to move around San Francisco with \$39 more available to me every month. Getting a discount for BART would likely increase my use of it. I don't own a car and I find it prohibitively expensive to leave SF.</p>	X	X
519	It's fair and equitable.		
1147	It's great and fair, thank you so much for considering.	X	
2129	It's really important! Please make it a reality!		

Survey ID	Comments	Low-Income	Minority
491	Its very sad when low income people that live in low income neighborhoods cant afford to get to their job all the way on the other side of the city. Its weird and unethical to force low income people use so much money to go and earn money... with cost of rent and food being so high in the city, its not fair to make us pay so much for the only modes of transportation that we can barely aford ( sometimes we cant aford it at all) with our low income. I think a discount for low income people would vastly improve our experience with bart, i would definetely ride more often, i have places i want to see other than my job, but it all depends on if i can even afford to get there.	X	X
2527	Ive been paying the regular price for years to arrive late to work every day due to delays so this is a good thing to offer to your riders.	X	X
3081	I've been waiting for this to happen since I was little (I'm a lifelong bay area resident and have always been appalled that there isn't a lower income option). I also think it could reduce fare evasion. I would much rather see money put into subsidizing rides than on cracking down on fare evasion.	X	X
2752	Just do it. Nobody should be prevented from riding public transportation because of the cost. Just get on with it.		
1277	Just get on with it. Poverty should NEVER exclude someone from riding public transit. Just let people ride. The train doesn't cost appreciably more to operate with a few extra people on it.		
233	Less people will jump over the bridge	X	X
1701	Let's do it! More people on public transport would be great!		
853	Let's do this!		
2795	Like sf program i think bart should have this service. Helpful to low income may prevent evaders.	X	X
1797	Living expenses way to high in the Bay area. Low income working people are taking a real hit just getting to and from work. Many low income people are working more hours, and are also working jobs that are more dangerous and/or difficult than people who make many times more money.	X	

Survey ID	Comments	Low-Income	Minority
225	Living on a low fixed income I am limited to where I can go, Bart brings you all over the Bay area. I am inexperienced in Bart transit and fear being lost, however I would love the experience of going to different areas.	X	X
280	Long overdue		X
1793	Long overdue program for those who are struggling financially here in the Bay Area. Would love to see this program implemented for all of those who need it.		X
3388	Love it!		
2109	Love this idea!!!! This is so important!! thank you for proposing it. although i would add that the threshold for the discount should be based on median income of the bay area...	X	
2103	Love this idea, makes it accessible to more individuals		X
728	Low income folks in the Bay Area are getting forced out. We have to live farther out, and Bart is one more expense that makes life in the Bay that much harder. This place is not only for the wealthy	X	
1565	Low income in the Bay Area means that you most likely work in the city but commute from east or south bay, where rent is more affordable. This would save a lot of people money because the bridge fair is about to rise.		X
2697	Low income people need all the help they can get in the Bay Area.	X	
2954	Low income people NEED this!!	Unknown	X
2394	Low income riders NEED a discount program. Or atleast a time-based fare instead of distance-based. Low income people have moved further away from the places where there are the most jobs, which means they have to spend more money to get to work, and more time away from their home and families.	X	X
137	Low income riders should get a discount to make public transit more accessible.		
866	Low income riders should get the discount; I should not.		X
729	Low income riders should have the opportunity to get discounted BART tickets. This is a great idea.		
730	Low income workers need access to transit!		X

Survey ID	Comments	Low-Income	Minority
2396	Lowering the fare for low-income riders would result in a much more equitable transit system. As it is, I avoid BART because of its high prices, and I know many others who struggle to get to work and around the Bay because of this, too.	X	X
358	Low-income riders should absolutely get a discount. It aligns with our regions growth policy of getting residents on transit. As lower-income residents are priced out of certain markets, ensuring they have reasonable means of transportation to work locations is pivotal for the health of our region.		
1316	Low-income riders should be able to use BART and get around the bay without having to pay the full fee, which can be very expensive when added up		X
3270	Low-income riders should receive a discount.	X	
1839	Low-income riders would benefit immensely from a discount; the price hikes reflect an average income increase for only a small percentage of the bay area population, and most people riding BART do so for convenience and price.		
948	Make bart more accessible for low income riders.	X	X
481	Makes a lot of sense, not sure what the downside is		
1050	Makes sense to me, these are people that may not have access to cars and would use BART to travel longer distances, this would be a great incentive to use public transportation.		X
1757	Makes sense.		X
2570	makes sense. Would, or might, help prevent fare evasion.		
734	Making public transit lower cost (ideally, free) is vital to a Transit First policy.		

Survey ID	Comments	Low-Income	Minority
1851	<p>Making public transportation financially accessible to low income riders is incredibly important, especially in an area like the Bay where living costs are already so high.</p> <p>If I did not qualify for the disabled discount that I currently have, I would be spending hundreds of dollars a month on BART and bus fares in order to get to my two jobs. Without that discount I would not be able to afford to rent a room in my shared apartment, let alone live in my current city.</p> <p>I think other riders with limited finances who rely on public transportation need programs like a low-income discount in order to be able to afford to ride BART.</p> <p>When you're riding BART from El Cerrito to Montgomery to San Leandro back to El Cerrito like I have to for work, fares pile up. Even a 10% discount can make a huge difference financially.</p>	X	
3152	<p>Many low income people rely on public transportation to get to work. I would ride BART more myself if it connected to Marin. This will help people who need to get to work every day.</p>		
2156	<p>Many of my friends do not ride BART because it has become more and more expensive. A discount for low-income individuals would absolutely be an incentive to ride BART more frequently.</p>		X
210	<p>Many riders are commuting with their kids to work since cost of living is so expensive in SF. We need to make commutes more attainable and affordable to lower working class families.</p>		X
1983	<p>Maybe it would cut down on fare-beaters</p>		
2930	<p>More people need this! My family struggles to ride Bart consistently to work and it's important that the city help provide this.</p>	X	X
2246	<p>Much needed since many low come riders have to Bart in for their jobs.</p>	X	X
61	<p>Much needed to make BART more accessible!</p>	X	X
3321	<p>Much needed.</p>		

Survey ID	Comments	Low-Income	Minority
2783	My BART fare is deducted from my paycheck as part of commuter benefits. The only reason I can afford BART on a takehome salary of \$4k per month is bc it's a pre-tax benefit. I would otherwise probably have to move out if the area. We have a housing crisis. SFMTA can't evdn find bus drivers for its new, state of the art fleet. Working single parents and young riders, or those living on public assistance, need similar discounts. I believe fare evasion would drop if discounts were offered. (We all know that the federal Govt pays the bulk of mass transit costs. Even with millions of riders taking BART every week, it's not self sustaining. But we can't live w/out mass transit.)		
2205	My household income is too high to qualify for the discount but I think it would an awesome thing to have for the general good		X
2810	My income fluctuates and I currently spend a lot of money trying to get from Daly City Bart to Embarcadero/Montgomery Bart Station everyday and the cost adds up if I take Bart 5x a week, twice a day. I would love a low-income riders pass to be initiated.	X	X
2029	My income it's low and still have to pay regular fare		X
882	My teenage children would be able to ride BART more often if they were able to get this discount.	X	
2472	Necessary.	X	X
52	No I think it's a good thing	X	X
1092	No I think it's a great idea!	X	X
47	No, GREAT IDEA		X
1675	Nothing other than this being a great idea!	X	
951	Our cities need folks for working class jobs. Until we solve the housing affordability crisis, we should make sure people aren't spending a huge portion of their paychecks commuting to continue working in cities they've been displaced from.		
3620	Overall I think this is a good idea. BART transit is cost prohibitive and if cost can be lowered for those who need it most it may help with decreasing traffic on the road and people fare evading.		X

Survey ID	Comments	Low-Income	Minority
606	People are riding the bus more frequently because they are cleaner on the inside and Bart cars are dirty, overcrowded and the fair is outrageous. The cost of living in the Bay Area already cost to much. With this discount, families can have one less expense to worry about.	X	X
2608	People should have affordable access to transportation		X
1530	People will probably hop over the barriers less -- we need more affordable transportation here		
1678	Please do it!		X
3664	PLEASE DO IT!!!! I doubt I'd qualify but so many folks would greatly benefit, especially those commuting long distances to work because they can't afford to live closer!	X	
139	Please do it. As a privileged person who makes plenty of money, I don't mind paying a bit more to help people who need it.		
1292	Please do it. Low income assistance is crucial for helping income inequality. I have lived in the Bay Area for 15 years and used bart for the duration, often during commute hours.		
1964	Please do it. Low income folks change the world for the better and I'm totally down with supporting their transport.		X
2380	Please do this I am low income and BART is expensive	X	X
500	Please do this!		
2815	Please do this! And stop policing fare skippers. Makes us all less safe and no one cares who doesn't already hate poor people.		
1883	Please do this! I think I would go back to school if this program started	X	X
501	Please do this! Low income people should be able to ride public transit at a price that they can easily afford		
1785	Please do this!! I am not low income but I work at a nonprofit where people often don't show up because they can't afford the fare. This would help!		
2548	Please do this, I would really appreciate it as a low-income person.	X	X
1211	please do this, it seems small, but it really helps and does make a difference!!	X	

Survey ID	Comments	Low-Income	Minority
2505	Please do this. Bart is so expensive for any person making less that \$70,000		
3243	Please do what you can to get cars off the road and increase use of transit. Thank you for your hard work. We really appreciate it!		
321	Please implement	X	
950	Please implement it	X	X
2771	Please implement it, 40% of my earnings goes to Bart everyday	X	X
146	please implement it.		X
3601	please implement this program in order to further support transportation needs of multiply marginalized communities of color, the economically disadvantage, gender and sexually minoritized communities, the differently abled among other communities that might be advantageously effected by a low income rider program	X	X
1583	Please implement this! Giving as many people the lower possible barriers to public transportation is crucial in our fight for a more equitable society.		
3071	Please institute this program as it would offset the low wages currently afforded working class workers in the notorious, astronomical expensive bay area. When higher education is free and wages are fair we don't need these types of programs but as long as the system creates disparity we continue to pretend that charity is a viable alternative to equality. Thank you.	X	X
3598	Please make discounted fair available to low income riders! BART is a great system and is the only lower income option available to so many folks. Back when I was making only a little money it was a life saver. Charge folks that can afford it a little more, and make it that much more affordable for those that can least afford it.		
2053	Please make this available.		
1768	Please offer allow income discount I spend more then I can afford to	X	
661	Please please do it! I work with low income people who struggle so much just to get by. This is a wonderful idea!!!		
1728	Please provide low income riders w a discount.		X

Survey ID	Comments	Low-Income	Minority
1825	Please use grassroots organizers to spread the word so that more people can know about it	X	X
3627	Please, please, bring it on. It's desperately needed. We have so many low-income citizens who could greatly benefit from such a program.	X	
3461	Please, please, please do it	X	X
2896	Pls do it. With the housing crisis, low income folks are being pushed out further and further away, many still needing to work in SF, and the further you travel, the more it costs. This would be a great help!!!		X
2121	Prevents fare evasion!		
843	Prices have surged relatively high for low income people like me, this would help alleviate and encourage me riding Bart	X	X
1416	Pro discount even though I wouldn't probably qualify.		
1896	Providing a discount for low-income riders would be amazing for people from the bay area trying to provide for their families. BART is a large part of many people's commute around the bay area and allows people to get around for a lower price at an efficient time. BART prices have risen, but people's income has not which is causing a lot of people harm.		X
669	Providing affordable transportation will allow more low to moderate income earners to save and or/ help reduce the cost burden they're already enduring due to minimum wage jobs and the high cost of living.		X
453	Public Transit is getting more expensive every year. This discount would make a difference.		X
942	Public transit is important and should be accessible for everyone.	X	
2818	Public transportation is very expensive in the Bay Area and a discount for low income riders is a good idea.		
1656	Public transportation needs to be affordable for all. Low income riders should receive a discount.		X
198	Public transportation should be funded by the public. It is a public good and contributes to the well-being of the entire community. I think reducing costs is always a good thing, but especially now, in the era of extreme wealth inequality, low income people should receive as many benefits as possible.		X

Survey ID	Comments	Low-Income	Minority
2549	Public transportation should be just that; accessible to all members of the public regardless of income. It should be even more than 20%, but this is an amazing start.		X
2743	Really good idea and very much needed (just not by me) - BART's distance-based fares are a huge impediment to lower-wage workers who've been forced to be outer edges of the region. Also you should pay for it with a tax on billionaires named Jack Dorsey.		
667	Reduced fare is must needed for BART riders		X
3483	Rides over shorter distances can be comparable to AC Transit fares, but it costs me almost \$10 round trip from El Cerrito to downtown San Francisco, which seems high for public transit. It would make so much more sense for transit fares to stay as low as possible because a lot of us do not own cars due to cost of gas, tolls, maintenance, etc. not just for environmental reasons. Tax/charge single occupant cars on the road, not the poor people who depend on public transit to get around.	X	X
138	Riding BART daily can really add up - from the parking fee to the cost of the ride.		X
3043	San Francisco has many low wage earners and the high price of housing has caused people to leave and as a result take public transit . This would help .		
3518	seems fine		X
38	Seems like a good idea I thought there was already a low-income option...?		
826	Seems like a great idea		
2586	Seems like a great idea to make it easier for the less wealthy among us to take BART; and also to reduce traffic!		
648	Sería bueno tener descuentos especial para los de bajos ingresos.cada año suben el precio del clipper *It would be good to have special discounts for low income. Each year the price of Clipper increases.	X	X
3206	SF is already prohibitively expensive for working-class people. It should be easier and less expensive for them to commute.	X	
2434	Should apply to students...should be a student discount not just youth	X	

Survey ID	Comments	Low-Income	Minority
3312	Should deter turnstyle jumpers by making it easier to afford tickets	X	
417	Should have been something implemented way sooner. Hope it carries out! BART should also be free but....	X	X
11	Si es un poco alto la Tarifa para el Pasaje *yes, the passage rate is a bit high.	X	Unknown
2358	Simply because of my schedule, my ride frequency wouldn't change, but I think that families that are eligible for the discount would definitely use BART as a transportation option more frequently if the discount is approved!	Unknown	X
3441	Since Bart is so expensive, I know it will benefit low-income riders.	Unknown	X
421	Since more and more people who work in San Francisco can't afford to live there, I support efforts to reduce the cost of living for low income riders		
1283	Single household of one with no kids, high rent, and annual income of less than 25,000/year with raising Bart fare each year. Discounts are much needed	X	X
544	So happy this may be happening. I'm a low income college student working in a non profit in my field that cannot afford to pay my commuting costs. I spend 75% of one of my monthly checks just on commute fees. This would be of huge help to someone like me and many of the people that I know who are in the same situation.	X	X
3572	So important as transportation is necessary and increasingly expensive especially for low-income families.		
739	So many of my friends can't ride BART because of the price. In a time of escalating homelessness in the Bay, please make BART accessible to all.		X
3557	So, so valuable to make transportation more accessible for the people in SF. Long overdue		X
620	Some of us have to attend school and I would definitely ride the Bart if it was a lot cheaper for me to do so, or i would have chosen a better schedule instead of smushing my classes into 2 days when I could have them spread out and it also has forced me to take more online classes	X	X
287	Sounds good to me	X	X

Survey ID	Comments	Low-Income	Minority
563	Sounds great to me (even though I wouldn't qualify). Not only do low-income riders pay a much higher percentage of their income for transportation, but they're also less likely (I think) to get commute benefits through their work. Discounted fares would help level the playing field.		
63	Sounds great!		
1494	Sounds great!		
2846	Sounds incredible. I essentially had to find a new job because the cost of commuting by BART for my minimum wage job was not worth it and i had to find something bikeabke	X	X
2875	Sounds like a good idea		
3494	Sounds like a good idea		
2563	Sounds like a good idea - it doesn't apply to me, but would address a small part of the challenges of living in the bay area for low income folks.		X
774	Sounds like a good idea to me.		
579	Sounds like a good idea. It's hard enough living in the Bay Area so any help low income riders could get would be helpful. Wondering how the discounts would be funded though (higher fares for riders who are not low income) and how the low income status would be verified so that people who are truly in need of the service get it as opposed to the greedy who just want to abuse the system.		X
650	Sounds like a good idea. My Disabled rider discount has made it possible for me use BART.	X	
3174	Sounds like a good option as long as it is only for those who are low income		
1613	Sounds like a good program.	X	X
295	Sounds like a great idea!		
851	Sounds like a great idea!		
1933	Sounds like an amazing idea to increase access to public transportation		X
2811	sounds like BART will be much more accessible for a diverse income range! wahoo!	Unknown	X
2457	strongly in favor of it		
858	Strongly support		
1303	Strongly support it.		

Survey ID	Comments	Low-Income	Minority
1310	Students like myself who rely on bart for school and work would greatly benefit from a fare reduction please	X	Unknown
1110	Such a great idea.	X	
1428	Support even though I may not qualify		
2524	Support low income workers who can't afford to live in the cities they work		
3171	Thank you and thats very nice of you	X	X
1716	Thank you for considering this policy. It would be very helpful to me and my family.	X	
1169	Thank you, I was asking for help and this means alot	X	X
72	That its awesome program and will help alot.	X	X
2031	That will make me want to ride bart with prices of fares in low prices	X	X
21	That would be a great asset to my commute	X	X
1181	That would make BART much closer in price to other muni transit systems and would greatly improve Quality of Life in the bay area.	X	
3521	That's good, I can save money. Thanks.	X	X
1891	The Bay Area deserves a transit system that is reliable and affordable for its low income residents and not geared towards aggressive fare inspectors. We deserve more respect from BART.	X	X
1605	The bay area has an extremely high cost of living, even someone 300% or 400% the federal poverty level struggles with the ever increasing cost of the bay. The program should be extended to a higher level of federal poverty levels.		X
2020	The Bay Area has become unlivable for so many people who were born here. I believe that there should be a discount to help ease the burden of high living costs here in the bay.		X
2374	The Bay Area is so **** expensive as it is. If people are truly low income or in poverty, this seems like a good idea to test.		

Survey ID	Comments	Low-Income	Minority
1408	The cost of BART isn't a burden for me but hopefully this would make BART less burdensome for those who ride. Another interesting question is if this would make people who sometimes choose to ride without paying more likely to pay the fare? If so it would be a win for them (in that they're less likely to get in trouble) and a win for BART (getting a discounted fare is maybe better than getting nothing, so long as BART is charging fares).		
252	The cost of living in the Bay Area is absurdly high, and transit is a real problem for the working poor. Please set your guidelines for qualifying accordingly.		
3382	The disabled discount makes it much easier for me to get around on Bart and Muni. I ride more often than if I was paying full fare and I get out of the house more often. The Bart disabled fare is one of the things I most appreciate and I'm sure a similar discount would have similar effects for low-income riders. It may also reduce fare cheats a bit.	X	X
1196	The discount can help incentivize BART use by some people with lower incomes. I support this discount.		
17	The discount is needed for Low Income it is most, their only mode of transportation		X
270	The discount likely wouldn't impact me, but I welcome it for low income riders.		
215	The low income discount is a great idea to boost ridership among the less fortunate.	Unknown	Unknown
2006	The only reason I do not take BART more often is because I cannot afford to. When I do take it, I get on at Embarcadero then get off at West Oakland and rely on buses from there and vice versa.	X	
2922	The potential for low income riders to have access to a discounted bart ticket is an excellent idea and makes a lot of sense. With the rise of gentrification and displacement of low income folks in the Bay Area, coupled with the new bay bridge toll raise starting in the new year, this program could be extremely beneficial for many people facing hardship right now.	X	
2460	the program seems like an extremely great idea to have for those who need to take BART to different cities for jobs and different opportunities	X	X

Survey ID	Comments	Low-Income	Minority
1601	There are many low-income communities throughout the Bay Area and this program could help many people get affordable transportation.		X
2877	there are times where I choose to miss out on my education because I don't have enough money that week to commute to college. A discount would make a difference on my transportation spending.	X	X
1807	These families need these. Not being able to travel for work significantly decreases opportunities and, as we all know, living out here can be a struggle even if you're 'financially stable'. Let's help these people.		X
3473	They probably need discounts more than I do	X	X
1479	Think this would help low income riders take Bart more and help with people who are skipping the fair or unable to afford it.		
841	This (potential) new discount program would be a huge help, as the cost of riding is prohibitive for myself & people I know. An aside: for years, the DMV has sent me a disabled parking whatsit for the rear view mirror, but I've never seen anything regarding 'disabled fares' on the BART system. Aware that it may be due to my simply not noticing signage or such; just commenting as I saw it listed as an option here in your survey. Thanks.	X	
2777	This could be a great opportunity to involve more low income residents to take part in a more environmentally friendly way to get places	X	X
3012	This discount is a key access for so many low-income riders to have the chance to make a difference in the world. 20% would make a HUGE difference for people who use BART everyday and is a chance for BART to actually make more money.		X
1598	This discount is vital for fighting inequality in one of the most unequal regions of the US. I will not benefit from this discount but hopefully families, students, and people struggling to stay on their feet will. Thank you.		
559	This discount program is very needed! I work with low-income people in the Berkeley area and transportations is a major obstacle financially for many of them to get to work or to the services that they need to.		X

Survey ID	Comments	Low-Income	Minority
2739	This discount will have a substantial impact on poor and working class people's ability to continue living and working in the Bay Area. This discount should be implemented ASAP and doesn't go far enough, in my opinion.	X	X
1291	This discount would be essential to ensuring that everybody has access to ride bart and it will surely help weaken the growing gentrification.	X	X
3529	This discount would help people who have low income to get to work, needed services, medical appointments, and to see family. Thank you!	X	
3362	This discount would make it easier for commuters from low-income communities to seek out jobs in more places without the expensive costs.	X	X
2863	This discount program would be huge for low-income folks. Not only would it allow them the necessary mobility to travel to work, it would give increased access to those in extreme poverty to the necessary supportive services to help them rise out of poverty. However, I do believe BART should do more of this, specifically for critical populations such as the homeless or those in extreme poverty. Transportation is one of the biggest barriers to connecting with services and help. To this end, I urge BART to work with local service providers to distribute subsidized Clipper Cards, because there is a high demand and need for such a program.		
2412	This is a badly needed thing.	X	X
3588	This is a fantastic idea		X
1131	This is a fantastic idea! The Bay is difficult to get around in. Low income earners and families need the ability to get around too.		
3309	This is a fantastic idea. BART rides can be very expensive when they add up, especially when traveling long distances. This is an issue for low income people who can't afford to live near central cities where they work, and have to take BART from outlying areas. Their fares are unsustainable, and we should do our best to subsidize them. Make public transit accessible and affordable to the most vulnerable among us in the Bay Area.		

Survey ID	Comments	Low-Income	Minority
1722	This is a fantastic idea. There are so many inequities baked into our way of life and steps like this are necessary to bring systems in line with values of fairness and equity. Bravo.		
3526	This is a fantastic proposal for riders who are forced to the fringes of the BART system due to housing cost. Than you for considering this progressive pricing scheme!		
1554	This is a good idea, especially as people are being priced out of the Bay Area.		X
2260	This is a good idea. I would not be eligible for this discount but support it		X
2928	This is a good idea. In an area where prices and cost of living seem to go nowhere but up this would be very helpful to the community		X
171	This is a good policy and a good use of gas tax money; BART fair is a huge expense for low income commuters who rely on public transit to get into Oakland or San Francisco for work.		
2323	This is a great idea		
174	This is a great idea -- BART is a vital system for all members of the Bay Area community but can be unaffordable to low income riders who need it to commute.		
1684	This is a great idea and I hope BART adopts it!	X	
2062	This is a great idea and I hope it goes through!	X	X
2249	This is a great idea and I hope to see BART implement this program.		
2495	This is a great idea and is very necessary for our area. The Bay is already very pricey and commuting regularly puts a large financial burden on all of us		X
906	This is a great idea for lower income people and I support it.		
1884	This is a great idea!		
2254	This is a great idea!	Unknown	
562	This is a great idea! I hope this program can be expanded over time.	Unknown	Unknown
577	This is a great idea! I wouldn't be eligible, but I strongly support making Bart more broadly accessible.		
1517	This is a great idea!! Its about time there were more equity programs with BART.		
657	This is a great idea.		

Survey ID	Comments	Low-Income	Minority
2567	This is a great idea. I would see if other transit authorities would align with you. This way the 20% can be tied to a specified clipper card. Many folks, usually working class or low income, use other forms of public transit in addition to Bart. Cards could be color coded and eligibility renewal every year. Just a thought		X
3607	This is a great idea. It's very expensive to ride bart, or even to drive for that matter. Gas is fluctuating all the time. With 20% discount it can definitely help out the less fortunate. That's extra money that could toward bills and/or food.	X	X
966	This is a great idea. Many low income people BART to get to work .		X
2626	This is a great idea. The high cost of BART relative to public transportation in most other major cities is a major barrier to BART's accessibility and use by the general public		X
3675	This is a great initiative from Bart. It would help a lot of families in the bay are who struggle financially and can't afford to spend a lot of money in transportation.	X	X
3693	This is a great initiative that could help low income families make ends meet as well as allow them to have their children gain educational opportunities without sacrificing necessities simultaneously.	X	X
1744	This is a great step for helping low-income riders. Affordable transit is so important to everyone in our society so they can go to work, get to dr appointments, visit friends, etc. This is a great idea and so important.		X
3185	This is a great way to curb traffic and improve the air quality and help low-income Bay Area residents! Yes to this program!		
656	This is a great way to help low income families. I find the cost of BART cost prohibitive for my needs and I am single with 50k income.		
2250	This is a higher priority than stopping fare cheats		
136	This is a hypothetical because I wouldn't qualify, but absolutely yes, and as someone who does not qualify I'm so excited this is finally being offered for low-income riders.		

Survey ID	Comments	Low-Income	Minority
2274	This is a major form of transportation that low income communities utilize and should become affordable in order to ensure we are able to travel to school, work, and other societal responsibilities.		X
2546	This is a moral imperative and it'd hadn't occurred to me that there wasn't something like it in place already.		
281	This is a much needed program for low income individuals, the underserved populations, and those who are looking for work and in need of affordable transportation. The high price of BART rides, coupled with the lack of reasonable day passes or value tickets for adults, has made a discount program inevitable.		X
2229	this is a necessary measure in a region gripped by the sharpest contradictions of capitalism, where wealth inequality and the suffering of the masses is most deeply felt.	X	Unknown
1016	This is a program that Metro in Los Angeles already has. It is a great way to help local community members from sneaking onto the trains without pay. This will allow more people to have access because currently, it's too expensive.		X
3662	This is a really good program because a lot of people need bart to get to where they are going but it's expensive and \$10 round trip 5 days a week is a lot.	X	X
1750	This is a very important program to make it more affordable for low income riders to ride BART, which is already so expensive for low income riders.		
3207	This is a very important step to making BART more accessible and inclusive!	X	X
311	This is a very important tool to help ease the incredible burden on Bay Area working class families.		
2509	This is a wonderful idea that would help my family get to work and necessary appointments.		
622	This is a worthy program/service to the Community of need. It has my whole hearted support	X	
2365	This is absolutely necessary, but just as a start. BART should be much less expensive for all, and as low-income people get increasingly pushed out of urban areas, they will be paying more for fare than the wealthy people displacing them.		X

Survey ID	Comments	Low-Income	Minority
2945	This is absolutely necessary. While I believe it would be best to charge the same fee no matter the distance traveled, say \$3 each person, I think this discount program is a great start. Make BART accessible for everyone! If anything, I would consider a higher discount percentage. Great work, BART!		
2453	THIS IS AMAZING AND WOULD HELP SO MANY PEOPLE &t3		
2280	This is an absolutely essential program to make BART more affordable for low-income riders, something that is sorely needed. As it is, for certain rides BART fares seem astronomical, and offer no incentive to riders to consider taking BART instead of just driving, which defeats the entire purpose of BART.		X
613	This is an amazingly important program that must be put in place.	X	X
2488	This is an excellent idea and should have been put in place a long time ago. Public transit in the Bay Area is prohibitively expensive, especially for low income residents who are already being priced out of their homes		
3646	This is an excellent idea. I personally would not benefit from it and I ride BART less often than I did a few years ago — but this should absolutely be done.		
1730	This is an important step in reducing the financial burden of living in the bay area.	X	
3561	This is an incredible opportunity to improve access and make the Bay Area a more just, accessible place! Low income rider discounts will also help reduce traffic and the use of older, less environmentally friendly cars. Our transit system should be for everyone.		
1163	This is AWESOME	Unknown	Unknown
350	This is crucial and could help many people as well as lower bart hopping a tad.	X	X
2704	This is crucial for the environment and for the economy of the city and for boosting the lives of low income people. Looking at Bart in comparison to New York City metro, the metro is a flat rate for any distance and is cheaper than Bart this is what allows a city to move diverse people around and creates culture that benefits everyone. Bart should definitely go in this direction!		
3619	This is desperately needed.		X

Survey ID	Comments	Low-Income	Minority
3117	This is essential to living in our huge bay area.	X	X
1307	This is good. Cutting cars helps the poor save money and helps the environment!		X
1950	This is great considering displacement of some lower income populations, we need to do the right thing and help out those who struggle to afford BART		
507	This is great! I am glad to hear that BART is doing something to help offset the high cost of transportation for our Bay Area neighbors who need the help the most.		X
2339	This is great, we should lower all fares though!	X	
1409	This is incredibly important. We need to make transit more affordable for low income folks especially those that need to commute to jobs in higher paying areas.		
2106	THIS IS NECESSARY! BART is way too expensive and a big reason why people don't ride it. It's cheaper for me to drive my hybrid car than to ride BART but since I don't want to pay for parking, I ride BART. It's too expensive to live in the bay area, to begin with and having an affordable way to travel would help us so much! PLEASE DO THIS!	X	X
39	This is necessary! I spend >15% of my paycheck on BART every month.	X	
848	This is really important for making public transportation more available for members of the public in the Bay Area who most need it, especially to incentivize its use and decrease carbon emissions		
1665	This is really important. Lowering fares for low income riders is a great way to improve access and make the Bay more affordable.	X	
709	This is really necessary especially since the bridge toll will be going up in the upcoming year.	X	X
3363	This is really needed in the Bay Area. The cost of living is so high and people need BART to be affordable so they can get to work.	X	Unknown
1233	This is so important and it should definitely happen! Good for y'all :)	X	X
2284	This is so important- Bart is very expensive compared to other transit companies around the globe.		

Survey ID	Comments	Low-Income	Minority
2998	This is so important, as a student and an artist, having less financial strain on getting around the city I grew up in would be so greatly appreciated. I commute from South San Francisco to SFSU to the mission for work almost every day of the week and bart and muni are the most important parts of that journey. Thank you.		X
3229	This is so important, please!	X	
2812	This is so necessary! BART fare makes it inaccessible to so many people who can't afford it	X	X
1791	This is so necessary.		
3230	This is something that absolutely should be done. Folks need to get around and things are expensive here, especially for folks on the margins.	X	
3455	This is such a good idea! Seattle has a robust fare discount program with slightly different parameters and it makes such a difference with feasibility. Please go ahead with this, it will make transit just that much more doable and lead to fewer Uber/Lyft/car rides for sure, helping everyone.	X	
2824	This is such an amazing and important initiative! I hope you decide to put this through!!!		
28	This is the greatest idea, since folk, should have access to equal opportunities + resources.		X
1737	this is urgently needed !! Discount for low-income is a must.	X	
3294	This is very helpful especially for the low income passengers	X	X
2938	This is very important for the community. Transportation is necessary for all means and to make it affordable is one major step into aiding the community and also good for business and morals.	X	X
3692	This is very smart and actually a family of four in oakland to come to sf round trip is \$40 now they have to leave the kids and one adult at home which is hard to bring home more groceries	X	X
1715	This needs to happen. Why is that there is no discount option available for residents who don't live in SF? Discount programs for public transportation already exist in populous areas such as LA.	X	X

Survey ID	Comments	Low-Income	Minority
3653	This new discount program for low-income riders is a step in the right direction. It is crucial and necessary that we make public transportation accessible and equitable to all. With low-income folks in the Bay facing gentrification and displacement everyday making the price of living impossible, the absolute bare minimum that can be done is helping folk with their transportation.	X	X
3480	This pilot program would be amazing for low-income riders. It would help make what has become a very expensive area to live in much more affordable for those with lower incomes.	X	X
1100	This potential new discount would be of great advantage to individuals from low-income communities as not only has BART become increasingly more expensive over the years, but individuals living in these low-income communities more often than not do not have reliable modes of transportation, and BART offering a discount program for low-income riders would largely help in offsetting this problem.	X	X
1578	This program can be really beneficially, especially because cost of living in the Bay Area is so expensive. I am low-income college student and many of my BART rides were out of necessity for school projects and volunteer work. I could not afford the high fares, so I would often have to miss the opportunity to work with high school students because the cost of traveling.	X	X
3569	This program can work if other riders don't have to pay more.	X	
396	This program could make transportation more accessible to low-income riders and make it more affordable for folks to go about their day to day lives with work, school, and any other personal tasks.		X
125	This program seems like a good way to help those of low-income make it in the expensive Bay Area we now live in.	X	
2781	This program seems like it would be very beneficial to low-income people who regularly commute.	X	

Survey ID	Comments	Low-Income	Minority
1324	This program should definitely exist to combat income inequality in the Bay Area. We owe it to our communities to take actions to retain the beautiful diversity of ethnicity and income levels, and this program is one way to do that. I would advocate for a larger discount and higher income ceiling.		X
1632	This program would allow for low income families to retain more money and be able to provide more to support their families.	X	X
2045	This program would be extremely beneficial, especially to commuters working low and minimum wage jobs on opposite sides of the bay. Having a more affordable commute can add to join people's job security and stability living in the most expensive region in the country.		X
974	This program would be great for those low income adults who still have to pay to commute to work. A discount would be of some help.	X	X
927	This program would be incredibly helpful for folks struggling to make ends meet in a place with not only high cost of living but also high cost of travel. Sometimes people can pay \$15 in a day or more just to get to work!		
1672	This program would be really helpful for me if it applies to unemployed adult students!	X	X
1228	This program would improve access to transportation for a lot of students and families.		X
3536	This program would not apply to me, but it should absolutely happen.		
3583	This really would help low income riders. Cutting the transportation cost down for them will actually put more money in out pockets for rent, utilities, etc. Due to the cost of living increasing rapidly, transportation for riders especially low income riders should be discounted. I spend a lot on transportation everyday to get back in forth to work.	X	X
2012	This seems like a great idea.		
2458	This seems like a really great program that could help a lot of people.		X

Survey ID	Comments	Low-Income	Minority
3443	This should be put into place yesterday. It's terrible that the poor are disproportionately burdened by cost of public transit when they're the ones who need it most. It is unlikely to affect me personally but I fully support this proposal!		
3385	This should've been offered sooner. Bart is already expensive where it makes more sense financial wise to drive. I would ride more if I qualify for the discount	X	X
761	This sounds fantastic. I would not qualify but I support the program.		
855	This sounds great! Due to a lack of an unlimited pass and dodgy transfer implementation BART is kind of expensive. I wish BART was free for everyone, but I guess a discount would be good.		
459	This sounds like a fantastic program. SF does this with Muni and it helps a lot go people but many are limited to accepting employment within the confines of bus only Schedules. Adding BART as an option would really help the workforce a lot by expanding where they can live, work and send their children to school.		X
3381	This sounds like a good idea to make it easier for anyone outside SF to have BART as an alternative to AC as a way to get into the city.		
2871	This sounds like an amazing idea. I have struggled to pay Bart fare after a job loss, and my partner has struggled to pay Bart fare for years. It makes it difficult to get around and we often decide not to make certain trips because we can't afford it. Any kind of discount, even at 20%, would be an enormous help to thousands of low-income riders.	X	X
458	This system should already be in place, but the implementation of this discount will greatly affect the low-income rider demographic in a positive light.	X	
2927	This will be a big help to me personally as a single mom with 2 kids.	X	X
3019	This will curb fare evasion like you don't even know.	X	
361	This will help more people to be able to travel and not stress about means of money.		X

Survey ID	Comments	Low-Income	Minority
584	This would allow those of a lower income to access more opportunities ie getting to jobs/job interviews, appointments (like physicals/dentist appointments), reuniting with family or friends (who may be dealing with health issues or other serious emergencies) and/or getting out of a dangerous situation. No one should be deprived of any of these things simply because they lack the finances.	X	X
3053	This would also potentially reduce gate hopping and maybe improve traffic, since that is a huge financial incentive.	X	
674	This would be a fantastic way to increase public transit access and mobility for those with fewer resources.	X	
1150	This would be a game-changer and even out the playing field as those with the lowest income tend to live farther from city centers (e.g. Richmond, Antioch, etc.).		X
1326	This would be a great benefit to all those in poverty. Sometimes the price of a BART ticket is high enough to prevent job opportunities anywhere not in my neighborhood.	X	X
2823	This would be a great idea! discounted Bart fare would truly benefit low income folks who are already struggling to keep a roof over their heads with these Bay Area housing prices.	X	X
3511	This would be a great improvement and help maintain long time Bay Area residents in the bay		X
3222	This would be a great opportunity for the low income families like me but I wonder how Bart is going to distribute low income passes?	X	X
2388	This would be a great program for riders, would love to see it expanded		X
2659	This would be a great program that can help people. Especially for people who have children with them in the evening time or at night riding bus instead they can get on BART for a quicker way to get where they're going without to much stress about the cost	X	X
153	This would be a huge bonus. I had to leave the city because I couldn't afford it. I could move back.		
1786	This would be a huge help for me!	X	

Survey ID	Comments	Low-Income	Minority
214	This would be amazing for several friends and family members that can't afford to visit anyone.  This would be a huge benefit for tons of people who can't afford to get around and see their families, it would be great to see a further discount if possible, but I understand BART has to run somehow.	X	X
1360	This would be amazing! I'm a student and I live in Antioch but go to school in San Francisco. I pay for an uber to Bart ranging anywhere from \$5-17 depending on the time of day, pay almost \$10 for a one way ticket to SF, pay for another ticket home after class and the uber from Bart to home. It adds up quick.	X	
2275	this would be an AMAZING program to offer for low income riders!		
864	This would be an excellent program that would make public transit more accessible and affordable. This would boost ridership, reduce economic inequity, and be environmentally friendly.		X
3618	this would be extremely helpful as bart is my commute to work and home everyday.	X	X
1902	This would be extremely helpful for those who need public transportation in order to get to work, especially when they already have other expenses to worry about.	Unknown	Unknown
2971	This would be great because service workers and students commute too.		X
3293	This would be incredibly helpful for low-income riders who rely on BART to transport them to work from neighborhoods that may be far away (especially due to high housing costs in central areas).		
3315	This would be life changing for many people and help offset the ridiculous bay area cost of living		
921	This would be very beneficial for low-income riders who need to use bart for transportation.		
2694	This would be very helpful	X	X
16	This would be very helpful to not only myself but to the community. I hope this actual takes place it would be great.	X	X

Survey ID	Comments	Low-Income	Minority
3470	This would definitely assist a lot of low income within the Bay Area. I come from SoCal and go to school at Cal State East Bay. Sometimes it's a little hard to pay for the full \$18 round trip from Hayward to OAK Airport. I come from low income and this will benefit a lot. I would be able to grocery shop and find things I need for my dorm at a much more cheaper price to travel. It will be more accessible	Unknown	Unknown
2820	This would definitely increase my BART usage because I would be able to plan my trips differently.	X	X
3663	This would definitely lure me back. I live in Antioch but I haven't used the new station because the cost of parking and tickets would be more per month than my car maintenance and gas cost.	X	X
1378	This would help a lot with the cost of living so expensive in the Bay Area, most have to commute and spend a lot throughout the week for transportation and getting to work on time.	X	X
1644	This would help immensely between commuting to school, work, and home. It would also save me from remaining in dangerous parts of town in order to avoid paying for additional rides. And I would be able to enjoy more leisurely activities more often and throughout the city, not just confined to one area in order to save money. Thank you for taking my experience and need of BART into consideration.	X	X
2179	This would help me to keep my job.		X
575	This would help riders like me very much who feel the dent of BART fares weekly.	X	
1040	This would highly benefit low-income riders.	X	X
3258	This would increase transportation to those who don't have access or can't afford to be traveling, it'd be beneficial for people like me who attend college and must take Bart.	X	X
2758	This would provide a very important service for the people and the city.		X
2122	This would revolutionize my ability to travel and accept work I otherwise would not be able to.	X	
1925	To help get people out of their cars and reduce congestion yes, please give discounts to lower-income riders.		

Survey ID	Comments	Low-Income	Minority
397	To whom it may be concerned my name is Hilda and I think this idea of understanding people situation Thank you Bart for understanding that we all need to get to our final destination	X	X
2702	Totally - it's a great idea, so do it :)	X	
2478	Transportation can be a huge burden for those who are low-income, and low-income riders are likely to travel farther distances to work because housing is often cheaper in the outskirts of the Bay Area-- so not only are prices greater, but also, commute times are longer. I think lowering the discount for low-income riders can help to reduce some of this burden.	X	X
594	Transportation is a huge expense for people. You have no idea how many opportunities you will open up for people on limited incomes if you discount fares. People will be able to attend schools they couldn't before to get jobs they couldn't before. This discount could be game changer for many people of limited means. I really hope you open up the possibilities for people who are struggling to make it.  Thanks a	X	
806	Transportation is a right and no one should be turned away for economic reasons.		X
3597	Two of my children have benefitted from the Pilot program, it has been a big help financially.		X
987	Very beneficial. Will attract more people to Bart.	X	X
2112	Very essential, would probably allow more low income people to pay rather than hopping the gate/driving	X	
161	Very good idea.	X	
2991	Very important initiative to ensure BART stays accessible for low income individuals.	X	X
2907	Very much needed. The bay area is a high cost of living. People need to get to work and we need less cars on the roads.		X
1215	Very necessary		X

Survey ID	Comments	Low-Income	Minority
2640	very support to this potential new discount program for low-income riders, even longer commutes could not save those riders' time but could save a little bit of money. And less traffic on the freeway and less accidents. more people would like to take bart to many places if they receive discount on riding bart	X	X
2234	Vital	X	X
2367	We desperately need this in the Bay Area. I make \$70,000 a year and a 20% would go a long way for me (even tho I know I wouldn't qualify for the proposed plan) so I can't even imagine how helpful this would be for others who make less than I do.		
2890	We need a discount program bc BART is becoming very unaffordable along with other public transit		X
611	We need this it's a dded expensiv e thing when we ride Bart 4-5 days a week. It adds up	X	
2125	We need this program badly- right now bart is only for the rich		
3507	We need this program!	X	
1394	We need this!		X
1344	We need this. Riding to college ever day from El Cerrito Del Norte to Balboa Park is already so difficult. we need to usher in more equity in the Bay Area and that change can begin with BART.	X	X
685	we need to protect the most vulnerable among us. please introduce this discount	X	
449	We should absolutely have a discount program for low-income riders.		X
3008	We should help people with low incomes as much as possible, especially youth and seniors. Transportation can mean access to education, healthcare and other necessary benefits.		X
701	We'd be able to afford it	X	X
892	What a great idea! Thank you!	X	
3422	What a great idea, with such a high cost of living more people need to commute in from far away and use BART and this could significantly save costs for low income folks and families	X	
746	What took so long?		X
175	When and where do I sign up?		X

Survey ID	Comments	Low-Income	Minority
1021	While a discount would not encourage me to personally ride BART more often, I would strongly support a discounted fare for lower income riders!		
2901	While a discount would not make a difference in how often I ride BART (I take it for my commute to/from work), I support the creation of a discount program to help low-income riders.		X
2738	While I don't think I would qualify for a discount, I think it would be great if BART offered such a discount to those who did qualify. Many people come from far away to high cost of living cities that the BART line serves in order to work "bread and butter" jobs, but if their employers don't reimburse for transportation, then BART really takes a huge chunk out of their paycheck.		X
2290	While I would not qualify for or need this discount I do think we should offer this for those who do need it.		
3649	While I would not qualify for this discount program with my current income of \$54,000/year, I wholeheartedly support the proposition. My BART commute costs a total of \$178 monthly (Ashby to Civic Center and back 5x a week). I cannot imagine the intense burden this same cost must have on those earning below \$50K/year, especially those who have the added expenses of families and even greater fare costs from commuting farther distances. I understand that from an economic perspective, there is a concern that a decreased cost will increase usage and therefore impart greater costs to BART. In my opinion, I doubt this is a major concern. Those who are riding BART and will be eligible for this discount are not riding BART for recreational purposes, they are riding exactly as much as they have to. They are using it to get to jobs, likely service sector jobs that are struggling to find suitable employees as it is due to exorbitant housing costs. It is an economic certainty that the money these families will save on their BART fares will instead go to their other expenses: food, clothing, emergency expenditures. This is economic stimulus in it's best form.		

Survey ID	Comments	Low-Income	Minority
2357	While the potential ticket discount may not affect me personally, I think it is a wonderful idea for making BART and transportation for accessible to the greater Bay Area community and would impact the frequency with which many folks would use BART. Thank you for considering implementing this program, and I hope you proceed with offering discounts to low-income riders!		
6	Why haven't Bay Area Rapid Transit (BART) implemented this sooner. You objective should be to assist the public; which the service is for.	X	Unknown
961	With the increases in housing cost in the city, I think it would be a welcome relief for families trying to get to work or school.		
2242	With the price of living in the Bay Area continuously skyrocketing, I'm in favor of such a proposed discount for low-income individuals such as myself and I feel it would allow me to utilize BART more frequently. Thank you for your consideration!	X	X
354	With the rising cost of living in the Bay Area, this would be extremely helpful for low income families	X	X
3218	Wonderful idea to have a discount for low-income riders	Unknown	
1173	Wonderful idea!		
565	Worked a minimum wage job, discount is very much needed	X	X
3421	Would be a big help to lots of folks and students, and etc		
2833	Would be amazing to see this program implemented		X
3098	Would be great for low income riders who commute every day		X
2797	Would benefit and help so many more individuals, a minimum wage job in the bay area can not sustain a healthy life for an individual.	X	X
1836	Would help low income families save money in their commute.		X
2900	Would help others and encourage more use of public transportation, and remove some cars from the road.		X
467	Would rather that a decrease for some doesn't result in an increase for everyone else, however family really likes this idea.		
191	Wouldn't qualify, but 100% in support!		X
3475	Y'all should've proposed it sooner!	X	

Survey ID	Comments	Low-Income	Minority
2870	Yes - it should happen. I'm not in the target group but too many are and need assistance.	Unknown	Unknown
1271	Yes I am currently unemployed with a recently diagnosed child on the spectrum. She enjoys riding public transportation but at times with fare prices it is costly. Currently on public assistance til ai can get back on my feet.	X	X
1743	Yes I believe they should get a discount.	Unknown	
224	Yes I have family members who desperately need this program		X
1011	Yes I think this would be especially beneficial. Perhaps less use of Bart police for those not paying fare	X	X
2655	Yes I would like to get the low-income riders discount. I am a 67 year old senior	X	X
3396	yes please give riders that are low-income discounts	Unknown	X
2884	Yes please. Ive been stranded at BART so many times, often at night, often in the rain, due to lack of funds.	X	X
2279	YES PLEASE. spending \$300 a month to get to my job where I make \$15/hr is killing me	X	
671	Yes! Bart is too expensive and it doesn't run 24 hours. Not ok. Everything here is way too expensive. I work 3 jobs just to get by. Also not ok.	X	
1069	Yes! Living in the Bay Area is hard.		
1061	Yes! Makes complete sense — esp since workers in the city already receive tax-free BART fares		X
920	Yes! This is needed. Any support for those who need to commute to do groceries and to work a discount would help in getting us where we need to be.		X
3408	Yes, bart fare is extremely high and could be even more expensive for low income families. I support to give them 20% discount		X
2756	Yes, I believe it will be a life changer for low-income riders relying on BART to commute to work. It is often a stress to account for transportation costs amidst such a high cost of living in the Bay. I recruit interns at a non-profit and they often ask for financial aid to supplement their commute to our locations.		X
3264	Yes, I think it is a wonderful idea. It will save them much hard-earned money and get them riding public transit.	Unknown	

Survey ID	Comments	Low-Income	Minority
564	yes, my daughter travels to city college daily and working a part time job. our household funds are limited for she is paying her own way through school. this program would be beneficial because she simply can not afford the hiking fair. it would be greatly appreciated to help our struggling young adults	X	X
1635	Yes, we should give discounts for low-income riders since BART has the highest farebox recovery in the nation and we can afford to give some of that surplus back to lower income riders.		X
1327	Yes, yes, yes, very very needed, please please please do this		X
3466	You should absolutely give discounts to low income riders		
945	You should definitely do it	X	X
3238	\$50k families of 4 is a good threshold! But it would be nice if single people earning less could qualify too.		
238	希望优惠方案不单只是给低收入乘客，经常乘坐捷运的乘客也希望得到优惠 * I hope the discount will not only be for low-income passengers, but passengers who frequently take BART also want preferential treatment*		X
2507	20 percent is a joke. to someone on low income, what is that?		
1014	20% doesn't make that much of a difference. 40% discount would help those of us that do not make \$50,000 a year.	X	X
2800	20% doesn't seem particularly aggressive. I would have thought a steeper discount might make more sense.	Unknown	Unknown
93	20% is an insultingly low discount, particularly when you are using a FRACTION of the FEDERAL poverty line as a metric for receiving the discount in the most expensive metro area in the country. Someone in a family of four making less than \$50k/year cannot even live in this region, so I guess this is a great way of making it look like you're doing something positive without actually having to disburse the discount to a meaningful number of people.		

Survey ID	Comments	Low-Income	Minority
1003	20% is great, but won't make that much of a different for truly low-income (not those considered "low-income" because the cost of living is out of control here, but those who have no access to cars, are having trouble paying the bills, may be unemployed, homeless etc.)	X	
3201	20% is not enough of a discount	X	
3191	20% is not enough. 50% please!		
1246	20% is the best you can come up with. ?????		
3280	20% isn't enough. It should be 50%.	X	X
1120	20% off is not enough for low income people with cost of living.	X	
2706	200% of the federal poverty line is NOTHING use the state poverty line or better yet the local average.  117k is considered low income in San Mateo county...		X
1343	200% of the poverty level isn't high enough to cover people a lot of folks who need this. The eligibility should be aimed to cover anyone earning up to the living wage (~ enough to spend less than 1/3 of your income on rent).  (20% off also isn't that much.)	X	
1572	200% of the poverty line is far too low. People making much more than that struggle to afford a Bay Area commute. Additionally, a 20% discount is measly. The low-income discount (especially given the chosen definition of "low-income") should be more comparable to the senior or disability discount.		X
3438	A 20% discount is not enough for working families. A greater discount of 30% or more may make BART more accessible to all riders.		X

Survey ID	Comments	Low-Income	Minority
3140	<p>A 20% discount isn't enough. It should be much larger. Like the senior rates at least. What about low income seniors? Are their fares additionally discounted?</p> <p>With that being said, how would BART offset the increase in ridership this incentive would create?</p> <p>Increasingly large portions of BART are dangerously overcrowded at peak travel times, and this could make that marginally worse.</p> <p>Tax me, raise regular fares that aren't part of a package, whatever needs to be done.</p> <p>Just make the system sustainable for everyone.</p>		
2208	A discount between 30% to 40% would be even better since there is a significant percentage of low income BART riders daily. This would help to increase ridership.	X	X
1112	A discount on longer distances or taking Bart past 24th and Mission. As well as non peak hours would be great		X
960	A discount program for low-income riders is badly needed. I rarely take the bart because of how expensive it is. I will take a much longer muni ride to avoid it. However I do not feel that a 20% discount is enough. For our community members living at 200% of the poverty line or below, a 50% discount would be much more appropriate and would really make bart more accessible.		
1924	A discount program would lower the barrier to using transit for folks who would benefit from it to get to work, but at their current income level can't afford to use it. I don't have an issue with the price, so a 20% discount would not incentivize me to use BART more, for me it's more a matter of time than expense that decides whether I drive or use transit.		
2983	A great idea, but it needs close and regular monitoring. What proof would a person need to show and would it be re-evaluated annually? Also, there should be a photo on the ticket for ticket inspectors so that the ticket doesnt get handed out to non qualified people.		
3225	A student discount would be great	X	X

Survey ID	Comments	Low-Income	Minority
2241	Add a discount for auto pay riders. And actually monitor stations, I see so many people evading fares.		Unknown
3034	Advertising would be great for people who don't know about discounts	X	X
2855	All public transportation should be affordable for EVERYONE. That's the entire point. It should already be at a price that all can afford		X
1539	All riders should ride FREE. That would increase ridership, lower auto traffic problems, etc. public transit should all be a free service, not profit making companies. Everyone compares the poor service in U.S. with the efficiency in Japan and Europe. How are those services compensated?	X	X
1279	also provide a discount for students		X
823	Any discounted tickets should be issued through registered Clipper cards to ensure accountability.		X
486	As long as all the other prices aren't raised because of it, who cares	X	
714	As long as it doesn't affect the overall profitability or BART and doesn't translate poorly to regular riders, I see no problem with it.	Unknown	X
408	As long as the fares are not transferred or subsidized by regular Bart riders. So don't increase fares of regular transit riders. Also watch the fare evaders. It is so easy not to pay at Bart stations like civic center and El Cerrito Del Norte.		X
2894	As long as you don't tax the middle class to pay for the discount . I can barely afford living here and in fact I cannot afford to heat my apartment despite having a job .		X
2999	As long the regular HONEST FARE payers aren't subsidizing this program. BART needs to enforce Fare evasion not just do photo ops.		X

Survey ID	Comments	Low-Income	Minority
1154	as of now the bay is the most expensive metropolitan in the world with one of the least functional public transit systems. making bart accessible to lower income folks would be a positive change that could set a precedent to other cities. the bay area has always been known for progressive practices and has been sliding with putting in place systems to uphold the more oppressed class. offering a discount to low income families could help them from being pushed out of where they have lived their entire lives. let's lead the nation in making public transit more accessible	X	X
2532	As service workers are forced to live further from their jobs it's important that reliable public transit is affordable. The 20% discount IS NOT ENOUGH. It should be 50-80% to really allow those that work minimum wage to commute daily. If BART remains a train for the upper class it's not doing it's job serving the public good.	X	
1126	As the years go by, it is more and more expensive to ride BART. Last year because I wasn't making ends meet, I had to quit my job in SF because it was too expensive to travel across the bay. Accessibility is imperative in big cities, especially since BART is the most expensive and least taken care of transit system in the United States.	X	X
1531	BART exists in the Bay Area, the federal poverty line is much lower than what Bay Area poverty is. For example, my household is a family of four, we make 70k a year, live in a 1 bedroom apartment. i stopped taking Bart because it was too expensive to get to work at about \$180 a month or more. Instead I carpool and drive to work to afford the bridge at about \$60 a month so I can then use the extra money on groceries. Please adjust the line of poverty to match what actual low income families in the Bay Area are making.		X
3591	Bart is exponentially more costly than other cities rapid transit. This isn't enough but it's a start.	X	

Survey ID	Comments	Low-Income	Minority
1582	BART is far too expensive even for middle-income riders. A 20% discount for low-income riders is a pittance. If we ever are going to move away from car ownership, fares should be dropped by 50%, and low-income riders' fares discounted by 80%-100%. It is hard enough to rely on BART when trains are late and overcrowded, and then unavailable for so much of the night. Worse, being late to work means losing the job of which you just spent an hour's wages on a BART + bus commute.		
278	Bart is inaccessible and needs to be less expensive		
885	BART Is more expensive than to drive, this needs to change	X	X
2663	Bart is really expensive and working low income folks find the expense of commuting a major burden. There should definitely be a hefty discount, more than 20%	X	
2283	BART is ridiculously, preposterously expensive for all riders. In many cases, it's cheaper to drive or take Uber. I don't understand why other major metropolitan areas (NYC, Washington DC, Boston) can offer more frequent service for less money. Pretty soon, even LA will have better and cheaper train service. I'm baffled by how high Bart fares are.		
554	BART is too expensive for middle income people as well, especially given the low quality service provided. There should be a pilot program to improve BART so that it's actually worth the expensive fare. There should be a student discount that extends to university students. There should be more funds from the state put toward maintaining cleanliness of the BART cars so that they can be cleaned more than twice per year.	X	
1323	Bart is too expensive. Many times if you carpool it is cheaper to drive than for each person to pay the bart fare. That doesn't make sense	Unknown	Unknown
581	BART is transportation for those who cannot drive. It is convenient. Higher prices impact lives of those who work in farther cities (IE Antioch to San Francisco). Higher rates mean difficulties to work.		X
1604	BART is very expensive and many people have no other option to get to work or school. The fares are too high. I get a good transit subsidy for commuting through my government job but it doesn't cover the cost of BART.	X	

Survey ID	Comments	Low-Income	Minority
578	BART is very expensive for the quality of rides - I ride it everyday and I'm constantly squished into trains to make it to and from work everyday.		
1651	Bart is very important for me and my family. I work in SF and commute to work. The tolls are very expensive so I depend on Bart.		X
873	BART is way too expensive. Fares determined by distance discourage riders from outlying suburbs. Fares should be overhauled to be more in line with other Bay Area Transit systems.	X	
1935	Bart needs to be clean and safe!!!		
58	BART needs to be less cost	X	
618	Bart needs to make it safer to ride on their trains if they want to have more customers. It does nothing about customer safety to give out discounts.	X	X
2558	Bart really should not be as expensive as it is already. You make more than enough and even more with parking fees.	X	Unknown
2486	Bart should be accessible to EVERYONE, including FREE fares for those who cannot afford it. Any public infrastructure that is not available to EVERYONE is unjust and only serves to exacerbate inequities. As the richest city in the history of the Earth, we are absolutely able to provide these critical public services. It's not a matter of how, it's a matter of political will.		
1425	BART should be accessible to everyone.		
1885	BART should be free for anyone receiving SNAP ie food stamps or SSI	X	X
2577	BART should be FREE for Students (August to June) and Seniors (year round).	X	
1095	BART should go to flat fares. This would inherently help low income riders, since they usually live further away from the city.		
3260	BART should have a flat price monthly pass.		
3004	BART will need to create new plan, to have BART Train Monthly Pass like did with ACE Train, Caltrain, SF Muni Rail, and VTA in San Jose. I think BART is a long overdue to have train monthly pass for unlimited rides	X	X

Survey ID	Comments	Low-Income	Minority
1018	Bay Area is an expensive region to live in and with the current income bracket, many residents in San Francisco do not qualify because they are outside of the maximum income level. Is BART open to expand the maximum income level to be more inclusive of riders who are outside of current maximum income level or find another way to be inclusive of riders who are in the lower-medium income bracket?		X
205	Before my senior discount kicked in, riding BART was a hardship. At that time I was working and using Bart to and from work at least 6-7 days a week and sometimes more than 4 times a day.	X	
1157	Besides low income, a college student discount would help so much. Not just for local Bay Area colleges, but for Bay Area residents who go to school out of the area and need a mode of transport when they come back as well.		X
553	Besides of the low-income riders, please also consider a higher discount for frequent riders. Many low-income/ welfare receivers are already collecting supportive services (transportation).		X
3596	Can we get a subscription program that reduces the amount for a month, also please improve technology capacity. I would like to use my phone to prevent having to purchase at the Bart station	X	X
154	Can you please make a transbay BART/Muni monthly pass?		
3227	Change the income thing to include any artist (or person who has to commute via bart and doesn't work for a tech company)and young people under the age of 25. I stopped taking BART because it was too expense. Cheaper to just take a Lyft or drive a car when I need too. Or just make a multipass, bulk buy pass, something. BARTs fees are outrageous. Also, stop allowing the murder of black people on your properties.		X
378	Collaborate with other agencies such as CALfresh and EBT to reduce the paperwork strain		X
2851	College students should also receive a discount	X	X
115	College students should be included. I know SFSU students have a 25% discount but some of us have to pay \$16 round trip when commuting from Antioch		X

Survey ID	Comments	Low-Income	Minority
2503	Consider single households especially for those who are part time students.	X	X
1336	Coordinate it with free bus to BART because big issue is the getting to the BART station.		
3448	Cut rates for everyone, onstead of on the earnings of tax payers.		
302	Definitely lower costs to ride BART. It should cost less to ride BART than drive over the bay bridge.		
3262	Discount for disability.	X	
2387	Discount has to be given to all frequent riders, not only to low income riders.		X
2287	Discount is a great ideal, but not at the expense of the rest of the riders. Like rate hikes or less services.		X
738	Discount should be bigger; mass transit is too expensive in the Bay Area.	X	
2465	Do not use the federal poverty line limit. Bay area is more expensive to live. Almost no one would qualify for the discount. Also consider student discounts.	X	X
1584	Do they already receive a 50% discount, that used to be 62.5%?		X
3400	Does this program potentially reduce fare evasion?		
3216	Don't know anything about this yet		
95	Don't think people who are that poor will know about the program		
1230	Due to the housing crisis, commuting is becoming the only option for service workers and low income work in the city and inner Bay Areas. Now, outer Bay Areas have become just as pricey, and outer Bay Area residents heavily rely on Bart to get to their jobs. Transportation costs more against the wages of lower income, which dont have work from home or drive to work options.	X	
2814	Ensure that the discount program is not offset by fares paid by regular users		Unknown
690	Even a 20 percent discount isn't enough. Fares are really expensive!		

Survey ID	Comments	Low-Income	Minority
827	First, about time! What took so long? You should take it 10 steps further, by providing up to 40% off in addition to providing an option of a day pass for those that don't meet the ridiculous 200% poverty line. I spend \$60 per week (\$240/month) , and that's with a commuter card, but I've always felt you should have a \$10 day all commuter pass. Ideally, make it work between muni, AC, etc. Do something for the people other just keep asking us to pay for your repairs. You have plenty of \$\$\$, but do you have ??.		Unknown
3219	Folks that work service jobs shouldn't have to pay a quarter of their pay check commuting because they can't afford to live near their jobs.		
1960	For low income riders at the currently proposed eligibility requirement, it feels too out of reach and not enough of a discount to significantly help.		X
1028	for now I only really take bart for work, but i'd love to be able to afford to go out dancing like I used to. It'd really help if bart ran a little later as well!	X	
1032	For students also paying loans and fees and coming back and home from school to work to home	X	X
1077	For the bay area, families of 4 making more than \$50k would still need the discount.		X

Survey ID	Comments	Low-Income	Minority
1345	<p>For those that can document their use, not just income alone, this could be a game changer for those families.</p> <p>If someone not currently using bart but would otherwise do so because of the discount should be given an opportunity to demonstrate that use via a probationary period.</p> <p>At the end of a 90 day period (?) riders that meet income requirements AS WELL AS meeting a minimum number of rides per week/month would be allowed to stay. Those not doing so would not be allowed to utilize the program.</p> <p>This should be targeted, not wholly based on income. Or more frequent ridership lends itself to greater discounts, etc...</p> <p>Joseph Camacho 510.691.9183 josephbcamacho@gmail.com</p>		X
1085	Give low-income riders even higher discount like 50%		X
642	<p>Given the high cost of living in the Bay Area alone, using the federal standard of poverty isn't realistic. Being considered "very low" income at the federal level is already low in much cheaper places such as North Dakota. You need to use a better measure of low income that is more appropriate for our area such as level of housing burden or being a certain percentage below the local median income. This would make it more accessible to people rather than setting the bar so low that almost no one can qualify. I do understand that this is harder to do logistically but I think that it would be more beneficial to the people who are living so far out in places at the end of the line (and further) due to gentrification and have to pay hundreds of dollars in bart fares to get to their jobs that may only pay \$50K for a one person household, which isn't much in the Bay Area at all especially after they budget out Bart fare.</p>		X
2099	Good idea but I would like to see a greater discount for low income riders		

Survey ID	Comments	Low-Income	Minority
3198	Good idea, as long as it doesn't require too much bureaucracy to receive a discount. BART is quite expensive, particularly for Transbay trips. Ensure that it has a consistent policy with connecting transit agencies, and make it so that applying for a discount with one agency makes it apply to the rest.	Unknown	X
2127	Good idea. Then enforce the gate jumpers.	Unknown	Unknown
468	Great concept... need more trains and better reliability... already over-capacity during peak hours...	X	X
431	Great idea also kids thru 12 grade should ride free tied to library cards maybe Discount for college students tied to college Id		
3217	Great idea and will really benefit the community, but the cut off for what is considered low income should use Bay Area specific statistics NOT the federal level as the cost of living is much higher here than almost every other region in America		
2073	Great idea to help low income riders get to work and be productive. However, I worry about attracting some of the wrong crowd. Can you increase security and the number of trains so that trains don't get overly crowded, and keep commuters feeling safe and comfortable?		
3247	Great idea! And even better idea would be to make it a 50% discount. I wonder if a Medicaid number could be easily verified and substitute for whatever financial forms would need to be filled out to qualify.	Unknown	X
1084	Great idea!! I would offer a sliding scale discount based on income. Riders who fall below 100% FPL get a 30% discount, between 101- 200% of the poverty level get a 20% discount, between 201- 300% then a 10% discount. The FPL does not take into account the higher cost of living in the Bay Area and I feel that a lot of riders would not meet the 200% or below criteria.	X	
1102	Great idea, but 20% is too small of a discount for true low-income people.		X
3234	Great idea. 20% is too puny of a discount though. Get more taxpayer funding to lower fares more.		X
2190	Great idea. How about a bigger discount? 50%		Unknown

Survey ID	Comments	Low-Income	Minority
1436	Hace cerca de 18 años tomó el BART de lunes -viernes y los fines de semana ocasionalmente pero causa frustración ver todos los días personas de todo tipo de sexo,jóvenes,adultos,y de toda condición económica q se pasa sin pagar y no tienen ninguna consecuencia sus acciones . Espero q este descuento no origine el aumento de tarifas para subsidiar a toda esas personas q se beneficiarian gracias *About 18 years ago I began taking BART Monday-Friday and weekends occasionally. It causes me frustration to see every day people of all sexes, age, and of all economic status not pay fares and do not have any consequences for their actions. I hope that this discount does not originate the increase of rates to subsidize all those people (fare evaders) who would benefit. Thank you.*		Unknown
2067	Happy to have low income riders ride more so long as they are qualified, working individuals. My worry is this could increase more vagrants or delinquents on board. Has a study been done to see how many people are actually not using BART currently that otherwise would with a discount? Would like to think this isn't being done just from political pressure without any substantial data to back it up.		X
3176	Have been considering having to quit job bc the pay to get there is \$16 a day. Already inflated rent and toll. At least let Bart have some decency	Unknown	Unknown
348	Higher forms of discount should be applied to students taking Bart and seniors 60 and over		X
2015	Honest question: What are the reasons you believe this program is important or would benefit your riders?  Related comment: I see dozens (not exaggerating) of folks jumping the gates every single day (weekdays and weekends). Many are between the ages of 15-25 years. They are taking up spots in the cars without paying. Who will subsidize their fares plus this discount you are proposing to low income riders? I don't mind implementing a generous program like this, but it's unfair to have honest customers offset extra costs.		Unknown
301	Hopefully it doesn't raise my fare to give discount to the low income		X

Survey ID	Comments	Low-Income	Minority
1000	Hopefully would encourage less gate jumpers and lower the fares for everyone		X
2654	How about discount for everyone? The current Bart fare is way expensive for average riders.		Unknown
1025	How about having a weekly and monthly pass?? That would save commuters money, stabilize your fare income, and also you could discount it for low income riders. Metro North and the nyc subways also do this.		
1941	How can you gas tax dollars for this?	Unknown	
1974	How can you possibly verify who is low income? How will you prevent everyone from claiming they are low income?	Unknown	Unknown
1590	How do you measure the success of this program?		X
33	how do you qualify?		
469	How does BART propose low-income qualifications will be verified. I suspect these benefits would be abused with the burden falling the shoulders of full-fare riders.		
724	How is this being paid for? BART can't keep the escalators running and has so much differed maintenance to clean up. I worry that this would end up being another revenue drain when the basics aren't being covered.		
3263	How will BART make up the lost revenue? Perhaps this program should be funded by the low-income riders cities of residence.		
1368	How will it effect your regular riders like myself who do not receive any discounts and use bart 5 days a week. You should as give your daily rides a discount.		X
2898	How will the discount program for low income riders reduce fare evasion?		X
787	How will the program be paid? Will fares increase for regular riders to offset the discount? Will this be a ballot measure?		X
177	How will this other than the event for this discount, how will this discount be advertised to the public? This discount would be a great thing for most people and if it wasn't properly advertised, I think not many people would know it existed.	X	X

Survey ID	Comments	Low-Income	Minority
522	How will you fund this? Can't be taxes or bonds, so higher rates for the rest of us. And then why not lower rates everywhere? Tolls, gas, cars, food. You get discount, and you get a discount, and you get a discount! Everyone gets a discount!	Unknown	Unknown
3088	How would it be enforced? How can BART make sure riders don't allow there family and other's ride with there pass?		X
2526	How would low income riders receive the discount if they ride with multiple transit agencies such as VTA and AC Transit? I find it more useful to Auto-Load cash to my Clipper card for easy transfers from one agency to another.		X
1216	How would this be verified?		X
2003	How would this program affect other riders. Will this mean fares would increase for riders not in the program? Who will foot the bill?		X
1733	How would you prove you qualify? Would a medi-cal card do it?	X	
3671	I already have discounted travel on account of being disabled but many of my friends cannot afford to ride as often or as far as I can simply because they are low-income and let's face it, in the Bay, that's a lot of people	X	
3163	I am a San Francisco native who was forced to move because of the rent. Now i am forced to pay for Bart just to work in a city i can not afford. I am a single mom who makes 48k a year. My 1 year old son rides Bart Monday - Thursday (driving is too expensive and too much of a hassle). To qualify as low income to commute would not only help me but other natives and families who are struggling to survive.		X
3687	I am all for helping who need assistance with paying the fare that they can afford. Yet I concerned it is not going to do anything. It is much easier to just skip the fare and not pay at all than getting a discount. It would also need to be a seamless experience in order for people to utilize it.		
2989	I am concerned about how this will affect the need and funding of safety on BART since the amount of revenue will change in a negative direction.		X

Survey ID	Comments	Low-Income	Minority
1713	I am not a low-income rider, but I do think you should consider a much higher discount / lower cost program. There is a lot of turnstile jumping already; I am not sure 20% will disincentivize it. For a family of four making less than \$52k, it should be 40-60% off. The benefits to the communities they serve would offset the cost.		
2874	I am student at CAL, and we receive free AC transit bus rides but no discount on Bart. Many of us have jobs and internships that require us to be in the city and it's difficult to do so on such a low budget as a student.	X	X
932	I assume proof of income would be required?	X	X
697	I cant afford Bart at the moment, but a 20% discount is not enough, especially when considering how poor the service is for the cost. In London, the oyster card, their version if the clipper card, gives users a 50% discount on a fare. The transport system is incredibly vast, and the trains and stations are in much better condition. Considering how poorly kept the BART system is, and how small our BART system, the cost of transport is ridiculous and only a 20% discount is pathetic.	X	Unknown
675	I can't afford to ride BART often even though I want to. Just for myself, it is expensive, but when considering riding with my three kids, it's just too much. The discount should be higher, 50%. And, like other metropolitan areas and MUNI, youth fares should be provided.		X
2231	I commute between Concord and Civic Center five days a week. Every day I see a dozen or so BART riders waltzing into or out of the Civic Center elevator, without paying. Most of them in their 20's, and able-bodied. And never see any BART personnel doing anything about it. I'm disabled, but pay full fare. I hope this program helps the people who really it. BART is EXPENSIVE to ride! BTW, I appreciate the clip-boarding staff in the Civic Center elevators, which are no longer being used as bathrooms.	Unknown	
512	I do not think the discount is enough - it should be the same as for low-income riders in other defined categories - i.e. disabled and senior adults. There's no reason to distinguish and this program needs a steeper discount to make a meaningful change!		

Survey ID	Comments	Low-Income	Minority
1522	I don't think the discount is enough to make a significant difference. The BART tickets should be more reasonably priced for everyone.	Unknown	Unknown
2569	I don't believe BART should use the federal poverty level to measure this discount. The Bay Area is so expensive to live in that any comparison to nationwide income levels is laughable. Anyone who is 200% below the federal poverty line is either homeless or has already moved away. Unless the bar is raised, this will help no one.		
2512	I don't qualify for this - my income is too high - but I did want to note that I was surprised to hear that the target discount is 20%, compared with the RTC discount for seniors/disabled (which I do qualify for) of 62.5%.		
1826	I don't the rate should have to be so high (200% of the poverty level). I believe it should take in consideration that this is the Bay Area. That even though we make more in wages that expenses are higher as well. Also this should go through either way, we need to support those who are less fortunate.		X
227	I don't think 20% is enough, although of course it's better than nothing. MUNI's discounted monthly pass, Lifeline, is HALF the cost of a regular Fast Pass and for truly low-income that \$39/month is still a lot. I can't tell you how many times I haven't taken BART when it would have been much faster, just because I couldn't afford to pay the fare on top of MUNI.	X	
186	I don't think it captures enough of the low-income riders or would-be riders. The information provided didn't show what the income for households of one or two should be to qualify, but I'm assuming if it can't only be \$50,000 for a family of four, a family of one or two would need to be significantly poorer (\$10,000/year) to qualify. While I believe programs are needed to assist such families, the Bay Area is a very expensive place to live. The curve is very different from federal definitions of poverty. A family of one in the Bay Area should be considered poor if they earn less than \$40,000 per year.	X	X

Survey ID	Comments	Low-Income	Minority
852	I don't think it's good enough. I commute from Marin, and I think there should be reciprocity. I should not have to pay for Bart to travel the 4-stops to get closer to work after I've already spent \$6 and nearly an hour coming from San Rafael.		X
2547	I don't think most people would care if it's only 20% because the green and red bart cards have a higher discount value, so they would still stick with those.	X	X
839	I feel like the discount could be even more. Maybe 50%? I think bart is quite expensive.		X
460	I feel that the price of my Bart fare is inelastic. The fare of Bart never stops me from purchasing a ticket or choosing to ride it.		X
527	I fully support this as long as BART takes a more aggressive stance on fare evasion and other bad actors abusing the BART system.		
3137	I have genuine concerns about the cost to manage such a program. If it could be done with little overhead, I would favor it. I also wonder if it will reduce revenues in a way that requires eventual fare hikes for other riders down the road. I love the intention behind this, but not sure it makes sense to implement social transfer payments at this small a level—leave that to broader policy initiatives that can reap economies of scale. Thank you.		
815	I have the free muni rtc program card until 2023 and would like bart to offer that as well at least in the city so getting to ccsf would be easier.		
2909	I hope discount would apply to BART daily parking during the week as well.	X	X
991	I hope it's easy to sign up and access! I feel like if folks have to go through a lot of steps to register they won't know about it and it won't be as accessible.		
1121	I hope that there will be income verification options that folks of various backgrounds could provide. I worry that the program could be exclusionary to immigrants, who we know rely on transit more heavily than the general population		X
1893	I hope that these fares will affect the disabled riders as well.	X	
1176	I just don't want to see this discount program subsidized through a fare hike on other riders.		X

Survey ID	Comments	Low-Income	Minority
2096	I know that sometimes these programs are easy to get started by using qualifications for services like CalFresh, etc to validate need, but I hope you will just also take income verification through tax returns, as I don't use many services but would for this BART program.	X	X
2010	I love the idea of it but it should definitely be a higher discount for low income students. UCB, Laney, and Berkeley City college are the most BARTable and you have probably thousands of low income students riding every single day to each of them.	X	X
2973	I make an okay amount. I already ride BART a lot so I would not ride BART more often, but back when things were tighter and I was not obligated to ride BART (could take bus instead), a 20% discount would probably have encouraged me to use BART. Although a 40% discount would have been better		X
379	I personally do not meet low-income qualifications but nevertheless struggle to make ends meet day to day. I am concerned that the funding for a 20% discount would come from increased fares passed to non-discounted riders and that is something I cannot afford.		Unknown
3066	I qualify for the disabled discount and could not ride bart without this discount. I know people who work full time who have to ride bart, but in reality can not afford the fair. What do they cut back on in their budget? Food. Make the low income discount the same as the disabled discount or its just good PR, not real help.		X
455	I regularly use the BART app to report issues and I never receive a response. How is BART prepared for the influx on potentially a large influx of more riders? Bart is already astronomically high and this cost has to be consider when taking a job, all riders could benefit from a discount.		Unknown
2197	I support it. I think the threshold should be an even higher income and the discount should be 80%.		
946	I support low income discounts. However, I do not support increases in regular fares.		
1773	I support the idea in principle! But it's almost laughable how small the scope is. How many families of four can survive on \$50k in the Bay Area and how much difference would a 20% discount make? If anyone can make that work here they should be riding for free.		

Survey ID	Comments	Low-Income	Minority
978	I support this and I think it should be extended to people who make more than just 200% of the median income (maybe 150%?). To be clear I would not qualify for either version but I support the concept of a low income discount for people for whom the fare is difficult. Thank you.		
608	I think 20% isn't enough. Low income riders should pay the same fare as disabled/senior riders. In Portland all of the above pay 50% per ride/28% for a monthly pass and it's lifesaving	X	X
2349	I think 200% of the poverty rate is too restrictive. Perhaps 150%- 125% would be more encouraging.		
475	I think a discount program for low-income riders is a great idea! I think it should be a greater discount (i.e. the discount of senior and disabled riders).		Unknown
510	I think a discount should also be given to middle income households as well.		X
445	I think a family of 4 making \$89k a year would still have a hard time paying for Bart every day. They would benefit from a program like this. The low income restrictions in SF are ridiculously low most of the time. SF is becoming unaffordable more for the middle class than poor and rich classes.		X
2164	I think BART fairs are higher for everyone but people still use it to avoid very bad traffic and very very expensive parking. It will be more economical for whoever gets this benefits, but who will pay for their discounts?		X
3565	I think daily commuters with low income coming from further away where housing is cheaper will need a significant discount to help them achieve a better standard of living. I also wonder why BART can't be automated, cost lowered by increasing riders volume, and made to cover the BayArea more extensively, so that driving becomes no longer necessary. Why doesn't BART stretch to Marin county, and connect across bridges like Dumbarton, etc	X	Unknown

Survey ID	Comments	Low-Income	Minority
3399	I think dropping the rate for those in poverty would benefit a great number, however, if BART wants to survive with the ever unstable economy, it should invest more in high speed rail to gain more support from the public.		X
1478	I think it could/should be a higher discount than 20%.	X	
3378	I think it is a great initiative and wish it could be a greater discount for those who are homeless or unemployed.		X
3196	I think it is a sound policy in comparison to other less sustainable options (i.e. automobile). However, fare evasion ENFORCEMENT is lacking at 16th St. & Mission. I travel daily (roundtrip) between Pleasant Hill and 16th St. & Mission. The station gate agents at Pleasant Hill enforce the gates and do not allow fare evasion. The station gate agents at 16th St. & Mission DO NOT enforce the gates and allow fare evasion right in front of them. That is if they bother to wake up or look up from their phones. SAD!		
123	I think it is important to keep public transit accessible to those who need it most. I am in favor of a program such as this which would make it easier for low income passengers to move around the bay. But there are many things to consider: many people fare evade when riding BART because they simply cannot afford to pay the proper fare. I am concerned that, because the fares are already very high, even with the discount, the fare may still be too high for those who are struggling financially. Furthermore, fare evasion on BART is rampant, resulting in major loss of revenue and thus better enforcement of fare evasion would be needed. I believe that if fare evasion could be eliminated, BART would actually be able to make fares more affordable for all of us.		
658	I think it should be 30-50% off sliding scale depending on how much you make, if you're a student etc. The cost of bart is so prohibitive, especially with the new toll hikes on the bridge! Yikes! How will low income folks like us ever afford to keep making it to work or school?	X	X

Survey ID	Comments	Low-Income	Minority
3283	I think it should be a bigger discount. I hopefully won't qualify, but commuting in and out of SF every day costs me over \$300/month - comparable to my health insurance payments. Families making less than \$50k a year in the Bay Area are likely to live farther from where they work than wealthier families, and may run up transportation costs even higher than mine! Anything that gets that fixed cost down will be a big help, and businesses in SF and the surrounding cities need people to be able to afford to get to work.		
2320	I think it should be fair enough to match the low-income riders discount with the senior and student current discount rates.	X	X
722	I think it should be more than 20 percent because Bart is very expensive and when you are low income and have to ride the Bart everyday it really puts a dent in your wallet.	X	X
1509	I think it should be more than 20%, perhaps 40% for a proper discount. Or, simply half to match the other discounts and keep it simple. 200% of the poverty line is income unstable and not a good place to be; help folks out more than 1/5th.	X	X
249	I think it will make it more accessible to those who use it. Also having more trains would be good.	X	X
2969	I think it would be better if the limit was more than 200% as a lot of people in the region are struggling as it is, and 200% really only serves the absolute most destitute and not the low income working class who use BART to get to and from work/home. Additionally, a zone scheme should be set up where low income customers can link their Clipper to BART and can get discounts for riding within a specific zone..example would be SF as a zone, where riders can use clipper card that's registered in the program to ride at a lower cost or unlimited rides within that zone for lower cost than the BART/Muni passes.		
1875	I think it would be great to start a program like this. Please look into it for the youth as well.	X	X
3132	I think it's a great idea and would support an even larger discount.	X	

Survey ID	Comments	Low-Income	Minority
1862	I think it's a great idea, but if it does encourage more Bart riders, Bart needs to find a way to make the actual system more reliable and have less delays. I feel like a lot of people choose other ways for transportation because of how unreliable it can at times.		X
770	I think it's a great idea. I think that making it free for low income people would be the next logical step which I agree with.		
2009	i think it's a good thing.  i also think there should be more enforcement when it comes to well to do folks that skip out on fare because they think it's fun/funny. it happens a lot.  i understand when low-income folks skip out on BART fares and personally feel fine when it comes to subsidizing fares that are hopefully more affordable for them (which is basically the situation as it stands already).		
2580	I think it's a great idea if, and only if, fare evasion is no longer ignored.		
2862	I think it's a great idea, however, I'm curious about how you will be able to implement it. Are you asking for W2's or what. Very interested in how this will play out without offending anyone.		X
687	I think it's a great idea, the Bay Area is very expensive for all, especially people who make minimum wage. I also think running 24/7 with limited trains would be even better. Many people have to be at work for graveyard shifts can't commute to work.		X
2294	I think it's a great idea. To keep things simple PLEASE use the exact same qualification rules and activation process as the Muni Lifeline Pass. Ideally such a system should be available regionwide, but AT A MINIMUM you MUST coordinate with Muni.		

Survey ID	Comments	Low-Income	Minority
1535	<p>I think it's a nice suggestion, but misguided approach. There are several concerns. 1) What is the suggested procedure to acquire a low-income discount? How long does it take to authorize a discount-card? BART and many Bay Area transit suffers from lack of easy-to-acquire information about transit - especially on-site (it's ironic that it's easier to find information online than offline). So I wonder if BART will be successful in getting sufficient numbers to sign-up for this program. I would suggest setting-up human information booths at each station with sufficient advertising, so that riders can easily sign-up. Also, if the sign-up process requires days/weeks, I think that it will discourage low-income riders who would want the immediate effect, especially when they are tight on money at the daily level. Can they get a paper-permit that they can show to operators?2) How will you manage abuse of this discount? How will this prevent discrimination? Will certain types of people be barred from this program? I presume that this discount program would require some application with tax-return information. What are the requirements to obtain this discount? Does this study account for the actual and potential socio-economic demographics of the riders? 3) Will this require annual renewal program? Can riders apply any time? This is pertinent for riders who experience sudden financial struggles and may want the immediate effect. 3) My daily BART-ride frequency has not changed despite having the 15% discount for SFSU-affiliates. This is because my work-commute has not changed and has required BART either way. In the grand scheme, the few cents saved on my BART rides have not had a significant effect on my budget.</p>		X
2605	<p>I think it's a very good idea. While I was studying and low-income, the muni lifeline pass was really important to me. It allowed me to go to class and to work. I know that discounted BART passes would be similar for other people. In fact, I think the discount should be 50% like the lifeline passes.</p>		

Survey ID	Comments	Low-Income	Minority
766	I think it's a wonderful idea. I would gladly "suffer" a small fare increase if it meant that low-income workers would have a few extra dollars at the end of the week. My only concern would be whether it would lead to an increased number of unhoused individuals taking advantage of the discount and behaving poorly or taking up space on crowded trains. I don't mean this to refer to homeless people in general, just to a minority that would use the trains as a place to sleep.		X
1655	I think it's absolutely necessary for low income folks and I don't think 20% is enough - the discount should be higher.		
1325	I think it's an important step, but it should be a deeper discount. BART is unaffordable for low-income people, especially youth, young adults, and seniors. It's often cheaper for me to drive than to take BART.		X
1334	I think it's great. I see a lot of fare evasion at my stop, so it would be good to offer incentives to pay while enforcement is stepped up.		
1266	I think low income riders should qualify for 50% off tickets, or even free ones. Bart is very inexpensive and 20% doesn't do much. We know the money is in the city. Findit and help low income folks ride without worry.	X	X
2943	I think low-income riders and students should pay a flat monthly rate. In Madrid I've used their metro system where I payed 20€ a month and paid every month. I believe it'll increase the number of riders and highly benefit the East Bay/ Bay Area community.	X	X
2858	I think that the discount should be even more for low-income riders, and there should be a BART-sponsored commuter benefits program for low-income people who ride to work, or maybe a flat fee for longer-distance riders.		
2668	I think the discount program should not use the 200% federal poverty line as the threshold, because the cost of living in the Bay Area is so much higher than most metropolitan areas in the US. For example, the max a family of 4 can make to qualify for this program is about 50K. Whereas if you look at the Bay Area median income, a 100K income still makes you low income. The program should use AMI (area median income) instead.		X

Survey ID	Comments	Low-Income	Minority
2582	I think the discount should be increased to 30%, and that the eligibility guidelines should be more inclusive to ensure all families who need this discount can receive it.		X
1335	I think the discount should be more than 20% but no more than 40%. All in all the fares getting to and from the city, still isn't affordable with a 20% discount. Also, I doubt that level of discount will be effective to what is the growing cost of traveling to and from the city.	X	X
3577	i think the discount should be offered to people who actually need it (commuters such as students and workers) as well as people of low income.		X
2417	I think the discount should take into account the amount one spends on BART as a percentage of their net income. Someone who parks at Antioch and BARTs to SFO will benefit more from the discount than someone who rides from Berkeley to 19th.		
2247	I think the low income discount should be 50%		
2622	I think there needs to be documentation to prove income because there are a lot of cheaters out there! Also, perhaps this will reduce the number of people who cut the turnstiles.		
1153	I think this can provide a beneficial potential for both the recipients and BART. However, I believe that the discount should reflect closer to the disabled and elderly discount.		
1931	I think this is a good idea. Just make sure cheaters are held to a minimum.		
2351	I think this is a great concept/idea. However, fare evasion is a major issue that requires more and faster attention than BART is putting forth. With less fare evasion, BART would have millions of additional dollars per year in its budget to fully fund programs such as this proposed one.		
401	I think this program is a fantastic idea! I am concerned about people potentially conning the system in order to get a discount even if they don't qualify, but I still think it is worth pursuing.		
2613	I think this program is great in its intentions, but needs to be tinkered with before releasing it publicly.		X
2239	I think this should be expanded across all platforms that take clipper card. I also believe that it should be more than 20%		X

Survey ID	Comments	Low-Income	Minority
2747	I think this would be a fantastic and equitable idea if BART took into account costs of living vs. actual income for the Bay Area. While it's a start, I don't think that needing to be 200% below the poverty level to qualify for this discount is reasonable. Consider how much expanding the criteria could BOTH save riders money AND thus increase BART's attraction and revenue	Unknown	Unknown
3571	I think this would be great! I don't think I'm in this low income bracket but I think that those who are should get an even greater discount than 20% off!		
2236	I think we should make it FREE for anyone using public assistance, food stamps, WIC, etc. Anyone making 200% below poverty line should ride for free. Tax the f'ing tech/finance/corporate sector at a fair rate and we could ALL ride for free!!		
3525	I think you need to take into account many single people don't make a living wage and still don't qualify for low income options. I make \$17,000 per year and am not eligible for assistance.	X	
2304	I think you should consider some local measurement of poverty. It is well established that the poverty level in the bay is much higher than federal. It is a good idea, but Bart will be criticized if you don't consider local factors.		
1823	I think you should give this discount to the thousands of riders that ride your system every single day as well. \$10.90 a day is too much for the poor service I get on bart. I get a way better experience on caltrain for way less. The HVD ticket is not valuable at all when I have to pay \$220/month on train tickets (not counting the additional \$60/month for parking.)While I commend you trying to give low-income riders a more accessible price point for the system, I wonder how this will affect the current homeless problem within the system. Will there be more homeless people peeing and shooting up on the trains while hardworking, paying customers pay the brunt of the discount?		

Survey ID	Comments	Low-Income	Minority
2664	I think you should help low income riders. I would not be opposed to letting them ride for free and charging more during rush hour to compensate for it. However, I understand this would be a hard sell for the general public. When I was low income, there were days it was hard to come up with transportation money and there is no option to walk across the bridge.		
1932	I totally support it.		
870	<p>I was just looking at this article that talked about your discount:  <a href="https://www.nbcbayarea.com/news/local/BART-Seeks-Public-Input-on-Proposed-Discount-for-Low-Income-Riders-503413201.html?fbclid=IwAR37doX6scaXuGj4IyadCwFFuSdtzwLpbU7npTi9o3bESNgKkKtrT2lEV6Y">https://www.nbcbayarea.com/news/local/BART-Seeks-Public-Input-on-Proposed-Discount-for-Low-Income-Riders-503413201.html?fbclid=IwAR37doX6scaXuGj4IyadCwFFuSdtzwLpbU7npTi9o3bESNgKkKtrT2lEV6Y</a></p> <p>I think a 20% discount is better than nothing but I also feel like Bart is extremely expensive compared to the bus or compared to transit in other cities. It's not clear to me why Bart is so expensive. I feel like a 20% discount is not much for a family of four who is living on \$50k a year. I would like to see a higher discount for individuals at 200% of the federal poverty line. I would also like to see a discount for other low-income individuals who are not as in dire straights as a family of four living on \$50k a year. Honestly, this is the Bay Area and it is expensive to live here. Public transit should be accessible to all.</p>		X
2888	I won't qualify. I would like the discount to be higher		X
3696	I work hard for the money I make. Why shouldn't middle class people get a discount as well. Lower all fares by 20% and maybe you'll get more riders. Between the high prices and dirty cars I hardly ever ride any more. Giving discounts to low class riders will just increase the crime on BART. Allowing the thugs easier access.		X

Survey ID	Comments	Low-Income	Minority
3065	I work in the nonprofit sector, and while I make a good income (65k/yr), the cost of living in the bay means that commuting via bart is a *huge* but necessary expense for me. There are other people who need a bigger break more than I do, but I think anyone making less than 80k a year would benefit from a little relief. Crazy to think that 65-80k a year is "low" income in this day and age.		
678	I would also suggest a type of discount/subsidy for individuals who make more than 50,000. Making a bit more than that does not amount to being financially secure in the bay area.		X
18	I would appreciate a flat monthly payment that would give unlimited rides. When I lived in NYC, MTA providing this service really helped support the people living there		
3482	I would have expected the discount to be larger than 20%. Regardless, this idea is a no-brainer -- just do it!		X
197	I would just stress that though it would be great, make sure proper procedure is in place to not allow fraud...		Unknown
166	I would like to see discount rates at different levels based on a variety of factors  Really glad to see that you're doing this		
369	I would love to ride bart more, but I can't afford to be late to my job. Having the discount would be nice, but if I'm constantly late because of Bart, I won't ride it.	X	
684	I would support it if it targeted lower income people (maybe 50% of AMI)		
390	I would support the program as long as fare evasion at the stations is prevented.		
2682	I would think a larger discount would make more sense. Ticket prices, especially transbay, will still be quite significant even with a 20% discount, and what is easy for financially secure people to pay could be very difficult for low-income riders to pay.		
2836	I wouldn't qualify unfortunately but I know that 20% discount isn't enough for lower income families. Bart gate along with having to pay for parking it's all very expensive. The discount should be higher.		X

Survey ID	Comments	Low-Income	Minority
428	I'm for this program to increase equity but I think that bart should reserve the right to revoke participation in this if the pass holder is found guilty or in violation of any bart or local crimes — fare violations, public defecation or urination in a station, etc. Also the pass should have a photo on it to reduce trading and theft, like the disabled permits.		X
32	I'd prefer a larger discount for low income - across the Bay and Long trips especially. It's cheap in cities		
1934	If it's helpful to families then great. As long as there are not more homeless people sleeping on BART.		X
1083	If low income riders pay less, would that mean that future BART extensions would need to consider higher-income areas a higher priority for fare reasons?		X
176	If low middle income riders could have a discount as well, it would be more great.		X
1963	If such a program was implemented, it should be available to those in need and there should be penalties for those who abuse the program. Heading into it, BART should be aware of how many riders jump the faregates (will a discount program prevent this?), how many utilize BART as a warm spot to take a nap out of the cold (does BART know how many do so?), and how many low-income riders this would actually benefit. Could this be paired with other incentives - discount on food or drink at participating cafes/restaurants?		
1269	If you increase it, it would make more of a difference to the community.	X	X
825	If you want the money to offer a discount, build more parking structures, end permit parking, and charge a flat fee so people can park any time. I ride at Fremont and the parking lot is half empty in the mornings. People park on the street because permits are too expensive, daily permits have to be printed out, and even if it's after 10am, you can't pay for parking with your clipper card. You're losing revenue by making it too hard to park.		X
113	If you're going to do it, you need to be thoughtful about how to make it accessible to those who need it. Too often programs like these create boundaries that prevent participation by requiring a linked credit card/bank account or internet connection or signing up during limited hours at select stations.		

Survey ID	Comments	Low-Income	Minority
1819	I'm a student who makes 0\$	X	X
1912	I'm all for helping out low income families, the Bay Area is an incredibly expensive place to live, and I'd even be for increasing the threshold to households earning less than \$75k/year; but I want to see a crackdown on fare avoiders. I've heard talk all year about how BART was going to crack down on people who don't pay their fair share - yet everyday on my ride from Richmond to 16th and Mission (and back) I see people who don't pay. Fix this so we can actually pay for helping low income families out rather than by increasing my fare's.		
998	I'm curious about how one's low income status would be verified.		X
3373	Im currently in the free muni rtc program until 2023 and expect renewal. Id like to see free bart for the rtc program within the city.	X	
2591	I'm not technically low-income, but I also support a more generous high-volume ticket discount. I spend SO MUCH MONEY on BART tickets -- I need more than two high-volume \$64 cards per month to commute daily between Glen Park and Downtown Berkeley, and the \$4 discount per ticket is really paltry.		X
1848	I'm tired of paying more and more taxes to subsidize others. So many people hop the turnstiles anymore, I feel like I'm one of the few fools that still pay full price. Fund this program by catching more cheaters instead of punishing the paying public more.		
1042	In addition there should be a program for commuters - especially transbay. Fares are quite steep - a family with two daily commuters must spend quite a bit of their budget on commuting when using BART		
2687	In Bart you usually encouter foul behaviour, public nuisance by not so well to do people. This program should ensure that it's not attracting more of those to keep the decorum		X
3099	Include those on social security. It's getting tougher to reside in CA on 2300.00 a month Those on SSI don't qualify for food stamps or other programs.		X
2986	Income based if under a certain level. Also, implement monthly passes like Caltrain!		

Survey ID	Comments	Low-Income	Minority
81	Income level to qualify should be higher. The cost of living warrants an expansion of the persons qualifying for this discount.		
3120	It doesn't go far enough. BART is extremely expensive for poor and working class people. I get a disabled discount which is 75% and actually makes it affordable. 20% is just grandstanding.	X	
140	It needs to be easy to apply and simple to verify eligibility. I am disabled and the reason I haven't gotten that discount is it has been hard to figure out how to get it.	X	X
3086	It seems 20% is quite a small discount for low income riders- with fares at nearly \$3, 60 cents is very little.		
192	It seems like your income threshold is too low. It should be a bit higher. Theoretically anyone earning minimum wage and lower should be eligible. The Bay Area is insanely costly to survive in and while this program can go a long way to retain our most vulnerable residents, let's make it truly effective and wide-reaching		
777	It should be 100%, and you should tax all the billionaire tech scum who profit off our labor.	X	X
2118	it should be 50% not 20% actually bart should be tax funded and free for everyone no matter the income level		
647	It should be a 40-50% discount, as in Seattle (with ORCA Lift), in Minneapolis, and even in SF (with MUNI lifeline).	X	
2515	It should be a higher discount. 30%-50%. Bart prices have gone up significantly in the last five years and my income doesn't match that hike . It's harder to make ends meet because of this and I wind up driving more.	X	
490	It should be applied monthly and rely on the same data used for EBT or CalFresh	X	X
180	it should be easy to access and require zero hoops to jump through unlik other benefit programs		X
3469	It should be greatly expanded, and the discount raised as high as possible. The burden of paying for it should be assumed by taxes on landlords and businesses.		
2892	It should be higher and you know it		X

Survey ID	Comments	Low-Income	Minority
450	It should be more than 20%. Bart costs are too ***** high. Los Angeles metro is not only cheaper, but runs ON TIME. You could learn from them.	X	X
2729	It should have higher discount or discounted monthly plan to encourage more Bart usage.	X	Unknown
1265	It should reflect the cost of living and income in the Bay Area.		X
3136	It sounds like a great idea, however I can imagine the backlash from people who almost qualify but unfortunately don't.		X
187	it would be good to include students for a discount - including graduate students		
2410	It would be great if Bart was able to give a larger discount to low income families. Also discounts on connecting bus rides.		
3301	It would be nice to include employers into this program. If employers/businesses make this option available by providing pre-tax funds from the paychecks to do an automatic purchase of monthly, discounted BART fares, it would be a much easier process. The BART ticketing machines are terrible to use (bad UX) and it can be detrimental to these riders because they find themselves spending a lot of time trying to figure out how to use the machines. Also, the machines do not do automatic discounts.		X
251	It's good but you really need to solve parking problems in east bay. Specifically Dublin. It's horrendous and those paying full fare need better support.		
3625	It's not enough of a discount. Bart is expensive. And casual carpool free. It would still be a splurge to take Bart on this income.	X	
3127	it's ridiculous. you have to a family of 4 earning less than \$54k a year?? really?? bart is ***** expensive and ***** service. how does anyone even qualify for this? what about the working class that live far make more than \$54k and need this type of discount???		X
1013	It's a good idea, but Bart needs to run ontime, not "just a minute late." Reliability is important. Low-income riders can be heavily affected by late trains, which negates the purpose of the discount.	X	

Survey ID	Comments	Low-Income	Minority
670	It's a good idea, it will help elderly people the most I suspect. You should offer a frequent rider discount. After your 10th trip the 11th is free or something		
1814	It's a good start but should be more - at least 50% off		X
206	It's a great idea. You should consider a discount much higher than 20% - 50-75% would be better.		
1559	It's a nice idea. However, many people simply jump the gates and don't pay for BART rides at all. Why not focus on making everyone pay and then look at new ideas. The fares are too expensive to begin with, so making sure everyone pays would allow BART to lower fares across the board.		
536	It's good, but it may be better to have a monthly pass program like SFMTA does with Muni. It'll encourage more use of the Bart system since it's not limited to a a single bart fare.		X
757	It's good, it should be an even bigger discount. Make public transit free for all riders!		
2581	I've been hoping a program like this would come out for a while. Another suggestion may be to not inflate yearly prices for low income customers. Keep it at the 20% off price of the year its issued. It's really hard every year to budget that much more for bart, when my paycheck remains the same. Maybe also consider monthly passes that are flat rate for travel outside of San Francisco. Do different tiers if you have to.	X	X
2392	I've been riding Bart since moving to the Bay Area in 2002; I've steadily seen the trains, the stations, everything in bart just grow more dirty, more in need of repair.  Bart is just dirty and grungy — it's worse than Muni, and Muni's pretty bad. When I think about whether I'd take Bart more, I always now opt to not take bart... only when there's really no other way.  I see the great need to help those with low incomes, but, man, the folks with just regular incomes are suffering greatly on these stinky, crowded, trains.		
2592	Just wondering how it would work for people who add to their clipper card online.		X
719	Let them ride for free.		

Survey ID	Comments	Low-Income	Minority
75	Like more discount	X	
3175	Looking at the federal poverty level shouldn't be the baseline, look at regional numbers instead as the baseline.		
1465	<p>Low income people should get a break on public transit costs. Especially for work commutes.</p> <p>My main concern is avoiding encouragement of more antisocial riders. Get the nasty disgusting homeless drunks, crazies and druggies off BART. I am tired of not being able to sit because of their trash and piss, of reading stories of people seeing them shoot up. Yelling schizophrenics. Groups of normal riders unwilling to sit in a section or even a whole car during commute hours due to stench. Seriously WHAT THE ****?</p>		
1951	Low income program is ok. However BART board of directors should focus on citing or kicking off riders who do not pay their fare at all. Instead of raising fares and spending unnecessary money on things that don't work and let Bart PD do their job.		X
1971	Low income riders may be less likely to use clipper for various reasons including no or poor credit or no account to link it to. Could program provide participants a clipper card without need for a credit account? Absent this, low income riders should not be charged a fee for disposable tickets.	Unknown	
265	Low-income individuals or family couldn't afford the housing or renting closed to where they work, they spend a lot of time commute and pay expensive fare just in order to survive. Since they spend much longer time on Bart, they actually deserve more than 20% discount for their fare. It is a great idea to offer discount to those low-income riders since it would save less traffic jam. It also encourages more people using Bart to go to work or outside the city instead of driving cars. Less cars on the road, less accidents and traffic jam, better air for all of us. In the long term, Bart gain more by offering discount on fare.	X	X
2050	Low-income rider program would be great but families making less than \$50,000 aren't the only individual's struggling. Perhaps discount can be extended to frequent riders, single individuals or have discounted riding days.		X

Survey ID	Comments	Low-Income	Minority
2843	Make BART free for all!		
2078	Make BART in San Francisco free for seniors or the disabled, like MUNI does...! Happy Holidays to BART...!	X	
967	Make compatible with Pre-Tax Commuter Benefit Credit Cards	X	X
2431	Make it 50% discount ON ALL TYPES OF PAYMENT.	X	X
1520	Make it cheaper for students too		X
274	Make it easy and convenient to use please!	X	
3550	Make it easy for people to sign up for, especially non-English speakers.		X
412	Make it free for all residents of counties that pay into Bart! I pay high taxes for poor folks and kids to use our sidewalks for free, let me pay more taxes so that they can ride the subway too! And every fare I pay is pre-tax, so I'm getting a ~30-40% discount anyway!		
3080	make it more	X	
200	Make sure it is easy to register and accessible. Be proactive with advertising and registering people and provide the opportunity to purchase a low income pass when riders face fare evasion enforcement	X	X
651	Make the discount far larger than 20%. And ideally, BART would be sufficiently publicly funded to be free for all users at point-of-use.		
762	Make this easily accessible for people to receive - like one pay stub as evidence of income and quick turnaround for receiving the discount.		
3500	Many low income riders don't use tickets; they hop the gates and use the emergency exits. BART should give a discount commensurate with their lower income, but they also need to change to higher fare gates and actual enforcement.		
376	Many would benefit from it. But will fares go up for everyone else? BART really needs to start cracking down on fare evasion. I see it nearly every day, usually multiple times a day. No one stops these people.		X

Survey ID	Comments	Low-Income	Minority
838	Maybe bump up the income limits because using FPL in Bay Area is laughable. Consider having an "off peak" discount program to encourage ridership in non-commute hours.		X
3051	More low income riders on bart	X	X
471	More of a student discount would have been very helpful when I was at University. Or an easier to find discount anyway, I ended up taking 13 hours worth of classes a day so I could cut down on commuting	X	X
2319	Most of the Bay Area riding Bart is low income, why only 20%? We are trying to make a living traveling to work and paying high prices as if we are tourist? The discount should be 45-30%, how about you help your low income community out?		X
3638	My hopes would be to see less brazen misuse of the emergency exits for personal use and more fair paid use.	X	X
1300	Need a monthly discount for frequent riders. 20% off is not enough		
3595	No. Is there a age limit?		X
3306	Not enough of a discount.		X
3634	Of the discount is approved, there should be more promotional discounts offered throughout the calendar year		X
2169	Perhaps more important than a 20% discount would be more generous transfers between BART and feeder services.		X
3159	Please consider everyday riders, we could a break as well.		X
3090	Please consider increasing the discount in the future at least. 20% is a good base but many commuters who have been priced out of the city have to pay more to go to work the farther they live, and this doesn't include what they spend on parking at BART parking lots.	X	X
2193	Please have it reflective of what is considered low-income in the Bay Area, not just the national consensus.		X
236	please include low-middle income riders too. i can't afford to buy a car, no available passes cover ac transit and bart together. my monthly transit expenses are almost half my rent.		

Survey ID	Comments	Low-Income	Minority
660	Please lower cost. BART fare always stresses me out. Make it fair for all. 20 percent for those who make less than \$50,000 but it should be 40 percent for the majority of us who make less than \$30,000	X	
1490	Please make it a seamless and hassle free way (allow me to use my clipper card!)		
3661	Please make sure only qualified riders are accepted. There are many illegal residents who work for cash and make more than \$50K per year, but declare they are low income. I know this because I know these people who abuse the government system.		X
3223	Please make the income threshold lower to reflect the cost of living in the Bay Area.	X	X
164	Please make this as user friendly to undocumented people as much as possible. We do not feel comfortable giving personal information to government	X	X
2768	Potentially offer specifically some form of student discount please or some other program for college students.		X
593	Prioritize low income youth/students that commute to college, high school and so on. I think 20% discount might not be enough but it's a great place to start.	X	X
872	psychologically it seems low -- 25% sounds a LOT bigger than 20%.		X
1980	Public transit should be free. The Bay Area has failed its responsibility to ensure that all of its residents can access the Bay's resources, opportunities, and jobs, forcing more people onto crowded roads and freeways. This automotive traffic increases pollution, increases the burden of regressive gas taxes and bridge tolls, and decreases time that working parents can spend with their children. Bay Area governments must do their duty to build high-quality, accessible, and comprehensive public transit.		
1317	Public transport should be no cost per ride	Unknown	Unknown
363	Raise it to 50% discount. I usually take the BART from downtown Berkeley to Oakland Airport for necessary trips, and \$8.80 for a one-way trip is too much. A 20% decrease lowers that to \$7 and I still believe that is too much. To a low-income rider, that's a meal or two I'm putting into transportation. Paying \$4.40 at 50% is much more ideal.	X	X

Survey ID	Comments	Low-Income	Minority
43	Re-consider what it means to be low-income in the Bay Area.	Unknown	X
3116	Riders who are low income and ride the Bart daily or almost daily, should receive a larger discount. We are more than likely riding the Bart at least 2-3 times a day	X	X
1546	Set up low income riders, teirs such as HS student, COLLEGUE, park & ride pricing, monthly cards etc. to attract more would be riders if it was more economical than driving. SFO/Oak park and fly pricing etc.		X
1243	Should be a privilege - revoked if causing trouble on system	X	X
3049	should be more than a 20% discount		Unknown
2796	So many of us even with decent incomes are having trouble making ends meet and the cost of BART and travel is becoming prohibitive. This is not only a good idea, it's so necessary for the extremely high costs of living in Bay Area and the terrible traffic congestion. I would want to see an even greater discount for low-income riders.	Unknown	X
628	Sounds like a good thing. Public transit should be free.		
1588	Sounds like a great program. Please allow those with disabilities that prohibit them from driving to apply their disability discount in addition to the low income discount there are many of us who have disabilities and are also on Social Security.	X	
2461	Students between K-12 should receive a discount especially, equitable access is crucial. Tech folks making above 100k should not pay the same price as a low-income family.		X
3674	Students should get 50% discount on BART.		X
1831	Suggest stimulating employers to pay the discount BART conditions require funding. Suggest having BART decision-makers experience the new Metro trains in Washington, DC for ideas to upgrade BART.		X
3409	Support this program to make BART more accessible, as long as it does not result in service cuts		X

Survey ID	Comments	Low-Income	Minority
2912	Teachers need this discount also. I want to win the clipper prize to give to my friends daughter who is a teacher at Mission Dolores Academy she's raising her aunts two children because he4 aunt died of a heart attack recently. They can't afford to live in SF.	X	X
1564	The 50K threshold seems very low for the entire Bay Area-- that's half our median income in SF! At that standard, I think eligible riders would *really* need the discount, particularly commuters from Oakland. I don't know if 20% is enough to switch low-income commuters from driving, but I do think it's a good idea. I did personally say "yes I would ride BART more" because I'd probably take more downtown rides, but to be clear, I would not be eligible for this.		
3252	The Bay Area is one of the wealthiest places on earth. All rides should be free on our transit system. Short of that, anyone under 25 and over 50 should ride for free		
2700	The cap is too low, what family of 4 making less than 50k can afford to live in the bay area? 50k for two is probably still too low. I make over 200k and am fine paying Much more than I currently do per ride to subsidize low income riders. Please consider giving the rich the option to pay more to expand this program.		
2865	The cost of BART is too high. In Chicago, you can take the train from one end of the city to the other for 2.25. The turnstiles in Chicago severely limit the ability of people to evade fares. Why not find ways to make it harder for fare evaders and bring the price down for all?	X	
3210	The cutoff for income should be much higher given the cost of living in the Bay Area		X
2859	The definition of low income should be re-assessed. A lot of people who earn at least 100k per year are also struggling. San francisco defines low income around the 108k threshold. Maybe lets follow that?		X

Survey ID	Comments	Low-Income	Minority
158	The discount is insufficient for some one at the Poverty Level or below. I suggest a sliding scale discount starting @ the proposed 20% for income level 250% of the Poverty level. Consideration needs to be made regarding the significant differences between locations within the Bay Area inherent in the Federal calculation determining the Bay Area Poverty Level. There is a significant difference in the cost of living in San Francisco & the Silicon Valley as compared to the rest of the Bay Area. This is important because the Area Poverty Level is not able to accommodate the economic impact of the discrepancy. Then there is the impact of Commutation expenses causing an unfair restriction on low income individuals who would like to take advantage of the job market in city centers. This is especially significant when the minimum wage in cities like San Francisco, which is \$15, and others which can be as low as \$10.50.	X	
2685	The discount isn't enough, public transit should be free for the public, tax corporations and the rich	Unknown	Unknown
1986	The discount program should raise the threshold to be at least 300% or 350% of the federal poverty level. People who make \$35k a year still have to pay more than 30% of their take-home (after taxes) on rent that is still a ways away from jobs in SF. Not to mention, the discount is only 20% (so instead of paying ~\$160, I'm still paying ~\$128 a month on transit alone). I would suggest a tier-system as well. Those who make below 200% federal poverty level get 30-40% discount, those who make between 200%-300% federal poverty level get 20%-30% discount, or something along those lines. If you're an individual working in the Bay Area, someone making \$40k a year is still, more than likely, living paycheck to paycheck.	Unknown	Unknown
1418	The discount should also be considered for those who buy the monthly pass through Muni.		X
2630	The discount should apply to more people, not just 200% of poverty line.		

Survey ID	Comments	Low-Income	Minority
793	The discount should be even higher for low-income riders, if not free. I also think the ticket price for short rides should be lowered, to make BART more competitive with Uber and Lyft for short, intracity rides (e.g. from 12th St Oakland to 19th St Oakland).		
2803	The discount should be expanded to more income levels. 200% above the federal poverty line is not sufficiently inclusive.		
1573	The discount should be higher		X
365	The discount should be on a sliding scale associated with income.	X	X
2976	The idea sounds great, but if it is implemented make sure that accessibility is prioritized. Confusing application processes and cumbersome enrollment procedures can be discouraging and prevent those who need it most from participating.	Unknown	X
3	The income level to qualify should be higher. \$100,000 year.		X
1235	The income rate should be higher. A family of 4 with \$50,200 or less is sad and most possibly be homeless. A family of 4 cannot survive with \$50,200 and ride Bart when average Bart will cost about \$100 a month. U won't have anyone who would be eligible.		X
1001	The income requirement is untenable. A family of four making \$50,000 a year means that this hypothetical family would barely have enough for rent and food, let alone anything else.	X	X
1010	The riders should have to show some proof that they are using BART mostly for work commute to receive this discount. The advance tickets sold would need to be limited to prevent resale.		
1114	There is not a current option for commuter discounts for those falling just out of the eligibility window.		
1089	There needs to be an "all you can ride" pass for BART (between zones, station pairs, etc.). Every other major transportation system in the country has one.		
3083	There should be a college student discount. There have been times when I almost didn't go to school because I couldn't afford my bart ride or I had to use my spare change	X	X

Survey ID	Comments	Low-Income	Minority
1668	There should be a frequent rider discount, regardless of income.		X
1906	There should be a student discount program.	X	X
2686	Things are expensive for poor people here	X	Unknown
3153	Think we need to encourage more people on public transit. We also need BART to be safer and more reliable.		
2494	This "discount" is not enough to make me use it more, but in the event I need to ride BART it would take a little of the sting out of the cost.	X	
2757	this and use fare-capping to limit the amount low-income riders pay into bart, especially for those traveling long distances		
569	This discount is important and will help low-income people go to work and school! 25% or even 40% would be even better. The rest of us are paying enough to subsidize this.		X
12	This discount is very much needed as everything else is expensive, especially housing and we are moving further & further away to have our earnings stretch thinner. Commute prices being discounted can help me use my earnings for other basic needs.		X
3195	This is a good idea, but I am wondering how and how often BART would evaluate an individuals income. Would this be on a monthly basis? Annually? What if I am a college student with \$0 income and then I get a job in June starting at \$100k? How would this be evaluated?	Unknown	Unknown
1550	This is a great idea and honestly should be increased to a 50% discount.		X
1758	This is a great idea. I would suggest 25-50% off		X
3534	This is literally the least you can do guys. It should be 50% like the MTA is instituting.	X	

Survey ID	Comments	Low-Income	Minority
857	This is seriously sadistic. 20% for a family of four making 50,000? Girl, this family is dead in the water and your dollar off is not going to help them (25 cents each) because they cannot live in the bay except in a tent. This train is THE most offensively priced "public" transportation in the highest priced city in the world. Do you know how much interpersonal violence these forms of daily impoverishment breed? Do you know who this is falling on? WOMEN OF COLOR, that's who. Plus their children. PEOPLE WHOSE ANCESTORS WERE STOLEN AND ENSLAVED. A train. That everyone needs to get to work. PRICE IT LIKE NYC OR LONDON OR PARIS!! 20% off an eight dollar round trip ride. Shame. In case you cant infer, here is my comment: TWENTY PERCENT IS NOT ENOUGH. Here is my sub-comment: TWO HUNDRED PERCENT? LOL 100% BELOW THE POVERTY LINE IS NOT ENOUGH?? What's wrong with you.	X	
2931	this new discount would not qualify me.. i make well over the 200% poverty line but have many studnet loans that does not allow me live on my own. maybe should have a criteria to look at peopel expense		X
2217	This program should be 50 percent off all transit region wide. VTA should also participate as should Samtrans.	X	X
2657	This proposal sounds good, unless it comes at the expense of other riders who don't qualify as "low income". BART is already expensive and I am not willing to pay more so others may pay less.		X
2102	This should be implemented together with an automatic "high value discount" — give everyone 6% off after spending \$X.		
443	This would be a great benefit for those who truly need it. Note: So many people though are fare evaders, be they moneyed or not. I see individuals, or entire families, fare evade, either going through side gates, emergency doors or watch for gates that don't close. Others go through the gates, engaging the alarms without any fear.		X
338	This would be a great program. Maybe consider parking discount as well		X
612	This would be a great start to offering more accessible public transportation. Monthly paid discounts would be a great thing too like other public transit cities offer.		

Survey ID	Comments	Low-Income	Minority
3530	This would be amazingly helpful. Another huge problem, though, is the lack of parking. I live closest to the Lafayette and Orinda stations, but I can't park at either. The waiting list for a spot is years long. The county bus is inconsistent and often late. It's unreliable. So I end up driving long distances when I would prefer to BART because I literally can't park there. And I can't afford to take a Lyft/Uber there. It's a huge shame and totally ruins the point of public transportation.	X	X
1280	Thou, its great idea to allow BART riders with family to ride together with discount. I have assistant public patrons with BART help on where they can find tickets as in paper format. Many seem not educate about the benefit of using the clipper that can work on all Bay Area transit rides.	X	Unknown
1296	Tiene q ser super-facil inscribirse en cualquier programa, sobre todo para estos q cuentan con algun tipo de discapacidad fisica y mental, si no, no se van a inscribir y eso no es justo. Los probres merecen la ayuda *It must be super easy to enroll in any program, especially for those who have some type of physical or mental disability, if not, they will not enroll and that is not fair. The poor deserve help*		Unknown
751	Totally supportive if it's regulated. How are you going to avoid someone using another persons "discount" card?		
3417	Traffic is horrible, and housing crisis is causing enormous economic distress on people. Why not try something truly progressive like free annual passes to people who make less than \$XX,XXX (e.g. \$40,000) per year, and sliding scale above that up to \$80,000 per year or so for full price? Annual passes will incentive pass-holders to use BART more often which may decrease congestion on the roads. Providing free or steeply discounted passes for economically disadvantaged people would be a great benefit to society.		
2754	We are all low income in the Bay Area barely scraping by how about no more taxes or fare decreases for everyone		
2105	We need to encourage everyone to ride public transit and get out of their cars. For all people, public transit should be free, reliable, efficient and comfortable. This would also support low-income riders.	X	

Survey ID	Comments	Low-Income	Minority
1200	We need to explore marketing this program to students, especially those with financial difficulties and EOP program recipients. It is important to make sure discounts are distributed equally; but shouldn't be a shoulder to the universities to pay. At minimum, colleges should market and offer the programs to students to encourage them to take transit more, especially for urban colleges.		X
2244	We need up to 50% discount or monthly pass fix amounts for low income riders. Thanks you		X
1062	We should do everything we can to help low-income folks access public transit. We should make all transit free eventually, by taxing high-earning corporations or with a percentage of income tax that taxes the wealthiest people or corporations. We also need to improve our transit system, expanding it and making it much cleaner and more modern like European cities and cities abroad do. This should also be paid for with taxes on high-income earners and corporations.		X
789	What does BART consider low income? Stop giving away taxpayer and rider user fee money to support special agenda programs.  Improve station security, stop fare jumping and improve parking at remote station locations. That will improve ridership numbers and fare revenue.		
1646	What does low-income really mean? I think anything under \$60k should be considered low-income for the Bay Area.		X
1784	What is considered "low" income. We have a low income, but we don't qualify for assistance, because we're not low enough. You need to post what is low. I can't even get food from our local food bank, but can't pay my bills.		X
2883	What is considered low income for single person households? Consider adding a student price for college students as well!!	X	Unknown
2666	What is the income level for one person household?	X	

Survey ID	Comments	Low-Income	Minority
938	What proportion of riders are low-income now? How big of a fiscal impact would the program have? Last time I checked, the fare box recovery ratio is 60-70% .	Unknown	Unknown
1033	What really qualifies as low income? it should be more than just earned income I qualify for low income because I run a business that doesn't generate a lot of income. I have a lot of assets so I shouldn't qualify. you need to tighten up the regulations on who is low income really.		
19	What would be the process for getting them.		X
3651	What's low income? Given the cost of living in general and the cost of housing more specifically how is low income computed? Using some multiple of the fed poverty baseline as is usually done doesn't reflect actual low income. There are plenty of BART riders who make seemingly good incomes and who don't come close to qualifying for low income programs but after rent, student loans, childcare, and transport are left scrambling at the end of the month. There's always people worse off but these programs rarely help the working class, especially those on hourly pay, who bear the brunt of fare increases and delays (delays cost me money and risk my job).		X
3161	When I was in college, I took BART all of the time. Before I was homeless, same thing. I've been homeless 11 out of the last 18 years, and for work or school I always relied on BART. In this time I went back to college and received my BFA, Post-Bac, and MA as a return student. Charge earners in normative working class brackets the same and the poor less, those destitute or homeless shouldn't be charged much at all if at all. Social Services can help authorize how much and to whom. For others maybe something at the DMV instead.	X	
1518	When I was still going to school, there were times where I had to choose between going to class or being able to eat that day. I've known people who couldn't afford bart but had to get to work, so they would hop the gates. Low income people shouldn't have to make these choices.	X	X

Survey ID	Comments	Low-Income	Minority
2061	When places offer a discount for low-income riders, they use the national low-income rates. However in the bay area, even a single person earning \$60k is low income if you take into effect how much is rent, gas, food, and other daily necessities. I feel that if you are going to help low-income riders, you need to help the Bay Area low-income as they are the ones that's actually obeying the rules and utilizes Bart without breaking the system, even though it would make it hard for them	X	X
1989	Where do I find the information, ? Is this different than Muni senior Clipper Card?	X	
3542	Where the fund coming from? Another debt? We need safe BART, we need new trains, we need to discount the low-income fare....Too many priorities means no priority. Limited resources unlimited needs. Use the fund wisely.		X
3304	While 20% isn't enough, it would enable access to transportation to low-income riders so they can actually travel	X	X
972	While I applaud this proposed program, I wonder how it will affect us those who pay regular fares. How do you propose to offset the potential loss of revenue? By increasing the regular fares? How about decreasing fares across the board? Or decreasing the exorbitant parking fees? Our fares should already be part of paying for the parking lot maintenance, not a separate fee. Do you think this new discount program would be an incentive to the fare cheats? How will you make sure that people won't abuse the system by under-reporting their income? By submitting W-2s? How often will their eligibility be reviewed? Annually? Every two years? Please be fair to those of us who pay regular fares. We already pay high fares. Maybe what you can consider is a monthly pass program.	Unknown	X

Survey ID	Comments	Low-Income	Minority
962	While I personally applaud all efforts to help low income riders, I feel it is in the best interest of the Bay Area that prices for everyone is dropped. BART is much more expensive than many other transit systems like it in the other major US cities, and yet the technical problems (single tracked) are far worse than these other comparable services. Also, I believe that public transit is critical to less pollution. If you only bring down the prices for a segment of the population who are (unjustly) looked at as undesirable, less people who CAN afford to ride will opt for Lyft or driving. Bring EVERYONE'S fare down 10%, and provide a way for low-income patrons to pay through volunteer service.		
2956	While this discount wouldn't change how often I ride BART, as a case manager, I know that many folks choose between buying food and going to work, especially if they're going to work for higher wages in the City	X	X
2000	While this program is helpful for low income riders, what would you be doing to prevent misuse of the discount? For example, if a low-income rider purchases tickets, what would be done to prevent it to be given away or sold to someone else who is not low-income?		X
2985	Who is subsidizing this "discount"? One can only assume it's the rest of the riders that pay full price already. How is this at all fair? Just because one doesn't qualify as "low income" (a subjective term to begin with) now means that one must help pay the fare price for others who (supposedly) can't afford it?		
817	Who will be funding this program? Will my fares be increasing yet again?		
290	Who will cover the revenue lost by Bart by offering discount tickets to low income?		X
173	Who would be subsidizing the low income users?? People who pay full fare? BART can't even manage its own finances. How will this be paid for?		X
1872	Why not just give everyone the 20% discount so that more people ride BART instead of taking Uber/Lyft?		X
2393	Why only for low income? What about middle range?		X
1496	Why? Who is paying for it? The other customers who are living paycheck to paycheck?		
2718	Will it subsidize parking, or connecting transit or TNC fares also?		

Survey ID	Comments	Low-Income	Minority
3305	With BART's cost per mile fare system, people who are super commuting from the Central Valley and beyond are put at a further economic hardship. They are typically those who also still need the employment in the region, usually after being squeezed out by the housing crisis. BART can at least help ease the burden by lowering its fares across the board. This will also make driving a less financially attractive option (and potentially get people out of their automobiles, helping to relieve traffic as well and reduce pollution and greenhouse gasses).		X
1322	With the discount for disabled riders at 60% and the discount for low-income riders only being 20%, I don't many people will apply or use this program. The savings just isn't that significant.		X
2444	With the drastic underavailability of affordable housing, many low income people have to commute to work. I don't think the discount is high enough and the threshold is too low.	Unknown	Unknown
1799	With the regular fare, we have homeless people and drug users riding bart, leaving needles behind and making the ride very uncomfortable because no one wants to be near them. If you offer discounts, I don't know if it will make this situation worse. I would love it if it was offered to low income families who really need the transportation however others who will use this benefit but use bart as a means to sleep or use drugs will make it worse because I'm afraid their numbers will increase. Bart is crowded as is.		X
172	Wonder how it will be paid for.		Unknown
160	Would be great if SFMTA's Lifeline could be used as low-income verification. Thanks for collecting input!	X	X
596	Would I qualify for this discount if my annual income is only \$28,580?		X
971	Would it be loaded easily onto current Clipper Cards riders have?		X
753	Would it raise fares for everyone else? If so, I'm not in favor. I think the discount program should be subsidized by local or state government programs.	Unknown	X
69	Would like to undertsand if this will result in losses or profit to BART.		X
2538	Would low income college students be included?	X	X

Survey ID	Comments	Low-Income	Minority
2090	Would prefer a program built around daily/weekly/monthly fare caps and/or means tested subsidy instead of discount (essentially, high value tickets without as large an up-front cost to make them more accessible)		
3429	Would this raise the price of regular fares ?	X	
2730	Yes - I'm very concerned about this program. The trains are already overcrowded with commuters. This does not seem well planned out. How would it be monitored?		Unknown
3059	Yes but the discount should go to everyone. You guys also need to fix this ebart ***** too. Bart keeps coming up with more and more ass backwards things.		X
1471	Yes I would ride bart more but this question is ridiculous as you would not offer that to the majority of your high paying riders. Give riders like my self who ride you 5 days a week, twice a day at full price.		
3233	Yes, low income is at a different level in the Bay Area than other parts of the country. Please make sure your cut off is high enough to really benefit working low income members of our community.		X
1337	Yes, I would make the discount bigger or make the rides free for poor people. For some people I know getting to work costs as much as one hour of their work. That is 1/8th of their salary!!!		
381	Yes, if this is expanded, i suggest that bart mean-tests the senior and kids current discount to offset some of the cost to the system. Also, would like to know how you plan on validating participants.		
3244	Yes, it's a good start, but needs to be a steeper discount. Decriminalize dare evasion.		
995	Yes, what is considered low income in this bay area today?		X
121	You are the most expensive transportation system in one of the most expensive places to live. To expected people to be able to afford living in the Bay Area and your fares is ludicrous.	Unknown	Unknown

Survey ID	Comments	Low-Income	Minority
1511	You have got to be kidding me. After all we have been hearing about how BART is having such a difficult time with money which has resulted in multiple property tax initiatives. You are going to start giving low income discounts. Honestly I think whoever thought this plan up doesn't ride BART very often. Every time I am in any of the stations I see quite a few of what I would consider "Low Income" people sleeping on the trains or platforms. My advice just keep doing what you are doing. It looks like you are giving enough free or discounted fares already.		
2790	You have to raise the eligibility threshold. It is tough to make ends meet here on 5x the federal level. This program should not be only for home-owners and those who were lucky enough to find a good rent-controlled place over 10 years ago. No one making less than 200% can afford to live here at all. A 200% threshold is a joke.		
2786	You should definitely offer a discount for low income riders, but it should be even more than 20%. A fifty percent discount would make much more sense, since \$50,000 for a family of 4 is nearly impossible to live on in the Bay Area.		
1996	You should definitely provide low cost/free BART passes for low income folk!		
3128	you should have done this a long time ago		X
310	You should implement it, life is too expensive		X
2748	You should just make it free for low-income riders. Many jump the turnstile anyway.		
1241	Your bar for low-income is too low given the cost of living in the Bay Area. Anyone making under \$75,000 should qualify.		
2384	Your proposed discount is not fair to those who have no access to mass transit, specifically rural people who are compelled to drive further than city folk, need to buy more gas, and subsequently pay more taxes to finance subsidize another giveaway to city residents who get all the benefit at the expense of rural dwellers. Democrats love to shaft country people and are very good at it!	Unknown	X
1046	You have problems now on Bart I think discounts could increase the issues you already have.		
1419	反对给予折扣 *I oppose giving discounts*		X

Survey ID	Comments	Low-Income	Minority
937	反對給低收入折扣 *Opposed to low income discounts*		X
710	反对提供折扣给低收入 *Opposed to offering discounts to low income*		X
2187	<p>1. Stop making( California taxpayers) pay for new Bond measure for Bay Area Rapid Transit so you can get funding for new trains, new pensions for your employees, while the people who actually used Bay Area Rapid Transit every day are having to worry about their own safety on your trains.</p> <p>2. Take care of your Bart Train Cars and clean the seats and floors and the outside after every night. Make your cars presentable to the public.</p> <p>3. Bart #1concern should be the safety of your employees, Safety of the public using Bart as their transportation. As a Bart Rider who uses Bart to get to school, I have noticed that there are not any Bart Police on the Bart trains, Bart stations protecting people who are using the Bart Train.</p> <p>4. Why should everyone else have to pay more for a Bart Ticket or Clipper Card to ride Bay Area Rapid Transit so you can give low- income riders a discount?</p> <p>5. Bay Area Rapid Transit Management - Talk is Cheap and if you want the public to give you more money you will have to show something for it by Bart actions on what you are going to do to make the Bart more enjoyable, safer, cost-effective and sustainable for many years in the future.</p> <p>6. Bart needs more parking in their Bart stations everywhere.</p>	X	
2027	<p>1. Without better enforcement of fare evasion, there will be no incentive for low-income riders to pay a regular fare</p> <p>2. The SFO line is so expensive- mmore people would take bart to SFO if those fares were not so high, and that would help low-income riders a lot.</p>		X
2678	A lot of low-income riders take multiple forms of transit. You should be unifying transfers and payment systems across the Bay Area transit providers before wasting money on a flawed single-source Clipper 2.0.		X

Survey ID	Comments	Low-Income	Minority
638	absolutely do not agree! the bart is already absolutely dirty and very filthy with so many homeless people and in the last 4 years i only remember getting a seat probably 10 times going from Hayward to SF we dont need more people trying to ride the bart and make life hell for the rest of the current riders. Bart please do something about the beggers and homeless people on the bart by tighter securities.		X
217	Adding to tax payers burden.		X
779	Already an abundance of programs for low income folks. Now we are going to start charging them less for services? Do they start paying less for groceries too? Will there be a low income price for everything?		
1752	Another rip off. Use gas tax money for it's intended purpose rather than another subsidy.		X
2321	As a commuter from N Concord to Oakland, I've lost count on how many gate jumpers I see on a daily basis. BART continues to raise fares and parking fees; I currently pay an average of \$254/month (BART and parking) and with BART wanting to cover the cost of low income, I'm sure my commute cost will go up because someone has to pay for it so put the cost on the commuters. BART needs to take care of business and make commuters feel safe, build parking garages because now I need to get at the N Concord station at 6:30am, compared to before at 7am, so I can get a parking space. BART continues to get your priorities in order and this is why the public is disqusted with BART.		X
163	As far as I can tell, the low income riders already jump fare, I see it almost every day. I'd rather see that problem solved.		
1298	Bad idea who's to pick up the slack		X
2705	BART already has huge problems with people who don't pay their fair share by fare evasion and homeless people who "live" in BART cars . Let's fix what's wrong now before we spend more tax money ! The Stations are dirty, the escalators don't work , and people are loaded on cars like sardines . Let's take care of the problems we have before we lack more people into overcrowded cars		Unknown

Survey ID	Comments	Low-Income	Minority
1782	BART doesn't have enough money to introduce sweeping discounts. If you want to encourage people to ride BART, make the system safer, cleaner, and improve your on-time performance. Instead of inviting rampant fraud with this discount program, BART should enforce payment at the fare gates.	Unknown	
2872	BART has become TOO DANGEROUS to ride. Keeping it safe seems more important than a discount		
3508	Bart is already an absolute disgrace because they're too politically correct to deal with the human trash infesting the trains. Why don't you do something about that.		X
537	Bart is already cheaper than driving or carpooling, people already jump the gates at the bart station everyday. I don't support low income getting a bigger discount than the rest of the community.		X
849	BART is already highly subsidized and we are opposed to the discount program. Most discounts based on income are given without proof of income level. Gas tax should fund infrastructure as we were told on the proposition.	Unknown	Unknown
2831	Bart is already the low income option for a person. Instead of giving a discount, Bart should utilize the money it does have to clean up Bart and improve performance. When I say clean up, I literally mean clean the place up. Power washers, bleach, etc		X
2887	BART is heavily subsidized. It does not need further subsidizations.		
3645	Bart is just in general too expensive as it is for middle-class riders (aka most of your passengers who commute across the Bay daily to get to work). There are numerous issues with the trains and the way stations are managed, and having a discount program specifically for low-income riders wouldn't do a thing for improving Bart other than giving a small percentage of the riders a discount. Where did you even get this idea to begin with? It's really, really dumb.	X	
3231	Bart is responsible for transporting most of the criminals to and from San Bruno. Why don't you work on making the train safer for riders and cleaner before you start making it easier for criminals to ride. Your own officers tell people not to take Bart.		

Survey ID	Comments	Low-Income	Minority
2826	Bart is unsafe, dirty and over crowded maybe fix this issue first. Taking Bart is extremely expensive		X
2951	BART often talks about how they do not have enough money. They have allowed people not to pay fare (fare jumpers) and at one time did not enforce parking. Now does not seem like a good time to offer discounts.		
1305	BART riders are a kind of prey species, upon whom aggressive panhandlers, so called break dancing street artists, thieves, thugs, and foul smelling homeless persons impose with impunity. How about curing that situation first?	X	
2421	BART should consider peak and off-peak fares first. The goal of peak and off-peak fares would be to increase public transportation usage, provide funding for the transportation system, and charge a more equitable fare based on the time of day and cost of operations. BART has a problem of overcrowding during commute hours and undercrowding during non-commute hours. Those who ride during commute hours are higher income than those who ride during non-commute hours. The cost of operations is much higher during commute hours than the cost of operations during non-commute hours since you have to add extra trains. If you were to charge off-peak fares when BART is less crowded, BART would be a more competitive option. So why doesn't BART do peak and off-peak fares, similar to Washington DC's Metro?		X
1019	Bart should focus on riders safety and clean the trains.	X	X
1094	BART should study what it would take to make ridership free for all and then create a subsidy to be paid by all jurisdictions served by BART. Free rides encourage more/better usage. I would use BART more frequently if it extended down the bayside in SMC. Currently, I drive to San Bruno and park and ride.		
1723	Bart trains are already too short during commute times and offer overcrowded. With more ridership due to some riders getting a steep discount, the experience on Bart would go down significantly.		X

Survey ID	Comments	Low-Income	Minority
403	Bart was supposed to pay its own way and never has. Any time they are money ahead they spend it on new cars and new bad computer systems. I used to work at Mare Island Navel Shipyard and as a top step nuclear pipefitter I never came close to what Bart workers get and I had to work in hazardous environments and harsh conditions. My 30 year retirement is \$29,000 gross/yr and my group health is \$800 a month. You spend too much money in the wrong palces and then you want more to give away. People shoud work where they live. If they wont to comute to make more money and live somewhere cheep they should have to pay the price. If I can't afford it I don't have it. I don't make or ask anybody to pay my way. I make my way on what I have. No gas tax money for bart. Ridership fairs should pay all the freight or no ride.	X	X
1056	Better to expand disabled program. I'm a service-connected disabled veteran, but do not qualify for BART disabled fare. My VA disabled ID makes me easily verifiable. Income-based fare will create a morass of bueracracy and fraud.		X
3105	*****. Everyone should pay the same.		X
298	Concerns about potential abuse of the system.		X
3096	Discounts put an extra burden on BART's operating costs. The entire discount program should be contingent upon receiving an equal offset with Grant funding or an alternate source of revenue other than fare revenue. Each fiscal year, the program should be decided whether to continue only if the alternate funding is secured. Regular fares have continued to increase for an unreliable system and unequal share on full fare paying passengers to support subsidies.		X
267	Do it for everybody. Stop hiking up the f***** fares especially when you guys can barely get a train to function.	Unknown	Unknown
3650	Do not like it		
1506	Do not offer the discount program.		

Survey ID	Comments	Low-Income	Minority
3369	Do not offer this discount now. Maybe this can be revisited later, after Bart resolves the problem with people not paying fare. Or offer the discount to employers to give to their employees. Oh btw, please put a station at Somersville/Auto Center Drive in Antioch.		X
2785	Do not offer this discount. Use the money to hire more security to make BART safer.		X
1731	Do not think there should be a new discount program for low-income riders.		X
1058	Do not want gas tax now used for Bart discount!!! That was not the intent! If money is available, should be used for upgrading system for ALL, not as a discount.		
1038	Don't agree with it. It would make everyone else's fare increase		X
2473	Don't do it		Unknown
2850	Don't do it, the system needs the money		X
182	Don't support.		
1129	Don't do it, it's not fair to everyone else. Homeless already ride for free		
3266	Don't do it.		
116	Don't do it.		Unknown
1285	Don't do it. The number of homeless who take up seats and stink, and the number of grifters and thieves are overwhelming as it is. How about a police officer on every train? That would be nice!		
2143	don't use gas tax money to discount bart		X
2089	Don't.		X
2041	Equal protection under the law. No discount		X
3303	Even the full fare isn't high enough to cover the cost of running BART. We should be raising fares instead of considering further discounts		
1670	Even though I use a disabled clipper card ,Bart is going to loose money because so many already take advantage of th the disabled clipper card that don't even need it ,and it won't be fare to the regular fare user ,that has to use Bart for work they already pay a lot ,give them a break somewear	X	X
1274	Everyone should pay equally		
2584	Fair treatment to all. Everyone should pay the same rate for the same service.		

Survey ID	Comments	Low-Income	Minority
1942	Fares are already low, and I would rather see BART invest more in the system than offer discounted fares.		
767	First, BART needs to regulate and make sure people are paying first. I have seen people not pay and hop the ticketing area or run behind people. It should look more like the East Coast train stations where the ticketing area is tall and high so no one can hop it. Once that happens, it'll be good to implement cheaper BART rides for low income people. It might encourage BART riders and make trains even more packed but maybe people will pay		X
2511	Gas tax revenue should be used to repair roads. That's what we voted for!!!!		Unknown
2537	Gas tax should be used for road repairs		
888	Gas tax should not be used		X
220	Gas Tax should NOT be used.	X	
1222	Get the fare evaders first man		X
531	Guess the rest of us will have to pay more so they can ride cheaper in a poorly run system whose cars are cesspools		Unknown
213	How much more is this going to cost regular riders? This is a waste of money! BART needs new management and automated trains.		Unknown
1020	I am absolutely opposed to using BART funds to subsidize low income riders. You should be using available funds to improve service, clean up the cars and the stations, and increase officers for safety. Make BART a better experience for all riders.		
2762	I am COMPLETELY against this. Why should I pay full price to get to my job in the city so others can get a discount that I don't qualify for? I'm tired of paying out big \$\$\$ to ride BART, and you know once this kicks in they will raise fares even more--everything for "the poor" and nothing for the hard workers is what's wrong. Tired of paying for "low income" my family does without and cut corners while they get the freebies and discounts--NOT RIGHT!!!!		X

Survey ID	Comments	Low-Income	Minority
3493	I am concerned that people would take advantage and say they are low income to get the discount raising the price for other riders. I don't see how this would be enforced well and BART doesn't have enough money as it is. It would be better to stop fare evaders and lower the price for everyone. I am not low income and still struggle to live in the bay area. If BART prices increase more I will find alternate transportation.		Unknown
2692	I am Disabled and Low Income. I purchase RED Tickets currently. RED tickets give me a 62.5% Discount, a 20% Discount would make me pay more than I currently do. so, I do not Support this program. I would like to see Blue HIGH VALUE, Green, and Red Tickets added to the Clipper Program. BART is a vital Lifeline for me , as AC Transit is getting more Expensive to use in SF/ Transbay. BART is more reasonable.	X	
2603	I am not in favor of this type of program. Clean up the trains and stop the vagrants from riding/ sleeping on multiple seats! That should be your priority.		
3048	I am not in favor of using state gas tax revenue to fund discounted BART tickets to anyone of any income level. It's unfair and inequitable to the households who do not qualify for proposed program. BART should alternatively consider reducing its fares across the board with any monies it receives from the state gas tax funds.	X	X
810	I am not sure I agree. If there are lower fares offered for some why not all?  I personally do not think Bart manages their finances very well. The union demands overly high wages for it members. There is already a lack of police presence, trains are dirty and old etc.  And I am guessing that my ticket price would go up to cover the gap created by these low income ticket holders.		

Survey ID	Comments	Low-Income	Minority
3129	I believe a discount fare is not the answer. Old and disabled do not have the opportunity to work like others. The low income pass would be abused. I believe the fares should be subsidized by the businesses that need the workers. They get a tax break for it. On the other hand my gas tax money doesn't get used for the roads or alternative transport. Let businesses pay for new Bart cars and capacity.		X
952	I believe there are other, more pressing matters that should be taken care of - i.e., the drug addicts that shoot up or flop all over the seats when people are trying to commute - no one wants to sit near them - it makes riding BART disgusting. Safer stations should also be addressed before offering discounts to people.	Unknown	
3463	I commute with on the highways, not BART. BART is not a viable option for me, or the residents of my community. The gas tax was passed to improve our roadways, not BART. This does not appear to meet the intention of the gas tax.		X
383	I disagree with the Bart discount proposal, we should all pay the same fare, except for the senior. One should work hard, study hard, spending the money wisely, eventually they will make more money. Because of the low income discount, low income benefits, these just encourage people not to work hard. Because you are low income , one will have everything ,free medical, free glasses, free hearing aids, no need to pay for driving violations. Why bother to make money. If you earn more,then will have your benefits taken away , and you have to pay more. I think this is not the way to make California a better city,people don't work hard anymore.These people just taking the money away from the tax payers. I totally disagree with the proposal.		X

Survey ID	Comments	Low-Income	Minority
3504	I DISAGREE WITH THIS POTENTIAL NEW DISCOUNT PROGRAM WITHOUT HAVING MORE INFORMATION ON HOW IT WILL BE FUNDED. Having grown up in the Bay Area, and also having lived on 4 continents, there are clearly some major changes that BART needs to address first. While I agree that there should be something done to assist low-income riders, the majority of riders are lower middle-class riders who won't qualify for any discounts of any sort. These workers are already stretched to the limit on their paychecks (myself being one of them). We need to know how this 20% discount will affect the rest of us. *Will fares continue to increase exponentially for everyone else who are not eligible for this discount?* We have also had multiple taxes in the past 5 years that were supposed to improve BART's services overall; having been a daily rider of BART from East Bay to SF and down the peninsula for the past 3 years, there are still some major issues that need to be addressed first. This includes security (clearly a major issue with the recent killings), general cleanliness, technical maintenance of the trains (have had at least 1-2 major delays every month riding BART).		X
1240	i do not agree with using money from the gas tax to give the low income riders a free ride (or a reduced fare). riding Bart is NOT a necessity but it is a "want". i work hard for my money so why should people get perks and not me? i was not in favor of the gas tax either, but since it's here to stay i feel it should ONLY be used to fix the roads like the politicians in this state said it would go for!!!!!!		
1643	I do not approve of the new discount program for low income riders		
2480	I do not believe it is feasible. I see fare jumpers every day and the fares are not enforced. If they are spending \$0 as it is, what would motivate them to pay anything? Spend the money and effort into increasing BART security and cleaning up the cars, adding more trains, and ensuring better on-time performance instead.	Unknown	X

Survey ID	Comments	Low-Income	Minority
1257	I do not like this potential new discount program. We are paying the gas tax to fix roads and that is where the money should be spent. I do not appreciate you drooling over the funds and robing this tax to support your program. This is robbing Peter to pay Paul.		
1614	I do not support higher prices for some people and lower prices for others.		X
1054	I do not support the low income program. I am actually offended by it. I am already taxed to supply the following services for low income: cell phones, food, housing, health insurance, discounted PG&E, discounted EBMUD, discounted internet. California will lose more of its middle class if it keeps increasing taxes to support low income. With common sense I say, if it is too expensive to live here, move to someplace more affordable. I realize that we will lose many low wage workers and the result will be that companies will be forced to pay a competitive wages for salaries or automate. The free market will deal with this. I am also offended that we have a 'brown' underclass. The only way to eliminate this is to stop the welfare state, prompting companies to pay more for employees.		X
786	I do not think BART should seek to encumber funding from the recent tax election for this purpose. Voters intended the money that was approved to be used to build new infrastructure, including BART equipment and maintenance needs and highway and street improvements, not to subsidize riders of any income level. To usurp the voters' intention would be wrong. Why not use the high priced salaries of the General Manager and several assistants to help citizens who need assistance with fares? Grace Cunnican makes too much money and does not deserve her compensation, in my view.		
1561	I do not think it is appropriate to lower fees for some people and not others, regardless of their income levels.	Unknown	X
1477	I don't agree with it partially since Bart needs to focus on managing their money. In the end, where is this delta going to come out of? Overall, maybe focus of the safety and cleanliness of the stations and trains before rolling out a program.		
1372	I don't like it. There are better ways to use the gas tax		X

Survey ID	Comments	Low-Income	Minority
2448	I don't ride BART because it's a disgusting mess. Instead of giving discounts, you should spend the money on cleaning the stations and making the system safer. Bart is already heavily subsidized and it can not afford to provide discounted services. Besides I thought the gas tax was supposed to pay for our infrastructure like our roads which are also in terrible repair.	Unknown	Unknown
2259	I don't support it. We should all get the 20% off if you are going to implement it.		Unknown
3680	I don't like the idea because BART is always complaining about not having enough money and raising fares and parking.		X
1029	I don't really think this would benefit myself. I am low income but, I would prefer to pay the same amount because I would rather my money go to upkeep for BART. I would prefer my money along with other low-income riders go to help pay for more security and BART police instead of giving myself a lower fee.		X
3582	I don't think a whole lot of regular BART riders will benefit since we probably won't qualify. The ones that do qualify would probably not take the time to purchase esp since 20% is not much discount. I see a lot of free riders. Why pay when they can just go pass the side gates. It's unfortunate but it's the truth. BART's priority should address the safety of the people. There's other means of transportation. If you can't afford BART, there's the bus.		X
803	I don't think it is a good use of funds. There are low fare bus options. Please put more police on the trains.		X
3156	I don't think it is fair to people who do not qualify and need to pay full price, including middle class commuters. It would be more fair to either lower the prices for everyone, or have another program such as a greater high value discount		X
1099	I dont think it is fair to the basic working class employees who have to pay full fare and don't make that much more then those who would be considered low income. I would stop riding and drive.		X
3030	I dont think it's fair. There are people who pay over \$20 daily it would be nice to just lower all fares.		X

Survey ID	Comments	Low-Income	Minority
1426	I don't think the discount would work. The Federal poverty guideline does not apply to California, since we all make much more due to cost of living.		X
917	I don't think they should get one or minimum make them jump through hoops and pay a yearly fee in order to get their discounted rate like you make the disabled passenger do. Really, make a disabled passenger go to only specific places to get discount card, make them pay a yearly fee to get that discount. THIS IS WHY I DO NOT RIDE BART ON A REGULAR BASIS. And the parking fee. MY WORK IS Bartable BUT I WILL NOT GIVE YOU MY MONEY, and I will not jump through hoops to get my disabled discount. But oh ya lets give the low income another break. You are helping to get rid of the middle class.	X	
1637	I don't think this is a good idea. BART is one of the most poorly managed public transit systems in the country, if they start giving discounts they're only going to raise rates for everyone else.		
700	I don't think those of us who do not qualify should subsidize lower income riders. We already pay more taxes.		X
430	I feel it would just make it easier for criminals to get on the trains. They have no problems now, why "encourage " it?		X
2202	I have no desire to have my tax dollars fund any programs to assist low income people. That's just a bandaid for the real problem. Fix the California cost of living barrier for good.		X
2799	I just don't understand why Bart cant focus on Safety and recucing fare evaders. I feel unsafe on mybdaily commute as do others. Please prioritize accordingly.		X
633	I most likely would not qualify for tblhis program, as my income is above the poverty line. However, BART is already expensive and so is living and working in the Bay Area. If regular fares go up to pay for this low income discount, I would stop riding BART. I shouldnt have to pay for a low income program.		
3414	I oppose it. Misbehavior on BART is too high, and there aren't enough seats as is. Keep fares as they are, and spend the money to put police on each train.		Unknown

Survey ID	Comments	Low-Income	Minority
1540	I oppose this discount. BART prices keep going up, and now you plan to offer a discount that I don't qualify for. I wouldn't be surprised if you plan to cover the cost of this discount by increasing costs for people like me and it's not fair.		X
359	I pay my share they should pay thier share. Everyone should pay the same rate no matter their income		
1738	I really hope that you'd make people show proof of residency or something to sign up for the program. I find it unfair that individuals can ride BART and use it as a place to sleep. If they're collecting money to ride I know that it is difficult to tell them to get off. But unclean, urine smells, people doing drugs...why make it easier for people to ride BART. BART is expensive - I ride from Walnut Creek to Embarcadero 5 days a week. With parking that is 2,700ish a year. I doubt that I would qualify as low-income. But when you work in a city where the average lunch is 15-20 a day...life is expensive not including rent.Why not reduce the fare for EVERYONE? Even if it is just 10cents. If you can reduce for some you can reduce for all.I'd rather see you invest in making the trains safer, cleaner and better for those actually paying. So instead of reducing the fare that you'll wind up raising sooner than later, take what you've identified as an available loss and apply it making the ride better.		X
548	I spend more than \$300. A month on BART. I already see able-bodied non -seniors useing discount tickets, hopping the gates, and taking the elevators without paying. I make 60k. A year but only take home 2.5 k a month. 1.5 k for rent and 300 to you. So F*** YOU with your discount program. Poor losers already get handouts, now you want to promote them with more perks! F*** You!!		X
3121	I think BART needs to keep fares the same and use money to improve the reliability of BART		X

Survey ID	Comments	Low-Income	Minority
2623	I think Bart should be ashamed to continue raise bridge tolls and seek a new way to rob drivers every election. Quit asking for more tax payer money, then turn around and attempt to start a discount fare for riders. Take that money get put it in your police because your srations are crime infested	X	X
2903	I think it is suspect to dictate a discount on whether BART's income might increase or not.Bart is one of the highest fares in the world and yet no where near as efficient nor available to the working class thus i can't even get to work on the weekend.I think we should stop fooling ourselves as to which is the problem and which is the solution.I'd imagine Bart has spent more on fare inspectors than they have lost in fare evasion. Bart needs to get their priorities straight as to what they actually stand for. mobility or sheer profit??	X	Unknown
1361	I think it's a horrible idea. The cost is just going to be pushed on the rest of us who pay full price.		
1351	I think it's preposterous. This is not what the gas tax is meant for!! It should be fixing roads and bridges that benefit us all, not just giving some individuals a discount on one mode of transportation. It is extremely unfair and I oppose this suggestion.	Unknown	Unknown
706	I think it's really problematic to introduce new bureaucracy where people have to go through a step of proving their low income. This also creates the very likely potential of privacy violation. I would support this measure because it's important to make BART more accessible, but it would much, much better to make fares cheaper or free for all (and to have an integrated regional payment system)		
2383	I think its stupid. Everyone should be able to get a discount maybe the people that ride 5+ times a week get a discount too		X

Survey ID	Comments	Low-Income	Minority
2681	I think people are more concerned with the raising of fares and parking and that's what is causing low income riders to not use Bart. I think the discount should be towards people who take Bart on a frequent basis because they are the ones who pay the consequences of others getting cheaper fares.		X
3208	I think this discount program is outrageously offensive to regular BART commuters. I take BART every day twice a day from Millbrae to Montgomery, and receive no discount. The over \$4 a ride fare is exorbitant for a dirty outdated extremely loud train. Discounts should not be given so funds can be used to hire police, I have never seen any officers on my train. A discount program is offensive to regular riders who spend \$250+ a month and make an honest living. Unlimited monthly passes (commonly available in MANY other cities) should be available first.		
1332	I think this is unfair to charge higher fares to regular passengers to subsidize lower income passengers. This will not increase ridership. It will only increase fares for regular passengers.		
3352	I think this would unfairly hurt regular riders.		X
3070	I will not qualify for the discount and I am struggling already to make ends meet so it means it will make my life even more harder. I am Pretty sure there are loopholes of getting the discount and people are going to misuse it, so no I don't want this discount since there is already youth, senior and handicap discount.		X
268	I would ride BART less. The is because the redistributive nature of your proposed discount will inevitably raise prices for the rest of us. Given the cost of living in the region, this is "death by a thousand cuts" for the rest of us.		

Survey ID	Comments	Low-Income	Minority
653	I'd rather you put safety first than accommodating to low income riders. How about people don't get attacked on the train and we stop fare evasion rather than focusing on the low income community, worry about ALL riders and keeping EVERYONE safe. If there is a discount for people who commute through BART that would be great. I do not think it is fair to have lower fares for lower income while people who ride and spend \$15 on your services every week day do not get perks. Please think about ALL your BART riders. I work my ass off and get nothing. Why bother working?	Unknown	X
1689	I'm not in favor as someone else will bear the costs, either other riders or taxpayers. Where is the survey question relating to that issue?		X
3668	I'd rather see help some other way. Fair paying commuters already cover everything and keep getting charged more. This program will only add to that		
788	I'd rather you stop fare evaders than to continue to cut breaks.		X
3359	If funding originated from the new gas tax, I would be opposed. I voted against the gas tax because I felt it would be used for items other than road repairs and improvements.		X
572	If it's going to make Bart even more crowded during rush hours, I'd be disappointed. The experience is already somewhat difficult when I'm unable to avoid peak commuter hours. Platforms out of the city in the evening are sometimes so crowded you can barely safely exit the escalator.	Unknown	Unknown
2987	If making low-income riders gets discount and regular bracket income gets an increase in tickets price, I don't think I'll ride the train more.  This will only encourage people to move.		Unknown
1398	If providing a low income discounts burdens people who cannot qualify for this discount because their fares must be raised to make up the cost, but are barely hanging on working insane hours trying to pay rent, then this program will cause harm.	Unknown	Unknown
1514	I'm against it. I believe the discount will encourage Bart to raise rates for the rest of us and I can barely afford it now.		

Survey ID	Comments	Low-Income	Minority
1508	I'm sick of having to pay more when others either don't pay (I see fare evaders EVERY day) or get these subsidized fares. People are getting FED UP. And we all vote too.		X
3000	I'm very tired of all the handouts by the government. Especially since nothing is "free", someone has to pay for it and 99% of the time it's the hardworking tax payers like my wife and I. BART is horribly mismanaged as it is. Now you're proposing to give a discount to a segment of society while raising the taxes and floating bond measures that a different segment of society has to pay for. Everyone associated with BART administration and management should lose their jobs immediately.		X
2354	Instead of a discount program how about changing the fare system in which one gets charged per ride instead of mile and a monthly pass is included.	X	
2194	Instead of requiring poor households to jump through additional bureaucratic hurdles for each benefit, we as a society should give cash to low-income households, who can then decide for themselves whether BART is the best use for the money. BART is not a substitute for an income-redistribution system, should not try to become one, and should instead focus on its core mission.		
3038	It is a terrible idea.		
1866	It looks like now that there is a revenue source from the gas tax, BART is looking for additional ways to spend it. It seems BART has enough issues requiring the added revenue. This program looks to me to be a public relations move to help low income people at the expense of badly needed system improvements. Don't do it.		
329	It makes no sense to charge less to ppl who can afford the clipper card than the 50 cent charge on the tickets it's oppressive	X	Unknown
3250	It seems to me that many low-income riders are currently paying NO fares. I see fare evaders almost every time I ride Bart. The trains have become motels and toilets for a great number of people. Address this problem before you even consider any new discounts.		
3014	It will be abused to the max. Just like all the gate hoppers...		

Survey ID	Comments	Low-Income	Minority
1205	It will be used to steal money from taxpayers. There is nothing discriminatory about asking people to pay for a service they use. Let them have pride in being able to take care of themselves without handouts.		
1144	It will make bart even more crowded and dirty... will make rides even more unpleasant. There are already tons of homeless people practically living on BART.		X
3022	It's going to give more homeless people access to the trains. Please don't.		X
2530	It's too easy for people to fraudulently claim low income. Why aren't you seriously cracking down on fare evaders?		
1521	It's a nice idea, but that is not what we voted that money in for. We need BART to use it to update the system. The stations are filthy. The trains that were promised are not in use. You already look the other way to fair jumpers. If your going to let some people ride free and park free, why shouldn't we ALL get discount or ride and park for free? We get to the Bayfair station and there is no station agent in the little kiosk. People just jump the bar. We need the system working properly, proper cameras, proper staffing (there should always be a station agent working) more security. We welcome the BART police because we aren't doing anything wrong. We voted for this to update the BART system, not give SOME people a break. My daughter rides BART every weekday and some weekends. We use it less frequently. But we voted in this money to get the updates to the system so that it would be updated, clean, safe, and on time for us. If this money goes only to help some people, then I will never again vote for any taxpayer money to go to BART. We are furious over the fair jumpers. If everybody paid their fair share then maybe the promised cars, clean stations and extra security would be a reality. You seem to be going backwards. Either be fair and give the discount to everyone, or use it to do what we voted for. FIX THE SYSTEM.		
3531	It's not fair. either lower the costs of fares for everyone or not at all.		X

Survey ID	Comments	Low-Income	Minority
320	Keep it the same for all. Give everyone a 20% discount or none to any. Not fair that people have to pay more. Everyone is working hard to make the money to get to places.		X
2071	Keep the fare up and use the funds to clean up the trains and install fare gate barriers -- BART's mission is a transit system; not a homeless shelter		
3091	Keep the fares equal for everyone. Use the money to improve the system		
351	Laudable goal. But the increased gas tax was to FIX OUR ROADS! If you think there is money for your program, it means:1. The backers lied to us (wouldn't be the first time). If you have extra money after fixing our roads, reduce the tax.2. Backers lack integrity. Another bait-and-switch tactic to fund their pet projects.And in case you've forgotten, that is exactly what happened to the gas tax funds we've been paying for years. Went to the general fund instead of paying for road infrastructure.	Unknown	
2500	Low income people already have a discount. It's 100%. They just jump the gates. How about the BART police getting out of their cars and starting to monitor what's happening in the stations and on the trains? I went to NY recently and there are cops everywhere in the subways, watching what's going on. Not on BART. Strange.		Unknown

Survey ID	Comments	Low-Income	Minority
846	Low income people are already receiving so many discounts in our society. The rest of us are being forced to give up more and more of our income for this stuff. For example, starting 1/1/19, if we need any special documents from city, county, state, etc., agencies, we have to pay \$75 now. We pay an extra \$0.20/gal for our diesel fuel. We pay more and more sales taxes and fees. None of this gives us anything. Most goes to their government pensions and to the low income and poor. They already receive free cell phones and service, EBT cards for free food/food stamps, free food for single moms and their babies (how about getting married or finishing school and getting a job before getting pregnant?), Section 8 welfare, discounted transportation on other providers, free healthcare and on and on. Meanwhile, we have to wait hours at DMV because our tax money goes to all of these freebies instead of hiring more DMV workers and smarter workers.		Unknown
3036	Low income residents already receive enough benefits. SF/Bay Area public transportation is not expensive enough to require additional discounts		X
867	Low income? What threshold? How often would the discount be audited? I might be low income this year, but make a bundle next year.  Seems unfair and difficult to audit. Employers should pay for workers BART fares. Other riders, who are working hard should not pay for other riders BART fares.		X
516	Low-income riders are already receiving multiple discounts through various programs in California. Average-income riders or riders whose income is not low enough, do not get any breaks. If the discount program is passed, obviously non-income-riders will have to pay more for their commutes. Please consider the hardships of the non-low-income riders.		X
1993	Make the discounts apply to frequent riders. Too many people are fare evaders, give the discount to those actually supporting BART.		
1221	Middle-income people should not be forced to subsidize low-income riders; leave communism for failed countries.		X

Survey ID	Comments	Low-Income	Minority
2847	More focus should be put on preventing fare evaders than providing discounts.		
1781	My commute train is full to capacity, sometimes I have to let one or two trains pass until I can squeeze in. Insufficient parking forces me to park a quarter mile away in a dangerous part of town. I watch fare jumpers, aggressive homeless and you want to know if more of the same is a good idea?		
2476	My spouse rides BART everyday. The stories that he can tell about the filth on the cars, the riders that are still farehopping as well as the already lack of police presence, make me think that BART isn't operating effectively with the current discounts that they offer riders. I do not agree with any other discounted tickets. Seems like it would be too much for the agency to maintain and continually review and maintain. How often would they confirm people's eligibility? Who is to say that people wouldn't buy them for others that don't qualify? This seems ridiculous and like a terrible idea.		
418	Need some vetting system to ensure there won't be homeless people sleeping on BART or disrupting other people. Most people don't ride bart because there are homeless people, it's dangerous, and saving a few bucks by taking bart over driving is simply not worth the risk of getting robbed or worse.		X
97	No discount please! I don't mind to pay more if I could get super clean reserved seat everyday.		X
3142	No discounts until BART has eliminated fare cheaters.		
1470	No no no ....		
1380	No way!		
1177	NO! These tax dollars were never intended to fund or subsidize low income riders of BART.		X
2330	Not a fan - I don't want to pay more taxes so others can ride Bart at a lower cost.		
1354	Not good. Too easily abused. It would be a nightmare to maintain and keep its integrity. A one-time pre-loaded card/ticket (think bus pass voucher), could be made available to charitable organizations for the truly needy. But it seems if there are already many needy who use BART as a home.		X
763	Not in favor of it.		

Survey ID	Comments	Low-Income	Minority
1871	Not in favor of it. Low income people have enough subsidies already.		
1869	Nothing wrong with low income discount concept, but it should be funded by regular BART fares, not a gas tax which penalizes people who can't use BART. Increasing the gas tax will increase cost of living, and make goods more expensive which affects everybody. BART should be paid for by the people that use it.		
3334	Of course if you get a discount you are going to ride BART at least as frequently.  Why are gas tax dollars going to this? I thought those dollars were meant for fixing potholes? What the heck?		
3522	poor idea. if you want to help poor people, do so with direct grants of money. bart is not is the social welfare business. it has enough problems just transporting people safely.	Unknown	Unknown
323	Really bad idea		
1867	Save the money and get the fare evaders off the trains. The trains are dirty and disgusting. I pay my share but if we git the fare evaders off then reduce the price for everyone.		
2293	Scared that it will allow more homeless and drug use in the stations. I had to call 911 on Bart because a guy was threatening to shoot up the whole car.		X
3093	Secure the gates before you provide more discounted fares.		
2959	Security increase needs to happen first, there's a potential for problems with low income Bart		
1718	Seems like a lot of administrative hassle for a minimal discount. Why not discount off peak fares for everyone instead?  It would still help low income riders as many work off hours and would also encourage non commute BART ridership.		X
994	Seems that it would be difficult to manage and enforce. How does Bart identify those who qualify. How does Bart prevent mis-use of discounted tickets. Also it's quite unfair to anyone with income just above the threshold who continue to pay the existing very high fares.	Unknown	

Survey ID	Comments	Low-Income	Minority
1764	Some survey. You don't even tell or ask questions regarding to funding source. I think drivers might have more to say about it if they knew the money was going to come from gas taxes earmarked for roads as Brown promised. Shame on you. How low. Tell all of the facts. Why do you care about my age, ethnicity or income?  Fix the survey!		
1920	Stop Bart's mismanagement of funds, and you can stop raising fees, keep Bart safe, AND have these welfare programs!		X
441	Stop rewarding people for low-income.		X
3502	Stop with the handouts		
1606	Taxing people to provide a discount to others is unfair.	Unknown	Unknown
1489	That's ridiculous. The hard working class have been paying enough. If u can afford lowering the fare for the poor again, u should not keep increasing the fare year after year. We paid more than enough to help the poor thru all kinds of taxation. People should get a job & get a life , don't take drugs , don't have babies if u can't afford because the baby won't be happy growing up. Wake up! People are moving away from California.		X
1079	The Bart is already struggling with safety security cleanliness and other issues. I do not think a low income discount is fair or sustainable. I completely disagree with that and would feel even more burdened by it as a rider.		X
2017	The Bay Area doesn't have an income problem. Invest in fare evador systems and you will recoup your investment in a couple years. People have no choice but to pay what the market demands for fares. It's like coin laundry, people will pay and use the same regardless of price because they need to have clean clothes!!		X
1134	The expense to monitor this program and the potential for fraud outweighs a 20% discount. This is a waste of money. Instead you should lower the fares 20% for all riders.		
2742	The gas tax is meant to fix the roads, not provide any funds to BART. I am totally against this!!!!	Unknown	X
2180	The gas tax was supposed to be used to repair roads and infrastructure. Repair things!	Unknown	X

Survey ID	Comments	Low-Income	Minority
3383	The money given to you but us voters was for operation and maintenance it's bad enough that people do not pay to ride Bart they jump the gates piggyback behind customers and now you want to give him free rides NO BART station attendants need to be replaced all this is happening right in front of them and they do nothing about it the station attendants are too busy looking at their phones being on social media to see what this crooked customer's are doing. And when you take the time to make them aware of what's going on the station attendant get upset that you're taking their time away from phone activity so the answer to your question is no no no	Unknown	Unknown
886	The money should be used to fix highways and roads instead.	Unknown	
1212	The people that can't afford Bart already hop the fence or find a way to go for free. It would continue to convince business people to take uber instead		
936	The potential discount is fiscally irresponsible. BART has never broken even, relies on federal subsidies, and is always in the red. BART should 1/ crack down harder on people jumping the turnstile to avoid the fare, 2/ renegotiate union contracts, and 3/ conduct a rigorous and independent operational analysis to improve efficiency and reduce costs.		X
424	the tax payers money should be used to improve security of the BART system, clean the trains, prevent crime, and upgrade the trains. It should not be used to give discount to anyone, rich or poor.		
702	The voters voted to keep this tax for road repairs. DON'T DIVERT THE FUNDS to things that weren't approved		
1168	There are so many people that don't pay and squeeze through the fate gates already. Those that rightfully pay will suffer a rate hike in the end.		X
3524	There is already FAR TOO MANY FARE EVADERS and problems with the BART stations that I see a program such as this to only become a scapegoat that will more down the many many things require urgent addressing.		X

Survey ID	Comments	Low-Income	Minority
3010	There should be no discount program for low-income riders. The fee schedule need to be similar to the Washington DC subway: Peak Fares and Non-Peak Fares. Lower fares during non-peak times can bring people back into the system. Most transit systems make most of their money in the peak times.		X
2391	They already have a discount called free rides because there's never any dam bart police to be found and never any fare checkers to be found. Junkies take up all the seats for free every morning it's their free hotel. No police or fare checkers ever. I see people shooting up on platforms at least 3 times a week. No police or fare checkers anywhere! Stop worrying about people who don't pay and take care of the people who do pay to go to work every day.		
1469	They don't pay anyway, so why would a discount matter. Also, you passed out paper surveys with no trash cans around. They are littered all over the 16th mission station. Lol	Unknown	
3348	This discount scheme is a complete waste of BART time and resources. BART should outsource its station staffing and maintenance and cut fares 25% for everyone.		
1276	This discount will be a waste of money and will cause an increase of local tax for everyone. First, it will be hard and costly to verify the income of all discount applicants. I am sure people will cheat and abuse the handout. It is better to concentrate our effort to solve the bigger problem of homelessness.		X
1125	This does nothing but raise BART fares for people who are not considered low-income but who still can't afford BART. That 20% will come from somewhere. It will be us middle class that pay. It is appalling.		Unknown

Survey ID	Comments	Low-Income	Minority
272	This is a dumb idea. What is the purpose of such an idea? If to increase usage, try letting us see the trains that you folks spent almost three quarters of a billion dollars on and have yet to deliver, or try to have a system where commuters can feel safe. If to give assistance to poor, I don't believe that is the purpose of the board of directors. There are other, more direct ways to help people. All in all, this is a poorly thought out, confused idea.	Unknown	Unknown
3170	this is a farce	X	Unknown
824	This is a terrible idea to force regular riders to subsidize so called low income riders. How about reducing unnecessary costs, reducing pay of executive managers who provide little value and increase fare enforcement, so that regular fares can be reduced for everyone?		X
2533	This is absolutely ridiculous. When about one third of the people fare evade why not make BART free for all. Why do some people have to subsidize others when we ourselves are struggling to pay bills and live in the bay.		X
3407	This is absurd! There should not be a low income discount. You keep raising rates. Why on earth should the full fair riders have to pay for those that need the discounts? We (those struggling to pay full fare and that won't qualify to pay the discount rate), will just get screwed.  NO discount for low income. There are enough subsidies already.		X
1638	This is not fair for the middle clas people. We are the ones that will eventually have to pay for it. Most of the low income households have able bodied individuals but they prefer to sit home, or do drugs vs work for their family. Look around and do some research.		X
2415	This is NOT fair to the people who pay full price. A low income discount would discourage me from taking BART at all.	Unknown	
498	This is NOT s good use of funds. Before anything else, Bart needs to increase security. It should not be a rolling homeless shelter, or a place to get high. Too many people still evade paying fares. Bart needs first of all to pay attention to its regular users.	Unknown	Unknown

Survey ID	Comments	Low-Income	Minority
334	This is ridiculous, none of us who struggle but aren't as far below the party line pay and continue to see the fare go up, despite service being poor and the criminal activity on the trains. Low income riders cause most of the crime on the trains, too.	X	X
1562	This is to be paid for from gas tax revenues—why the heck! How about using the gas tax money to fix pot holes, and road construction LIKE IT WAS MEANT FOR!!!!		
809	This is yet another way to redistribute wealth and I don't agree with it.		X
1410	this just means more homeless people on the trains at all times. i see people jump or even push open the turnstiles on a regular basis and no one care/does anything. i have to take bart to work everyday and i know this program will only increase the amount of people who are not taking bart to commute but to sleep. all day.		X
926	This proposal is outrageous. This tax was sold to us by the fact that our roads are falling apart and we were told it was going directly to road repair. To now use it to subsidize Bart is not acceptable.		
2369	This proposed discount would do nothing to curtail the up to 80%...yes 80% of the people I've witnessed just not paying at all. This money would be better spend on enhanced physical barriers to thwart fare evaders. I even posit that doing away with woefully ineffective Station Agents with actual law enforcement officers at each station in order to curtail fare evasion and increase BART revenues. This discount won't do anything to change the mind of most fare evaders. People aren't evading fairas because they're \$.80 short.		X
352	This should not apply to them.	Unknown	Unknown
517	This should not be paid for with tax dollars.		Unknown
2004	This sounds like a terrible idea. Please don't do this. It will only allow anyone who knows how to use a computer to defraud BART, pay less for the same amount of rides, and BART would earn less money.		

Survey ID	Comments	Low-Income	Minority
2364	This tax is meant for fixing the roads... it should have been repealed... if you want to help low income people get them trying so they can find work or get better jobs... they should pay the same as everyone else.... this money from gas tax was not ever supposed to be used to give lower fares.... this entire thing is wrong!!!		
3056	This will not help keep BART clean, safe, accessible or help with the high volume commute times. It will cause more people to take advantage of BART without adding any value. It will cause more people to STOP taking BART because it will be full of people taking advantage of the system rather than pay their way to make it a better experience.		Unknown
1812	This won't solve the issue of fare evasion and if this makes regular riders fares go up to make up for lost revenue it's going to be a problem.		X
3702	Tired of handouts. Bart keeps raising fares so as usual the middle class working people will end up footing the bill for others	Unknown	
1184	to be fair, while a discount is a wonderful idea, low income riders like myself would benefit greatly from a moratorium on fare increases. fare increases occur without notification and without reasons for their need. this sort of thing can be quite frustrating.	X	X
533	Too many people take advantage of being 'low income' and they are the ones that sleep, & take two seats to lounge. Do homeless qualify for low income? I just see more personal problems w/this program. I truly love BART but all the crime reports are discouraging. I just have to think crime could increase as well. Sorry, I do not support this program.		X
1066	too much red tape to verify those qualified.		
230	Totally unfair. You already have discounts and don't check people who skip the turnstiles. Not fair to paying customers, my taxes fund you, my fares fund you, and now you want even more money. Go f*** your mother in the ***		X
222	Trains are dirty and crowded, and tickets for regular riders are grossly overpriced. Instead of offering discounts for a subset of potential riders, focus on making your trains run more efficiently and reducing costs for everyone. I strongly disapprove this plan.		X

Survey ID	Comments	Low-Income	Minority
2683	Unbelievable! Hard working middle class obviously don't matter anymore.	Unknown	X
3676	Unfair to full priced paying customers riding the same trains. Would discourage ridership. How would anyone regulate discounted vs non-discounted riders?	X	Unknown
1037	Unfair to others		X
2292	Unnecessary. Bart is too mismanaged already.		X
2176	Use our gas tax funds for our crumbling roads and infrastructure, not for lowering BART fares.	X	
2399	Use the money to make bart rides safe, sanitary and have better station agents. The station agents are the worst and are not helpful. Why do you have station agents like that? Everything BART does just shows BART as a company does not have any standards and do not care about their riders safety. Focus on that and the ridership will increase.		X
2487	Where do the money come from? I strongly oppose this program if other BART riders will see a fare increase to offset the cost of this program.		X
1461	Where is the money going to come from for this program? Why are you not doing enough to stop fare evaders? Would fare evaders be eligible for this program? How will you judge if this program is successful or a failure? What type of documentation will be needed to ascertain if someone is eligible for this fare reduction program? Who will administer the program within BART? Will BART have to hire more people to run the program?		
2936	Where's the money coming from? I take the Dublin/Pleasanton line and question the implementation of this new program when there are fewer trains on my line than all the other lines, even though it's jam packed during commute hours. This is difficult to swallow when I'm seeing new trains and half empty cars constantly on the Pittsburgh Bay Point line and no improvements to Dublin/Pleasanton.		X

Survey ID	Comments	Low-Income	Minority
3338	While I support broader utilization of public transportation, I'm not sure this would do much to encourage public transportation use and might only serve to push the poorest selectively on BART versus other forms of transportation while increasing commute length for the poorest, who are now able to commute a farther distance. I wonder whether these monies might be better spent on infrastructure upgrades or programs for the very poorest.		X
2691	While this proposal is motivated by good intentions, BART should not decrease revenues via a discount program. Transit is already terribly underfunded in America compared to other developed countries. BART needs every cent it can get from its riders. I believe BART should be fiscally responsible so it can focus on improving the service it provides to all its riders via increased investment in new cars, repairs, funding a 2nd Transbay crossing, Transit oriented housing development, etc.  It is not the responsibility of BART to means-test its fares. Everyone should pay the same price.	X	
277	Who are the people you're trying to help? I feel like a lot of financially marginal families commute from far out on the BART lines and would benefit a lot if their monthly transit expense, which is high, went down. But I feel like a lot of those folks make slightly more than 200 FPL. A lot of very very poor people in SF just ride muni (at low cost or for free because they don't pay). So I'm not sure this proposed discount would even reach them. Also what was the point of this survey? I would not qualify for a low income discount, but you didn't ask me that, and you did ask me if having a discount would change my rider behavior. I'm irrelevant to your target population, but you have no way of knowing that..		X
3621	Why give discounts when there's so many fare evasions anyway? Bart doesn't care enough to follow through with fining those that jump through gates, so why should you facilitate a discount?		X
2590	Why not use the Gas tax for ROADS?		

Survey ID	Comments	Low-Income	Minority
3063	Why offer a discount that will make overcrowding worse?		
1492	Why should low income people get a discount? BART is so expensive for anyone because of the massive lack of governance and mismanagement of funds. There should be no discount until they fix this problem.		X
1437	With the cost of the bart tickets already so high, why would you discount it for low-income riders. This is a big drain to the pocket everytime you take bart. In fact the long distance tickets should be made more cheaper. Most of the low income people live further away because of the high property prices and the price to come from the last point to downtown SF is exhorbant. That should be fixed.		X
528	Would non-discounted riders would have to subsidize the loss of revenue? It's already too expensive to ride the Yellow Line from Walnut Creek to San Francisco. Would the fare go up even more? I don't think it's fair to have different fares for different people. There are so many scammers who jump over the gates without paying and the attendants ignore them. Why not enforce the rules and make everyone pay their fair share at the same rate.		
2891	Would not want to pay higher fees to support ths program. Where are funds coming from? At capacity in rush hour already!		
1362	Yes I'm upset this could be coming out of gas tax which was supposed to be for roads. This is not cool as most people lie on their income. Would BART be looking at tax returns? I don't like this proposition.		
3299	yes, BART is already a big dirty HOLE--why do that? Also, you already have a low-income program in place in our TICKET EVADERS and your homeless issue that on any given day you can find them on the trains or stations. So why don't you focus on the paying customers because if BART becomes anymore GHETTO then the paying customers will take their cars to the road ways.		X

Survey ID	Comments	Low-Income	Minority
78	Yes, BART should be dissolved of its Board and Management; it is using funds promised to fix and repair highways and roads that are in disarray. Illegally diverting funds to pay for low-income riders is morally and ethically wrong. BART should be under Federal control since the current Board and Management are unscrupulous, dirty rotten scoundrels.	X	X
1834	Yes, I don't think this there should be any discount programs.		Unknown
94	Yes, Its a horrible idea. The train is already filled with homeless people. Allowign low income people a discount will make the train ride dirtier, more crowded and even more unsafe.		
1035	Yes, what was presented on the news tonight, was that this program would be funded by the gas tax. Is the same gas tax that Governor Brown improperly put into affect, without voter approval? The same gas tax that is to be used for infrastructure improvements . . Then my responses is absolutely NO!!!! Use the gas tax money for what it was designated for improving our roads and infrastructure!		
1141	Yes. We already subsidize enough free stuff.	Unknown	Unknown
99	You already have a discounted fare option. Allowing prople to hop the turnstiles with no punishment.		
3436	You are going to encourage homeless to take up residence in the trains. And as I've seen in the 24 months of constant ridership you neither have the conviction of the apparent means to clean or police the trains.		
2075	You keep increasing costs to the middle income wage earner by subsidizing other patrons. Stop! No on more discounts...only for senior citizens on fixed incomes.		
2119	You should be giving all riders discounts not just low income stop with the socialist policies and stop ripping people off I pay full fare I expect nobody to pay my fare except me lower your overpriced fare which in return I receive horrible service		Unknown

Survey ID	Comments	Low-Income	Minority
3290	子女上大学搭bart clipper card没有了discount, at least我觉得大学生都应该有discount。*My children go to college and use a BART Clipper Card without a discount, at the very least college students should have a discount*	X	X
3107	Discounts of any type should be quoted or processed at a destination fare gate or add value machine in the event of insufficient funds; I use Clipper/SFSU ID that receives a 25% discount for trips beginning or ending at Daly City, however when the loaded value is not enough to exit the system, the fare quoted is the "no discount" amount, and add value machines will not process the payment until this amount is reached.  When it is reached, the fare gate still charges the discounted rate.		X
2560	Everyone is broke and struggling. I don't understand how Bart receive so much money and still can't keep the places clean and safe.	X	X
3682	for family of 4 it is cheaper to take uber. lyft.		
1459	For me, it's a choice between BART and Muni Metro--and BART is always the cheaper alternative. My doctor says I need to walk more, so I shouldn't even be riding BART!		
2856	From Fruitvale Station to San Francisco, round-trip, it's a fortune. I rarely take part based on its price and now what I perceive as it's danger.	X	
46	Gang		X
1745	Good means of transportation	X	X
2160	How about better management of the bart system? Why is it so dirty? where are the new trains? why are the station agents so rude? why do you treat riders so cruel when checking clipper cards? I ride bart because I have to get to work.		X
3672	I do not qualify as a low-income rider.		
1953	I don't qualify as low income.		
3474	I have to get to work, regardless of whether I get a discount to ride. Also, I wouldn't be considered low income, so I wouldn't qualify for the discount anyway.		
384	I live well below the federal poverty level. Of course BART is expensive for me.	X	

Survey ID	Comments	Low-Income	Minority
2952	I often commute from my house in Solano County and use part to commute to a plethora of work and personal destinations all throughout the Bay Area: From the East Bay to The City to the Peninsula. BART makes saving gas and precious mileage easier in addition to saving time and being within a trustworthy environment to promise a better chance of being consistently safe.	X	X
3401	I ride the trains no matter what and now the bridge toll going up it costs me upwards \$300 out of a \$800 paycheck to go to and from work!	X	X
1982	<p>I see a lot of low income people using cash at Bart to buy tickets. Please consider making EBT cards work as Bart tickets by letting folks use their EBT Cash assistance for Bart fares.</p> <p>Please look at adding discount fares at off peak hours to encourage folks to use the system when it isn't rush hour.</p> <p>Please add trash cans, bathroom and water faucets at the stations. It is needed.</p> <p>Please add volunteer jobs at Bart that let folks earn Bart credit. I would gladly volunteer to take a trash bag and picker and navigate the length of the train picking up trash if it meant my fare was free.</p>	X	X
2282	I think Bart is expensive and sometimes is comparable to Uber.	X	
2047	I think more should be done about tax evaders who are the ones causing increases for the rest of us full paying customers		
2257	I think prices in general are too expensive especially since it's paid for by tax payers anyway		
1057	I think the return of the 15 min maximum wait we had before the earthquake would also help low income riders while also helping everyone else.		
1052	I think there should be a college student discount regardless of income		
112	I think this is a regional issue and should be solved (paid for) through a regional program that recognizes and analyzes that this transportation issue is a direct outcome of our racist and exclusionary land use policies.	Unknown	

Survey ID	Comments	Low-Income	Minority
2186	I think your math of 200% below poverty threshold isn't correct.		
105	I used to ride daily for school. Considering how hard it is to get around the bay, finding jobs within walking distance of bart is important.		X
89	It is outrageous that there is a paper ticket surcharge of 50-cents per ride!  This is racist and discriminatory!  So wrong!!!!!!		
2656	It's not clear to me how to request senior discount.	X	
1078	It's currently cheaper for me to drive then BART to work, and I wish that weren't true.		X
286	make the orange tickets available to all college students	X	Unknown
2715	MOST Seniors ARE LOW INCOME. Cannot afford BART anymore. And BART IS NOT SAFE. A/C Transit serves me pretty well, AND gives a decent Senior discount. I was a regular BART commuter for years.	X	
15	My wife and I live just right on Alameda, but it costs so much now for a round trip into San Francisco that we rarely go. If we do, then Uber Pool Express is much more competitive and convenient than BART.	X	X
1623	N/A		X
3670	N/A		X
1301	N/A	X	X
4	Na		X
14	No		X
44	No		X
49	No		X
73	No		
1004	No	X	X
1944	No		
2593	No	X	X
2789	no		X
3391	No		X
3586	No	X	X
2446	No		X

Survey ID	Comments	Low-Income	Minority
55	No but yall f***** suck.		
2670	No, but add security to make riders feel safe!!		X
2869	No. But it will be nice to get free rides some time.	X	X
293	None	X	X
1253	People jump the gate if they don't want to pay.		X
3281	POWER TO THE PEOPLE	Unknown	Unknown
2782	Public transit should be free	X	
5	Public transit should be free and fare evaders should not be penalized	X	X
1936	que le aumenten el tiempo a las maquinas de entrada de todas las stations. *increase the time at the entrace machines at all stations.	X	X
3320	Should be Free during all non peak hours. Stop wasted runs with empty seats. We don't have the money to waste by leaving a seat empty, when job, education and communication would benefit from better using our public resources.		X
188	Stop shooting young men and harassing poor people at stations and on trains	X	
134	Stop using armed BART fakePolice to enforce fares. (Why you need armed fakePolice *at all* is a separate but important question.)  Stop making any level of fare evasion a criminal offense. It's stupid and horrible and costs the community far more than whatever meager result you think it brings to you.		
1047	The current program for getting the disabled discount is really inaccessible	X	
3451	The prices are outrageous and the safety is minimal at best. For how much money we pay we should be getting places faster. It's a shame how the tech capital of the world moves its people around in comparison to other cities in the country. It's a shame that when we can barely afford the crazy prices now we are unsafe.		X
822	the problem is that I really do not know how much it costs to ride from there to here anymore. the machines USED to print the fare on the ticket. but most machines do not. and when I clipper I have ZERO way of seeing that unless I log into the card to find the log.	X	

Survey ID	Comments	Low-Income	Minority
2225	The survey question above makes no sense to someone who would not be eligible for the program. How is someone who is not eligible supposed to respond?  Can BART afford this program?		
1682	To many people don't pay for the ride ??????I never saw the police in acción ?????.		Unknown
2401	What is Bart doing to solve the homeless issue? Aggressive homeless people are practically a daily occurrence for most Bart riders. I'm so tired of disgusting Bart trains with needles and trash everywhere!		
1502	Why does BART have an Office of Civil Rights?		
3245	Yes. I think that it is a travesty (and perhaps, an intentional one) that the News Alert for the meeting at the Bay Point Station today was NOT in the news, until 1.5 hours AFTER the meeting had already started! The slick move nearly *guarantees* that the turnout will be low of non-existent! It's looking more and more like The Fools are running the show!		
289	You call this a survey? Where are the questions regarding the funding source.		

# Appendix PP-B: Low-Income Discount Survey

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# Low-Income Discount Survey

BART needs your input on a potential new discount program for low-income riders!

In partnership with the Metropolitan Transportation Commission, BART is considering offering a new discount program for low-income adult riders that could begin as soon as fall 2019. Eligible riders would receive a **20% discount** on all their BART rides. To qualify for the discount, a rider's household income would need to be at or below 200% of the federal poverty level guidelines—for example, a rider in a family of four earning \$50,200 or less would qualify.

Please complete this survey to provide your input on this potential new discount. To thank you for your time, you can also **enter to win a \$120 Clipper card** at the end of this survey.

**1 About how often do you currently ride BART?**

- 5 or more days per week
- 3 – 4 days per week
- 1 – 2 days per week
- A few days a month
- Less than once a month, but at least once a year
- Less than once a year or never

**2 Do you usually use a Clipper card or BART ticket to pay your BART fare?**

- Clipper card
- BART ticket
- Other: \_\_\_\_\_

**3 What type of fare do you usually pay when you ride BART?**

- Regular BART fare (no discount)
- High Value Discount (\$48 or \$64 value)
- Muni Fast Pass
- Senior discount
- Disabled discount
- Youth discount
- Other discount: \_\_\_\_\_

**4 If you received a 20% discount off of regular BART fares, do you think you would ride BART more often?**

- Yes, I would ride BART more if I received a 20% discount
- No, this discount would not change how often I ride BART
- Don't know

**5 Do you have any comments about this potential new discount program for low-income riders?**

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**Please tell us about yourself.**

(Your answers will help us evaluate how well we're reaching all the communities we serve.)

**6 What is your "home" BART station (the station you usually use when coming from home)?**

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**7 What is your most common "destination" BART station (the station near your frequent destination, such as your workplace)?**

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OVER

**8** What is your age?

- Under 18
- 18 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65+

**9** What is your race or ethnic identification?

(Check all that apply.)

- American Indian or Alaska Native
- Asian or Pacific Islander
- Black / African American
- Hispanic, Latino, or Spanish origin
- White
- Other: \_\_\_\_\_

**10a** Do you personally speak a language other than English at home?

- Yes, I speak: \_\_\_\_\_
- No

**10b** If you answered "Yes" to question 10a, how well do you speak English?

- Very well
- Well
- Not well
- Not at all

**11** What is your total annual household income before taxes?

- Under \$25,000
- \$25,000 - \$34,999
- \$35,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 or more

**12** Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6+

**13a** Do you have a smart phone (can access the internet, download apps, etc.)?

- Yes
- No

**13b** If you answered "Yes" to question 13a: As of today, were you able to use the internet on your smart phone?

- Yes
- No

**14** Do you have a checking or savings account?

- Yes
- No

**15** Do you have a pre-paid debit card, debit card, or credit card?

- Yes
- No

Thank you for your input.

Optional

If you would like to enter to win a \$120 Clipper card, please tell us how to contact you if you win:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Would you like to sign up for **BARTable this Week**, a free email newsletter with contests, discounts and events close to BART stations?

- Yes
- No

Would you like to be contacted in the future (via email) with **important BART updates**, or in case of a major system-wide emergency?

- Yes
- No

**CONTEST RULES:** No purchase necessary. Void where prohibited. One entry per person. This sweepstakes ends on 12/31/18 at 5 PM PST. Sponsor is Bay Area Rapid Transit (BART). Open only to residents of California who are at least 18 years old at time of entry. Employees/contractors of BART and their family/household members are not eligible to enter. Other restrictions apply. Sponsor will award one Clipper card (approximate value \$120). Winner will be chosen by random drawing and must respond within five business days of notification; otherwise an alternate winner will be chosen. Need not be present to win. All federal, state and local regulations apply.



## Encuesta de descuentos para pasajeros de bajos ingresos

BART necesita conocer su opinión acerca de un nuevo programa de descuentos que se podría lanzar para pasajeros de bajos ingresos.

En asociación con la Comisión Metropolitana de Transporte, BART está considerando la posibilidad de ofrecer un nuevo programa de descuentos para pasajeros adultos de bajos ingresos, el cual podría dar inicio en el otoño de 2019. Los pasajeros que reúnan los requisitos recibirían un **descuento del 20 %** en todos sus viajes en BART. Para reunir los requisitos de este descuento, los ingresos del hogar del pasajero tendrían que ser iguales o inferiores al 200 % de las pautas federales de nivel de pobreza. Por ejemplo, un pasajero que pertenezca a una familia de cuatro que gane \$50,200 o menos reuniría los requisitos.

Por favor responda esta encuesta para brindarnos su opinión acerca de este nuevo descuento potencial. Con el fin de agradecerle por su tiempo, al finalizar esta encuesta puede **participar en un sorteo para ganar una tarjeta Clipper de \$120.**

**1** ¿Con qué frecuencia viaja usted en BART actualmente?

- 5 o más días por semana
- 3 a 4 días por semana
- 1 a 2 días por semana
- Unos cuantos días al mes
- Menos de una vez al mes, pero por lo menos una vez al año
- Menos de una vez al año o nunca

**2** Por lo general, ¿utiliza una tarjeta Clipper o un boleto de BART para pagar su viaje en BART?

- Tarjeta Clipper
- Boleto de BART
- Otro: \_\_\_\_\_

**3** Por lo general, ¿qué tipo de tarifa paga cuando viaja en BART?

- Tarifa normal de BART (sin descuento)
- Descuento de alto valor (con valor de \$48 o \$64)
- Muni Fast Pass
- Descuento para personas mayores
- Descuento para discapacitados
- Descuento juvenil
- Otro descuento: \_\_\_\_\_

**4** Si recibiera un descuento del 20 % en las tarifas normales de BART, ¿cree que viajaría en BART con mayor frecuencia?

- Sí, viajaría más en BART si recibiera un descuento del 20 %
- No, este descuento no cambiaría la frecuencia con la que uso BART
- No sabe

**5** ¿Tiene algún comentario acerca de este posible programa de descuentos para pasajeros de bajos ingresos?

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**Por favor, díganos un poco acerca de usted.**

(Sus respuestas nos ayudarán a evaluar qué tan bien nos estamos comunicando con todas las comunidades a las que servimos).

**6** ¿Cuál es su estación "de origen" de BART (la estación que generalmente usa cuando sale de su casa)?

---

**7** ¿Cuál es su estación de BART "de destino" más común (la estación cercana a su destino más frecuente, como su trabajo)?

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Impreso en papel reciclado, 30 % de desechos posconsumo 12/2018

CONTINÚA EN EL REVERSO

- 8** ¿Qué edad tiene?
- Menor de 18
- 18 a 24
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- Mayor de 65 años
- 9** ¿Cuál es su raza o identificación étnica? (Marque todas las respuestas que correspondan).
- Indio norteamericano o nativo de Alaska
- Asiático o de las Islas del Pacífico
- Negro/Afro-americano
- Hispano, latino o español
- Blanco
- Otrá: \_\_\_\_\_
- 10a** ¿Habla algún otro idioma en el hogar que no sea el inglés?
- Sí, hablo: \_\_\_\_\_
- No
- 10b** Si respondió "Sí" a la Pregunta 10a, ¿qué tan bien habla inglés?
- Muy bien
- Bien
- No muy bien
- Nada
- 11** ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?
- Menos de \$25,000
- \$25,000 a \$34,999
- \$35,000 a \$39,999
- \$40,000 a \$49,999
- \$50,000 a \$59,999
- \$60,000 a \$74,999
- \$75,000 a \$99,999
- \$100,000 o más
- 12** Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar?
- 1  2  3  4  5  6+
- 13a** ¿Utiliza un teléfono inteligente (puede acceder a internet, descargar aplicaciones, etc.)?
- Sí  No

- 13b** Si respondió "Sí" a la pregunta 13a: Hasta hoy, ¿pudo acceder a Internet en su teléfono inteligente?
- Sí  No
- 14** ¿Tiene una cuenta de cheques o ahorros?
- Sí  No
- 15** ¿Tiene una tarjeta de débito prepagada, una tarjeta de débito o una tarjeta de crédito?
- Sí  No

Gracias por sus respuestas.

### Opcional

Si desea **participar en un concurso para ganar una tarjeta Clipper de \$120**, díganos cómo podemos comunicarnos con usted si gana:

Nombre: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Email: \_\_\_\_\_

¿Desea suscribirse para recibir **BARTable this Week**, un boletín gratuito que se envía por email y que incluye concursos, descuentos e información sobre eventos cercanos a las estaciones de BART?

Sí  No

¿Le gustaría que nos comunicáramos con usted en el futuro (por email) sobre **novedades importantes de BART** o en caso de que ocurra una emergencia grave de todo el sistema?

Sí  No

**REGLAS DEL CONCURSO:** No es necesario efectuar ninguna compra. Nulo cuando lo prohíba la ley. Una participación por persona. Este sorteo finaliza el 31 de diciembre de 2018 a las 5 p. m., PST. Patrocinado por Bay Area Rapid Transit (BART). Abierto únicamente a residentes de California que tengan al menos 18 años de edad al momento de solicitar la participación. Los empleados/contratistas de BART y sus familiares o miembros de su hogar no reúnen los requisitos de participación. Se aplican otras restricciones. El patrocinador otorgará una tarjeta Clipper (valor aproximado de \$120). El ganador será seleccionado a través de un sorteo aleatorio y deberá responder dentro de los cinco días hábiles posteriores a la fecha de notificación. De lo contrario, se elegirá a otro ganador. No necesita estar presente para ganar. Se aplican todas las leyes y reglamentos locales, estatales y federales.



## 低收入折扣調查問卷

舊金山灣區捷運處 (BART) 可能推出低收入乘客折扣方案；BART 需要您提供意見！

BART 現正與大都會運輸委員會 (Metropolitan Transportation Commission) 合作，考慮為低收入成年乘客提供一項新的折扣計劃，最早可能在 2019 年秋季開始實施。符合資格的乘客每次搭乘 BART 均可享有 **20% 折扣**。若要符合折扣優惠的資格，乘客的家庭收入必須等於或低於聯邦貧困線標準的 200%；例如，若是收入低於 \$50,200 的四口之家，乘客就有資格享受這項優惠。

請完成這項調查問卷，並針對這項可能推出的新折扣優惠提供意見。為感謝您抽空接受調查，您還可參加問卷最後的抽獎活動，有機會贏得一張價值 \$120 的 Clipper 卡。

**1 您目前有多常搭乘 BART？**

- 每週 5 天或以上
- 每週 3-4 天
- 每週 1-2 天
- 每個月數天
- 每月不到一次，但每年至少一次
- 每年不到一次或完全沒有

**2 您通常是使用 Clipper 卡或 BART 車票來支付 BART 票價嗎？**

- Clipper 卡
- BART 車票
- 其他：\_\_\_\_\_

**3 您搭乘 BART 時通常是支付哪類票價？**

- 一般 BART 票價 (無折扣)
- High Value 折扣票價 (價值 \$48 或 \$64)
- 電聯車快速通行票價 (Muni Fast Pass)
- 老人折扣票價
- 殘障人士折扣票價
- 青少年折扣票價
- 其他折扣票價：\_\_\_\_\_

**4 如果一般 BART 票價可獲得 20% 折扣優惠，您認為自己會更常搭乘 BART 嗎？**

- 會，如果有 20% 折扣優惠，我會更常搭乘 BART
- 不會，折扣優惠並不會改變我搭乘 BART 的頻率
- 不知道

**5 對於這項可能新推出的低收入乘客折扣優惠方案，您是否有任何意見？**

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請提供您的個人資料。

(您的回答可協助我們評估，了解我們為社區服務的成效。)

**6 哪個是您的「出發地」 BART 捷運站 (從住家出發後通常搭乘的車站)？**

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**7 哪個是您最常去的「目的地」 BART 捷運站 (您最常去的目的地如工作地點附近的車站)？**

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**8 您的年齡？**

- 未滿 18 歲
- 18 - 24 歲
- 25 - 34 歲
- 35 - 44 歲
- 45 - 54 歲
- 55 - 64 歲
- 65 歲以上

**9 您屬於哪個種族或族裔？**

(請勾選所有符合項目)。

- 美洲印第安人或阿拉斯加原住民
- 亞裔或太平洋島裔
- 黑人/非裔美國人
- 西班牙語裔/拉丁美洲裔/西班牙裔
- 白人
- 其他：\_\_\_\_\_

**10a 您個人在家中是否說英語以外的語言？**

- 是，我說：\_\_\_\_\_
- 否

**10b 如果 10a 題回答「是」，您的英語說得怎麼樣？**

- 很好
- 好
- 不好
- 完全不會

**11 您的稅前家庭總年收入是多少？**

- \$25,000 以下
- \$25,000 - \$34,999
- \$35,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 或以上

**12 包括您自己在內，您家裡住了多少人？**

- 1  2  3  4  5  6+

**13a 您是否有智慧型手機 (有上網、下載應用程式等功能)？**

- 是  否

**13b 若第 13a 題回答「是」：在今天以前，您的智慧型手機是否能上網？**

- 是  否

**14 您是否有支票帳戶或儲蓄帳戶？**

- 是  否

**15 您是否有預付扣帳卡、扣帳卡或信用卡？**

- 是  否

謝謝您提供意見。

**選填**

如果您想參加抽獎以贏得一張 \$120 Clipper 卡，請告訴我們若得獎該如何聯絡您：

姓名：\_\_\_\_\_

電話號碼：\_\_\_\_\_

電子郵件地址：\_\_\_\_\_

您要訂閱免費電子報 **BARTable this Week** 並收到比賽、折扣和 BART 捷運站附近的活動資訊嗎？

- 要  不要

若將來有 **BART 重要消息**，或系統方面發生重大緊急事故時，您是否希望 BART 與您聯絡 (透過電子郵件)？

- 是  否

**抽獎規則：**無需購物即可參加抽獎。若法律禁止則無效。每人可參加抽獎。本抽獎活動截止日期：2018 年 12 月 31 日下午 5 時 (太平洋時間)。主辦方為舊金山灣區捷運處 (BART)。僅開放給報名時已年滿 18 歲的加州居民參加。BART 員工/承包商及其家人/家庭成員不得參加抽獎。有其他限制。主辦方將送出一張 Clipper 卡 (價值約 \$120)。得獎者是以隨機方式抽出，且在收到通知後五個工作日內必須回覆；否則，我們將抽出另一位得獎者。抽獎時，得獎者無庸在場。所有聯邦、州和地方法規皆適用。

# Appendix PP-C: Low-Income Discount Postcard

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# BART WANTS TO HEAR FROM YOU

BART is seeking your input on its proposal to offer low-income riders a fare discount of 20% per BART trip as part of a regional low-income transit discount pilot program.

Come tell us what you think at the following station events:

**Pittsburg/Bay Point BART**  
Wednesday, December 12  
7:00-10:00 AM

**Coliseum BART**  
Thursday, December 13  
6:00-9:00 PM

**16th Street Mission BART**  
Tuesday, December 18  
7:00-10:00 AM

Take the survey online at [bart.gov/discountsurvey](http://bart.gov/discountsurvey)

Survey period is Dec. 4-31, 2018.

If you need language assistance services, please call (510) 464-6752. 통역이 필요하신 분은, 510-464-6752 로 문의하십시오. Kung kailangan ng tulong ng mga serbisyo ng wika, pakitawagan ang (510) 464-6752. Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.



## ¡BART QUIERE CONOCER SU OPINIÓN!

BART quiere conocer su opinión sobre su propuesta de ofrecer a los pasajeros con bajos ingresos un descuento del 20% en las tarifas por cada viaje en BART, como parte de un programa piloto regional para ofrecer descuentos en el transporte público.

Venga y díganos qué piensa en los eventos que se llevarán a cabo en las siguientes estaciones de BART:

**Pittsburg/Bay Point BART**  
Miércoles, 12 de diciembre, 7-10am

**Coliseum BART**  
Jueves, 13 de diciembre, 6-9pm

**16th Street Mission BART**  
Martes, 18 de diciembre, 7-10am

Responda la encuesta por Internet entre el 4 y el 31 de diciembre en [bart.gov/discountsurvey](http://bart.gov/discountsurvey)

Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.

## BART想聽取您的意見!

BART 現正 徵求您對捷運處建議低收入乘客乘坐BART時, 每程車費獲享八折優惠的意見, 有關建議為地區試驗計劃的一部份, 為低收入人士提供公交折扣優惠。

請於以下 BART 舉行的車站活動, 前來告知我們您的想法:

**Pittsburg/Bay Point BART**  
2018 年 12 月 12 日 星期三早上7:00至10:00

**Coliseum BART**  
2018 年 12 月 13 日 星期四 晚上6:00至9:00

**16th Street Mission BART**  
2018 年 12 月 18 日 星期二早上7:00至10:00

2018 年 12 月 4 日至31日內, 請上網至 [bart.gov/discountsurvey](http://bart.gov/discountsurvey) 填寫線上調查。

如需語言協助服務, 請致電 (510) 464-6752。

# Appendix PP-D: Multilingual Newspaper Ads

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紅人隊目前戰績6勝6敗，理論上來說仍有季後賽機會；實際上要靠這兩名四分衛征戰，其實機會相當渺茫了。

## BART 想聽取 您的意見！

BART 現正徵求您對捷運處建議低收入乘客乘坐 BART 時，每程車費獲享八折優惠的意見，有關建議為地區試驗計劃的一部份，為低收入人士提供公交折扣優惠。

請於以下 BART 舉行的車站活動，前來告知我們您的想法：

2018 年 12 月 12 日 星期三早上7:00至10:00.....Pittsburg/Bay Point BART

2018 年 12 月 13日 星期四 晚上6:00至9:00 .....Coliseum BART

2018 年 12 月 18 日 星期二早上7:00至10:00.... 16th Street Mission BART

2018 年 12 月 4 日至31日內，請上網至  
[bart.gov/discountsurvey](http://bart.gov/discountsurvey) 填寫線上調查。



SD16863-1

상회의 일정을 마친 문 대통령은 이  
날 다음 순방지인 뉴질랜드로 향하  
는 공군1호기에서 가진 기자간담회

문 대통령은 "김 위원장 답방이 북  
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이행하길 바라고,  
는 바를 이뤄주겠  
해 달라는 당부도

# BART는 여러분의 의견을 듣고자 합니다!

**BART**는 저소득층 교통비 할인을 위한 지역 시험 프로  
그램의 일환으로 저소득층 승객들에게 매 승차 시 **20%**  
의 요금 할인을 제공하는 제안에 대해 여러분의 의견을  
듣고자 합니다.

**BART** 역에서 진행되는 아래 행사에 오셔서 여러분의 생각을 말씀해  
주십시오.

- 2018년 12월 12일, 수요일, 오전 7-10시 ..... Pittsburg/Bay Point
- 2018년 12월 13일, 목요일, 오후 6-9시 ..... Coliseum
- 2018년 12월 18일, 화요일, 오전 7-10시 ..... 16th Street Mission

2018년 12월 4일부터 31일까지 [bart.gov/discountsurvey](http://bart.gov/discountsurvey)  
에서 진행하는 온라인 설문 조사에도 참여하세요.



# ¡BART QUIERE CONOCER SU OPINIÓN!

BART quiere conocer su opinión sobre su propuesta de ofrecer a los pasajeros con bajos ingresos un descuento del 20% en las tarifas por cada viaje en BART, como parte de un programa piloto regional para ofrecer descuentos en el transporte público.

**Venga y díganos qué piensa en los eventos que se llevarán a cabo en las siguientes estaciones de BART:**

- Miércoles, 12 de diciembre, 7–10am.....Pittsburg/Bay Point BART
- Jueves, 13 de diciembre, 6–9pm..... Coliseum BART
- Martes, 18 de diciembre, 7–10am..... 16th Street Mission BART

Responda la encuesta por Internet entre el 4 y el 31 de diciembre en [bart.gov/discountsurvey](http://bart.gov/discountsurvey)



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esta comunidad e

## BART MONG MUỐN ĐƯỢC LẮNG NGHE TỪ QUÝ VỊ!

BART đang tìm kiếm ý kiến đóng góp của quý vị đối với đề xuất áp dụng giảm 20% giá vé cho hành khách thu nhập thấp mỗi lần sử dụng BART như là một phần của chương trình thí điểm khu vực về giảm giá vận chuyển dành cho hành khách có thu nhập thấp.

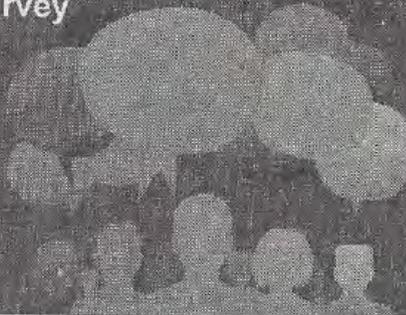
Hãy tới cho chúng tôi biết ý kiến của quý vị tại các sự kiện trạm BART sau đây:

Thứ Tư, Ngày 12 tháng Mười Hai, 2018, 7-10 giờ sáng ... Pittsburg/Bay Point BART

Thứ Năm, Ngày 13 tháng Mười Hai, 2018, 6-9 giờ tối ..... Coliseum BART

Thứ Ba, Ngày 18 Tháng Mười Hai, 2018, 7-10 giờ sáng ... 16th Street Mission BART

Quý vị có thể điền khảo sát trực tuyến từ ngày 4-31 tháng Mười Hai, 2018 tại [bart.gov/discountsurvey](http://bart.gov/discountsurvey)



Những điều nói lái vì nghèo khó, bị quấy Ước ra đời vào tháng 9  
ia truyền thông và nhiều bởi bọn tội phạm. năm 2016 có tên là "The



Appendix PP-E:  
BART Social Media Posts

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02.21.19

## BART seeks feedback on fare issues; survey & in-station events planned

# BART WANTS TO HEAR FROM YOU!



BART is studying fare options to help fund key capital projects and system improvements.

Come tell us what you think at the following BART station events:

**Pittsburg/Bay Point**  
Tuesday, February 26  
7:00-9:00 AM

**Balboa Park**  
Wednesday, February 27  
5:00-7:00 PM

**Fruitvale**  
Thursday, February 28  
5:00-7:00 PM

**Freemont**  
Tuesday, March 5  
7:00-9:00 AM

**16th Street Mission**  
Wednesday, March 6  
7:00-9:00 AM

**El Cerrito del Norte**  
Thursday, March 7  
5:00-7:00 PM

Take the survey online Feb. 26–Mar. 15, 2019 at [bart.gov/faresurvey](http://bart.gov/faresurvey)

If you need language assistance services, please call (510) 464-6700. 如果您需要语言协助服务，请致电 (510) 464-6700。如果您需要语言协助服务，请致电 (510) 464-6700。如果您需要语言协助服务，请致电 (510) 464-6700。

### News

News Articles

02.21.19 News Article

### Sign Up for News Alerts



Stay up-to-date with News Alerts sent by email or text:

[bart.gov/news/alerts](http://bart.gov/news/alerts)

BART has launched an [online survey](#) and a series of in-station outreach events aimed at gathering feedback on our fare program.

### January 2020 Fare Increase

To help fund the BART system's extensive capital needs, BART has a fare increase program that calls for small, regular, less-than-inflation increases every two years, with the next increase of 5.4% scheduled for January 1, 2020. For a short trip like Downtown Berkeley to 19th St./Oakland, the Clipper fare will increase by 10 cents, and a longer trip like Antioch to Montgomery will increase by 40 cents. Paper ticket fares will continue to cost more than the Clipper fare. All new revenue from this fare increase goes to BART's highest priority capital needs including new rail cars, a new train control system to provide more frequent service and an expanded maintenance facility.

### BART Fare Increase Program

BART's current fare increase program, which calls for small, regular less-than-inflation increases every two years, expires in 2020. BART is considering extending this program so that fares would increase in 2022, 2024, 2026 and 2028 by an estimated 3.9% in each of these years, based on current inflation projections. Revenue from the 2022-2028 increases is proposed to help fund new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of the expanded service.

### Paper Ticket Surcharge Increase

Currently BART trips made with paper tickets cost 50 cents more than BART trips made with Clipper cards to encourage riders to use Clipper and optimize the Bay Area's significant investment in the regional transit smart card. BART is considering increasing the paper ticket surcharge to \$1.00 to incentivize the 15% of riders still using paper tickets to switch to Clipper. BART's maintaining one fare payment system is more efficient and cost-effective, and Clipper card customers enter and exit BART more quickly, using fare gates that are more reliable when they just process Clipper cards.

### In-Station Events

Please join us at an in-station event or fill out the survey starting Feb. 26. Our staff can help you with any questions at the in-station events, and the survey form will give you more information about all the options being considered. Your feedback is important to us.

### Online Survey

Take the survey online at [www.bart.gov/faresurvey](http://www.bart.gov/faresurvey)

**SFBART** @SFBART Follow

Just four more days to take the online survey regarding our fare program, for a chance to win a \$120 Clipper card for your help giving us input. You can find the survey, which closes on Friday, here: [bddy.me/2Y1Udxg](https://bddy.me/2Y1Udxg)

8:08 AM · 12 Mar 2019

8 Retweets 18 Likes

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**Jo** @jy01a819 · Mar 13  
Replying to @SFBART

Done! What I'm curious about is, why does @SFBART need to know: my annual income, race, what languages I speak, what's my 1st language, and how well I spoke English. 🤔

1

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**SFBART** @SFBART · Mar 13

These are questions we need to ask in order to do federal Title VI impact analysis.

**SFBART** @SFBART Follow

Just two more days to take the online survey regarding our fare program, for a chance to win a \$120 Clipper card for your help giving us input. You can find the survey, which closes on Friday, here: [bddy.me/2T2m9xa](https://bddy.me/2T2m9xa)

11:00 AM · 14 Mar 2019

3 Retweets 9 Likes

**SFBART** @SFBART Follow

Just three more days to take the online survey regarding our fare program, for a chance to win a \$120 Clipper card for your help giving us input. You can find the survey, which closes on Friday, here: [bddy.me/2XYJnbp](https://bddy.me/2XYJnbp)

1:00 PM · 13 Mar 2019

7 Retweets 13 Likes

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**Bluebonnet** @DTL0505noon · Mar 14  
Replying to @SFBART

Flyer at WC bart says new parking garage opening March 29. Is reg bart parking oval there just like existing north garage? Flyer does not say

**SFBART** @SFBART Follow

Last day to take the online survey regarding our fare program, for a chance to win a \$120 Clipper card for your help giving us input. You can find the survey, which closes at the end of business today, here: [bddy.me/2XZjND0](https://bddy.me/2XZjND0)

1:30 PM · 15 Mar 2019

6 Retweets 8 Likes

Appendix PP-F:

Metropolitan Transportation Commission Flyer

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# REGIONAL MEANS – BASED TRANSIT FARE PILOT

## BACKGROUND

For most Bay Area households, transportation is the third-largest monthly expense—trailing only the cost of housing and food. In 2015, the Metropolitan Transportation Commission (MTC) launched a study to determine if a transit reduced fare program based on household income would be feasible and effective. As a result of the study and in consultation with transit operators, the Commission approved the launch of the "Regional Means-Based Transit Fare Pilot" in May 2018.



## ABOUT THE PILOT

The Regional Means-Based Transit Fare Pilot program is designed to make transit more affordable for low-income residents, move toward a more consistent regional standard for fare discounts, and be financially viable and administratively feasible.

MTC and the transit operators will solicit input from community-based organizations and social service and public health sectors in the design, implementation, and evaluation of this 12-18 month pilot.

MTC is making available an estimated \$11 million in funding for administrative costs and to defray up to 50% of operators' revenue losses for the discount program. MTC's contribution comes from State Transit Assistance funds through Senate Bill 1 (SB1).

## KEY ELEMENTS

### Eligibility

Adults who earn up to 200% of the Federal Poverty Line (approximately \$50,000 per year for a family of four) can receive the transit discount.

### Available on Clipper®

Pilot program participants will use Clipper cards to receive the new Means-Based Transit Fare discount.

### Single-Ride Discount

In addition to existing Clipper discounts, Pilot program participants will receive at least a 20% discount on each trip taken on the four participating transit operators. SFMTA will offer a 50% single-ride discount for all trips taken by Pilot program participants.

### Participating Agencies



For more information

[info@bayareametro.gov](mailto:info@bayareametro.gov)

Appendix 10g:

CPI-Based Increase and Mag-Stripe Surcharge

Title VI Fare Equity Analysis and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,841st Meeting  
May 23, 2019

A regular meeting of the Board of Directors was held May 23, 2019, convening at 9:01 a.m. in the BART Board Room, 2040 Webster Street, Oakland, California. President Dufty presided; Patricia K. Williams, District Secretary.

Directors present: Directors Ames, Allen, Foley, Li, McPartland, Raburn, Saltzman, Simon and Dufty.

Absent: None.

President Dufty announced that under the provisions of the Rules of the Board of Directors of the San Francisco Bay Area Rapid Transit District, this was the time set to hold a public hearing on the final Fiscal Year 2020 Budget; Silicon Valley Berryessa Extension fares; BART participation in the Regional Means-Based Transit Fare Discount Pilot Program; Extension of BART's Productivity-Adjusted Inflation-Based Fare Increase Program between 2022 and 2028; and an increase to the magnetic-stripe ticket surcharge, that staff would give a brief presentation on the item, and that the meeting would then be opened for comments from the public.

Ms. Pamela Herhold, Assistant General Manager, Performance and Budgets; and Ms. Kate Jordan Steiner, Department Manager, Budgets; and Mr. Michael Eiseman, Department Manager Financial Services presented the item.

There being no public comment, the Public Hearing was closed.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of April 25, 2019 and May 9, 2019.
2. Amendment to Legal Services Agreement with Glynn & Finley, LLP.
3. Fiscal Year 2020 Proposition 4 Appropriations Limit.
4. Award of Agreement No. 6M5147, with Avenu Insights and Analytics, LLC, for Sales Tax Revenue Collection Services.
5. Award of Contract No. 15QN-110, Installation of Safety Barriers and Right of Way Fencing Systemwide.
6. Reject All Bids for Contract No. 15II-120, Station Emergency Lighting.
7. Invitation for Bid No. 9059, Brushes for Vehicle Traction Motors.

8. Authority to Submit a Grant Application to the California Department of Water Resources for Proposition 1 Funding for the Hayward Maintenance Complex Rainwater Catchment, Bio-Retention Basins, and Solar Wastewater Treatment Project.

Director Allen requested that Item 3-I, Lease with Caltrans for BART Employee Parking and Sublease a Portion of Excess Parking to the Metropolitan Transportation Commission, be removed from Consent Calendar.

Director Saltzman made the following motions as a unit. Director Raburn seconded the motions, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Duffy. Noes – 0.

1. That the Minutes of the Meetings of April 25, 2019 and May 9, 2019, be approved.
2. That the Board approve the amendment of this agreement with Glynn & Finley, LLP to continue its representation of the District to handle the Cal/OSHA Cab Windows matter as necessary.
3. Adoption of Resolution No. 5397, In the Matter of the Establishment of the Fiscal Year 2020 Appropriations Limit.
4. That the General Manager be authorized to execute Agreement No. 6M5147, with Avenu Insights and Analytics, to provide sales tax revenue collection services for a five-year period based upon a contingency fee of 20% determined by the amount of tax revenue recovered on open claims for the District, pursuant to the notice to be issued by the General Manager; and pursuant to Revenue and Taxation Code Section 7056, adoption of Resolution No. 5398, In the Matter of Authorizing Consultant Avenu Insights & Analytics, LLC (also known as MuniServices, LLC) to Examine Sales and Use Tax Records at the California Department of Tax and Fee Administration on behalf of the District.
5. That the General Manager be authorized to award Contract No. 15QN-110, Installation of Safety Barrier and Right-of-Way Fencing Systemwide, Phase III, to Golden Bay Fence Plus Iron Works, Inc. for the Bid price of \$899,493.45 pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures; and that the General Manager be also authorized to exercise the single Option for the Bid Price of \$163,130.52 for replacement of right-of-way perimeter fence and gate at CHB.
6. That the General Manager be authorized to reject all bids for Contract No. 15II-120, Station Emergency Lighting, and be authorized to re-advertise the work of this contract.
7. That the General Manager be authorized to award Invitation for Bid No. 9059, for the purchase of Brushes for Vehicle Traction Motors, to Mersen USA BN Corp., for the Bid price of \$508,888.80 including tax, pursuant to notification to be issued by the General Manager.

(The foregoing motion was made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

8. Resolved by the Board of Directors of the San Francisco Bay Area Rapid Transit District that proposal be made to the California Department of Water Resources to obtain a Round 1 Integrated Regional Water Management Implementation Grant pursuant to the Water Quality Supply, and Infrastructure Improvement Act of 2014 (Water Code § 79700 et seq.), and to enter into an agreement to receive a grant for the: BART Hayward Maintenance Complex (HMC) Rainwater Catchment, Bio-retention Basin, and Solar Wastewater Treatment Project. The General Manager of the San Francisco Bay Area Rapid Transit District, or designee, is hereby authorized and directed to prepare the necessary data, conduct investigations, file such proposal, and execute a grant agreement with California Department of Water Resources.

Consent Calendar report brought before the Board was:

1. Fiscal Year 2019 Third Quarter Financial Report.

Ms. Grace Crunican, General Manager, and Mr. Sean Brooks, Department Manager, Property Development presented Item 3-I, Lease with Caltrans for BART Employee Parking and Sublease a Portion of Excess Parking to the Metropolitan Transportation Commission. The item was discussed.

The following individuals addressed the Board.

Gena Alexander  
Sal Cruz

Director Li moved that the General Manager or her designee be authorized: (1) to enter into a five-year lease with Caltrans, with an option to extend the lease for an additional five-year period, for an employee parking area bounded by Fifth, Sixth, Oak and Madison Streets in Oakland commencing July 1, 2019 for an amount not to exceed \$477,740.00 for the first five-year term of the lease; and (2) to enter into a five-year year sublease with the Metropolitan Transportation Commission (MTC) for a portion of the Lease Area for approximately \$47,780.00, with an option for MTC to extend for an additional five-year period, pending BART's extension of its lease with Caltrans. Director Simon seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

President Dufty called for Public Comment. Ace Washington addressed the Board.

Director Simon, Chairperson of the Administration Committee, brought the matter of Fiscal Year 2020 Annual Budget, including the following items, before the Board.

- i. Fiscal Year 2020 Annual Budget.
- ii. Fares for the Silicon Valley Berryessa Extension.
- iii. Participation in a Regional Means – Based Transit Fare Discount Pilot Program.
- iv. Extension of the Productivity Adjusted Inflation -Based Fare Increase Program between 2022 and 2028.

v. Increase to the Per Trip Magnetic Stripe Ticket Surcharge.

Ms. Crunican; Mr. Ed Alvarez, Interim Chief of Police; Ms. Tamar Allen, Assistant General Manager, Operations; Ms. Herhold; Ms. Steiner, and Mr. Eiseman presented the item. The item was discussed.

The following individuals addressed the Board.

Gena Alexander  
Ace Washington

Discussion continued.

President Dufty announced that agenda items would be taken out of order.

Director Foley, Chairperson of the Engineering and Operations Committee, brought the matter of Next Generation Fare Gates, Conceptual Design before the Board. Ms. Tamar Allen, Assistant General Manager, Operations; Ms. Mitra Moheb, Manager of Engineering Programs, and Mr. Steven Dietrich, Principal Computer Systems Engineer presented the item. The item was discussed.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Survey Results for Fleet of the Future and Bicycle Accommodation before the Board. Ms. Crunican; Mr. Carl Holmes, Assistant General Manager, Design and Construction; Mr. Aaron Weinstein, Manager of Marketing and Research; and Ms. Maureen Wetter, Principal Research Project Analyst, presented the item. The item was discussed.

The following individuals addressed the Board:

Jon Spangler  
Alan Smith  
Dave Campbell

Discussion continued.

President Dufty announced that the Board would take multiple action items at once.

Director Saltzman made the following motions as a unit. Director Simon seconded the motions, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

1. That the Board approve the Silicon Valley Berryessa Extension Title VI Service and Fare Equity Analysis and Public Participation Report.
2. That the Board approve the Title VI Fare Equity Analysis for the Proposed 2020 Productivity-Adjusted Inflation-Based Fare Increase; Series 3, 2020-28, of the Productivity-Adjusted Inflation-Based Fare Increase Program; and Magnetic-Stripe Surcharge Increase and Public Participation Report.

3. That the General Manager be authorized to award Agreement No. 6M4639 to Accenture LLP, Agreement No. 6M4640 to Sjoberg Evashenk Consulting, Inc., and Agreement No. 6M4641 to Shalom, LLC to provide on-call professional services for Human Resources, each in an amount not to exceed \$1,000,000 pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.
4. That the General Manager be authorized to award Agreement No. 6M4651 to Accenture LLP, Agreement No. 6M4652 to InnoFin Solutions, LLC, Agreement No. 6M4653 to Sjoberg Evashenk Consulting, Inc., and Agreement No. 6M4654 to Slalom, LLC, to provide on-call professional services for the Operating Budgets Division, each in an amount not to exceed \$1,000,000, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.
5. That the General Manager be authorized to award Contract No. 15CQ-115, C25 Interlocking Renewal, to Proven Management Inc. of Oakland, CA for the Bid Price of \$9,869,643.00, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.
6. That the General Manager be authorized to award Contract No. 54RR-250 to DMZ Builders for Concord Yard Fire Protection in the amount of \$3,940,800.00, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures.
7. That the General Manager be authorized to execute Change Order No. 25 to Contract No. 04SF-140, Procurement of eBART Vehicles, with Stadler Bussanang, AG, to provide eBART vehicle spare parts inventory, in an amount not to exceed \$270,000.
8. That the General Manager be authorized to execute Change Order No. 004 for Contract No. 15EJ-171, 34.5 KV Cable Replacement M-Line MVS Switching Station and MTF, MSS, MPS and MTW Substations, with DMZ Builders Co., Inc. in the amount not to exceed \$3,900,000.00 and to extend the Contract completion date by 69 calendar days.

President Dufty announced that the Board would enter into closed session under Items 12-A (Conference with Labor Negotiators), 12-B (Public Employee Employment), and 12-C (Conference with Legal Counsel) of the Regular Meeting agenda, and that the Board would reconvene in open session upon conclusion of the closed session.

The Board Meeting recessed at 12:52 p.m.

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The Board reconvened in closed session at 12:55 p.m.

Directors present: Directors Allen, Ames, Li, McPartland, Raburn, Saltzman, Simon and Dufty.

Absent: None.

The Board Meeting recessed at 1:30 p.m.

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The Board reconvened in open session at 1:32 p.m.

Directors present: Directors Allen, Ames, Li, McPartland, Raburn, Saltzman, Simon, and Dufty.

Absent: None. Director Foley entered the meeting later.

President Dufty announced that there were no announcements to be made from the closed session.

Director Raburn brought the matter of Metropolitan Transportation Commission, Plan Bay Area 2050 Update before the Board. Mr. Holmes; Mr. Val Menotti, Chief Transit System Development Officer; Mr. Richard Fuentes, Manager of Special Projects; and Mr. Ken Kirkey, Integrated Planning Department Director, Metropolitan Transportation Commission, presented the item. The item was discussed.

Director Saltzman exited the meeting.

Director Raburn brought the matter of Agreements for General Environmental and Planning Services for BART Projects before the Board. The item was discussed.

Director Foley re-entered the meeting.

Director Simon moved that the General Manager be authorized to award the below listed Agreements to provide General Environmental and Planning Services in support of BART projects, in an amount not to exceed \$8,000,000 each, pursuant to notification to be issued by the General Manager. The awards are subject to the District's protest procedures and Federal Transit Administrations requirements related to protest procedures.

- i. Agreement No. 6M6136 to Arup North America, Ltd;
- ii. Agreement No. 6M6137 to Fehr & Peers;
- iii. Agreement No. 6M6138 to HNTB Corporation; and
- iv. Agreement No. 6M6139 to Raimi + Associates.

Director Raburn seconded the motion.

Director McPartland made a substitute motion to have a committee formed to review the potential projects. Directors Allen and Ames seconded the substitute motion.

President Dufty made a second substitute motion that the General Manager be authorized to award the listed Agreements to provide General Environmental and Planning Services in support of BART projects, in an amount not to exceed \$8,000,000 each, pursuant to notification to be issued by the General Manager, subject to the District's protest procedures and Federal

Transit Administrations requirements related to protest procedures; and that staff be directed to provide a presentation to the Board in July 2019 a list of capital projects and their values.

Director Simon seconded the substitute motion, which carried by unanimous electronic vote. Ayes – 8: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Simon, and Dufty. Noes – 0. Absent – 1: Director Saltzman.

Director Raburn brought the matter of Revisions to BART's Transit-Oriented Development Policy before the Board. Ms. Crunican; Mr. Holmes; Ms. Abigail Thorne-Lyman, Program Manager, Systems Development; and Ms. Kimberly Koempel, Principal Planner, Systems Development, presented the item. The item was discussed.

President Dufty brought the matter of Actuarial Report on Changes to Pension and Other Postemployment Benefits (OPEB) under Consideration by the District before the Board. Mr. Michael Jones, Assistant General Manager, Administration; and Ms. Diane Iwata, Human Resources Division Manager, presented the item.

Director Foley brought the matter of BART Silicon Valley Phase I Update before the Board. Ms. Tamar Allen; Mr. Holmes; Mr. Shane Edwards, Chief Maintenance and Engineering Officer, and Ms. Crunican presented the item. The item was discussed.

President Dufty called for the General Manager's Report.

Ms. Crunican reported on steps she had taken and activities and meetings she had participated in, ridership, upcoming events, the progress made during recent weekend closures, activities held during Take Our Daughters and Sons to Work Day, Police Department staffing numbers, Fleet of the Future Car availability, Clipper card utilization numbers, and outstanding Roll Call for Introductions items.

Ms. Herhold gave an update on ridership numbers.

President Dufty called for the Controller/Treasurer's Report.

Ms. Rose Poblete, Controller/Treasurer, presented the Quarterly Report of the Controller/Treasurer for the period ending March 31, 2019. The item was discussed. Ms. Herhold gave a brief update on pension reserve numbers.

President Dufty called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director Foley thanked District staff on his BART briefings, Ric Rattray and Val Menotti for assistance with the meeting with the Hillcrest neighbors of Antioch, Tim Chan for the MTAP Tour and Ariel Mercado for assistance with the Rebuilding BART presentation to the Marsh Creek Democratic Club.

Director McPartland reported he had attended the Workday Tour ribbon cutting, BART Police Citizen Review Board meeting, Fire Liaison Committee meeting, Tri Valley San Joaquin Rail Authority meeting, East Bay Municipal Utilities District quarterly meeting in Castro Valley, and Bay Area Mass Evacuation table top.

Director Allen reported she had attended the Northern Waterfront Forum in Antioch.

Director Ames reported she had attended the BART Police Citizen Review Board Meeting, and an Irvington BART Station briefing, and thanked the District Secretary's Office on their assistance with the BART Police Citizen Review Board recruitment.

Director Raburn reported he had attended the California Transportation Authority Legislative conference in Sacramento, American Institute of Architects East Bay Transit Oriented Development, and MacArthur Station Transit Oriented Development installation of panels.

Director Raburn requested the Board meeting be adjourned in honor of Walter Davis Miles who served over 50 years on the MacArthur Station advisory committee.

Director Li reported she had attended the Quality California Gala in San Francisco, Telegraph Hill Dwellers Transportation Committee meeting, and had spoke at the BART Employee Resource Group Asian Pacific Islander History Month Luncheon, and the San Francisco Council of District Merchants Association Gala, and had assisted with the Civic Center Station Salvation Army Harbor Lights program.

Director Simon reported she had attended the Office of Independent Police Auditors Regional Oversight Board meeting, and the Richmond ground floor merchants ribbon cutting. She thanked Val Menotti for his assistance with the Richmond community.

President Dufty reported he had attended a Salesforce Accessibility group meeting with District staff.

President Dufty called for Public Comment. No comments were received.

The Meeting was adjourned at 3:27 p.m. in honor of Walter Davis Miles.

Patricia K. Williams  
District Secretary

**Title VI Fare Equity Analysis  
for the Proposed 2020 Productivity-Adjusted  
Inflation-Based Fare Increase; Series 3, 2022-28, of  
the Productivity-Adjusted Inflation-Based Fare  
Increase Program; and Magnetic-Stripe Surcharge  
Increase**

**Prepared by:  
San Francisco Bay Area Rapid Transit District  
Office of Civil Rights**

**May 23, 2019**



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## EXECUTIVE SUMMARY

To ensure compliance with federal and state civil rights regulations including, but not limited to, Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B [October 1, 2012 (Title VI Circular)], and FTA Circular 4703.1 [August 15, 2012 (Environmental Justice Circular)], BART conducts an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Title VI Circular, disparate impact and disproportionate burden thresholds are defined in a Disparate Impact and Disproportionate Burden Policy (DI/DB Policy), adopted by the BART Board on July 11, 2013.

Pursuant to the Title VI Circular, BART is also required to conduct public outreach to provide information to the public about potential fare changes under consideration and solicit feedback on these potential fare changes. A key component of Title VI outreach is to seek meaningful input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART uses established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members.

This report includes an analysis of the following proposed fare changes:

- A. Implementing the last in BART's second series of productivity-adjusted inflation-based fare increases valued at 5.4% effective January 1, 2020.
- B. Extending the Productivity-Adjusted Inflation-Based Fare Increase Program for a third series of less-than-inflation increases every two years between 2022 and 2028.
- C. Increasing the surcharge from \$0.50 to \$1.00 for fares paid for with Blue magnetic-stripe tickets; the surcharge would be prorated down for discounted Green and Red magnetic-stripe tickets for seniors, people with disabilities, and youth.

For each proposed fare change, the following sections provide a description of the change; analysis findings; public input; the fare change's equity findings, which consider both the analysis findings and public input; and mitigation proposals, where applicable.

### **A. Implement a Productivity-Adjusted Inflation-Based Fare Increase of 5.4%**

In 2003, the BART Board gave the General Manager authority (and renewed that authority in 2013) to implement the Productivity-Adjusted Inflation-Based Fare Increase Program for below-inflation increases once every two years. The average of national and Bay Area inflation over two years is calculated, with one-half percent then subtracted for BART productivity improvements. Series 1, 2006-2012,

contributed approximately \$290 million (M) in additional fare revenue to help BART weather the Great Recession without reducing service levels.

The current Series 2 began in 2014, with the last increase scheduled for January 2020. By Board policy, all incremental fare revenue from Series 2, equal to approximately \$330M, helps fund BART’s high-priority capital projects: new rail cars, a new automated train control system, and the Hayward Maintenance Complex.

This 2020 fare change would be the last in BART’s second series of productivity-adjusted inflation-based fare increases. The proposed fare increase would generate revenue that goes into a separate account dedicated to funding BART’s highest priority capital reinvestment projects, including new rail cars, a new automatic train control system, and design and construction of the Hayward Maintenance Complex. Implementation of each increase is subject to Board approval of the corresponding and finalized Title VI fare equity analysis, which has been issued in compliance with federal and state laws and regulations in effect at the time.

In January 2019, the Bureau of Labor Statistics released the final inflation data for 2018, which allowed for actual calculation of the 2020 increase. This calculation results in overall inflation of 5.9% over two years. After subtracting the 0.5% productivity factor, the actual fare increase scheduled for 2020 is 5.4%.

**Analysis Findings.** This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2012 through the proposed increase in 2020 would not result in a disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. The table below summarizes the findings.

		<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
A.	5.4% CPI-Based Fare Increase, 2020	No	No
	<b>Cumulative Impact</b>	No	No

**Public Outreach.** Survey respondents were asked to provide feedback regarding this biennial increase by answering survey Question 1: “Do you have any comments about this planned fare increase?” Approximately 66% of all survey respondents, or 838

respondents, chose to comment regarding the less-than-inflation fare increase. Of the 838 respondents, 49% (414 respondents) identified as minority and 15% (125) as low-income. Of the minority respondents, 58% did not support and 42% were in favor (unconditional or conditional support). Of the low-income respondents, 63% did not support and 37% were in favor (unconditional or conditional support).

Three hundred respondents chose not to comment. Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. These respondents include: 148 minority (123 non-minority, 29 unknown) and 32 low-income (233 non low-income and 35 unknown). Of the 300 respondents who chose not to comment, 49% were minority and 11% were low-income. These respondents are not included in the total comment count of 838.

**Equity Finding.** The fare change analysis found no disproportionate impact on protected riders. Regarding respondents who chose to comment on the fare change, of the 414 minority respondents, 58% were not in support; of the 125 low-income survey respondents, 63% were not in support. The remaining 42% of minority and 37% of low-income respondents did support the increase. Three hundred respondents chose not to comment and of these, 49% were minority and 11% were low-income. Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option.

Although increasing fares by less than inflation may not be a preferred option for some taking the survey, the fare change analysis found no disproportionate impact on protected riders, and new fare revenue will be used to fund critical BART capital needs which will improve the system for all riders, including those who are protected. The equity finding, therefore, is this fare change would not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. It is also important to note that BART is planning to participate in the Metropolitan Transportation Commission's (MTC's) Regional Means-Based Transit Fare Discount Pilot Program, which is proposed to give low-income riders a 20% discount on each BART trip they take. The Board has approved the discount program's Title VI Fare Equity Analysis and the program is scheduled to be brought to the Board for final approval in June 2019.

**B. Extend the Productivity-Adjusted Inflation-Based Fare Increase Program for a Third Series between 2022-2028**

This proposed fare change is the third in the series of BART's Productivity-Adjusted Inflation-Based Fare Increase Program for increases in 2022, 2024, 2026, and 2028. The Board-adopted Financial Stability Policy states that BART's ability to deliver safe, reliable service rests on a strong and stable financial foundation and a policy goal to help achieve this stability is to preserve and maximize BART's fare revenue base, through a predictable pattern of adjustments, while retaining ridership. Programmed

fare increases also help BART avoid the cycle of keeping fares flat for many years, then raising fares by large percentages out of financial necessity. With Resolution 4885, adopted in 2003, the BART Board gave the General Manager authority to implement four productivity-adjusted inflation-based fare increases, one every two years, between 2006 and 2012. Less-than-inflation-based increases are calculated by taking the average of national and Bay Area inflation over two years, less one-half percent for BART productivity improvements.

The 2006-2012 series contributed approximately \$290 million (M) in additional fare revenue to help BART weather the Great Recession without reducing service levels. The second series of less-than-inflation fare increases began in 2014, and the last increase is scheduled for January 2020. The 2020 fare change is analyzed in a separate section of this report. By Board policy, all incremental fare revenue, equal to approximately \$330M, helps fund BART's high-priority capital projects: new rail cars, a new automatic train control system, and the Hayward Maintenance Complex.

The proposed third series of the less-than-inflation-based fare increase program would raise fares in 2022, 2024, 2026, and 2028. Based on current inflation projections, the increase in each of these years is estimated to be 3.9%. New incremental fare revenue is proposed to help fund additional new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of enhanced service. Over the eight-year period, the program is estimated to generate approximately \$400M in revenue.

**Analysis Findings.** This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2018 through the proposed increase in 2028 would not result in a disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. The table below summarizes the findings. Each proposed fare increase will be reanalyzed when actual data on inflation becomes available so that the actual percent increases for 2022, 2024, 2026, and 2028 can be calculated; each of these fare equity analyses will be brought to the Board for approval.

	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>B. CPI-Based Fare Increase Program, Series 3, 2022-28</b>	No	No
<b>Cumulative Impact</b>	No	No

**Public Outreach.** Fare Program Survey Question 2 asked respondents to choose a level of support for Series 3 of the CPI-based fare increase program. Respondents could select from one of the following six options: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know. Question 2 was answered by 1,241 of the 1,272 survey respondents, which is approximately 98% of all respondents.

Of the 1,241 respondents to Question 2, 622 or approximately 50% identified as minority and 179 or approximately 14% identified as low-income. Of minority respondents, fewer (199 or 32%) supported the fare increase program compared to those who did not support it (327 or 53%). Of the remaining minority respondents, 14% were neutral and 2% selected "don't know." Of low-income respondents, fewer (50 or 28%) supported the fare increase program compared to those who did not support it (100 or 56%). The remaining 14% of low-income respondents were neutral. Neutrality does not indicate whether favorable or unsupportive and may potentially indicate that these respondents were not opposed.

Explanatory comments in response to Question 3 were provided by 802 respondents, or 65% of the 1,241 respondents to Question 2. Of the 802 respondents, 50% (402 respondents) identified as minority and 15% (119 respondents) identified as low-income. A respondent's rating of Question 2 determined the grouping of the comment. For example, a Question 3 comment was automatically grouped as "Neutral" for sorting purposes if the respondent checked "Neutral" for Question 2. "Strongly Support" and "Somewhat Support" comments were grouped as "Support," which may indicate clear support or some level of support with caveats. "Don't Support" includes comments in the "Strongly Oppose" and "Somewhat Oppose" categories. Comments are color-coded by original level of support in Appendix PP-C.

Of the 402 minority respondents providing comments, 60% did not support, 33% were in favor (strongly or somewhat support), 6% were neutral, and 1% selected "don't know." Of the 119 low-income respondents providing comments, 59% did not support, 32% were in favor (strongly or somewhat support), 8% were neutral, and 1% selected "don't know."

**Equity Finding.** The fare change analysis found no disproportionate impact on protected riders. Regarding survey responses to Question 2, fewer minority

respondents (199 or 32%) supported the fare increase program compared to those who did not support it (327 or 53%), and 14% were neutral. Of low-income respondents, fewer (50 or 28%) supported the fare increase program compared to those who did not support it (100 or 56%), and 14% were neutral. Neutrality does not indicate whether favorable or unsupportive and may potentially indicate that these respondents were not opposed.

Of the 402 minority respondents providing Question 3 comments, 60% were not in support, 33% were in favor, and 6% were neutral. Of the 119 low-income respondents providing comments, 59% did not support, 32% were in favor and 8% were neutral.

Although Series 3 of a program to increase fares by less than inflation may not be a preferred option for some taking the survey, the fare change analysis found no disproportionate impact on protected riders, and new fare revenue will be used to fund critical BART capital needs and to operate those improvements, which will improve the system for all riders including those who are protected.

The equity finding, therefore, is this fare change would not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. It is also important to note that BART is planning to participate in the Metropolitan Transportation Commission's (MTC's) Regional Means-Based Transit Fare Discount Pilot Program, which is proposed to give low-income riders a 20% discount on each BART trip they take. The Board has approved the discount program's Title VI Fare Equity Analysis and the program is scheduled to be brought to the Board for final approval in June 2019.

### **C. Increase the Surcharge from \$0.50 to \$1.00 on Fares Paid for with Magnetic-Stripe Tickets**

The BART Board approved a \$0.50 surcharge per trip taken with Blue magnetic-stripe tickets effective January 1, 2018. For example, a fare of \$2.25 or \$3.50 paid with Clipper is, respectively, \$2.75 or \$4.00 when paid for with a Blue magnetic-stripe ticket. The \$0.50 surcharge is prorated down for discounted magnetic-stripe tickets: seniors and people with disabilities who receive a 62.5% discount pay an approximately \$0.19 surcharge with a Green or Red ticket respectively, and youth who receive a 50% discount pay a \$0.25 surcharge with a youth Red ticket.

With the surcharge, magnetic-stripe ticket trips have been reduced by approximately 42%. To further encourage the 15% of BART riders still using magnetic-stripe tickets to switch to Clipper, BART proposes to increase the surcharge to \$1.00; for example, a \$3.50 Clipper fare would be \$4.50 with a Blue magnetic-stripe ticket. Riders using discounted tickets would continue to pay a prorated surcharge, so that seniors and people with disabilities pay an approximately \$0.38 surcharge (Green and Red tickets) and youth pay a \$0.50 surcharge (youth Red tickets).

More riders using Clipper supports the region’s goal of optimizing Clipper use. It is also more efficient and cost-effective for BART to maintain one fare payment system, and Clipper card customers enter and exit BART quicker by using more reliable fare gates that only process Clipper.

**Analysis Findings.** The assessment for changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. Per the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare media and the protected ridership of the overall system is greater than 10%. The table below shows the results of applying the threshold to survey data:

	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>C. Mag Stripe Surcharge Increase</b>	No	Yes

**Public Outreach.** Fare Program Survey Question 4 asked respondents to choose a level of support for increasing the per-trip surcharge on magnetic-stripe tickets from \$0.50 to \$1.00. Respondents could select from one of the following six options: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don’t know. Question 4 was answered by 1,229 of the 1,272 survey respondents, which is approximately 97% of all respondents.

Of the 1,229 respondents to Question 4, 623 or approximately 51% identified as minority and 180 or approximately 15% identified as low-income. Of minority respondents, more (273 or 44%) supported the surcharge increase compared to those who did not support it (243 or 39%). Of the remaining minority respondents, 16% were neutral and 1% selected “don’t know.” Of low-income respondents, fewer (68 or 38%) supported the surcharge increase compared to those who did not support it (84 or 47%). Of the remaining low-income respondents, 13% were neutral and 2% selected “don’t know.” Neutrality does not indicate whether favorable or unsupportive and may potentially indicate that these respondents were not opposed.

Of the 1,229 survey respondents to Question 4, 716 or approximately 58% answered Question 5 with an explanatory comment. Of the 716 respondents, 48% (345 respondents) identified as minority and 16% (116 respondents) identified as low-income. A respondent’s rating of Question 4 determined the grouping of the comment. For example, a Question 5 comment was automatically grouped as “Neutral” for sorting purposes if the respondent checked “Neutral” for Question 4. “Strongly Support” and “Somewhat Support” comments were grouped as “Support,” which may indicate clear support or some level of support with caveats. “Don’t Support” includes

comments in the “Strongly Oppose” and “Somewhat Oppose” categories. Comments are color-coded by original level of support in Appendix PP-C.

Of the 345 minority respondents providing comments, 50% did not support, 38% were in favor (strongly or somewhat support), 10% were neutral, and 2% selected “don’t know.” Of the 116 low-income respondents providing comments, 50% did not support, 38% were in favor (strongly or somewhat support), 9% were neutral, and 3% selected “don’t know.”

**Equity Finding.** The fare change analysis shows that an increase to the magnetic-stripe ticket surcharge may disproportionately affect low-income riders. Of minority respondents answering Question 4, 44% supported and 39% did not support the surcharge increase. Of low-income respondents answering Question 4, 38% supported it and 47% did not. One-half of the public comments provided by protected riders did not support the surcharge increase. The equity finding based on the fare change analysis and public comment received is that a magnetic-stripe ticket surcharge increase may be disproportionately borne by low-income riders.

**Mitigation.** Per BART’s DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available.

Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card instead of a paper ticket. As of January 2018, Clipper cards were available at ticket vending machines at all BART stations, where the rider is charged a one-time \$3 card acquisition fee as payment for the card itself. This \$3 card acquisition fee could be considered a barrier to low-income riders wishing to use a Clipper card to avoid the paper ticket surcharge.

A Title VI fare equity analysis conducted in spring 2017 found that the implementation of the initial \$0.50 magnetic-stripe ticket surcharge may result in a disproportionate impact on low-income riders. Staff, in partnership with the Metropolitan Transportation Commission (MTC), implemented a BART Board-approved mitigation action plan in December 2017-March 2018.

The action plan was extensive and included 29 promotional events at multiple BART stations and community-based organizations (CBOs) located in or near low-income communities to distribute free Clipper cards to their members/clients. BART additionally worked with MTC and expanded on their existing partnership program with CBOs serving low-income communities. MTC added a number of CBOs, recommended by BART, to their existing program to support BART’s mitigation efforts. The MTC program is ongoing for as long as the CBO requests cards for their members/clients and provides a consistent pipeline of free Clipper cards to low-

income communities. Thus, low-income riders affected by the proposed increase to the magnetic stripe ticket surcharge will continue to be able to obtain free Clipper cards.

An update to the Board in September 2018 indicated that Clipper usage increased and magnetic-stripe ticket use decreased in the months during the mitigation action plan, and that the distributed Clipper cards were being used more than once. Accordingly, BART considers these actions as mitigation.

In February 2019, Title VI/EJ and LEP Advisory Committee members were advised of the potential impact to low-income riders and supported the mitigation efforts that have already been established. Some Committee members' CBOs are part of the MTC free Clipper pipeline program. Committee members also supported BART's overall efforts to move riders to the Clipper card. While BART considers the established mitigation efforts sufficient, staff will continue to work with the Advisory Committees to determine if any additional public outreach efforts are needed.

# Section 1: Introduction

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## 1.1 Background

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B [October 1, 2012 (Title VI Circular)], and FTA Circular 4703.1 [August 15, 2012 (Environmental Justice Circular)], BART conducts an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Title VI Circular, BART makes this determination by comparing the analysis results against a threshold, as defined in its Disparate Impact and Disproportionate Burden Policy (DI/DB Policy), which was adopted by the BART Board on July 11, 2013. Disproportionate impact analysis results are provided in Section 2 of this report.

Pursuant to the Title VI Circular, BART is to conduct public outreach to provide information to the public about potential fare changes under consideration and solicit feedback on these potential fare changes. A key component of Title VI outreach is to seek input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART uses established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members. Public outreach and public input received are described in Section 3 of this report.

BART makes an equity finding regarding any fare change by considering both the results of the disproportionate impact analysis and public input, and these results are found in Section 5. Should a fare change be found to have a disproportionate impact, Section 5 provides proposed mitigations of those impacts.

The following proposed fare changes have been analyzed for this report:

- A. Implementing the last in BART's second series of productivity-adjusted inflation-based fare increases valued at 5.4% effective January 1, 2020.
- B. Extending the Productivity-Adjusted Inflation-Based Fare Increase Program for a third series of less-than-inflation increases every two years between 2022 and 2028.
- C. Increasing the surcharge from \$0.50 to \$1.00 for fares paid with Blue magnetic-stripe tickets; the surcharge would be prorated down for discounted Green and Red magnetic-stripe tickets for seniors, people with disabilities, and youth.

## 1.2 Implement a Productivity-Adjusted Inflation-Based Fare Increase of 5.4%

In 2003, the BART Board approved the initial Productivity-Adjusted Inflation-Based Fare Increase Program that increased fares by less-than-inflation-based amounts every two years between 2006 and 2012. In February 2013, with Resolution 5208, the Board approved extending the Productivity-Adjusted Inflation-Based Fare Increase Program for increases, in 2014, 2016, 2018, and 2020, subject to final Title VI analysis.

The formula to calculate the amount of the increase is based on the average of national and local inflation over a two-year period, less one-half percent to account for improvements in BART productivity. Fare revenue from the second series of increases by Resolution 5208, as confirmed by Board motion passed on March 28, 2013, goes into a separate fund that can only be used to help fund BART's highest priority capital reinvestment projects including new rail cars, a new automated train control system, and the Hayward Maintenance Complex.

BART staff used estimated future inflation-based percentage increases to perform preliminary analyses of the second series of fare increases to determine if any of the increases had a disparate impact on minority riders or placed a disproportionate burden on low-income riders. These analyses and public comment are documented in the February 2013 reports, "Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program" and "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program." The preliminary analyses showed that the four biennial inflation-based fare increases would not likely result in a disproportionate impact on minority or low-income riders under BART's DI/DB Policy since the proposed changes would increase fares by virtually identical amounts for minority riders and non-minority riders when compared to overall users. These findings were subject to the application of thresholds contained in the then-under development DI/DB Policy, which the BART Board adopted on July 11, 2013.

In October 2013, the Board approved findings for the 2014 fare increase, as documented in the report "Final Title VI Assessment for the 2014 Inflation-Based Fare Increase, An Update to the February 13, 2013 Draft Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program." In July 2015, the Board approved findings for the 2016 fare increase, as documented in the report "Final Title VI Assessment for the Proposed Productivity-Adjusted Inflation-Based Fare Increase effective January 1, 2016."

In May 2017, the Board approved findings for the 2018 fare increase, as documented in the report "Title VI Fare Equity Analysis for the Proposed Productivity-Adjusted Inflation-Based Fare Increase and Fiscal Year 2018 Fare Changes effective January 1, 2018." Report findings demonstrated that the proposed 2014, 2016, and 2018

increases would increase fares by virtually identical amounts for minority riders and low-income riders when compared respectively to non-minority riders and non-low income riders. Thus, the calculated differences between the fare increases for protected groups and nonprotected groups fell below the 5% DI/DB Policy threshold. In addition, the proposed fare changes applied to all fares and fare types and the fare types were projected to increase at the same percentage. Although each fare type had differing constituencies, all fare types were affected equally.

The fare change discussed in this report is the last in the current series of four productivity-adjusted inflation-based fare increases and is scheduled for implementation on January 1, 2020. As stated in Resolution 5208, "Title VI analyses for the 2016, 2018, and 2020 fare increases will be updated and finalized, once the inflation percentage increase is known for those years and public input is solicited. Implementation of each of the future year increases in 2016, 2018, and 2020, will be subject to Board approval of the corresponding and finalized Title VI analysis, which has been issued in compliance with federal and state law in effect at the time."

In January 2019, the Bureau of Labor Statistics released the final inflation data for 2018, which allowed for actual calculation of the 2020 increase. This calculation results in overall inflation of 5.9% over two years. After subtracting the 0.5% productivity factor, the actual fare increase scheduled for 2020 is 5.4%.

### 1.3 Extend the Productivity-Adjusted Inflation-Based Fare Increase Program for a Third Series between 2022 and 2028

This proposed fare change would extend BART's Productivity-Adjusted Inflation-Based Fare Increase Program for a third series of increases in 2022, 2024, 2026, and 2028. As stated in the Board-adopted Financial Stability Policy, BART's ability to deliver safe, reliable service rests on a strong and stable financial foundation. A policy goal to help achieve this stability is to preserve and maximize BART's fare revenue base, through a predictable pattern of adjustments, while retaining ridership. Programmed fare increases also help BART avoid the cycle of keeping fares flat for many years, then raising fares by large percentages out of financial necessity. Resolution 4885, adopted in 2003, addressed the policy goal when the BART Board gave the General Manager authority to implement four productivity-adjusted inflation-based fare increases, one every two years, between 2006 and 2012. Less-than-inflation-based increases are calculated by taking the average of national and Bay Area inflation over two years, less one-half percent for BART productivity improvements

The 2006-2012 series of small, regular fare increases was key to BART's financial stability during difficult economic times. The inflation-based component of BART fare increases contributed approximately \$290 million in additional fare revenue to help BART weather the Great Recession without reducing service levels.

The second series of Board-approved less-than-inflation fare increases began in 2014, with the last increase scheduled for January 2020. The 2020 fare change is analyzed in a separate section of this report. By Board policy, all incremental fare revenue generated from these increases, equal to approximately \$330M, helps fund BART's high-priority capital projects: new rail cars, a new automatic train control system, and the Hayward Maintenance Complex.

The proposed third series of the less-than-inflation-based fare increase program would raise fares in 2022, 2024, 2026, and 2028. Based on current inflation projections, the increase in each of these years is estimated to be 3.9%. New incremental fare revenue is proposed to help fund additional new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of enhanced service. Over the eight-year period, the program is estimated to generate approximately \$400M in revenue.

#### 1.4 Increase the Surcharge on Fare Paid with Magnetic-Stripe Tickets

In June 2017, the BART Board approved a \$0.50 surcharge per trip taken with Blue magnetic-stripe tickets effective January 1, 2018. For example, a fare of \$2.25 or \$3.50 paid with Clipper is, respectively, \$2.75 or \$4.00 when paid for with a Blue magnetic-stripe ticket. The \$0.50 surcharge is prorated down for discounted magnetic-stripe tickets: seniors and people with disabilities who receive a 62.5% discount pay an approximately \$0.19 surcharge with a Green or Red ticket respectively, and youth who receive a 50% discount pay a \$0.25 surcharge with a youth Red ticket.

Making magnetic-stripe ticket fares more expensive compared to Clipper fares has helped shift riders to Clipper in support of the regional goal of optimizing Clipper use as well as generating revenue. It is also more efficient and cost-effective for BART to maintain one fare payment system, and Clipper card customers enter and exit BART quicker by using more reliable fare gates that only process Clipper. Magnetic-stripe ticket trips have been reduced by approximately 42% over the last year.

To further encourage the 15% of BART riders still using magnetic-stripe tickets to switch to Clipper, BART proposes to increase the surcharge to \$1.00; for example, a \$3.50 Clipper fare would be \$4.50 with a Blue magnetic-stripe ticket. Riders using discounted tickets would continue to pay a prorated surcharge, so that seniors and people with disabilities pay an approximately \$0.38 surcharge (Green and Red tickets) and youth pay a \$0.50 surcharge (youth Red tickets).

## Section 2: Minority Disparate Impact and Low-Income Disproportionate Burden Analysis

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### 2.1 Assessing the Effects of a Fare Change

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income riders, in accordance with the fare equity analysis procedures in FTA Title VI Circular 4702.1B and BART's DI/DB Policy.

Chap. IV-19 of the Title VI Circular requires that a data analysis include the following steps:

- i. Determine the number and percent of users of each fare media being changed;
- ii. Review fares before the change and after the change;
- iii. Compare the differences between minority users and non-minority users; and
- iv. Compare the differences for each particular fare media between low-income users and non-low-income users.

As stated in Title VI Circular App. K-11, comparing protected riders and nonprotected riders can “yield even clearer depictions of differences.” For purposes of **across-the-board fare changes**, BART's DI/DB Policy follows this guidance. Once the comparison analysis is completed, the appropriate threshold from the DI/DB Policy is applied to the difference in fare change between (a) minority and non-minority riders and (b) low-income and non-low income riders.

For **fare type changes**, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accordance with the DI/DB Policy, impacts will be considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's protected ridership share is greater than 10%.

For the 2018 Customer Satisfaction Survey, minority includes riders who are Asian, Hispanic (any race), Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). Non-minority is defined as white. According to responses to the 2018 Customer Satisfaction Survey, 64.5% of BART riders are minority.

For the purposes of this analysis, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region's higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income of respondents to the 2018 Customer

Satisfaction Survey. The household size and household income combinations that comprise “low-income” are as follows:

**Table 2-1**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

For example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2018 Customer Satisfaction Survey responses, 20.2% of BART riders are considered low income.

Should BART find that minority riders experience disparate impacts from the proposed change, BART should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority riders, pursuant to FTA Title VI Circular 4702.1B, BART may proceed with the proposed fare change if BART can show that:

- A substantial legitimate justification for the proposed fare change exists; and,
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on minority populations.

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to non-low income riders, BART will take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the fare change.

Should BART find that a fare option results in a disproportionate impact on both minority and low-income riders, then BART shall follow the requirements as described above for addressing a finding of disparate impact on minority riders. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

The next sections describe the data and methodology used and analysis findings for each of the proposed changes.

## 2.2 Productivity-Adjusted Inflation-Based Fare Increase of 5.4%

### 2.2.1 Data Sources

The primary data used to analyze the proposed across-the-board productivity-adjusted inflation-based fare increase of 5.4% are the following:

- 2018 BART Customer Satisfaction Study. Conducted every other September, the Customer Satisfaction Study allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2018 study had a sample size of 5,113, including weekday peak, off-peak, and weekend riders.
- Current and projected BART fares. The projected fares are based on an actual less-than-inflation-based increase of 5.4% in 2020; these are the full Clipper fares and do not reflect the various discounts available to riders. Approximately 85% of BART riders use Clipper to pay their fares and the District is encouraging the remaining 15% of riders to switch to Clipper in support of the region's large investment in the regional smart card.
- Actual 2018 BART ridership. Trips by station as recorded by BART's automated fare collection system.

BART uses its FTA-approved methodology to assess the effects of a fare increase. The methodology compares the weighted average fare increase between (a) minority and non-minority riders and (b) low-income and non-low income riders to determine if an increase would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders. In accordance with FTA Title VI Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the DI/DB Policy. In addition, pursuant to the DI/DB Policy, staff reported the cumulative impacts over its last three-year triennial reporting period as well as for the current three-year triennial reporting period.<sup>1</sup>

Actual 2018 Customer Satisfaction Survey responses are used to determine the percent of riders at each station who are minority or low-income. Since BART has a distance-based fare structure, determining this information by station rather than systemwide allows for the development of weighted average fares. Both home-based origin and non-home origin responses are used to assign demographics to a station. Non-home origins at a station include all trips starting from locations other than home, such as work, school or shopping. Thus, using both home-based and non-home origin responses is more encompassing than using only home-based origins because it reflects all riders at a station.

### ***2.2.2 Methodology***

The steps used to assess the effects of an across-the-board fare change are described in Appendix A. Oakland International Airport Station trips and Pittsburg Center Station trips are not included in this analysis because 20 or fewer riders at these

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<sup>1</sup> BART's last reporting period, approved by FTA, includes changes for the period from January 1, 2014 through December 31, 2016. BART's current triennial reporting period includes all changes from January 1, 2017 through December 31, 2019.

stations responded to the 2018 Customer Satisfaction Survey, which is too few to be able to accurately determine the percentage of the station's riders who are minority or low-income. Future stations or expansion projects, such as the Silicon Valley Berryessa Extension, are not included in this analysis as fares for those projects have not yet been adopted.

### *2.2.3 Analysis Findings*

Systemwide weighted average fares for (a) minority and non-minority riders and (b) low-income and non-low income riders, as well as for overall users, have been calculated using the methodology described in Appendix A. This process was performed to determine if the proposed fare increase would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

Note that the percent fare changes shown may not exactly equal the proposed percent fare change since BART's fares paid by passengers are rounded to the nearest nickel and the data below represent an average across riders. Also note that the percentage and dollar changes as published in the following tables may not add up as the figures are not rounded to the nearest hundredth- or thousandth-decimal place.

The proposed inflation-based fare increase of 5.4% is an across-the-board fare increase. BART's DI/DB Policy provides that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%.

### *2.2.4 Minority Disparate Impact Analysis Finding*

The Table 2-1 presents the results for minority riders of the calculation for the proposed inflation-based increase of 5.4% in 2020. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disparate impact on minority riders because the difference in the increase for minority riders and non-minority riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2020 would not result in a disparate impact on minority riders because the difference in the percent increase between minority and non-minority riders is less than 5%.

**Table 2-2: Disparate Impact Analysis - 2020 Inflation-Based Fare Increase**

	2012 Fares	Current 2018 Fares	Proposed 2020 fares +5.4%	Cumulative Change 2012 to 2020 <sup>1</sup>
<b>Fare Increase %</b>				
<b>Minority</b>	\$ 3.665	\$ 4.194	\$ 4.419	\$ 0.753
<b>Non-Minority</b>	\$ 3.709	\$ 4.224	\$ 4.451	\$ 0.742
<b>Overall</b>	\$ 3.680	\$ 4.227	\$ 4.453	\$ 0.773
<b>Minority</b>		% Change	5.35%	20.55%
<b>Non-Minority</b>		% Change	5.37%	20.00%
		<b>DIFFERENCE</b>	<b>-0.03%</b>	<b>0.56%</b>
		<b>Disparate Impact?</b>	<b>No</b>	<b>No</b>
<b>Minority</b>		\$ Change	\$ 0.224	\$ 0.753
<b>Non-Minority</b>		\$ Change	\$ 0.227	\$ 0.742
<b>Overall</b>		\$ Change	\$ 0.226	\$ 0.773
<sup>1</sup> To ensure consistency in calculating cumulative impact, the 2018 average weekday trip table was used to calculate 2012, 2018, and 2020 weighted fares.				

**2.2.5 Low-Income Disproportionate Burden Analysis Finding**

Table 2-2 presents the results for low-income riders of the calculation for the proposed inflation-based increase of 5.4% in 2020. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disproportionate burden on low-income riders because the difference in the increase for low-income riders and non-low income riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2020 would not result in a disproportionate burden on low-income riders because the difference in the percent increase between low-income and non-low income riders is less than 5%.

**Table 2-2: Disproportionate Burden Analysis - 2020 Inflation-based Fare Increase**

	2012 Fares	Current 2018 Fares	Proposed 2020 fares +5.4%	Cumulative Change 2012 to 2020 <sup>1</sup>
<b>Fare Increase %</b>				
<b>Low Income</b>	\$ 3.548	\$ 4.069	\$ 4.286	\$ 0.738
<b>Non-Low Income</b>	\$ 3.714	\$ 4.238	\$ 4.465	\$ 0.752
<b>Overall</b>	\$ 3.680	\$ 4.227	\$ 4.453	\$ 0.773
<b>Low Income</b>		% Change	5.34%	20.82%
<b>Non-Low Income</b>		% Change	5.36%	20.24%
		<b>DIFFERENCE</b>	<b>-0.03%</b>	<b>0.58%</b>
		<b>Disproportionate Burden?</b>	<b>No</b>	<b>No</b>
<b>Overall</b>		% Change	5.35%	21.02%
<b>Low Income</b>		\$ Change	\$ 0.217	\$ 0.738
<b>Non-Low Income</b>		\$ Change	\$ 0.227	\$ 0.752
<b>Overall</b>		\$ Change	\$ 0.226	\$ 0.773
<sup>1</sup> To ensure consistency in calculating cumulative impact, the 2018 average weekday trip table was used to calculate 2012, 2018, and 2020 weighted fares.				

## 2.3 Series 3 of the Productivity-Adjusted Inflation-Based Fare Increase Program

### 2.3.1 Background

The fare change discussed in this report is Series 3 of BART’s Productivity-Adjusted Inflation-Based Fare Increase Program for increases in 2022, 2024, 2026, and 2028. The last increase in the Board-approved Series 2 is scheduled for January 1, 2020. The percentage increase is calculated by taking the change in inflation over a two-year period then subtracting one-half percent to account for improvements in BART operating efficiencies, so that the increase is actually less than inflation.

With Resolution 4885, the BART Board authorized the first inflation-based fare increase program which consisted of four biennial increases beginning in 2006 and ending in 2012. These small, regular fare increases were key to BART’s financial stability and helped BART weather the Great Recession without reducing service levels. The second series of inflation-based increases began in 2014, with the last increase of 5.4% scheduled to take effect on January 1, 2020. By Board direction, incremental revenue from the second series is dedicated to help fund BART top priority capital projects: new rail cars, a new automated train control system, and the Hayward Maintenance Complex.

The four biennial fare changes for Series 3 analyzed in this report were calculated by applying the same formula used for Series 1 and 2. If approved, each fare change under consideration would be reanalyzed at the time that actual data on inflation was available to calculate the actual percent increase for 2022, 2024, 2026, and 2028. For these four proposed increases, it is necessary to use a projection of future inflation for the fare increase calculation. The inflation-based increase used for these fare change analyses is 3.9%, which is calculated by taking the current projection of inflation estimated by the Metropolitan Transportation Commission (the Bay Area's regional planning organization), valued at 2.2% per year (4.4% over a two-year period), less the 0.5% productivity factor. The formula used is shown in Appendix A.

In conformance with its current Title VI procedures, BART undertook an equity analysis of the proposed extension of the inflation-based fare increase program and actively sought public input in a variety of ways using approaches outlined in BART's Public Participation Plan. Public outreach results are summarized in the attached Public Participation Report (Appendix B).

Each of the proposed four biennial fare increases is an across-the-board increase. BART's DI/DB Policy states that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%. Applying this threshold to the calculated differences, the present report finds that none of the proposed four inflation-based fare increases would result in a disparate impact or a disproportionate burden because, for each year (2022, 2024, 2026, and 2028), the increase difference between protected and nonprotected riders is less than 5%.

### *2.3.2 Data Sources*

The primary data used to analyze the proposed extension of the across-the-board Productivity-Adjusted Inflation-Based Fare Increase Program are the following:

- 2018 BART Customer Satisfaction Study. Conducted every other September, the Customer Satisfaction Study allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2018 study had a sample size of 5,113, including weekday peak, off-peak, and weekend riders.
- Current and projected BART fares. The projected 2020 fares are based on an actual less-than-inflation-based increase of 5.4%. The proposed third series of the less-than-inflation-based fare increase program would raise fares in 2022, 2024, 2026, and 2028, and the increase in each of these years is estimated to be 3.9% based on current inflation projections. These are the full Clipper fares and do not reflect the various discounts available to riders. Approximately 85% of BART riders use Clipper to pay their fares and the District is encouraging the remaining 15% of

riders to switch to Clipper in support of the region's large investment in the regional smart card.

- Actual 2018 BART ridership. Trips by station as recorded by BART's automated fare collection system.

BART uses its FTA-approved methodology to assess the effects of a fare increase. The methodology compares the weighted average fare increase between (a) minority and non-minority riders and (b) low-income and non-low income riders to determine if any of the increases would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders. In accordance with FTA Title VI Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the DI/DB Policy. In addition, pursuant to the DI/DB Policy, staff reported the cumulative impacts over the last three-year triennial reporting period as well as for the current three-year triennial reporting period.<sup>2</sup>

Actual 2018 Customer Satisfaction Survey responses are used to determine the percent of riders at each station who are minority and who are low-income. Since BART has a distance-based fare structure, determining this information by station rather than systemwide allows for the development of weighted average fares. Both home-based origin and non-home origin responses are used to assign demographics to a station. Non-home origins at a station include all trips starting from locations other than home, such as work, school or shopping. Thus, using both home-based and non-home origin responses is more encompassing than using only home-based origins because it reflects all riders at a station.

### *2.3.3 Methodology*

The steps used to assess the effects of an across-the-board fare change are described in Appendix A. Oakland International Airport Station trips and Pittsburg Center Station trips are not included in this analysis because 20 or fewer riders at these stations responded to the 2018 Customer Satisfaction Survey, which is too few to be able to accurately determine the percentage of the station's riders who are minority or low-income. Future stations or expansion projects, such as the Silicon Valley Berryessa Extension, are not included in this analysis as fares for those projects have not yet been adopted.

### *2.3.4 Analysis Findings*

Systemwide weighted average fares for (a) minority and non-minority riders and (b) low-income and non-low income riders, as well as for overall users, have been

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<sup>2</sup> BART's last reporting period, approved by FTA, includes changes for the period from January 1, 2014 through December 31, 2016. BART's current triennial reporting period includes all changes from January 1, 2017 through December 31, 2019.

calculated using the methodology described in Appendix A. This process was performed to determine if any of the four increases in the proposed Series 3 of the inflation-based fare increase program would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

Note that the percent fare changes shown may not exactly equal the proposed percent fare change since BART's fares paid by passengers are rounded to the nearest nickel and the data below represent an average across riders. Also note that the percentage and dollar changes as published in the following tables may not add up as the figures are not rounded to the nearest hundredth- or thousandth-decimal place.

The proposed Series 3 of the inflation-based fare increase program include across-the-board fare increases. BART's DI/DB Policy provides that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%. Each proposed fare increase will be reanalyzed at the time that actual data on inflation becomes available so that the actual percent increases for 2022, 2024, 2026, and 2028 can be calculated; each of these fare equity analyses will be brought to the Board for approval.

### *2.3.5 Minority Disparate Impact Analysis Finding Analysis*

Table 2-3 presents the results for minority riders of the calculations for the proposed Series 3 of the inflation-based fare increase program from 2022 to 2028. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increases would not result in a disparate impact on minority riders because the differences in the increases for minority riders and non-minority riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2018 through the last Series 3 proposed increase in 2028 would not result in a disparate impact on minority riders because the difference in the percent increase between minority and non-minority riders is less than 5%.

**Table 2-3: Disparate Impact Analysis - Series 3 Inflation-Based Fare Increase Program, 2022-2028**

Fare Increase %	Current	Proposed					Cumulative Change 2018 to 2028 <sup>1</sup>
	2018 Fares	2020 Fares +5.4%	2022 Fares +3.9%	2024 Fares +3.9%	2026 Fares +3.9%	2028 Fares +3.9%	
<b>Minority</b>	\$ 4.194	\$ 4.419	\$ 4.598	\$ 4.774	\$ 4.959	\$ 5.160	\$ 0.97
<b>Non-Minority</b>	\$ 4.224	\$ 4.451	\$ 4.631	\$ 4.807	\$ 4.994	\$ 5.196	\$ 0.97
<b>Overall</b>	\$ 4.227	\$ 4.453	\$ 4.633	\$ 4.810	\$ 4.998	\$ 5.200	\$ 0.97
<b>Minority</b>	% Change	5.35%	4.06%	3.82%	3.89%	4.05%	23.03%
<b>Non-Minority</b>	% Change	5.37%	4.04%	3.81%	3.90%	4.04%	23.03%
	<b>DIFFERENCE</b>	<b>-0.03%</b>	<b>0.02%</b>	<b>0.01%</b>	<b>-0.01%</b>	<b>0.00%</b>	<b>0.00%</b>
	<b>Disparate Impact?</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>
<b>Minority</b>	\$ Change	\$ 0.224	\$ 0.179	\$ 0.176	\$ 0.186	\$ 0.201	\$ 0.966
<b>Non-Minority</b>	\$ Change	\$ 0.227	\$ 0.180	\$ 0.176	\$ 0.187	\$ 0.202	\$ 0.973
<b>Overall</b>	\$ Change	\$ 0.226	\$ 0.180	\$ 0.177	\$ 0.187	\$ 0.202	\$ 0.973

<sup>1</sup>To ensure consistency in calculating cumulative impact, the 2018 average weekday trip table was used to calculate 2018, 2020, 2022, 2024, 2026, and 2028 weighted fares.

**2.3.6 Low-Income Disproportionate Burden Analysis Finding**

Table 2-4 presents the results for low-income riders of the calculations for the proposed Series 3 of the inflation-based fare increase program from 2022 to 2028. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disproportionate burden on low-income riders because the difference in the increase for low-income riders and non-low income riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2018 through the last Series 3 proposed increase in 2028 would not result in a disproportionate burden on low-income riders because the difference in the percent increase between low-income and non-low income riders is less than 5%.

**Table 2-4: Disproportionate Burden Analysis - Series 3 Inflation-Based Fare Increase Program, 2022-2028**

Fare Increase %	Current	Proposed					Cumulative Change 2018 to 2028 <sup>1</sup>
	2018 Fares	2020 Fares +5.4%	2022 Fares +3.9%	2024 Fares +3.9%	2026 Fares +3.9%	2028 Fares +3.9%	
Low Income	\$ 4.069	\$ 4.286	\$ 4.461	\$ 4.631	\$ 4.811	\$ 5.005	\$ 0.94
Non-Low Income	\$ 4.238	\$ 4.465	\$ 4.646	\$ 4.824	\$ 5.011	\$ 5.214	\$ 0.98
<b>Overall</b>	<b>\$ 4.227</b>	<b>\$ 4.453</b>	<b>\$ 4.633</b>	<b>\$ 4.810</b>	<b>\$ 4.998</b>	<b>\$ 5.200</b>	<b>\$ 0.97</b>
Low Income	% Change	5.34%	4.07%	3.82%	3.88%	4.04%	23.01%
Non-Low Income	% Change	5.36%	4.05%	3.82%	3.89%	4.05%	23.03%
	<b>DIFFERENCE</b>	<b>-0.03%</b>	<b>0.02%</b>	<b>0.00%</b>	<b>-0.01%</b>	<b>0.00%</b>	<b>-0.02%</b>
<b>Disproportionate Burden?</b>		<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>
<b>Overall</b>	<b>% Change</b>	<b>5.35%</b>	<b>4.05%</b>	<b>3.82%</b>	<b>3.89%</b>	<b>4.04%</b>	<b>23.01%</b>
Low Income	\$ Change	\$ 0.217	\$ 0.174	\$ 0.170	\$ 0.180	\$ 0.194	\$ 0.936
Non-Low Income	\$ Change	\$ 0.227	\$ 0.181	\$ 0.177	\$ 0.188	\$ 0.203	\$ 0.976
<b>Overall</b>	<b>\$ Change</b>	<b>\$ 0.226</b>	<b>\$ 0.180</b>	<b>\$ 0.177</b>	<b>\$ 0.187</b>	<b>\$ 0.202</b>	<b>\$ 0.973</b>

<sup>1</sup>To ensure consistency in calculating cumulative impact, the 2018 average weekday trip table was used to calculate 2018, 2020, 2022, 2024, 2026, and 2028 weighted fares.

## 2.4 Magnetic-Stripe Ticket Surcharge Increase

### 2.4.1 Data Sources

BART’s most recent survey, the 2018 Customer Satisfaction Survey conducted in September 2018, was used as the data source for this analysis. The definitions for minority and low-income for this dataset are described in Section 2.1 above.

### 2.4.2 Methodology

BART uses FTA-approved methodology to assess the effects of a fare type or fare media change. The methodology for fare type or fare media changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination, in this case, the 2018 Customer Satisfaction Survey. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type or fare media and the protected ridership of the overall system is greater than 10%.

### 2.4.3 Minority Disparate Impact Analysis Finding

Table 2-5 shows disparate impact results for minority riders. The portion of magnetic-stripe ticket users that is minority is similar to BART’s overall minority ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed increase to the magnetic-stripe ticket surcharge would not result in a disparate impact on minority riders because the difference between the affected fare type’s minority ridership share and the overall system’s minority ridership share is not greater than 10%.

**Table 2-5**

	<b>Minority</b>
<b>All Riders</b>	<b>64.5%</b>
<b>Mag Stripe Ticket Riders</b>	<b>68.4%</b>
<b>Difference from All Riders</b>	<b>3.9%</b>
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>No</b>

*2.4.4 Low-Income Disproportionate Burden Analysis Finding*

The table below shows disproportionate burden results for low-income riders. The portion of magnetic-stripe ticket users that is low-income is higher than BART's overall low-income ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed increase to the magnetic-stripe ticket surcharge would result in a disproportionate burden on low-income riders because the difference between the affected fare type's low-income ridership share and the overall system's low-income ridership share is greater than 10%.

**Table 2-6**

	<b>Low-Income</b>
<b>All Riders</b>	<b>20.2%</b>
<b>Mag Stripe Ticket Riders</b>	<b>33.9%</b>
<b>Difference from All Riders</b>	<b>13.7%</b>
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>Yes</b>

# Section 3: Alternatives Available for People Affected by the Proposed Fare Changes

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## 3.1 Overview

This section analyzes alternative transit modes, fare payment types, and fare payment media available for people who could be affected by the proposed fare changes. The analysis compares fares increased by the inflation-based amount, reduced discount fares, and increased fares paid with mag stripe paper tickets to fares paid through available alternatives. The section also includes a demographic profile of users by BART fare payment type.

## 3.2 Alternative Transit Modes including Fare Payment Types

BART operates a heavy rail system and an automated people mover that links the BART Coliseum Station and Oakland International Airport. There are four major operators in the BART service area that provide service parallel to some segments of the BART system:

- AC Transit: Bus operator with service in Alameda County and parts of Contra Costa County, and between parts of Alameda County and downtown San Francisco.
- Caltrain: Commuter rail with service from Gilroy in the South Bay through to downtown San Francisco.
- SamTrans: Bus operator with service in San Mateo County.
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco.

For fare change Option A (across-the-board 5.4% fare increase) and Option C (mag-stripe ticket surcharge increase), the table below compares BART fares and the cash and Clipper fares of operators providing service in parts of the BART service area.

**Table 3-1**

BART	Clipper Adult	Mag Stripe with Surcharge	
		Current 50-cent Surcharge	Proposed \$1.00 Surcharge
Current minimum fare	\$2.00	\$2.50	--
Inflation-based 5.4% increase minimum fare effective Jan 2020	\$2.10	\$2.60	\$3.10

Other Operator Fares	Adult Local		Adult Pass Price	
	Clipper Fare	Cash Fare	Clipper	Cash
AC Transit	\$2.25	\$2.35	\$84.60 Monthly	\$5.00 Day Pass
Caltrain (zone-based)	\$3.20-\$14.45	\$3.75-\$15.00	\$96-\$433.50 Monthly	\$7.50-\$30.00 Day Pass
SamTrans	\$2.05	\$2.25	\$65.60 Monthly	\$5.50 Day Pass
San Francisco Muni <i>effective 7/1/2019</i>	\$2.50	\$3.00	\$81.00 Monthly (Muni-only)	Passes available only on Clipper

**3.2.1 Option A: Across-the-Board Inflation Based Fare Increase**

In comparing the other operators’ Clipper fares to BART Clipper fares with the scheduled 5.4% less-than-inflation-based fare increase, BART’s minimum fare is less than the minimum fare of three out of the four operators, and only a nickel higher than the fourth operator. A rider could pay a fare using another operator’s monthly pass that would be less expensive than the 2020 \$2.10 BART Clipper fare under the following circumstances:

- AC Transit: Rider takes more than 40 trips per month.
- Caltrain: Rider takes more than 45 trips per month (based on \$96 pass).
- SamTrans: Rider takes more than 31 trips per month.
- San Francisco Muni: Rider takes more than 38 trips per month.

**3.2.2 Option C: Magnetic-Stripe Ticket Surcharge Increase**

In comparing the other operators’ cash fares to the BART Blue magnetic-stripe ticket minimum fare increased by the inflation-based 5.4% plus a \$1.00 surcharge, the BART fare is less expensive than Caltrain and is costlier than the other three operators.

A rider could pay a fare using another operator’s monthly pass that would be less expensive than the 2020 \$3.10 BART Blue magnetic-stripe ticket fare under the following circumstances:

- AC Transit: Rider takes more than 27 trips per month.
- Caltrain: Rider takes more than 30 trips per month (based on \$96 pass).

- SamTrans: Rider takes more than 21 trips per month.
- San Francisco Muni: Rider takes more than 26 trips per month.

### 3.2.3 BART Fare Payment Types, Fare Media and Payment Method by Protected Group

BART’s 2018 Customer Satisfaction Survey data provides demographic profiles of users of BART’s fare media—Clipper and magnetic-stripe tickets—and fare types as shown in the table below. Although BART offers the youth discount to riders age five through 18, BART does not survey riders under the age of 13. Thus the demographics for the youth fare discount type are from the survey’s age grouping of 13 through 17 year-old riders; demographics for 18-year-old riders are not included because they are part of the survey’s next age category of 18 through 24.

The data show minority riders are similar to overall riders in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted fare media for seniors. Low-income riders compared to overall riders are more likely to use the regular fare magnetic-stripe ticket and are more likely to use the discounted fare media for people with disabilities and youth, while they are less likely to use the high-value 6.25% discount (HVD) fare product.

**Table 3-2**

Fare Type	Fare Media	Payment Method	Estimated Ridership by Fare Type					
			Minority Riders	% using Fare Type	Low-Income Riders	% using Fare Type	All Riders	% using Fare Type
Clipper regular fare	Smart card	Cash, credit/debit, check, transit benefit payments	172,109	61.6%	49,363	56.4%	272,715	62.9%
Mag stripe regular fare	Paper ticket		41,826	15.0%	20,406	23.3%	60,332	13.9%
High Value Discount	Clipper, Mag stripe		36,988	13.2%	3,487	4.0%	55,823	12.9%
Senior			7,942	2.8%	2,863	3.3%	18,642	4.3%
Persons with Disabilities			5,613	2.0%	3,731	4.3%	7,334	1.7%
Youth (age 13-17)			4,684	1.7%	2,442	2.8%	5,183	1.2%
"A" Muni Fast Pass*	Clipper only		4,922	1.8%	1,939	2.2%	7,009	1.6%
Other	No fare type reported	--	5,455	2.0%	3,314	3.8%	6,356	1.5%
<b>TOTAL</b>			<b>279,539</b>	<b>100.0%</b>	<b>87,546</b>	<b>100.0%</b>	<b>433,394</b>	<b>100.0%</b>

\*San Francisco Muni Fast Pass (monthly pass) accepted on BART within San Francisco.

The next table details the percentages and values by fare type of the proposed 5.4% less-than-inflation increase and the increase to the magnetic-stripe ticket surcharge to \$1.00. These changes do not apply to the Muni Fast Pass, which is the San Francisco Municipal Transportation Agency’s fare instrument. The proposed 5.4% fare change applies to all BART fares and fare types and so the fare types are projected to increase at the same percentage; although each fare type has differing constituencies, all fare types are affected equally. The increase to the magnetic-stripe surcharge is \$0.50 for regular fare Blue tickets; the \$0.50 increase is prorated down to \$0.19 for seniors and people with disabilities and to \$0.25 for youth.

**Table 3-3**

<i>Fare Type</i>	Average Fare		Change		Average Fare	Change in Mag Stripe	
	Current	+5.4% as of Jan 2020	from Current		2020: +5.4% & \$1 Mag Stripe Surcharge	from Current	
			%	\$		%	\$
<b>Regular adult fare</b>							
Clipper	\$4.07	\$4.29	5.4%	\$0.22	n/a		
Mag stripe	\$5.06	\$5.33	5.4%	\$0.27	\$5.83	15.3%	\$0.77
<b>High Value Discount</b>	\$3.82	\$4.02	5.4%	\$0.21	n/a	n/a	n/a
<b>Senior/Disabled 62.5% discount</b>							
Clipper	\$1.53	\$1.61	5.4%	\$0.08	n/a		
Mag stripe	\$1.71	\$1.81	5.4%	\$0.09	\$1.99	16.3%	\$0.28
<b>Youth 50% discount</b>							
Clipper	\$2.04	\$2.14	5.4%	\$0.11	n/a		
Mag stripe	\$2.29	\$2.41	5.4%	\$0.12	\$2.66	16.3%	\$0.37
"A" Muni Fast Pass*	n/a	n/a	n/a	n/a	n/a	n/a	n/a

## Section 4: Public Participation

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Consistent with BART's Public Participation Plan, BART conducted outreach to inform the public and solicit feedback on the fare options.

### 4.1 Process for Soliciting Public Input

BART hosted a series of in-station outreach events with information tables where staff could speak directly with riders about the proposed fare options and any potential effects they may have on low-income and/or minority riders. At the outreach events, the public had the opportunity to interact with BART staff regarding the January 2020 productivity-adjusted inflation-based fare increase (CPI-based increase), the proposed extension of BART's current CPI-based fare increase program, and the proposed increase to the magnetic-stripe ticket surcharge. The public also had the opportunity to learn about BART's current fare structure and to raise any concerns they had related to the proposed fare options.

The public was also able to complete a BART survey in person. Riders who did not have time to complete the survey on-site were handed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with the hyperlink for the online survey: [www.bart.gov/faresurvey](http://www.bart.gov/faresurvey). The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.<sup>3</sup>

The survey period began Tuesday, February 26, 2019 and ended Friday, March 15, 2019. Digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. A \$120 Clipper card was offered as a prize in a drawing for those who completed either an online or paper survey.

### 4.2 Survey Responses and Public Comments

The outreach resulted in a total of 1,272 surveys completed. For the January 2020 productivity-adjusted inflation-based fare increase, 838 survey respondents chose to comment (Question 1). For the Series 3 Productivity-Adjusted Inflation-Based Fare Increase Program, 1,241 indicated a level of support (Question 2), with 802 providing a follow-up comment (Question 3) to explain their choice. Finally, for the magnetic-stripe ticket surcharge, 1,229 indicated a level of support (Question 4), with 716 providing a follow-up comment (Question 5).

Further information on all the levels of support and comments provided for each specific option is in the attached Public Participation Report (Appendix B).

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<sup>3</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART's four-county service area (BART Title VI Language Assistance Plan, January 2017).

## Section 5: Equity Findings

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### 5.1 Overview

BART makes an equity finding regarding any fare change by considering both the results of the disproportionate impact analysis and public input. For the three proposed fare changes, analysis results, public input received, and the resulting equity findings are presented below.

### 5.2 Productivity-Adjusted Inflation-Based Fare Increase of 5.4%

This fare change would be the last in BART's second series of productivity-adjusted inflation-based fare increases. The proposed fare increase would generate revenue that goes into a separate account dedicated to funding BART's highest priority capital reinvestment projects, including new rail cars, a new automatic train control system, and design and construction of the Hayward Maintenance Complex. Implementation of each increase is subject to Board approval of the corresponding and finalized Title VI fare equity analysis, which has been issued in compliance with federal and state laws and regulations in effect at the time.

In January 2019, the Bureau of Labor Statistics released the final inflation data for 2018, which allowed for actual calculation of the 2020 increase. This calculation results in overall inflation of 5.9% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented in 2020 is 5.4%.

#### 5.2.1 Analysis Findings

This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2012 through the proposed increase in 2020 would not result in a disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. Table 5-1 summarizes the findings.

**Table 5-1**

		<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
A.	5.4% CPI-Based Fare Increase, 2020	No	No
	<b>Cumulative Impact</b>	No	No

**5.2.2 Public Outreach**

Survey respondents were asked to provide feedback regarding this biennial increase by answering survey Question 1: “Do you have any comments about this planned fare increase?” Approximately 66% of all survey respondents, or 838 respondents, chose to comment regarding the less-than-inflation fare increase. Of the 838 respondents, 49% (414 respondents) identified as minority and 15% (125) as low-income. Of the minority respondents, 58% did not support and 42% were in favor (unconditional or conditional support). Of the low-income respondents, 63% did not support and 37% were in favor (unconditional or conditional support).

Three hundred respondents (approximately 34%) chose not to comment and of these, 49% were minority and 11% were low-income. Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option.

**5.2.3 Equity Finding**

The fare change analysis found no disproportionate impact on protected riders. Regarding respondents who chose to comment, of the 414 minority respondents, 58% were not in support; of the 125 low-income survey respondents, 63% were not in support. The remaining 42% of minority and 37% of low-income respondents did support the increase. Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. Of the 300 respondents who chose not to comment, 49% were minority and 11% were low-income.

Although increasing fares by less than inflation may not be a preferred option for some taking the survey, the fare change analysis found no disproportionate impact on protected riders, and new fare revenue will be used to fund critical BART capital needs which will improve the system for all riders, including those who are protected.

The equity finding, therefore, is this fare change would not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. It is also important to note that BART is planning to participate in the Metropolitan Transportation Commission’s (MTC’s) Regional Means-Based Transit Fare Discount Pilot Program, which is proposed to give low-income riders a 20% discount on each BART trip they take. The Board has approved the discount program’s Title VI Fare Equity Analysis and the program is scheduled to be brought to the Board for final approval in June 2019.

### 5.3 Series 3 Productivity-Adjusted Inflation-Based Fare Increase Program

This proposed fare change is the third in the series of BART's Productivity-Adjusted Inflation-Based Fare Increase Program for increases in 2022, 2024, 2026, and 2028. The Board-adopted Financial Stability Policy states that BART's ability to deliver safe, reliable service rests on a strong and stable financial foundation and a policy goal to help achieve this stability is to preserve and maximize BART's fare revenue base, through a predictable pattern of adjustments, while retaining ridership.

Programmed fare increases also help BART avoid the cycle of keeping fares flat for many years, then raising fares by large percentages out of financial necessity. With Resolution 4885, adopted in 2003, the BART Board gave the General Manager authority to implement four productivity-adjusted inflation-based fare increases, one every two years, between 2006 and 2012. Less-than-inflation-based increases are calculated by taking the average of national and Bay Area inflation over two years, less one-half percent for BART productivity improvements

The 2006-2012 series contributed approximately \$290 million (M) in additional fare revenue to help BART weather the Great Recession without reducing service levels. The second series of less-than-inflation fare increases began in 2014, and the last increase is scheduled for January 2020. The 2020 fare change is analyzed in a separate section of this report. By Board policy, all incremental fare revenue, equal to approximately \$330M, helps fund BART's high-priority capital projects: new rail cars, a new automated train control system, and the Hayward Maintenance Complex.

The proposed third series of the less-than-inflation-based fare increase program would raise fares in 2022, 2024, 2026, and 2028. Based on current inflation projections, the increase in each of these years is estimated to be 3.9%. New incremental fare revenue is proposed to help fund additional new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of enhanced service. Over the eight-year period, the program is estimated to generate approximately \$400M in revenue.

#### 5.3.1 Analysis Findings

This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2018 through the proposed increase in 2028 would not result in a

disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. Table 5-2 summarizes the findings.

Each proposed fare increase will be reanalyzed when actual data on inflation becomes available so that the actual percent increases for 2022, 2024, 2026, and 2028 can be calculated; each of these fare equity analyses will be brought to the Board for approval.

**Table 5-2**

	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>B. CPI-Based Fare Increase Program, Series 3, 2022-28</b>	No	No
<b>Cumulative Impact</b>	No	No

### 5.3.2 Public Outreach

Fare Program Survey Question 2 asked respondents to choose a level of support for Series 3 of the CPI-based fare increase program. Respondents could select from one of the following six options: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know. Question 2 was answered by 1,241 of the 1,272 survey respondents, which is approximately 98% of all respondents.

Of the 1,241 respondents to Question 2, 622 or approximately 50% identified as minority and 179 or approximately 14% identified as low-income. Of minority respondents, fewer (199 or 32%) supported the fare increase program compared to those who did not support it (327 or 53%). Of the remaining minority respondents, 14% were neutral and 2% selected "don't know." Of low-income respondents, fewer (50 or 28%) supported the fare increase program compared to those who did not support it (100 or 56%). The remaining 14% of low-income respondents were neutral. Neutrality does not indicate whether favorable or unsupportive and may potentially indicate that these respondents were not opposed.

Explanatory comments in response to Question 3 were provided by 802 respondents, or 65% of the 1,241 respondents to Question 2. Of the 802 respondents, 50% (402 respondents) identified as minority and 15% (119 respondents) identified as low-income. A respondent's rating of Question 2 determined the grouping of the comment. For example, a Question 3 comment was automatically grouped as "Neutral" for sorting purposes if the respondent checked "Neutral" for Question 2. "Strongly Support" and "Somewhat Support" comments were grouped as "Support," which may indicate clear support or some level of support with caveats. "Don't Support" includes comments in the "Strongly Oppose" and "Somewhat Oppose" categories. Comments are color-coded by original level of support in Appendix PP-C.

Of the 402 minority respondents providing comments, 60% did not support, 33% were in favor (strongly or somewhat support), 6% were neutral, and 1% selected “don’t know.” Of the 119 low-income respondents providing comments, 59% did not support, 32% were in favor (strongly or somewhat support), 8% were neutral, and 1% selected “don’t know.”

### ***5.3.3 Equity Finding***

The fare change analysis found no disproportionate impact on protected riders. Regarding survey responses to Question 2, fewer minority respondents (199 or 32%) supported the fare increase program compared to those who did not support it (327 or 53%), and 14% were neutral. Of low-income respondents, fewer (50 or 28%) supported the fare increase program compared to those who did not support it (100 or 56%), and 14% were neutral. Neutrality does not indicate whether favorable or unresponsive and may potentially indicate that these respondents were not opposed.

Of the 402 minority respondents providing Question 3 comments, 60% were not in support, 33% were in favor, and 6% were neutral. Of the 119 low-income respondents providing comments, 59% did not support, 32% were in favor and 8% were neutral.

Although Series 3 of a program to increase fares by less than inflation may not be a preferred option for some taking the survey, the fare change analysis found no disproportionate impact on protected riders, and new fare revenue will be used to fund critical BART capital needs and to operate those improvements, which will improve the system for all riders including those who are protected.

The equity finding, therefore, is this fare change would not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. It is also important to note that BART is planning to participate in the Metropolitan Transportation Commission’s (MTC’s) Regional Means-Based Transit Fare Discount Pilot Program, which is proposed to give low-income riders a 20% discount on each BART trip they take. The Board has approved the discount program’s Title VI Fare Equity Analysis and the program is scheduled to be brought to the Board for final approval in June 2019.

## **5.4 Magnetic-Stripe Ticket Surcharge Increase from \$0.50 to \$1.00**

The BART Board approved a \$0.50 surcharge per trip taken with Blue magnetic-stripe tickets effective January 1, 2018. For example, a fare of \$2.25 or \$3.50 paid with Clipper is, respectively, \$2.75 or \$4.00 when paid for with a Blue magnetic-stripe ticket. The \$0.50 surcharge is prorated down for discounted magnetic-stripe tickets: seniors and people with disabilities who receive a 62.5% discount pay an approximately \$0.19 surcharge with a Green or Red ticket respectively, and youth who receive a 50% discount pay a \$0.25 surcharge with a youth Red ticket.

With the surcharge, magnetic-stripe ticket trips have been reduced by approximately 42%. To further encourage the 15% of BART riders still using magnetic-stripe tickets to switch to Clipper, BART proposes to increase the surcharge to \$1.00; for example, a \$3.50 Clipper fare would be \$4.50 with a Blue magnetic-stripe ticket. Riders using discounted tickets would continue to pay a prorated surcharge, so that seniors and people with disabilities pay an approximately \$0.38 surcharge (Green and Red tickets) and youth pay a \$0.50 surcharge (youth Red tickets).

More riders using Clipper supports the region’s goal of optimizing Clipper use. It is also more efficient and cost-effective for BART to maintain one fare payment system, and Clipper card customers enter and exit BART quicker by using more reliable fare gates that only process Clipper.

**5.4.1 Analysis Findings**

The assessment for changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. Per the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare media and the protected ridership of the overall system is greater than 10%. The table below shows the results of applying the threshold to survey data:

**Table 5-3**

	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>C. Mag Stripe Surcharge Increase</b>	No	Yes

**5.4.2 Public Outreach**

Fare Program Survey Question 4 asked respondents to choose a level of support for increasing the per-trip surcharge on magnetic-stripe tickets from \$0.50 to \$1.00. Respondents could select from one of the following six options: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don’t know. Question 4 was answered by 1,229 of the 1,272 survey respondents, which is approximately 97% of all respondents.

Of the 1,229 respondents to Question 4, 623 or approximately 51% identified as minority and 180 or approximately 15% identified as low-income. Of minority respondents, more (273 or 44%) supported the surcharge increase compared to those who did not support it (243 or 39%). Of the remaining minority respondents, 16% were neutral and 1% selected “don’t know.” Of low-income respondents, fewer (68 or 38%) supported the surcharge increase compared to those who did not support it (84

or 47%). Of the remaining low-income respondents, 13% were neutral and 2% selected “don’t know.” Neutrality does not indicate whether favorable or unresponsive and may potentially indicate that these respondents were not opposed.

Of the 1,229 survey respondents to Question 4, 716 or approximately 58% answered Question 5 with an explanatory comment. Of the 716 respondents, 48% (345 respondents) identified as minority and 16% (116 respondents) identified as low-income. A respondent’s rating of Question 4 determined the grouping of the comment. For example, a Question 5 comment was automatically grouped as “Neutral” for sorting purposes if the respondent checked “Neutral” for Question 4. “Strongly Support” and “Somewhat Support” comments were grouped as “Support,” which may indicate clear support or some level of support with caveats. “Don’t Support” includes comments in the “Strongly Oppose” and “Somewhat Oppose” categories. Comments are color-coded by original level of support in Appendix PP-C.

Of the 345 minority respondents providing comments, 50% did not support, 38% were in favor (strongly or somewhat support), 10% were neutral, and 2% selected “don’t know.” Of the 116 low-income respondents providing comments, 50% did not support, 38% were in favor (strongly or somewhat support), 9% were neutral, and 3% selected “don’t know.”

#### ***5.4.3 Equity Finding***

The fare change analysis shows that an increase to the magnetic-stripe ticket surcharge may disproportionately affect low-income riders. Of minority respondents answering Question 4, 44% supported and 39% did not support the surcharge increase. Of low-income respondents answering Question 4, 38% supported it and 47% did not. One-half of the public comments provided by protected riders did not support the surcharge increase. The equity finding based on the fare change analysis and public comment received is that a magnetic-stripe ticket surcharge increase may be disproportionately borne by low-income riders.

#### ***5.4.4 Mitigation***

Per BART’s DI/DB Policy, for a disparate impact finding on minority riders, BART should take steps to avoid, minimize, or mitigate disparate impacts. Per the Title VI Circular, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

Per the DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available. Should BART find that a fare change results in a disproportionate impact on both minority and low-income riders, then BART shall

follow the mitigation requirements as described above for addressing a finding of disparate impact on minority riders.

#### *5.4.5 Magnetic-Stripe Ticket Surcharge Increase Established Mitigation*

The equity finding of this report is that additional \$0.50 surcharge on fares paid with paper tickets may be disproportionately borne by low-income riders. Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card instead of a paper ticket. As of January 2018, Clipper cards were available at ticket vending machines at all BART stations, where the rider is charged a one-time \$3 card acquisition fee as payment for the card itself. This \$3 card acquisition fee could be considered a barrier to low-income riders wishing to use a Clipper card to avoid the paper ticket surcharge.

A Title VI fare equity analysis conducted in spring 2017 found that the implementation of the initial \$0.50 magnetic-stripe ticket surcharge may result in a disproportionate impact on low-income riders. Staff, in partnership with the Metropolitan Transportation Commission (MTC), implemented a BART Board-approved mitigation action plan in December 2017-March 2018.

The action plan was extensive and included 29 promotional events at multiple BART stations and community-based organizations (CBOs) located in or near low-income communities to distribute free Clipper cards to their members/clients. BART and MTC distributed approximately 8,624 Clipper cards throughout BART's service area.

BART additionally worked with MTC and expanded on their existing partnership program with CBOs serving low-income communities. MTC added a number of CBOs, recommended by BART, to their existing program to support BART's mitigation efforts. The MTC program is ongoing for as long as the CBO requests cards for their members/clients and provides a consistent pipeline of free Clipper cards to low-income communities. Thus, low-income riders affected by the proposed increase to the magnetic stripe ticket surcharge will continue to be able to obtain free Clipper cards.

An update to the Board in September 2018 indicated that Clipper usage increased and magnetic-stripe ticket use decreased in the months during the mitigation action plan, and that the distributed Clipper cards were being used more than once. Accordingly, BART considers these actions as mitigation.

In February 2019, Title VI/EJ and LEP Advisory Committee members were advised of the potential impact to low-income riders and supported the mitigation efforts that have already been established. Some Committee members' CBOs are part of the MTC free Clipper pipeline program. Committee members also supported BART's overall efforts to move riders to the Clipper card. While BART considers the established

mitigation efforts sufficient, staff will continue to work with the Advisory Committees to determine if any additional public outreach efforts are needed.



## Appendix A(1) & A(2)

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**APPENDIX A(1): Methodology Used to Assess the Effects of an Across-the-Board Fare Change**

The following steps outline the methodology BART uses to assess the effects of an across-the-board fare change, in this case, the proposed 5.4% productivity-adjusted inflation-based fare increase scheduled for January 1, 2020 and Series 3 of the Productivity-Adjusted Inflation-Based Fare Increase Program, 2022-2028. The steps below describe the methodology as applied to the proposed 5.4% increase. The same methodology was applied to assess the effects of each of the four proposed below-inflation increases (in 2022, 2024, 2026, and 2028) that comprise Series 3 of the Productivity-Adjusted Inflation-Based Fare Increase Program.

**Step 1: For the proposed 5.4% productivity-adjusted inflation-based fare increase, estimate weighted average fares “Before Fare Increase” and “After Fare Increase” for each BART station.**

In Step 1, the weighted average fare paid by riders boarding at each of BART’s existing 48 stations is estimated. Oakland International Airport Station trips and Pittsburg Center Station trips are not included in this analysis because 20 or fewer riders at these stations responded to the 2018 Customer Satisfaction Survey, which is too few to be able to accurately determine the percentage of the station’s riders who are minority or low-income. According to BART’s Marketing and Research Department, as a guideline, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents. Future stations or expansion projects, such as the Silicon Valley Berryessa Extension, are not included in this analysis as fares for those projects have not yet been adopted.

The more riders boarding at a station that pay a certain fare, the closer the weighted average fare will be to that more-often paid fare. This is in contrast to a simple average fare where each fare has the same weight. A sample of stations is shown below, with the “2018 Fares” reflecting BART’s current fares and the “2020 Fares” reflecting the proposed 5.4% inflation-based fare increase for 2020.

**Sample of Weighted Average Fare Data for Proposed 2020 5.4% Increase**

<i>Origin Station</i>	<b>2018 Fares</b>	<b>2020 fares</b>
Richmond	\$ 3.90	\$ 4.10
El Cerrito del Norte	\$ 4.09	\$ 4.31
El Cerrito Plaza	\$ 3.71	\$ 3.91
North Berkeley	\$ 3.85	\$ 4.07
Downtown Berkeley	\$ 3.66	\$ 3.86

For each station, a station-to-station fare table is multiplied by the 2018 station-to-station average weekday trip table (composed of actual trip data recorded by BART’s automated fare collection system) and the results are then summed. That sum is divided by the total number of average weekday trips for that station. The resulting dividend is the weighted average fare for that station. This calculation is performed to obtain average weighted fares before and after the fare increase using the appropriate fare table. The following chart shows the fare tables that were used in the calculations for the proposed 5.4% fare increase.

Fare Table used in “Before Fare Increase” Calculation	Fare Table used in “After Fare Increase” Calculation
Actual 2018 Fare Table	2018 Fare Table increased by 5.4% (“2020 Fare Table”)

**Step 2:** For the proposed 5.4% productivity-adjusted inflation-based fare increase, estimate weighted average fares for minority, non-minority, low-income, non-low income, and overall riders.

The percentage of minority and of low-income riders at each station is determined based upon reported responses in the 2018 Customer Satisfaction Survey. These percentages are then multiplied by the 2018 actual station-specific entries to estimate the number of minority and low-income riders at each station. A weighted average fare for minority riders systemwide is then calculated by multiplying, at the station level, the minority riders times the average fare, summing the total and dividing by the number of minority riders. This same step is repeated to calculate the average weighted fare for low-income riders and for non-minority and non-low income riders.

**Step 3:** For the proposed 5.4% productivity-adjusted inflation-based fare increase, calculate the percent increase paid by minority riders, non-minority riders, low-income riders, non-low income riders, and overall users.

Using the systemwide weighted average fares calculated in Step 2 above, the percent increase in fares paid by minority riders, non-minority riders, low-income riders, non-low income riders, and overall riders is calculated “before” and “after” each proposed fare increase.

**Step 4:** For the proposed 5.4% productivity-adjusted inflation-based fare increase, to determine if the fare increase would have a disparate impact on minority riders or result in a disproportionate burden on low-income riders, apply to the differences in percent increases obtained in Step 3 above the appropriate Disparate Impact and Disproportionate Burden Policy threshold.

The difference in percent increase in fares “before” and “after” the increase is calculated for (a) minority riders compared to non-minority riders and (b) low-income riders compared to non-low income riders. The proposed inflation-based fare increase is an across-the-board fare increase. BART’s Disparate Impact and Disproportionate Burden Policy states that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the changes for protected riders and nonprotected riders is equal to or greater than 5%. Therefore, a 5% threshold is applied to the difference in percent increase in fares.

## APPENDIX A(2): Methodology Used to Assess the Adverse Effects of a Fare Type Change

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the Disparate Impact/Disproportionate Burden Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

The table below shows the data by fare type for protected and non-protected riders from the 2018 Customer Satisfaction Survey. As an example, increasing fares for the fare type used by riders with disabilities would be considered to have a disproportionate impact because the use of the “disabled” fare type by low-income riders compared to overall low-income riders exceeds the Policy threshold of 10%.

	Minority	Non-Minority	Sample Size <sup>1</sup>	Low-Income	Non-Low Income	Sample Size <sup>1</sup>
<b>All Riders</b>	<b>64.5%</b>	<b>35.5%</b>	<b>5,113</b>	<b>20.2%</b>	<b>79.8%</b>	<b>4,649</b>
<b>Regular BART fare</b>	<b>64.3%</b>	<b>35.7%</b>	<b>3,935</b>	<b>20.9%</b>	<b>79.1%</b>	<b>3,601</b>
<i>Difference from All Riders</i>	<i>-0.2%</i>			<i>0.7%</i>		
<b>High Value Discount</b>	<b>65.4%</b>	<b>34.6%</b>	<b>553</b>	<b>6.2%</b>	<b>93.8%</b>	<b>502</b>
<i>Difference from All Riders</i>	<i>0.9%</i>			<i>-14.0%</i>		
<b>"A" Muni Fast Pass</b>	<b>70.6%</b>	<b>29.4%</b>	<b>77</b>	<b>26.8%</b>	<b>73.2%</b>	<b>73</b>
<i>Difference from All Riders</i>	<i>6.1%</i>			<i>6.6%</i>		
<b>Senior</b>	<b>42.5%</b>	<b>57.5%</b>	<b>246</b>	<b>15.6%</b>	<b>84.4%</b>	<b>82</b>
<i>Difference from All Riders</i>	<i>-22.0%</i>			<i>-4.6%</i>		
<b>Disabled</b>	<b>77.3%</b>	<b>22.7%</b>	<b>93</b>	<b>51.6%</b>	<b>48.4%</b>	<b>82</b>
<i>Difference from All Riders</i>	<i>12.8%</i>			<i>31.4%</i>		
<b>Youth (age13-17; under 13 not surveyed)</b>	<b>87.3%</b>	<b>12.7%</b>	<b>69</b>	<b>56.7%</b>	<b>43.3%</b>	<b>50</b>
<i>Difference from All Riders</i>	<i>22.8%</i>			<i>36.5%</i>		

## Appendix B

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Title VI Fare Equity Analysis for the Proposed 2020  
Productivity-Adjusted Inflation-Based Fare Increase;  
Extension of the Productivity-Adjusted Inflation-Based Fare  
Increase Program 2022-28; and Magnetic-Stripe Surcharge  
Increase

**PUBLIC PARTICIPATION REPORT**

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May 2019





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# Section 1: Public Participation Purpose

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## 1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted outreach to provide the public with information about three proposed fare changes and to solicit rider feedback. A key component of Title VI outreach is to seek input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members.

The District is required to conduct a Title VI Fare Equity Analysis any time there is a proposed change to BART's fares. Accordingly, staff completed a Title VI Fare Equity Analysis to determine if any of the following proposed fare changes would have a disproportionate impact on protected populations:

- A productivity-adjusted inflation-based 5.4% fare increase scheduled for January 2020;
- Extension of BART's current productivity-adjusted inflation-based fare increase program for the period 2022-2028; and
- An increase to the magnetic stripe ticket surcharge from \$0.50 to \$1.00.<sup>1</sup>

The next sections describe the outreach and community engagement conducted by BART staff, followed by analysis of survey responses by protected group. All comments in this report have been transcribed as written by the respondent with the redacting of any profanity and personal identifying information.

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<sup>1</sup> The surcharge would continue to be reduced by a prorated amount for discounted Green and Red magnetic-stripe tickets for seniors, people with disabilities, and youth.

# Section 2: Public Participation Process

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## 2.1 Outreach Events

BART hosted a series of in-station outreach events with information tables where staff could speak directly with riders about the proposed fare options and any potential effects they may have on low-income and/or minority riders. At the outreach events, the public had the opportunity to interact with BART staff regarding the January 2020 productivity-adjusted inflation-based fare increase (CPI-based increase), the proposed extension of BART’s current CPI-based fare increase program, and the proposed increase to the magnetic-stripe ticket surcharge. The public also had the opportunity to learn about BART’s current fare structure and to raise any concerns they had related to the proposed fare options.

The public was also able to complete a BART survey in person. Riders who did not have time to complete the survey on-site were handed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with the hyperlink for the online survey: [www.bart.gov/faresurvey](http://www.bart.gov/faresurvey). The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.<sup>2</sup>

The survey period began Tuesday, February 26, 2019 and ended Friday, March 15, 2019. Digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. A copy of all versions of the survey is provided in Appendix PP-A. Appendix PP-E provides a copy of the postcard distributed to riders unable to complete the survey during the outreach event. A \$120 Clipper card was offered as a prize in a drawing for those who completed either an online or paper survey.

BART sought public input on the fare options at BART station outreach events on the following dates and times:

**Table 2-1: Outreach Locations, Dates, and Times**

Station	Date	Time
<b>Pittsburg/Bay Point</b>	Tuesday, February 26, 2019	7am-9am
<b>Balboa Park</b>	Wednesday, February 27, 2019	5pm-7pm
<b>Fruitvale</b>	Thursday, February 28, 2019	5pm-7pm
<b>Fremont</b>	Tuesday, March 5, 2019	7am-9am
<b>16th St. Mission</b>	Wednesday, March 6, 2019	7am-9am
<b>El Cerrito del Norte</b>	Thursday, March 7, 2019	5pm-7pm

Interpreters were available as necessary at specific stations, based on a demographic and frequency of contacts-at-stations analysis, as shown in Table 2-2.

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<sup>2</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART’s four-county service area (BART Title VI Language Assistance Plan, January 2017).

**Table 2-2: Interpreters**

Station	Interpreter
Pittsburg/Bay Point	Spanish
Balboa Park	Spanish, Chinese
Fruitvale	Spanish
Fremont	Spanish
16th St. Mission	Spanish
El Cerrito del Norte	Spanish

**Balboa Park Station Outreach: February 27, 2019**



## 2.2 Publicity

Publicity for the outreach events was conducted through print and social media. BART staff worked to ensure all available information related to the fare options and survey was available to riders in multiple languages. The next sections describe how BART advertised outreach events and the survey link.

### 2.2.1 Multilingual Newspaper Ads

Multilingual newspaper/media ad placements with readership covering BART's four-county service area were placed prior to and during outreach. The ads ran one to two times (depending on the newspaper's publication schedule) and advertised the upcoming in-station outreach events and a link to the BART survey. The following newspaper publications had ads placed. Copies of some ads can be found in Appendix PP-F.

- La Opinión de la Bahía (Spanish)
- Visión Hispana (Spanish)
- Viet Nam Daily News (Vietnamese)
- Korean Times & Daily News (Korean)
- Sing Tao (Chinese)
- World Journal (Chinese)
- India West (English)

### *2.2.2 Social Media*

BART staff developed and posted all pertinent information regarding the fare options via Twitter and BART.gov. The article was posted on Thursday, February 21, 2019, publicizing in advance upcoming outreach events and the survey link. Twitter posts also publicized the survey link. Sample posts are included in Appendix PP-G.

### *2.2.3 Electronic Destination Sign System*

On all BART station platforms, there are multiple electronic destination signs (DSS) that inform riders of train arrivals and display other important information BART needs to communicate. Throughout the survey period (February 26-March 15, 2019), the DSS regularly displayed the [www.bart.gov/fare survey](http://www.bart.gov/fare_survey) link to alert riders to take the survey.

### *2.2.4 BART Advisory Committees*

BART also distributed information on the outreach events, survey link, and copies of the survey in English, Spanish, and Chinese to the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees to distribute to the communities they serve. For more information on the BART Advisory Committees' input, see section 2.3 below.

## **2.3 Title VI/Environmental Justice and Limited English Proficiency Advisory Committees**

BART staff presented the three fare options to BART's Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees. The joint meeting was held Tuesday, February 19, 2019 from 10:30AM – 1PM at the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall (2040 Webster Street), Oakland, California. The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting.

The Title VI/EJ Advisory Committee consists of members of CBOs and ensures that the District is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions. The LEP Advisory Committee, which also consists of members of CBOs, assist in the development of the District's language assistance measures and provide input on how the District can provide programs and services to customers, regardless of language ability.

At the meeting, Committee members expressed concerns about the 2020 CPI-based fare increase and extension of the CPI-based fare increase program. Questions were raised about BART's current fare structure and why it couldn't be a flat fare like other transit systems. BART staff addressed these concerns. Committee members shared different options for managing fare increases, such as BART's canceling a planned fare increase if the District had collected sufficient revenue in a given year to make the increase unnecessary. Members also expressed that they wanted to clearly know what the fare increase revenue was going towards, such as quality of life improvements. BART staff explained which capital programs the 2020 CPI-based fare increase would fund.

Regarding the magnetic-stripe ticket surcharge increase, members did not raise any concerns and supported the District's goal of moving customers from magnetic-stripe tickets to Clipper cards. They inquired whether BART was considering distributing free Clipper cards systemwide to low-income riders. BART staff explained that all eligible CBOs can join the Metropolitan Transportation

Commission's (MTC's) free Clipper card distribution program in order to receive free Clipper cards to give to their eligible low-income members. Some CBOs in the Advisory Committees have already joined the MTC program.

Committee members were e-mailed a copy of the survey in English, Spanish and Chinese, a copy of the postcard, and were also provided the survey link to distribute to their communities. Committee members were advised that they could also request hardcopies of the survey.

**Joint Title VI/EJ & LEP Advisory Committees Meeting: February 19, 2019**



# Section 3: Outreach Results

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## 3.1 Title VI Outreach Surveys

BART’s public outreach efforts resulted in the District’s receipt of 1,272 completed surveys. The surveys generated by these public outreach efforts, specifically designed to be inclusive of minority and low-income populations, are the dataset for analysis and all uses of the generic term “survey” in this report refer to these Title VI Outreach Surveys. The Title VI Outreach Survey was designed to collect public input and so was open to everyone to complete, and thus distribution was not done using a random sampling methodology. As such, these survey results cannot be projected to the overall population, and statistical calculations such as margins of error cannot be computed.

Approximately 97% of all surveys received during the open survey period were completed online. Table 3-1 provides the breakdown of where and how many surveys were received.

**Table 3-1**

Location	No. of Surveys Collected
Pittsburg/Bay Point	2
Balboa Park	7
Fruitvale	3
Fremont	2
16th St. Mission	20
El Cerrito del Norte	1
Online	1,237
<b>Total Surveys Received</b>	<b>1,272</b>

## 3.2 Survey Demographic Data

Table 3-3 provides a demographic breakdown of all survey respondents.

### 3.2.1 Minority

A “non-minority” classification refers to those respondents who self-identified as “white.” A “minority” classification includes the combined responses from all other races or ethnic identities including those identifying as multi-racial.

### 3.2.2 Income

Consistent with BART’s Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income of respondents to the 2018 Customer Satisfaction Survey. The household size and household income combinations that comprise “low-income” are as follows:

**Table 3-2**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

For example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2018 Customer Satisfaction Survey responses, 20.2% of BART riders are considered low income.

### 3.3 E-Mail Invitation Surveys

As noted in Section 3.1 above, this Title VI Fare Equity Analysis relies on survey results from respondents to the Title VI Outreach Survey. However, BART’s Marketing & Research Department also distributed the survey online to randomly selected BART riders, and these surveys are referred to as E-mail Invitation Surveys. BART e-mailed 2,750 riders from its database. This database is comprised of riders who had previously been randomly selected for an onboard survey while riding BART, and who had agreed to be contacted for future research; 568 surveys were received from this group. The data received from these surveys was analyzed in a separate analysis. Public comments from the E-mail Invitation Surveys are included for informational purposes in Appendix PP-H.

**Table 3-3 Survey Demographic Summary: All Respondents (N=1272)**

Minority Status	90% of survey respondents answered this question	Sample Size
Minority	54%	623
Non-Minority	46%	522
<b>Total responses</b>		1145
Ethnicity	90% of survey respondents answered this question	Sample Size
White	46%	522
Black/African American	6%	68
Asian or Pacific Islander	25%	287
Hispanic, Latino, or Spanish	16%	181
Other, non-Hispanic	3%	37
Multi-racial	4%	44
American Indian	1%	6
<b>Total responses</b>		1145
Low income Status	88% of survey respondents answered this question	Sample Size
Low-income	16%	180
Non-low-income	84%	945
<b>Total responses</b>		1125
Annual household income		Sample Size
Under \$25,000	9%	98
\$25,000 - \$34,999	5%	52
\$35,000 - \$39,999	3%	33
\$40,000 - \$49,999	5%	56
\$50,000 - \$59,999	7%	82
\$60,000 - \$74,999	9%	102
\$75,000 - \$99,999	16%	181
\$100,000 or more	46%	522
<b>Total responses</b>		1126
How well is English spoken?	100% of survey responders answered this question	Sample Size
Very well	95%	1210
Well	3%	42
Not well	1%	18
Not at all	0%	2
<b>Total responses</b>		1272

\*Note: due to rounding, percentages may not add up to 100%, sample size dependent upon the number of respondents that answered each survey question. Not all questions were answered on many surveys.

\*\*Low-income and non low-income percentages factor in both household size and annual household income, so this sample size includes only respondents that answered both of these survey questions.

# Section 4: Public Comment Overview

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## 4.1 Overview

By reaching out to the public via in-station events, Title VI/Environmental Justice and Limited English Proficiency Advisory Committees meetings, and social media posts, BART received 1,272 survey responses. The survey asked about three fare options. For each fare option, there was an open-ended question asking respondents for their comments. All open-ended comments have been categorized, sorted, and color-coded by general theme in Appendices PP-B, PP-C, and PP-D. Additionally, for the CPI-based fare increase program extension and mag-stripe ticket surcharge increase, respondents had a range of levels of support from which to choose: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know.

## 4.2 Public Comment Grouping Analysis: General Methodology

While comments can be generally categorized and reviewed for popular themes, they should not be analyzed numerically as doing so would give undue weight to the more subjective feedback solicited from respondents. Categorizing the comments, however, provides a general indication of the points the public outreach participants choosing to comment wished to communicate. See Sections 5-7 for more detailed information on the grouping methodology for each fare option.

# Section 5: January 2020 CPI-Based Fare Increase: Public Comments

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## 5.1 January 2020 CPI-Based Fare Increase Survey Question

Question 1 of the Fare Program Survey was an open-ended question regarding the scheduled January 2020 CPI-based 5.4% fare increase:

**Do you have any comments about this scheduled fare increase?**

Of the 1,272 surveys received, 838 survey respondents chose to answer this question, which is approximately 66% of all respondents. There were 134 miscellaneous comments (i.e., a comment unrelated to the scheduled fare increase) and 300 respondents who did not comment that have been removed from the overall calculation of comment percentages.

## 5.2 Public Comment Grouping Analysis: Methodology

Comments are grouped into the following five categories:

1. Support (Unconditional)
2. Support (Conditional)
3. Don't Support
4. Miscellaneous
5. Did Not Comment

BART staff reviewed all comments and placed each into one of the above categories. "Support (Unconditional)" comments are those where riders made it clear they wanted to see the option implemented. "Support (Conditional)" comments indicate some level of support but often with caveats. Comments are in the "Don't Support" category when it can easily be determined the respondent did not wish to implement the option. "Miscellaneous" comments are those that do not directly address the fare increase. Respondents who chose not to comment are categorized as "Did Not Comment." All comments are color-coded by level of support in Appendix PP-B.

## 5.3 Overall Summary of Responses

Table 5-1 is a summary of responses for level of support broken down by protected status.

**Table 5-1 Overall Summary of Responses**

	Support (Unconditional)	Support (Conditional)	Don't Support	Total
<b>Minority</b>	<b>78</b>	<b>97</b>	<b>239</b>	<b>414</b>
<b>%</b>	<b>18.8%</b>	<b>23.4%</b>	<b>57.7%</b>	<b>100.0%</b>
Non-Minority	99	82	162	343
%	28.9%	23.9%	47.2%	100.0%
Unknown*	9	14	58	81
%	11.1%	17.3%	71.6%	100.0%
<b>Low-Income</b>	<b>19</b>	<b>27</b>	<b>79</b>	<b>125</b>
<b>%</b>	<b>15.2%</b>	<b>21.6%</b>	<b>63.2%</b>	<b>100.0%</b>
Non-Low Income	149	148	320	617
%	24.1%	24.0%	51.9%	100.0%
Unknown**	18	18	60	96
%	18.8%	18.8%	62.5%	100.0%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

\*\*"Unknown" are those respondents who provided comments but did not provide complete income information.

Of the 414 total minority respondents, 175, or 42.3%, supported (unconditionally and conditionally) the scheduled fare increase, while 57.7% did not support it. Of the 125 low-income respondents, 36.8% supported (unconditionally and conditionally) the scheduled fare increase, while 63.2% did not support it. Sections 5-4 through 5-6 provides the full breakdown by level of support.

#### 5.4 Support (Unconditional) Comments

Support (Unconditional) comments express full support for the CPI-based fare increase. Tables 5-2 and 5-3 provide a breakdown by protected group of all comments categorized as unconditional support for the scheduled fare increase.

**Table 5-2 Minority (Unconditional) Support Summary of Responses**

	Number of Support (Unconditional) Commenters	Total Number of Commenters	Percentage of Support (Unconditional)
<b>Minority</b>	<b>78</b>	<b>414</b>	<b>19%</b>
<b>Non-Minority</b>	<b>99</b>	<b>343</b>	<b>29%</b>
<b>Unknown*</b>	<b>9</b>	<b>81</b>	<b>11%</b>
<b>Total</b>	<b>186</b>	<b>838</b>	<b>22%</b>

\*"Unknown" are those respondents who left the race/ethnicity question blank.

**Table 5-3 Low-Income (Unconditional) Support Summary of Responses**

	Number of Support (Unconditional) Commenters	Total Number of Commenters	Percentage of Support (Unconditional)
<b>Low-Income</b>	19	125	15%
<b>Non Low-Income</b>	149	617	24%
<b>Unknown*</b>	18	96	19%
<b>Total</b>	<b>186</b>	<b>838</b>	<b>22%</b>

\*"Unknown" are those respondents who provided comments but did not provide complete income information.

A lower percentage of minority respondents (19%) compared to non-minority respondents (29%) unconditionally supported the January 2020 fare increase. A lower percentage of low-income (15%) than non low-income (24%) respondents unconditionally supported the scheduled fare increase.

### 5.5 Support (Conditional) Comments

Comments that supported the fare increase but with caveats are categorized as Support (Conditional). Tables 5-4 and 5-5 provide a breakdown of all comments categorized as conditionally supporting the scheduled fare increase.

**Table 5-4 Minority (Conditional) Support Summary of Responses**

	Number of Support (Conditional) Commenters	Total Number of Commenters	Percentage of Support (Conditional)
<b>Minority</b>	97	414	23%
<b>Non-Minority</b>	82	343	24%
<b>Unknown*</b>	14	81	17%
<b>Total</b>	<b>193</b>	<b>838</b>	<b>23%</b>

\*"Unknown" are those respondents who left the race/ethnicity question blank.

**Table 5-5 Low-Income (Conditional) Support Summary of Responses**

	Number of Support (Conditional) Commenters	Total Number of Commenters	Percentage of Support (Conditional)
<b>Low-Income</b>	27	125	22%
<b>Non Low-Income</b>	148	617	24%
<b>Unknown*</b>	18	96	19%
<b>Total</b>	<b>193</b>	<b>838</b>	<b>23%</b>

\*"Unknown" are those respondents who provided comments but did not provide complete income information.

Approximately the same percentage of minority (23%) and non-minority (24%) respondents conditionally supported the January 2020 fare increase. A slightly lower percentage of low-income (22%) than non low-income (24%) respondents conditionally supported the scheduled fare increase.

### 5.6 Don't Support Comment Overview

The Don't Support category captures all comments where the respondent expresses some form of objection to the fare increase. Tables 5-6 and 5-7 show a breakdown by protected group of how many commenters did not support the scheduled fare increase.

**Table 5-6 Minority Don't Support Summary of Responses**

	Number of Don't Support Commenters	Total Number of Commenters	Percentage of Don't Support
<b>Minority</b>	239	414	58%
<b>Non-Minority</b>	162	343	47%
<b>Unknown*</b>	58	81	72%
<b>Total</b>	459	838	<b>55%</b>

\*"Unknown" are those respondents who left the race/ethnicity question blank.

**Table 5-7 Low-Income Don't Support Summary of Responses**

	Number of Don't Support Commenters	Total Number of Commenters	Percentage of Don't Support
<b>Low-Income</b>	79	125	63%
<b>Non Low-Income</b>	320	617	52%
<b>Unknown*</b>	60	96	63%
<b>Total</b>	459	838	<b>55%</b>

\*"Unknown" are those respondents who provided comments but did not provide complete income information.

A higher percentage of minority (58%) than non-minority (47%) respondents did not support the January 2020 fare increase. A higher percentage of low-income (63%) than non low-income (52%) respondents did not support the scheduled fare increase.

## 5.7 Public Comments

The next sections provide sample comments by level of support from protected respondents. Appendix PP-D contains all comments received.

### 5.7.1 Support (Unconditional)

#### *Minority Respondents*

- *I think this is justifiable. Although the prices are rising, if it improves bart quality and consistency then I think it's worth it.*
- *OK as long as the extra revenue goes to what matters (expanded security, improved infrastructure, etc)*
- *No, I believe this small increase is a benefit to the system and the pay off is large.*
- *10 cents is a minimal increase I can work with in my budget.*

#### *Low-Income Respondents*

- *The fare increase is understandable. The tolls on the bridge are always increasing so it makes sense that Bart fares do too. I'm just glad it's only raising by cents as opposed to dollars like the tolls.*
- *This seems like a reasonable solution and as long as it's less than inflation I don't see an issue arising*
- *This sounds like a fair increase. I really hope it goes towards improving train service for commuters like promised!*

## 5.7.2 Support (Conditional)

### Minority Respondents

- *I think BART is already pretty expensive compared to a lot of other public transit systems I've used. As a student who commutes daily, these fare increases would be unwelcomed, but if there was a significant increase in my quality AND safety in my rides, I'd be willing to pay.*
- *I would be OK with a fare increase IF I didn't have to ride VERY crowded trains during rush hour. This is especially true on the Richmond line to and from San Francisco. Also PLEASE do something about making clean and free restrooms available at or in close proximity to the stations.*
- *In order to raise the price please have the bart trains cleaned, homeless free and more police to patrol the office.*

### Low-Income Respondents

- *as long as you can stop the fare cheaters and improve the safety and quality of the ride.*
- *I don't have an issue with that. However, you'd gain far more by solving your fare jumper problem.*
- *If it goes toward safety and cleanliness it is needed.*

## 5.7.3 Don't Support

### Minority Respondents

- *I feel like this increase is too small and won't prevent the amount of panhandlers and beggars on the BART trains, so I don't agree with it*
- *I do not feel the bart fares should increase every two years. This economy is too unstable. What about people on fixed incomes? What about the homeless people that take up two seats on the bart train. One quarter of the people that get on the bart do not sit down where seats are available making it difficult for people to get off at certain stations. What about safety? If you can not take care of the problems just mentioned how can you continue to increase fees.*
- *I am really tired of rate increases when service, cleanliness, and safety are still subpar.*

### Low-Income Respondents

- *I take the Bart every week so I am not in favor of the scheduled fare increase. The increase is a small amount, but it will add up*
- *Yes, it is too expensive and I commute everyday from east bay.*
- *Yes because I feel as if a lot of changes need to be made prior to increasing the fare*

## 5.8 Did Not Comment

Respondents who chose not to comment on the fare increase are categorized as "Did Not Comment." Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. The breakdown of those who chose not to comment (300 respondents) include: 148 minority (123 non-minority, 29 unknown) and 32 low-income (233 non low-income and 35 unknown). These respondents are not included in the total comment count of 838 (shown in Tables 5-1 to 5-6 above).

## 5.9 Miscellaneous Comments

Comments are categorized as Miscellaneous when there appears to be no connection between the respondents' comments and the fare increase. So that data is not skewed by comments unrelated to the fare increase, the 134 comments categorized as Miscellaneous are not included in the total comment count of 838 (shown in Tables 5-1 to 5-6 above).

The following are examples of Miscellaneous comments:

- *Give discounts to people who work in public service*
- *Why does not BART tax major employers whose employees take BART every day to get to work?*
- *What about WiFi?*

## 5.10 Comments Summary

Many of the respondents who unconditionally supported the scheduled January 2020 fare increase thought that the less-than-inflation fare increases were reasonable and necessary to address capital needs and improvements. Respondents who conditionally supported the fare increase wanted to ensure that the new revenue would go towards capital improvements; some also thought that the increase should be less than 5.4%. Respondents who did not support the fare increase noted that BART fares were already too high and an increase would be a strain on their budget, and the amount of the fare increase did not reflect cost-of-living wage increases.

Respondents across all levels of support identified the following as important topics for BART to address: fare evasion, safety and security, homelessness, cleanliness, service frequency, and crowded trains.

# Section 6: BART Fare Increase Program: Public Level of Support & Comments

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## 6.1 BART Fare Increase Program Survey Questions

Questions 2 and 3 of the Fare Program Survey asked respondents to choose a level of support for extending the CPI-based fare increase program and provide comments to explain their choice.

**Question 2: Would you support or oppose extending BART’s current fare increase program (less-than-inflation increases every two years)?**

- Strongly support**
- Somewhat support**
- Neutral**
- Somewhat oppose**
- Strongly oppose**
- Don’t know**

Of the 1,272 surveys received, 1,241 survey respondents chose to answer this question, which is approximately 98% of all respondents.

**Question 3: If you would support or oppose this program, please explain.**

Of the 1,241 survey respondents who answered Question 2, 802 or approximately 65% provided a follow-up comment to explain their choice. Two survey respondents did not indicate a level of support but provided a comment. They are grouped as “No Answer” in Appendix PP-C. The grouping methodology for this fare option is described below.

## 6.2 Level of Support & Public Comment Grouping Analysis: Methodology

As noted above, this fare option had a two-part question. The first question asked respondents to choose a level of support for the fare option. The second question asked for comments explaining their choice.

The six categories in the survey are as follows:

1. Strongly Support
2. Somewhat Support
3. Neutral
4. Somewhat Oppose
5. Strongly Oppose
6. Don’t Know

How the respondent rated the first question determined the grouping of the follow-up comments in the second question. For example, if a respondent checked “Neutral” for the first question, and if they chose to provide a comment in the follow-up question, that comment was automatically grouped as

“Neutral” for sorting purposes. “Strongly Support” and “Somewhat Support” comments are grouped as “Support.” These comments may indicate clear support or some level of support with caveats. Comments in the “Strongly Oppose” and “Somewhat Oppose” categories are grouped as “Don’t Support.” These are comments where the respondent did not wish to implement the fare option. Comments are color-coded by original level of support in Appendix PP-C. The chart and tables below show respondents’ opinions about the proposed fare increase program.

### 6.3 Question 2: Summary of Levels of Support

#### 6.3.1 Minority Respondents

**Table 6-1 Minority Summary of Responses (n=1,241)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Minority</b>	199	86	327	10	622
<b>%</b>	32%	14%	53%	2%	100%
Non-Minority	254	74	180	10	518
%	49%	14%	35%	2%	100%
Unknown*	15	15	69	2	101
%	15%	15%	68%	2%	100%

\*“Unknown” are those respondents who left the race/ethnicity question blank.

Table 6-1 shows that fewer minority respondents (32%) supported the fare increase program compared to the number of minority respondents who did not support it (53%). Of the remaining minority respondents, 14% were neutral and 2% selected “Don’t know.”

#### 6.3.2 Low-Income Respondents

**Table 6-2 Low-Income Summary of Responses (n=1,241)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Low-Income</b>	50	25	100	4	179
<b>%</b>	28%	14%	56%	0%	100%
Non Low-Income	396	133	399	13	941
%	42%	14%	42%	1%	100%
Unknown*	22	17	77	5	121
%	18%	14%	64%	0%	100%

\*“Unknown” are those respondents who provided comment but did not provide complete income information.

Table 6-2 shows that fewer low-income respondents (28%) supported the fare increase program compared to the number of low-income respondents who did not support it (56%). Of the remaining low-income respondents, 14% were neutral.

## 6.4 Question 3: Summary of Levels of Support (Public Comments)

Of the 1,241 survey respondents who answered Question 2, 802 or approximately 65% provided a follow-up comment to explain their choice. Tables 6-3 and 6-4 shows the breakdown of those who chose to comment.

### 6.4.1 Minority Respondents

**Table 6-3 Minority Summary of Responses (Public Comments, n=802)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Minority</b>	<b>131</b>	<b>24</b>	<b>243</b>	<b>4</b>	<b>402</b>
<b>%</b>	<b>33%</b>	<b>6%</b>	<b>60%</b>	<b>1%</b>	<b>100%</b>
Non-Minority	164	20	148	4	336
%	49%	6%	44%	1%	100%
Unknown*	9	4	50	1	64
%	14%	6%	78%	2%	100%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

Table 6-3 shows that of those minority respondents who chose to comment on the fare increase program, fewer minority respondents (33%) supported the fare increase program compared to the number of minority respondents who did not support it (60%). Of the remaining minority respondents, 6% were neutral and 1% selected "Don't know."

### 6.4.2 Low-Income Respondents

**Table 6-4 Low-Income Summary of Responses (Public Comments, n=802)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Low-Income</b>	<b>39</b>	<b>9</b>	<b>70</b>	<b>1</b>	<b>119</b>
<b>%</b>	<b>32%</b>	<b>8%</b>	<b>59%</b>	<b>1%</b>	<b>100%</b>
Non Low-Income	249	35	309	6	599
%	42%	5%	52%	1%	100%
Unknown*	16	4	62	2	84
%	19%	5%	74%	2%	100%

\*"Unknown" are those respondents who provided comment but did not provide complete income information.

Table 6-4 shows that of those low-income respondents who chose to comment on the fare increase program, fewer low-income respondents (32%) supported the fare increase program compared to the number of low-income respondents who did not support it (59%). Of the remaining low-income respondents, 8% were neutral and 1% selected "Don't know."

## 6.5 Question 3: Public Comments

The next sections provide sample comments by level of support from protected respondents. Appendix PP-C contains all comments received.

## 6.5.1 Support

### Minority Respondents

- *Need new trains. In support as it is below inflation.*
- *Obviously, no consumer likes to hear that prices will increase. However, I recognize the need to generate capital to maintain and improve services. With that being said, I would hope that BART will be completely transparent about the extra revenue raised and exactly what projects it goes towards.*
- *bart's got bills to pay, and it's still cheaper than many bus and light rail options. Less-than-inflation seems fine to me.*

### Low-Income Respondents

- *nobody is going to pay for our system unless we cough up the money so I guess we have to have these increases. I'd love to see BART become more modern and usually BART gives me good service and has exemplary customer service and staff.*
- *If this program is to be used to expand or upgrade the current system it's a great idea*
- *Raising fares is irritating, but BART does need upgrades to ensure safety so I support it.*

## 6.5.2 Neutral

### Minority Respondents

- *I'm kinda in the middle*
- *I'd like the rate to be determined every two years, not in advance, to account for a slow or strong economy.*

### Low-Income Respondents

- *What happened to the bond money?*
- *I think they need more police on train for the homeless*

## 6.5.3 Don't Support

### Minority Respondents

- *Wages aren't going up for most of us. As a teacher my salary does not increase at the same rate as BART fare increases.*
- *Bart already has funds for new rail cars. It should attempt to recover funds lost due to late deliveries and not penalize riders. There are other sources of revenue that BART should tap, from the state or the federal government.*
- *How about stopping fare evaders. If you look at every transit agency most of the trouble and damage is caused by people who do not pay. If you did a better job of that then your overall cost of repairs and clean up will go down probably greater than 5.4%.*

### Low-Income Respondents

- *I see no improvements, only worsening conditions in all aspects of the system, regardless of fare increases.*

- *The Bay Area is way too expensive. For people that rely on Bart as transportation, that “small” increase is a big stressor every pay check*
- *Traveling from Dublin to South San Francisco is already 6.90. I can't afford to pay even more!!!! I want to do the more eco- friendly thing and I know carpooling/driving can still add up but transit should ALWAYS be the cheapest option- not an option that competes at a higher price. I would only support an increase if there was more safety, carts, and accessibility to ALL income levels.*

## 6.6 Comments Summary

Similar to the January 2020 CPI-based fare increase public comments, many of the respondents who supported extending BART’s increase thought that the less-than-inflation fare increases were reasonable and necessary for system improvements and to keep the system running smoothly. Interestingly, a few respondents also commented that they preferred for BART’s less-than-inflation increases to be the same as or slightly higher than the rate of inflation because of all the system improvements BART needs to make. Respondents who did not support the fare increase expressed the opinion that BART fares were already too high.

Similar to the January 2020 CPI-based fare increase public comments, respondents across all levels of support identified fare evasion, efficiency, crowding on trains, safety and security, homelessness, and cleanliness as important topics for BART to address. Some respondents mentioned that it was unfortunate BART revenue couldn’t come from other sources, such as property taxes.

# Section 7: Paper Ticket Surcharge Increase: Public Level of Support & Comments

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## 7.1 Paper Ticket Surcharge Increase Survey Questions

Questions 4 and 5 of the Fare Program Survey asked respondents to choose a level of support for the proposed magnetic-stripe ticket (“paper ticket”) surcharge increase and to provide a comment on the proposed change.

**Question 4: Would you support or oppose increasing the paper ticket surcharge to \$1.00 to maximize use of the Clipper card?**

- Strongly support**
- Somewhat support**
- Neutral**
- Somewhat oppose**
- Strongly oppose**
- Don’t know**

Of the 1,272 surveys received, 1,229 survey respondents chose to answer this question, which is approximately 97% of all respondents.

**Question 5: Do you have any comments about this potential paper ticket surcharge increase?**

Of the 1,229 survey respondents who answered Question 4, 716 of them provided a follow-up comment to further explain their choice. One survey respondent did not choose a level of support but provided a comment. This one comment is categorized as “No Answer” in Appendix PP-D. The grouping methodology for this fare option is described below and is identical to the methodology used for the CPI-based fare increase program questions.

## 7.2 Level of Support & Public Comment Grouping Analysis: Methodology

This fare option had a two-part question. The first question asked respondents to choose a level of support for the fare option. The follow-up question then asked for a comment about the proposed change.

The six categories in the survey are as follows:

1. Strongly Support
2. Somewhat Support
3. Neutral
4. Somewhat Oppose
5. Strongly Oppose
6. Don’t Know

The respondent's rating selection in the first question determined how the second question's comments were grouped. For example, if a respondent checked "Neutral" for the first question, and if they chose to comment in the follow-up question, that comment was automatically grouped as "Neutral" for sorting purposes. "Strongly Support" and "Somewhat Support" comments are grouped as "Support." These comments may indicate clear support or some level of support with caveats.

Comments in the "Strongly Oppose" and "Somewhat Oppose" categories are grouped as "Don't Support." These are comments where the respondent did not wish to implement the fare option. Comments are color-coded by original level of support in Appendix PP-D. The chart and tables below show respondents' reactions to the proposed mag-stripe ticket surcharge increase.

### 7.3 Question 4: Summary of Levels of Support

#### 7.3.1 Minority Respondents

**Table 7-1 Minority Summary of Responses (n=1,229)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Minority</b>	<b>273</b>	<b>98</b>	<b>243</b>	<b>9</b>	<b>623</b>
<b>%</b>	<b>44%</b>	<b>16%</b>	<b>39%</b>	<b>1%</b>	<b>100%</b>
Non-Minority	269	69	172	8	518
%	52%	13%	33%	2%	100%
Unknown*	26	9	53	0	88
%	30%	10%	60%	0%	100%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

Table 7-1 shows that of minority respondents, more (44%) supported the paper ticket surcharge increase than did not support (39%). Of the remaining minority respondents, 16% selected "neutral" and 1% "don't know."

#### 7.3.2 Low-Income Respondents

**Table 7-2 Low-Income Summary of Responses (n=1,229)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Low-Income</b>	<b>68</b>	<b>24</b>	<b>84</b>	<b>4</b>	<b>180</b>
<b>%</b>	<b>38%</b>	<b>13%</b>	<b>47%</b>	<b>2%</b>	<b>100%</b>
Non Low-Income	459	136	336	10	941
%	49%	14%	36%	1%	100%
Unknown*	41	16	48	3	108
%	38%	15%	44%	3%	100%

\*"Unknown" are those respondents who provided comment but did not provide complete income information.

Table 7-2 shows that of low-income respondents, fewer (38%) supported the mag-stripe surcharge increase compared to those who did not support (47%). Of the remaining low-income respondents, 13% selected "neutral" and 2% "don't know."

## 7.4 Question 5: Summary of Levels of Support (Public Comments)

Of the 1,229 survey respondents who answered Question 4, 716 of them provided a follow-up comment to further explain their choice. Tables 7-3 and 7-4 shows the breakdown of those who chose to comment.

### 7.4.1 Minority Respondents

**Table 7-3 Low-Income Summary of Responses (Public Comments, n=716)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Minority</b>	<b>131</b>	<b>33</b>	<b>174</b>	<b>7</b>	<b>345</b>
<b>%</b>	<b>38%</b>	<b>10%</b>	<b>50%</b>	<b>2%</b>	<b>100%</b>
Non-Minority	130	38	139	6	313
%	42%	12%	44%	2%	100%
Unknown*	14	4	40	0	58
%	24%	7%	69%	0%	100%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

Table 7-3 shows that of those minority respondents who chose to comment on the mag-stripe surcharge increase, fewer minority respondents (38%) supported the mag-stripe surcharge increase compared to the number of minority respondents who did not support it (50%). Of the remaining minority respondents, 10% were neutral and 2% selected "Don't know."

### 7.4.2 Minority Respondents

**Table 7-4 Low-Income Summary of Responses (Public Comments, n=716)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Low-Income</b>	<b>44</b>	<b>11</b>	<b>58</b>	<b>3</b>	<b>116</b>
<b>%</b>	<b>38%</b>	<b>9%</b>	<b>50%</b>	<b>3%</b>	<b>100%</b>
Non Low-Income	206	60	260	9	535
%	39%	11%	49%	1%	100%
Unknown*	25	4	35	1	65
%	38%	6%	54%	2%	100%

\*"Unknown" are those respondents who provided comment but did not provide complete income information.

Table 7-4 shows that of those low-income respondents who chose to comment on the fare increase program, fewer low-income respondents (38%) supported the fare increase program compared to the number of low-income respondents who did not support it (50%). Of the remaining low-income respondents, 9% were neutral and 3% selected "Don't know."

## 7.5 Question 5: Public Comments

The next sections provide sample comments by level of support from protected respondents. Appendix PP-D contains all comments received.

## 7.5.1 Support

### Minority Respondents

- *Agree, clipper cards are a lot faster*
- *I strongly support this because not only will everyone using clipper cards make operations for daily riders more smooth but it'll also reduce significantly the waste that is caused by paper tickets in the environment.*
- *I think it is a good idea, it would decrease the demand for paper tickets and push towards clipper cards. Cards are more reliable and last much longer.*

### Low-Income Respondents

- *discourage paper tickets; they're wasteful*
- *Yes, clipper cards are better for the environment.*
- *Yes. Many other public transit systems (e.g., Portland's MAX, Chicago's 'L') have gotten rid of paper tickets altogether. Please disincentivize their continued use. A Clipper card costs almost nothing and is more sustainable.*

## 7.5.2 Neutral

### Minority Respondents

- *For new people who will take bart once in a month it will be burden*
- *How will you decrease the amount of homeless being disruptive?*
- *It's a good way to get people to use clipper! However, tourists may not be very happy...?*

### Low-Income Respondents

- *I don't understand why they don't want to use the clipper.*
- *I use a clipper card so it doesn't affect me*
- *Many riders using paper tickets are tourists so charge away. Also paper tickets are wasteful and more prone to problems.*

## 7.5.3 Don't Support

### Minority Respondents

- *Not really fair to force people who rarely take Bart to buy a clipper card. 50 cent surcharge is good.*
- *I think this is too high of an increase. It should stay as is*
- *Bart needs to have more clipper dispensing booths if they want people to use less paper tickets. Penalizing people is not good business. Behavior is changed with outreach, not penalization.*

### Low-Income Respondents

- *I think there should be better ways to incentivize Clipper card without punishing people for using paper tickets, and \$1 surcharge is a lot.*
- *No Surcharges. Make everyone pay their fair share!*

- *people who survive paycheck to paycheck need to budget and just pay for one ride at a time. So they wouldn't be able to afford a clipper card. If you want to phase out paper tickets, clipper cards should be made free of charge.*

## 7.6 Comments Summary

The respondents who supported the mag-stripe paper ticket surcharge increase often commented that the Clipper card was more environmentally friendly and that paper tickets were wasteful and slow down entries and exits into BART. Many supported the use of Clipper cards in the system and regionally. A few respondents suggested making the surcharge higher to further incentivize the move to the Clipper card.

Respondents who did not support the surcharge increase commented that an increase to \$1.00 was too steep of a hike and that low-income riders, especially those who do not have credit/debit cards, would be penalized. Additionally, respondents noted various reasons why they preferred the convenience of a paper ticket--for example, if they are infrequent riders or happen to leave their Clipper card at home one day, they would like to be able to use a paper ticket. Many also expressed that the fee to purchase a Clipper card was too much or too high for them to afford.

Across all levels of support, there were certain commonalities. Respondents commented on the \$3.00 cost to obtain a Clipper card; some felt the cost was too high and some wanted to know why Clipper cards could not be free to incentivize riders to switch. They also wanted to make sure that low-income riders would not be adversely impacted. Some suggested moving to cell phone apps like other agencies. Lastly, some supported the increase because it primarily targeted tourists and non-residents, while those who did not support it commented that it was unfair for tourists and infrequent BART riders.



# Appendix PP-A: BART Fare Program Survey

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# Fare Program Survey

Please complete this survey to provide your input on the planned January 2020 less-than-inflation fare increase, a proposed extension of BART's current fare increase program, and a potential increase to the 50-cent surcharge on paper ticket (non-Clipper) fares. Under the proposed extension of the current fare increase program, BART fares would continue to increase below the rate of inflation.

To thank you for your time, you can also **enter to win a \$120 Clipper card** at the end of this survey.

## January 2020 Fare Increase

To help fund the system's extensive capital needs, BART has a fare increase program that calls for small, regular less-than-inflation increases every two years, with the next increase of **5.4%** scheduled for January 1, 2020. For a short trip like Downtown Berkeley to 19th St/Oakland, the Clipper fare will increase by 10 cents, and a longer trip like Antioch to Montgomery will increase by 40 cents. Paper ticket fares will continue to cost more than the Clipper fare. *(All new revenue from this fare increase goes to BART's highest priority capital needs including new rail cars, a new train control system to provide more frequent service, and an expanded maintenance facility.)*

**1** Do you have any comments about this planned fare increase?

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## BART Fare Increase Program

BART's current fare increase program, which calls for small, regular less-than-inflation increases every two years, expires in 2020. BART is considering extending this program so that fares would increase in 2022, 2024, 2026 and 2028 by an estimated 3.9% in each of these years, based on current inflation projections.

Revenue from the 2022-2028 increases is proposed to help fund new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of the expanded service.

**2** Would you support or oppose extending BART's current fare increase program (less-than-inflation increases every two years)?

- Strongly support
- Somewhat support
- Neutral
- Somewhat oppose
- Strongly oppose
- Don't know

**3** If you would support or oppose this program, please explain.

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## Paper Ticket Surcharge Increase

Currently BART trips made with paper tickets cost 50 cents more than BART trips made with Clipper cards to encourage riders to use Clipper and optimize the Bay Area's significant investment in the regional transit smart card. BART is considering increasing the paper ticket surcharge to \$1.00 to incentivize the 15% of riders still using paper tickets to switch to Clipper. BART's maintaining one fare payment system is more efficient and cost-effective, and Clipper card customers enter and exit BART more quickly, using fare gates that are more reliable when they just process Clipper cards.

**4** Would you support or oppose increasing the paper ticket surcharge to \$1.00 to maximize use of the Clipper card?

- Strongly support
- Somewhat support
- Neutral
- Somewhat oppose
- Strongly oppose
- Don't know

**5** Do you have any comments about this potential paper ticket surcharge increase?

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**Please tell us about yourself.**

*(Your answers will help us evaluate how well we're reaching all the communities that we serve.)*

**6 About how often do you currently ride BART?**

*(Check one)*

- 5 days a week or more
- 3 – 4 days a week
- 1 – 2 days a week
- 1 – 3 days a month
- Less than once a month, but at least once a year
- Less than once a year or never

**7 Do you usually use a Clipper card or BART ticket to pay your BART fare?**

- Clipper card
- BART ticket
- Other: \_\_\_\_\_

**8 What type of fare do you usually pay when you ride BART?**

- Regular BART fare (no discount)
- High Value Discount (\$48 or \$64 value)
- Muni Fast Pass
- Senior discount
- Disabled discount
- Youth discount
- Other discount: \_\_\_\_\_

**9 What is your "home" BART station (the station you usually use when coming from home)?**

\_\_\_\_\_

**10 What is your most common "destination" BART station (the station near your frequent destination, like your workplace)?**

\_\_\_\_\_

**11 What is your age?**

- 17 or younger
- 18 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 and older

**12 What is your race or ethnic identification?**

*(Select all that apply)*

- American Indian or Alaska Native
- Asian or Pacific Islander
- Black/African American
- Hispanic, Latino or Spanish origin
- White
- Other: \_\_\_\_\_

*(Categories are based on the U.S. Census)*

**13 Do you personally speak a language other than English at home?**

- Yes, I speak: \_\_\_\_\_
- No

**14 If you answered "Yes" to question 13, how well do you speak English?**

- Very well
- Well
- Not well
- Not at all

**15 What is your total annual household income before taxes?**

- Under \$25,000
- \$25,000 - \$34,999
- \$35,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 or more

**16 Including yourself, how many people live in your household?**

- 1
- 2
- 3
- 4
- 5
- 6+

**17 Do you have a smart phone (can access the Internet, download apps, etc.)?**

- Yes
- No

**18 If you answered "Yes" to question 17: as of today, were you able to use the Internet on your smart phone?**

- Yes
- No

Thank you for your input.

**Optional**

If you would like to enter to win a \$120 Clipper card, please tell us how to contact you if you win:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Would you like to sign up for BARTable this Week, a free email newsletter with contests, discounts and events close to BART stations?

- Yes
- No

Would you like to be contacted in the future (via email) with important BART updates, or in case of a major system-wide emergency?

- Yes
- No

CONTEST RULES: No purchase necessary. Void where prohibited. One entry per person. This sweepstakes ends on 3/29/19 at 5 PM PST. Sponsor is Bay Area Rapid Transit (BART). Open only to residents of California who are at least 18 years old at time of entry. Employees/contractors of BART and their family/household members are not eligible to enter. Other restrictions apply. Sponsor will award one Clipper card (approximate value \$120). Winner will be chosen by random drawing and must respond within five business days of notification; otherwise an alternate winner will be chosen. Need not be present to win. All federal, state and local regulations apply.



## Encuesta sobre el Programa de Tarifas

Le agradeceremos que conteste esta encuesta para dar su opinión sobre el aumento de tarifas inferior a la inflación planificado para enero de 2020, una extensión propuesta del programa actual de aumento de tarifas de BART y un posible aumento del recargo de 50 centavos en las tarifas de los boletos impresos (que no son de Clipper). Con la ampliación propuesta del actual programa de aumento de tarifas, las tarifas de BART seguirían aumentando por debajo de la tasa de inflación.

Con el fin de agradecerle por su tiempo, al finalizar esta encuesta puede **participar en un sorteo en el que podría ganar una tarjeta Clipper de \$120.**

### Aumento en las tarifas en enero de 2020

Con el objetivo de ayudar a financiar las amplias necesidades de capital del sistema, BART tiene un programa de aumento de tarifas que plantea aumentos regulares, inferiores a la tasa de inflación, cada dos años, con el siguiente aumento del **5.4%** programado para el 1 de enero de 2020. Para un viaje corto, como de Downtown Berkeley a 19th St/Oakland, la tarifa de Clipper aumentará 10 centavos, y para un viaje más largo, como de Antioch a Montgomery, aumentará 40 centavos. Las tarifas de los boletos impresos en papel seguirán costando más que la tarifa de Clipper. *(Todos los nuevos ingresos resultantes de este aumento en las tarifas serán destinados a las necesidades de capital de más alta prioridad de BART, incluyendo nuevos vagones, un nuevo sistema de control de trenes para brindar un servicio más frecuente, e instalaciones de mantenimiento más amplias.)*

#### 1 ¿Tiene usted algún comentario sobre este aumento de tarifas?

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### Programa de aumento de tarifas de BART

El programa actual de aumento de tarifas de BART, que plantea pequeños aumentos regulares inferiores a la inflación cada dos años, vence en 2020. BART está considerando extender este programa para que las tarifas aumenten en 2022, 2024, 2026 y 2028 a razón de un 3.9% estimado en cada uno de estos años, con base en las proyecciones actuales de inflación.

Se propone que los ingresos procedentes de los aumentos de 2022-2028 ayuden a financiar nuevos vagones y mejoras del sistema, como un nuevo sistema de control de trenes para proporcionar un servicio más frecuente y la operación del servicio ampliado.

#### 2 ¿Apoyaría o se opondría usted a ampliar el actual programa de aumento de tarifas de BART (aumentos inferiores a la inflación cada dos años)?

- Lo apoyo con firmeza
- Lo apoyo hasta cierto punto
- Neutral
- Me opongo hasta cierto punto
- Me opongo con firmeza
- No sé

#### 3 Si usted apoyaría o se opondría a este programa, por favor explique.

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### Aumento del recargo por boleto impreso en papel

Actualmente, los viajes de BART realizados con boletos impresos cuestan 50 centavos más que los viajes de BART realizados con tarjetas Clipper para animar a los pasajeros a usar Clipper y optimizar la importante inversión del Área de la Bahía en la tarjeta inteligente de transporte público regional. BART está considerando aumentar el recargo por boleto impreso a \$1.00 para incentivar al 15% de los pasajeros que aún usan boletos impresos a cambiar a Clipper. El mantenimiento por parte de BART de un solo sistema de pago de tarifas es más eficiente y rentable, y los clientes de tarjetas Clipper entran y salen de BART más rápidamente, utilizando puertas de ingreso que son más confiables cuando procesan tarjetas Clipper únicamente.

#### 4 ¿Apoyaría o se opondría usted a aumentar el recargo por boleto impreso a \$1.00 para maximizar el uso de la tarjeta Clipper?

- Lo apoyo con firmeza
- Lo apoyo hasta cierto punto
- Neutral
- Me opongo hasta cierto punto
- Me opongo con firmeza
- No sé

#### 5 ¿Tiene algún comentario sobre este posible aumento del recargo por boleto impreso en papel?

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Por favor, díganos un poco acerca de usted.

(Sus respuestas nos ayudarán a evaluar qué tan bien nos estamos comunicando con todas las comunidades a las que servimos.)

- 6** ¿Con qué frecuencia viaja usted en BART actualmente?  
(Marque una opción)
- 5 días a la semana o más
  - 3 a 4 días a la semana
  - 1 a 2 días a la semana
  - 1 a 3 días al mes
  - Menos de una vez al mes, pero por lo menos una vez al año
  - Menos de una vez al año o nunca
- 7** ¿Generalmente utiliza una tarjeta Clipper o un boleto de BART para pagar su viaje en BART?
- Tarjeta Clipper
  - Boleto de BART
  - Otro: \_\_\_\_\_
- 8** ¿Qué tipo de tarifa paga usted generalmente cuando viaja en BART?
- Tarifa normal de BART (sin descuento)
  - Descuento de alto valor (con valor de \$48 o \$64)
  - Muni Fast Pass
  - Descuento para adultos mayores (Senior)
  - Descuento para discapacitados
  - Descuento juvenil
  - Otro descuento: \_\_\_\_\_
- 9** ¿Cuál es su estación "de origen" de BART (la estación que generalmente usa cuando sale de su casa)?
- \_\_\_\_\_
- 10** ¿Cuál es su estación de BART "de destino" más común (la estación cercana a su destino más frecuente, como su lugar de trabajo)?
- \_\_\_\_\_
- 11** ¿Cuál es su edad?
- 17 años o menos
  - 18 a 24 años
  - 25 a 34 años
  - 35 a 44 años
  - 45 a 54 años
  - 55 a 64 años
  - 65 años o más
- 12** ¿Cuál es su raza o identificación étnica?  
(Marque todas las opciones que correspondan)
- Indígena norteamericano o nativo de Alaska
  - Asiático o de las Islas del Pacífico
  - Negro / Afro-americano
  - Hispano, latino o español
  - Blanco
  - Otra: \_\_\_\_\_
- (Categorías basadas en el Censo de los Estados Unidos)
- 13** ¿Habla usted en el hogar algún otro idioma que no sea el Inglés?
- Sí, hablo: \_\_\_\_\_
  - No

- 14** Si respondió "Sí" a la pregunta 13, ¿qué tan bien habla Inglés?
- Muy bien
  - Bien
  - No muy bien
  - Nada
- 15** ¿Cuál es el total de los Ingresos anuales en su hogar antes de Impuestos?
- Menos de \$25,000
  - \$25,000 - \$34,999
  - \$35,000 - \$39,999
  - \$40,000 - \$49,999
  - \$50,000 - \$59,999
  - \$60,000 - \$74,999
  - \$75,000 - \$99,999
  - \$100,000 o más
- 16** Incluyéndose usted, ¿cuántas personas viven en su hogar?
- 1
  - 2
  - 3
  - 4
  - 5
  - 6 o más
- 17** ¿Utiliza un teléfono Inteligente (puede acceder a Internet, descargar aplicaciones, etc.)?
- Sí
  - No
- 18** Si respondió "Sí" a la pregunta 17: al día de hoy, ¿ha podido utilizar Internet en su teléfono inteligente?
- Sí
  - No

Gracias por llenar la encuesta.

#### Opcional

Si desea participar en un concurso en el que podría ganar una tarjeta Clipper de \$120, por favor díganos cómo podemos comunicarnos con usted si gana:

Nombre: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Email: \_\_\_\_\_

¿Desea suscribirse para recibir BARTable this Week, un boletín gratuito que se envía por email y que incluye concursos, descuentos e información sobre eventos cercanos a las estaciones de BART?

- Sí
- No

¿Le gustaría que nos comunicáramos con usted en el futuro (por email) sobre novedades importantes de BART o en caso de que ocurra una emergencia grave de todo el sistema?

- Sí
- No

REGLAS DEL SORTEO: No es necesario efectuar ninguna compra. Nulo donde lo prohíba la ley. Una participación por persona. Este sorteo finaliza el 29 de marzo de 2019 a las 5 p.m. PST. Patrocinado por Bay Area Rapid Transit (BART). Abierto únicamente a residentes de California que tengan al menos 18 años de edad al momento de solicitar la participación. Los empleados/contratistas de BART y sus familiares o miembros de su hogar no reúnen los requisitos de participación. Se aplican otras restricciones. El patrocinador otorgará una tarjeta Clipper fiscal aproximado de \$120. El ganador será seleccionado a través de un sorteo aleatorio y deberá responder dentro de los siguientes cinco días hábiles posteriores a la fecha de notificación. De lo contrario, se otorgará a un ganador alternativo. No necesita estar presente para ganar. Se aplican todas las leyes y reglamentos locales, estatales y federales.



## 車費計劃調查問卷

請填寫本問卷，針對 2020 年 1 月低於通貨膨脹幅度的車費調漲（此為 BART 目前車費調漲計劃的延展項目提案）以及可能將紙張車票（非 Clipper 卡）價 50 美分附加費再次調漲的構想提供意見。根據目前車費調漲計劃的延展提案，BART 車費將繼續以低於通貨膨脹率的幅度調漲。

為感謝您抽空接受調查，您還可參加問卷最後的抽獎活動，有機會贏得一張價值 \$120 的 Clipper 卡。

### 2020 年 1 月車費調漲

為了資助 BART 系統龐大的資本需求，BART 採取一項車費調漲計劃，要求每兩年以低於通貨膨脹率的幅度定期小幅調漲，下一次預計於 2020 年 1 月 1 日調漲 5.4%。使用 Clipper 卡支付的短程車費（如 Downtown Berkeley 到 19<sup>th</sup> St/Oakland）將調漲 10 美分，較長程車費（如 Antioch 到 Montgomery）將調漲 40 美分。紙張車票的車費將繼續比 Clipper 車費高。（所有車費調漲收入將用於 BART 的最高順位資本需求，包括新的列車車廂、新的列車控制系統以提供更頻繁服務，以及擴建的維修保養設施。）

**1** 您對這次計劃中的車費調漲是否有任何意見？

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### BART 車費調漲計劃

BART 目前的車費調漲計劃要求每兩年以低於通貨膨脹率的幅度定期小幅調漲，期限至 2020 年為止。BART 正在考慮延展此計劃，以便在 2022、2024、2026 和 2028 調漲車費。在這些年間，根據通貨膨脹預測，每次調漲幅度估計為 3.9%。

2022-2028 車費調漲收入建議用於資助新的列車車廂和系統改善工程，例如安裝新的列車控制系統以提供更頻繁服務，以及擴大服務運作。

**2** 您支持或反對延長 BART 目前的車費調漲計劃期限（每兩年以低於通貨膨脹率的幅度調漲）？

- 強烈支持
- 有些支持
- 中立
- 有些反對
- 強烈反對
- 不知道

**3** 如果您支持或反對這項計劃，請說明理由。

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### 紙張車票附加費調漲

為了鼓勵使用 Clipper 卡，並且讓灣區對區域交通智慧卡的重大投資發揮最大效用，目前以紙張車票支付的 BART 車費比 Clipper 卡多 50 美分。BART 正在考慮將紙張車票的附加費調漲至 \$1.00，以激勵目前仍在使用紙張車票的 15% 乘客改用 Clipper 卡。當車費支付系統只處理 Clipper 卡時，BART 的維護工作更有效率且更具成本效益，且 Clipper 卡用戶可使用更可靠的驗票閘更快出入 BART 車站。

**4** 您支持或反對將紙張車票附加費調漲至 \$1.00，以便將 Clipper 卡的使用率提升至最大？

- 強烈支持
- 有些支持
- 中立
- 有些反對
- 強烈反對
- 不知道

**5** 您對這項可能的紙張車票附加費調漲是否有任何意見？

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請提供您的個人資料。

(您的回答可協助我們進行評估，了解我們為社區服務的效率。)

**6** 您目前多常搭乘 BART ?

(請勾選一項)

- 每週 5 天或更多
- 每週 3 - 4 天
- 每週 1 - 2 天
- 每月 1 - 3 天
- 每月不到一次，但每年至少一次
- 每年不到一次或完全沒有

**7** 您通常使用 Clipper 卡或者 BART 車票支付 BART 車費？

- Clipper 卡
- BART 車票
- 其他：\_\_\_\_\_

**8** 您搭乘 BART 時通常支付哪一種車費？

- 一般 BART 車費 (無折扣)
- High Value 折扣車費 (價值 \$48 或 \$64)
- 電聯車快速通行車費 (Muni Fast Pass)
- 老人折扣車費
- 殘障人士折扣車費
- 青少年折扣車費
- 其他折扣車費：\_\_\_\_\_

**9** 哪個是您的「出發地」BART 捷運站 (從住家出發後通常搭乘的車站)？

\_\_\_\_\_

**10** 哪個是您最常去的「目的地」BART 捷運站 (您最常去的目的地如工作地點附近的車站)？

\_\_\_\_\_

**11** 您的年齡？

- 17 或以下
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 或以上

**12** 您屬於哪個種族或族裔？

(選擇所有符合項目)

- 美洲印第安人或阿拉斯加原住民
  - 亞裔或太平洋島裔
  - 黑人 / 非裔美國人
  - 西語裔、拉美裔或西班牙裔
  - 白人
  - 其他：\_\_\_\_\_
- (類別以美國人口普查為準)

**13** 您個人在家中是否說英語以外的語言？

- 是，我說：\_\_\_\_\_
- 否

**14** 如果第 13 題回答「是」，您的英語說得怎麼樣？

- 很好
- 好
- 不好
- 完全不會

**15** 您的稅前家庭總年收入是多少？

- \$25,000 以下
- \$25,000 - \$34,999
- \$35,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 或以上

**16** 包括您自己在內，您家裡住了多少人？

- 1
- 2
- 3
- 4
- 5
- 6+

**17** 您是否有智慧型手機 (有上網、下載應用程式等功能)？

- 是
- 否

**18** 如果第 17 題回答「是」：截至今天為止，您的智慧型手機是否能上網？

- 是
- 否

謝謝您提供意見。

選填

如果您想參加抽獎以贏得一張 \$120 Clipper 卡，請告訴我們若得獎該如何聯絡您：

姓名：\_\_\_\_\_

電話：\_\_\_\_\_

電郵：\_\_\_\_\_

您愛訂閱免費電子報 BARTable this Week 並收到有關抽獎比賽、折扣和 BART 捷運站附近的活動資訊嗎？

- 是
- 否

若將來有 BART 重要消息，或系統方面發生重大緊急事故時，您是否希望 BART 與您聯絡 (透過電子郵件)？

- 是
- 否

抽獎規則：所需購物即可參加抽獎。若法律禁止則無效。每人可參加一次抽獎。本抽獎活動截止時間：2019 年 3 月 29 日下午 5 時 (太平洋時間)。主辦方為舊金山灣區捷運處 (BART)。僅開放給報名時已年滿 18 歲的加州居民參加。BART 員工 / 承包商及其家人 / 家屬成員不得參加抽獎。有其他限制。主辦方將送出一張 Clipper 卡 (價值約 \$120)。得獎者應以隨機方式抽出，且必須在收到通知後五個工作日內回覆；否則，我們將抽出另一位得獎者。抽獎時，得獎者需身在場。所有聯邦、州和地方法規適用。

# Appendix PP-B:

## January 2020 Fare Increase: Public Comments

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Legend	
	Support
	Conditional Support
	Did Not Comment
	Don't Support
	Miscellaneous

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_4MFCCQmpxTLYpW1	&gt; new rail cars, a new train control system to provide more frequent service, and an expanded maintenance facility.  YAY	X	
PB1	10 cents is a minimal increase I can work with in my budget.	X	Unknown
R_2t57VcMkaGgotIU	40 cents is fare	X	
R_2diits4fV6JPTch	As long as Bart officials use the money to upgrade the system and pay employees		
R_u4wDIUFNusE8ZI5	As long as it goes towards infrastructure (not salary, pensions) I support it.	X	
R_3je9YFbLzacT7C8	As long as it's being put to something productive, I am fine with this increase.	X	
R_2co2dTLlckGTkSJ	As long as the funds are properly distributed it should not be an issue	X	
R_8iW7IIIJvzY1EYx	As long as the money is going to improvements on the train and security, I'm fine with it - AND we can tangibly see this improvement and transparency around how much money y'all have with the fare increase	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3nuxjj9BgGnfwoq	Assuming that the cost/benefit has been weighed and modeled, I support the increase wholeheartedly.		Unknown
R_2xPnMMG4Xy6vkIS	BART has been criminally underfunded for so many years - a small fare increase seems like a fair price to pay to keep our most critical transportation system running.		
R_51tdYVFRLfPgDId	Capital investments/improvements are critically important. While fare increases are never great for riders, I hope we will see the impacts (reliability, getting more of the great new trains out on the rails!)		
R_2Vwinbc7J9h8BvA	Continued support for listed capital projects with some level of visibility into the overall plan to implement would go along way to alleviating the consternation that fare increases create.		
R_2WGz004Z95uzzyI	Do it	X	
R_11WUgoerwZpRYHt	Do it! And improve the service. I just arrived at the Downtown Berkeley Station at 9:30pm to find the next train to MacArthur station in 22 MINUTES! What kind of big city transit system makes you wait 22 minutes at 9:30?		
R_1QKEz0tm8v92mvM	Fare enough. Keeping up with inflation is a must. Clipper's the way to go and cheaper too.	X	X
R_2thtnRGdCZSQKgl	Fare increases are a natural part of growth I think this reflects that BART is a great transit system that many people use and this needs to happen in order to accommodate the amount of people using the trains.		X
R_3NCYDiMfc2fUdm5	fare increases should be close to the rate of inflation. The value of a fare in real dollars drops over time with the rate of inflation. Even with this increases, the fare today is less than it was several years ago in real dollars, limiting the amount available for critical capital rehab and replacement projects.		
R_1meFePgcURQ8q97	Fares need to be sufficient to ensure proper maintenance and upgrades. In my opinion the increase is too low		X
R_exkioBLkUYNlayl	Fine with me	X	
R_2c0ZYodwSSbHpXL	Frankly I'm one of the few who knows BART is great value per mile. If anything you should all market that to your riders so they know the savings they get.	Unknown	Unknown
R_1cY8j5ZKpQWVYxJ	Good idea		
R_300099L9c0UZBee	Hopefully it will help with maintenance.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1cYbcRPkr83SI19	I agree with the date increase if it will help make bart better 1000% support. As a daily commuter I want my ride to be safe and the best it can be.	X	
R_w7w401uOYgOYpQB	I agree with the high priority capital needs	X	
R_331LOGQ4tFNC60v	I agree.	X	
R_2Suw28RvwxXKcx6	I am ok with the increase as long as it makes my trip more enjoyable		
R_237VTkjzAThfZiH	I am okay with the small fare increase if it means my rides will be more pleasant.		
R_2q2iG6Op6soONSN	I am okay with this because the money is going towards tangible improvements.		
R_1g10lsHGw3JMScr	I appreciate increase is below the rate of inflation. Increases have pushed me to carpool 1-2 times a week	X	Unknown
R_z2Vw4HXkdEDrr0t	I appreciate knowing why the increase is happening and where the funds will go to. It was especially helpful to see the breakdown in funds, like the actual amount of monetary increase.	X	
R_1Qt6EGeTwDOzPLv	I approve.		
R_120kg6QGrRhvWhy	I believe it is needed and should be done.		
R_3IQNKQmTzLvIQeQ	I do not have a problem with it. I primarily ride BART within San Francisco.		
R_yCTjjodgPuYxtpD	I don't mind the increase of fare cost.		
R_23af5MsgiqUYNwS	I don't mind a fare increase, as long as, I see improvements to the BART system.	X	
R_vPsvWtdTcEm6Exj	I don't really mind this - thought it was nice two years ago when my ride was a flat \$5.		
R_2Si3BQPy0GG5yYo	I feel it is fair the prices be raised considering how many people do not pay and the new additions to BART such as the new cars	X	X
R_1CfPtW7Ln4xEa5v	I go home once a week, and it's a long trip. I don't mind a little increase I guess, but I do use a clipper card. If I had to pay everyday I might have a problem but I only do once a week so it's not bad.		X
R_39q10i9xpKK5yO5	I likely won't even notice it for the shorter rides.	X	
R_2Xp7HKO6hCG4b5v	I support ... the old bart cars should be updated and the continual decrepitude of the turnstiles and escalators is a major commuting impediment that I would like to see fixed		
R_70qUgmgh9O4XFbH	I support it so that the ongoing need for funds to support system infrastructure upkeep and improvements can be funded.		
R_2Cv9PryNG0JrmWS	I support modest fare increases as long as the income provides better service.		
R_1r3otdDu6Pb83ZM	I support raising the fares for cross-bay rides since the fare is still cheaper than the bridge toll	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1QKM4wvUNmloYEj	I support the fare increase program in general, but it *MUST PAY FOR INCREASED SERVICE*.		
R_2wb5oIQbR9MBC4T	I support the fare increase.		
R_2sc1gExL0QBplW4	I support the increase. Fares are surprisingly cheap currently, and you could use the money		
R_3DfRPwHZPdx78bv	I support this		
R_YawechvgiGvR0aR	I think as long as low income and student programs are in place, below inflation increases are okay.		
R_3Ma6zHkAn48paTf	I think BART should increase fares as much as necessary to keep the system safe and reliable.		
R_1nSZONXVMJWT26c	I think it is reasonable		X
R_3EL0n3TvaqTnBgp	I think it seems reasonable		
R_9ssliqEP15Drp5f	I think it sucks, as paying more always does, but it's necessary to keep bart employees at a livable wage as well.	X	
R_2zl0Xt11DkYPlxu	I think it would make sense if they could ensure that BART was cleaner and safer at night.	X	
R_3CNTBAmSnHnDGX8	I think it's a good idea so long as it's used for the improvement of the BART system	X	X
R_u4e9P3LPoCMqm8F	I think it's necessary.		
R_1190prTE4k98fep	I think it's pretty reasonable. I've been taking BART into SF downtown stations for almost 20 years now	Unknown	Unknown
R_1jEaSxWOTCQin75	I think it's a good idea and maintains affordable prices. If updates and expenses need to be paid for, it makes sense.		
R_21ApvejZ0Q3McEH	I think it's fine and reasonable.		
R_2zOBmf0l5KEogdh	I think it's necessary. We have to address capital needs.		
R_eL4K3SIPpRQMjhn	I think this is justifiable. Although the prices are rising, if it improves bart quality and consistency then I think it's worth it.	X	
R_1QrLYlbr3SnlukF	I think this is reasonable		
R_3qCmpcB1NsecSCF	I very agree with it.	X	X
R_3D0Kaws0vgdVA4x	I want bart to take the money it needs to be a reliable and pleasant mass transit system that we desperately need		
R_2agXREQVNEOq0Zv	i would not mind paying more.		X
R_1locVe4JMjhzYsX	I wouldn't mind the increase if it seemed to us riders that the money was going toward improvements in cleanliness, safety, and service. I have been avoiding BART recently primarily because it is filthy and dangerous.		
R_2rAyMz8uS7yGOZE	I'm all for it. Expanded service and newer, cleaner, more modern trains would be worth it to me		

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R_1JPI2RxxRC8p3we	I'm okay with this increase as long as this helps reducing the crowded Bart rides by providing more frequent services between Antioch and Powell station.	X	
R_3DdbrT1KhD3trHR	I'm okay with this increase.	X	
FR2	If increasing the fare means that there is service improvement, I don't have a problem.		
R_3dLe0T7yJB6TTdT	If it helps to get new rail cars, improve cleanliness and safety then it will be worth it.	Unknown	Unknown
R_1CigKFM0YYMDdIZ	If it means more new rail cars I would gladly pay it		
R_2qaTNihW8LcY3gW	If it truly helps Improve the system nope not at all	X	
R_bkm1TfoWY2NjP1v	I'm fine with it	X	
R_1eKstBrsTolmByU	I'm glad BART will continue to increase fares to cover needed improvements.		
R_PRu9SqhKXPxB5ND	I'm ok paying higher fares if you keep the stations clean (Civic Center and the Mission stations are especially dirty)	X	
R_2uVgSYJ30g3LTZv	In order to protect (safety) of people and train on time, I don't mind bart's fare hike.	Unknown	Unknown
R_6Gcb54J7r3nijT3	Increase it more. I cannot afford to have another system wide shut down.	X	
16th10	Increase seems reasonable. Is there any effect on Muni monthly passes?	X	
R_dhx7iZGW7vZs46d	Increase the fares as much as needed to make BART safe and efficient	X	
R_25QIZWooDsQTXvy	Increase up to the rate of inflation is okay.		
R_1pnHvFcZrJwab7h	Increasing fare is good but need to improve services in bart like cleanness inside cars and some Bart stations	X	
R_2U448dJZIGJ80v8	It doesn't seem like too much.		
R_rjLEsQ08h0E3WZb	It is necessary. Given the population growth in the Bay Area BART needs more high volume trains, longer operating times and new lines. With rising rents people are moving to outlying parts of the Bay and need a fast safe connection to the City and beyond		
R_bJB8nmjEI8s48Q9	It is reasonable		
R_qJgWIV0ux6A2VIB	It is understandable	X	
R_2BsxONY31oDMGbA	It makes sense, it could even be a bigger increase. As long as low income riders are supported.		
R_QlEm7oclbWLXX3	It seems fair	X	
R_1Hph2Z1LaVZEBSv	It seems reasonable given the increased cost of living in the city and makes sense to promote th usage of clipper cards to improve flow of people at stations.	X	

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R_2EzrEbKi0UWjSFu	It seems reasonable to me		
R_31i5GG9fqL8kmTG	it sounds great!	X	
R_3PNPIFGdwMbUQHG	It sounds like a good plan		
R_Q4UijHlftAshJQt	It sounds ok.	Unknown	Unknown
R_1i9ZkkrzqTjYpMd	It sounds quite fair to me	X	X
R_03ZUsFbF6fCpA0p	It sounds reasonable to me. Bart needs to show real progress on these priorities, especially the new control system. Faster roll out of the new cars would be nice, also.		
R_1QKu1YT82oNkNdY	It sucks that the expenses in the Bay Area need to increase but I understand it needs to be done. At least it's still affordable	Unknown	Unknown
R_123zfGbTcbX52kP	It's understandable, and I want BART to be safe and continue to improve. I also don't take it every day anymore so the price won't drastically affect me.		
R_1DGyvOyQ1lC363G	Its fine	X	
R_11irPFhGz1aXTTt	It's marginal increase and no comments on this increase.	X	Unknown
R_1jYObCYrhf27FTu	Keeping increase at or just below the CPI is a reasonable approach. Doing this on a regular schedule rather than waiting for several years makes it easier for BART and riders to plan.		
R_2tx0IzmQQtHdMD2	Let's do it!	X	
R_27vzgELd5TXsWhS	Makes sense - fine for me.		
R_1lyFLVTOTkQ250u	New rail cars and more frequent service are important priorities and I would be happy to pay the increased price.	X	
R_cCTrZG0shbmYR4R	no one like to pay more but it is fair enough for \$0.10 increase for every 2 years	X	X
R_2zjsBpuoSKoYvgf	No problem!		Unknown
R_2EF8tYi8u6j6Nj8	No, a less than inflation increase every 2 years is fare to me.	X	
R_1DuNny5bYihbYRC	No, as this will allow for more improvements towards the rider's experience and better quality of stations and train interiors.	X	Unknown
R_332tgQsSv8VMqvG	No, I believe this small increase is a benefit to the system and the pay off is large.	X	
R_1qaOdVitzrav80r	No, i support the fare increase if there are actually steps that will be taken to make BART a better experience as soon as possible.	X	
R_6ESum7HnUsbGKSR	No, I think it's fair, but start thinking LONG term not just what's going to help in 3-5 years.		
R_2wAcCLVJHE2oVKz	No, it seems reasonable enough all things considered.		

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R_1cTlHjJ3k9SrWel	No. Actually it's a good move so riders will go clipper card so we can save paper. Why people can't give love to our Mother Nature. Clipper card is very handy and safe as long as you regusterd the card under your name	X	
R_R5g5feoL6UdwSfn	No. If the fare increase can accommodate new riders, expansion, maintenance, and upgrades.		
R_2wdFjASooqQgI1Y	No. That sounds reasonable.		
R_3GvwgEVeJTRziDa	Nope sounds reasonable		
R_2akji3ePxGFnjls	not a problem with a fare increase if it means safer and cleaner bart trains.		
R_3HB1eU2NGVCaRXN	Not enough. Riders just have to pay more for a clean, efficient system. Driving is no longer a reliable option in the current traffic mess.		
R_2Vkyr3d6EsHAsVa	Not really. If you need to increase, that's okay	X	
R_3sGi1lLWT87GC3L	Of course fare increases are bad for the public but may well be needed for a system that is falling apart.	X	
R_2Yn410seCpzCXa3	OK as long as the extra revenue goes to what matters (expanded security, improved infrastructure, etc)	X	
R_WdIBAhSUGfrP2nf	Ooof. That's an increase of almost a dollar a day on my daily commute. But if it will ACTUALLY lead to infrastructure improvements, I guess I can live with it.		
R_11bY79ePKfvMl3c	Overall it makes sense but the extremely high cost of the train control system always boggles my mind.	X	
R_3GiVEkWbg8xH2H9	Planned increase seems to be in-keeping with inflation and with required maintenance & public desired upgrades -- i.e. capital expenses need to be funded	Unknown	
R_8ptqW5988rH1njz	Reasonable		
R_21yL8HmLmpSalux	Reasonable		
R_1EYgehVb0JtlBGc	Reasonable explainable.		
R_1g0IApHyIWfkNRQ	Seems fair	X	
R_u4EJmlRIUBgNUM9	Seems fair.		
R_2zqHD0jq9xFmFEt	Seems fine to me, particularly if the money is used to improve the BART!		
R_2xVic1Dc7sOjaQX	Seems fine to me.		
R_3NPOgMQ3lzIPQi7	Seems fine. Increases that match inflation might be better.		
R_a03v5y0YVavMtXP	Seems good		
R_241PwUGLUEj6sAr	Seems necessary	X	
R_xh0LOynA2ts7rLH	seems reasonable	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_OerpSBT3doEI2Hf	Seems reasonable		
R_2rAyhHsuaWR9Kuk	Seems reasonable	Unknown	Unknown
R_27D6te6mjQkquyl	Seems reasonable		
R_1IuPoqehZcTMMcR	Seems reasonable		X
R_09sgBWT0YNq2VoZ	Seems reasonable		X
R_AccFOsYGxBvUEF3	Seems reasonable to me.		
R_SZShmLLW7fzUrf3	Seems reasonable. Hoping to see more lines that spread better over SF (like NYC) and extend to farther out areas.		
R_2OGrlpqeR04gygx	Seems responsible.	X	
R_ylKPktYgvqnWI2l	sounds fair	X	
R_1F9APwjzC4aN63	Sounds fair to me		
R_siMdif6s9RGUOxr	Sounds fair to me.	X	
R_xnFtK3YVXMUQ98J	Sounds fair to me—it's worth it for a more reliable fleet!		
R_At7TWWVoz3MCavzr	Sounds fair.	X	
R_PRmxW6Zn3XVaPuN	Sounds fine	X	Unknown
R_3fw55zVMNwboNIn	sounds fine	X	
R_2ZNAEzV8VQHDHMm	Sounds fine!		
R_1fZz5yPy4JNE00k	Sounds fine.		
R_1Hi3dOII1zDI8jv	sounds good		
R_1CDQhfbeB1RpXE3	Sounds good to me	X	
R_5vzWKS4p7I9AYql	Sounds good, need new trains	X	Unknown
R_2D5Lsak7Yxbpnj9	sounds good.	X	
R_2zOc05nXhARIAvL	sounds ok.		
R_2xxcIUjc9AhAnjB	sounds reasonable		
R_10Vg3Twcvc0fPuc	Sounds reasonable.		
R_OOLntxJcsPA7juF	Sounds reasonable. Hope funds are used wisely.	X	Unknown
R_2QMd4CQkna24vU6	The current increase is OK. BART should have a clipper card system for reduced fares for lower income folks.		
R_1LLHuke302sMp7x	The fare increase is understandable. The tolls on the bridge are always increasing so it makes sense that Bart fares do too. I'm just glad it's only raising by cents as opposed to dollars like the tolls.	X	X
R_2QYTjLJ2KD501lo	The improvements that Bart needs warrants the fare increase, but that also means that Bart has no excuse to make the system better	Unknown	Unknown
R_2YVVjXd8xsb8CTJ	The increase is definitely justified, seeing the new cars and launching some of those planned extensions and really helped to justify these future increase since the impact can be seen today.		

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R_22Jnt8QurE09MyC	The increase is fine as long as steps to improve congestion, delays, and cleanliness are addressed.		
R_1mzze0Wcl1uQfdi	The increase seems reasonable.		
R_3MhyB1EWeB8pkbx	These seem reasonable		
R_12o4E6yngapeG9X	This fare increase seems reasonable.		
R_2SCFiBFoDbgaots	This increase seems "fare" to me :)	X	
R_2QnboxWejMGDHFfi	This is a frequent trip I make, so I'm disappointed to see a raise in fare. That being said, improvements to the BART system are always a plus, so it seems like a fair trade.	X	
R_1qaBS4S30DxphOV	This is a reasonable increase, I have no problem with it.		
R_6fotVm7bW56l7Wx	This is fine. I would pay even more for BART to include free transfers to/from ACTransit and Muni (even though I would rarely use them). We desperately need regional transit fare integration.		
R_2zzaFsoKls6HKTa	This is worth it.		
R_2aLTrJI5KeEGLtu	This seems fair, if a little low.		
R_3JeWZdKk2MHRyxy	This seems like a good thing. I fully support funding BART above its current levels to bring better quality, more frequent, and more modern services to its customers. Upgrading the train control system and bringing more new trains online should be a high priority.		
R_2zoNitL2hBed6eT	This seems like a reasonable solution and as long as it's less than inflation I don't see an issue arising	X	X
R_1CCiDTjwGyYbM6W	This seems reasonable		
R_1py6UQIP8Jm15Hu	This sounds like a fair increase. I really hope it goes towards improving train service for commuters like promised!	X	X
R_4IqmeOPfdy9Eml	This will be necessary for the upgrade Bart needs due to the high volume of usage daily		
R_9ZapDlo3D0JWALL	We need better trains and more frequent service so this is fine with me.		
R_1luHHtoRV7TnhPh	Well, no one likes a fare increase, but I probably won't notice it.		
BP3	Yes, please. Cards + faster/condensed train schedules are much needed.	X	
R_3Ep7WWLJSBXT7ZK	同意 *Agree*	X	
R_2rr44vr1U2S3FX	同意加價 *Agree to increase the price*	X	
R_3NK6rc0k3XE8nvZ	同意加價, 改善服務 *Agree to increase the price and improve the service*	X	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1Kl2B4Eftv2BCvj	我经常坐Bart from Daly City to DOWNTOWN san Francisco ,是短程 如果涨10仙还可接受 *I often take BART from Daly City to DOWNTOWN san Francisco, it is a short trip. If it is 10 cents, it is acceptable.*	X	
R_3s006QkTNH7RQmR	贊成提高車費改善服務 *In favor of improved fare improvement services*	X	
R_3RaL00EebisxarI	4% increase (2% per year) would be less jarring.	Unknown	
R_plX3V6g5dnnypn	5.4% is almost double the inflation rate, so it is quite misleading to say "less-than-inflation" increases. I understand the need to regularly raise prices but its frustrating when you don't see improvements after raising fares.		
R_9mZtmFzSUQ7bzld	5.4% is too much - many riders travel a longer distance and this will adversely affect them. Suggest no more than 3.4% increase.		
R_1nPj0njVNfskA5L	5.4% may be less than inflation, but it is also MORE than most salary increases each year. I only get a 2% cost of living increase on average each year and many people get NO cost of living increase, so please consider raising fares within that framework instead of looking at inflation (which has nothing to do with wages).		
R_31Awtk77L8sK67e	5.4% sounds a lot. 3% will be more reasonable.	X	
R_3MEGjBc3a6GqhwY	A lot of students and fixed income workers catch the trains in the mornings, and I'm afraid this would impact them the most.  My suggestion would be to give more options to pay for fare. Such as a monthly premium pass. A lot of skilled workers in the city overpay their cards by more than \$200, use this and provide them with a premium monthly pass for thier convenience.	X	
R_1NgeOi70tWRmu0v	A more gradual, yearly increases that is clearly communicated and transparent may be more palatable.  However inflation (based on CPI I assume) is not a very good representation of changes in transportation cost, which people would use to compare BART vs other modes of transportation, so it may not be the best metric.	X	
R_1Gj6BN65uMZ7Mgf	agree with infrastructure maintenance don't agree with increased employee pay or bonus payments for managers		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1kZD4M059AeNZ59	And while fare is increasing I see BART service is gradually deteriorating over the years, but whatever I say here I think BART will increase the fares. I hope BART use some money to clean cars and prevent the system from being used by homeless people as shelter.	Unknown	
R_24wxLgLKVFtjVFC	Any fare increases should be analyzed to determine how they will impact low income users of BART. Low income users should not be impacted more than high income users and steps should be taken to alleviate their burden.		
R_2CqO8hmnEEfitYW	<p>As long as the money is to pay BART repair workers to fix the areas of the rails that need replacement. In the lines going East from SF to the West Oakland station, and past the West Oakland to the Lake Merritt station (and some to Fruitvale station), there are serious problems. The trains have to slow way down, they make a lot of noise, and each car shakes going over the bad rail areas. It is very frightening as a passenger, with the train high up above the roads and buildings, screaming and shaking. The same is true in the tunnel between SF and the East Bay, and on the lines going West into SF from the Lake Merritt station.</p> <p>If you send a notice explaining, to the entire Bay Area, that the increase of the BART fares are for fixing and repairing the rails, I believe most people would be okay with it. I would. Many people, including myself, are frightened, and don't want to be the ones on the BART when the train breaks the rails and falls off, killing many people. Many of us have to take the BART to commute every day, and I've heard many say they're trying to find some other way, as the BART is getting so crowded and frightening.</p>		
R_3JhpjG0BHc8XLTs	as long as you can stop the fare cheaters and improve the safety and quality of the ride.	X	X
R_3DoPgdl80pLTx32	As someone who makes \$60,000 a year the increase would not affect me as much as for those who are earning a low income. I also feel the surcharge for paper tickets should be eliminated as not all those can afford to consistently ride bart and thus will not purchase a clipper card. Some people also don't work the usual 5 days per week and buying a clipper is not within their budgets.	X	

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R_1Fa1XVHpi8KFGRN	Bart currently charges quite a high amount for tickets and the concept of needing more money on top of all the revenue they receive on a daily basis is confusing. While I won't be personally affected by the fair increase, I could see how it's unfair to many people. Small change adds up.	X	
R_s4KBh1qTRXbH6PT	BART fare increases shouldn't be couched in nonsense like "capital needs". Fares go up to cover the cost of business. I would be much more accepting of these increases if BART was clean, better maintained, and pleasant to ride.		
R_VKyZtfs2AApsAaR	BART is already exorbitantly expensive. I've voted for multiple tax and bond measures over the last several years to fund BART, but have only seen service quality decrease. Before raising fares again, I want to see an independent audit of the system's finances, and a review of the salaries and benefits afforded to BART administrators.		
R_1KrjNU3dl5IP1E9	BART needs to get more reliable, safer and cleaner. Not sure if higher fares will help or just go to the outrageous salaries you pay you employees		
R_22xps77QYI8uetP	BART parking and tickets are already an expense. We don't need another increase in fare, if anything we need more security detail at the PLATFORMS and PARKING LOTS, I've had my car vandalized multiple times at El Cerrito Del Norte Station, if you plan to increase the fare at least make BART better for the rest of us!	X	
R_3HRXJ2UfAMA9RXB	BART安全性(如遊民乞討、搶劫)是目前最重要的問題。漲價必須保證提升安全性。*Bart Security (such as begging and robbery) is currently the most important issue. Price increases must ensure increased safety.*	X	
R_2v68yqT4SRmZWFh	Bring it down by 5 cents and I'll approve		
R_BQ7AGVFGr8e0mXv	Clipper Card users, being more convenient, should shoulder this increase. Paper ticket holders are more likely to be low income as a result of structural hurdles to getting and maintaining a clipper card with just cash.		
R_Wd10eL6rqCOArE5	Consider minimum wage commuters using the BART for work, perhaps include new incentives or programs to help the change affect them less.		X
R_270kjJWJgHFHJzk	Depends on how the additional money is going to be used.		
R_BDHVDTd32pVH10F	Depends on status of capital needs. Where does it stand on i.e., top 5 needs.	X	

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R_339yQQadTHihF0z	Esta bien que aumenten las tarifas, sólo esperamos un mejor servicio y más seguridad para los usuarios *It is good that the rates increase, we only expect a better service and more security for users*	X	X
R_1eXFHa8kinvOZ3K	Fare dont match the quality/service. Cleanliness and Security is basic	X	
R_ykCzspZJ0jRNAEV	Fare increase is ok as long as people get to sit in car. New design has less seats than previous ones. Imagine standing 2 hours everyday.	Unknown	Unknown
R_3g5gWsexXn0QM1K	fare increase should be equally distributed based on the number of users per station or per line. Monitor fare evaders - I see a lot of fare evaders using the elevators at Civic Center and at El Cerrito Del Norte	X	
R_5A3u6W16Uj7Merf	Fare increases should be higher for the disproportionately under-charged suburban miles, and lower (or zero/negative) for the over-charged urban miles. Single trip fares should be increased further to enable an unlimited-use monthly pass program.		
R_1ln0Yg085rDqjnb	Fares increase of 5.4% is too high.	X	
R_9zstHW9Bp5zg9yN	For short trips I believe it is fair however for long trips I think 25 cents would be more reasonable.	X	X
R_2chDQbWqEEP7fuh	Given that many BART parking lots fill relatively early in the day, it seems to me you should be raising parking fees at those stations before increasing fares. The scarcity of parking suggests that it is under priced at most stations and that you could increase parking rates at those stations without a significant ridership impact.  That said, if 5.4% is less than cumulative inflation over the relevant 2 year period, than the increase seems reasonable in a vacuum.		
R_2ZDCLf9ym4hxJEL	Hard to justify any fare increase given how abysmal service is now, but I get it.	X	
R_2z6D9dXGpMGHMqv	How do we know this won't go to Bart executives salaries and or bonuses? Bart has consistently increased fares and I've seen little to no improvement in the service over the past 10 years. I would need to see a guarantee in writing to confirm this increase would be 100% for maintenance and nothing else.		
R_3Dd1e6cqGAYRnF1	I agree to increase the BART fare, but increase of 5.4% is too much, which is more than the inflation,	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	I think 4% increasing is fine to every one who live in San Francisco.		
R_2ZWgbK55LTKPmwA	I agree with the increases, but do not think that paper tickets should cost more.	X	
R_XIj6rJeqWkpIKLn	I agree with the price change If every 3-5 years not every two years		
R_2PB5DZjCPveI4MD	I already completed the survey once but wanted to add a comment. I don't find the current pricing structure very equitable. Generally speaking (and definitely true for the Bay Area), the further you live from the downtown SF the less affluent you are. Yet, people that live further away pay more. This higher price will also make people prone to drive more, something we know the Bay Area has too much of. I understand that a person traveling more miles technically is using the service more and thus should pay more. I don't know what the best pricing structure would be but find that people living further away need to be thought of more. I myself live in SF so I'm not saying this as someone who wants to pay less. I just want more people to use transit and don't think the current structure is promoting that (for long distance Bart trips)		Unknown
R_s6AABADkU3K4enT	I am a frequent work day BART rider, so any BART fare increase will impact my monthly spending on transportation. I understand that there are projects that need to be funded, but do you have any discount program for frequent rider like me? Thanks.	X	
R_1FKelkoMoaJHFIQ	I am ok with a fare increase as long as Bart works to improve the safety and cleanliness on its trains.		
R_3HUHNc9FGhe8NCe	I am okay with paying a little more as long as the service gets better, more frequent trains and less delays.	X	
R_1imRse2vyE9bi55	I believe that it is okay to increase prices a little as long as it is being used for security and maintenance. Bart has become very unsafe and discusting	Unknown	Unknown
R_1mPEQoDsqJJrYcY	I can afford it but will others? We need a standardized fare for everyone especially when someone needs to get from East Bay to the South Bay crossing at least three transit agencies.  But overall I am in support of better trains, better Bart.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2YMuo6g305bEf0e	I can understand a fare increase, but I would like to see our trains made cleaner and safer with this money.		
R_1GCVC5r59dpl2EZ	<p>I commute from Concord to Montgomery everyday and this increase would affect my budget. I believe there needs to be a 5 cent increase for everyone and then slowly increase cent by cent. I also take muni upon my arrival to SF and I would have to cut down other expenses just to pay for transportation.</p> <p>Although I know the increase will occur regardless, BART needs to focus on other areas rather than this new revenue going to those mentioned in this questionnaire. Security needs to be improved, I still find myself feeling insecurity and being more aware of my surroundings on the daily. There are homeless people and people smoking on a daily basis in these rail cars. They have strong body odor and makes it difficult to be on the commute on the way to SF and on the way back. The "safety BART" application is not very user friendly either so that is a waste of money. There needs to be clear communication regarding our safety and what will be done in the future.</p> <p>I would like to see my 40 cents everyday going to new safety policies and air conditioning too!!!!</p>	X	X
R_3NKwM5qY8SxeEVi	I don't mind paying the increased rate as long as bart holds everyone accountable to paying this. I see people jump over the ticketing gates and the bart agents don't do anything about it. It's not fair for those of us to have to pay more money because a huge chunk of people are not paying for the bart services.	X	X
R_28M1e2BpCq9Kkj1	I don't have an issue with that. However, you'd gain far more by solving your fare jumper problem.	X	X
R_BKaWfZdlm2Py5Pj	I don't mind the increase if I see security measures is visible for ticket jumpers. I ride Bart everyday, and I see 3 out 10 are ticket jumpers in Richmond Bart station. Specifically at Richmond Bart around 4:12 pm, you see students in uniform (like Military school - in black jacket and black pants), they get on a MacArthur. They just go out at Richmond, looking so proud that they don't pay. Low income could get subsidy for this and yet they chose to not pay. These young students have to be taught as early as now	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_VItKb17fxesbUpb	i have mixed feelings about it; would be nice if it were offset by more monthly pass options.		Unknown
R_1fcNW1LV5LBFzj8	I have no opposition but there needs to be more work in stopping/limiting fare jumpers at Civic Center (the station to which I commute daily)		
R_1ODH1VYIzN8fjis	I have objection to this increase due to my commute to Civic Center Station. The cleanliness of Bart trains have slightly improved, but certain stations appear to be neglected. Civic Station is notorious for vagrants but it does not help that security is not frequent in that area to prevent the litter, public drug use, tampering with the pipes and clogging it during the rainy season. If the price must increase, cleanliness must be maintained in all trains and stations.	X	
R_1jsaftbGkV5SSDo9	I ride from Richmond to Daly City five days a week and don't own a car. I am in favor of contributing to BART to keep it running.  I do wonder what other ways BART is fighting to get money, including increasing taxes on corporations or investment in fare evasion prevention. At Richmond BART, on average, I see people walk through the turn styles every evening and some mornings.		
R_DMMkDBJt03RiFk5	I support capping any fare increases at-or-below inflation levels. I hope that any increase in fares comes with additional support or accessibility programs (reduced fare, free commuting, etc) for those who are unable to pay fares to commute. Vulnerable populations often don't have access to commuter benefits or other employer assistance.		
R_WxhBtoT1ojwTmvv	I support it if it allows more frequent service as well as maintenance.		
R_3JJJjuHHWWkZ2zp	I support the fair increase as long as it goes to capital needs and not increasing BART union wages		
R_1ezs4wMfB6tNefl	I think BART is already pretty expensive compared to a lot of other public transit systems I've used. As a student who commutes daily, these fare increases would be unwelcomed, but if there was a significant increase in my quality AND safety in my rides, I'd be willing to pay.	X	
16th11	I think BART should allocate the \$ it gets from the public every few years exclusively for BART itself, it is falling apart.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2dzQ4bWSFeLaXs8	I think fare hikes are fine, and it won't change my usage- but I think ya'll need to expand subsidized ticket availability (youth, senior, etc)		
R_3kCgCDIT03G5y4e	I think if BART plans to do these increases then they better increase the need for public safety. Too many times there have been drug addicts and bums on the trains that typicall take up an entire row on the train. Also I have witnessed 2 fights over the course of a year. I have been a BART rider for over 20 years and I have never seen this many fights.	X	
R_3FXQqMo5A9H6mfH	<p>I think in regards to the fare increase, the schedule and the percent increase are reasonable. In my opinion, it would be imperative for BART to be proactive in it's transparency by creating a reporting cadence for revenue raised after the January 1st, 2020 increase onwards and which "high priority capital needs" projects in will fund (as well as how much is funded for each project).</p> <p>My main concern is that there is still ample amounts of fare-skipping by passengers that, according to one local news station's reporting, has lead to millions of dollars in revenue loss. That's something that is hard to ignore when any talks of a fee increase is brought up. I know BART has increased efforts to deter this from happening, from fare patrols to gate alarms, and I'm appreciative of those efforts but according to that same report it's had little affect to people's behavior.</p> <p>I'm all for improvements to the BART system, as it is very much needed. So while I support the less-than-inflation fare increase, I do wonder if there are other ways of recouping revenue through other efficiencies. Thank you.</p>	X	
R_D7Tq0dVSKbLmpLX	I think it a good plan but I also believe it would be kind of hard for students financially.	X	X
R_3qJsyABpXUYGzNt	I think its fair. My only concern is policing the people who don't pay .		
R_RaeUVjdqmQuN4Rz	I think that the fare increases will affect low income, so I suggest that passengers that are not low income can receive this significant increase, but for low income passengers just keep it the same or offer a program like SFMTA offers for low income.	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3HzwPoW6XOSLaLj	I think that's good. As long as some go to Bart police		
R_el228piMjwaK91f	I think the cent increase is practical. Although the prices raise every year which can make it hard for many people to put together that much money.	X	X
R_3IcNOVqgl9kMKfu	I think the fare increase is acceptable given the need to fund much needed capital infrastructures, however I am concern that the increased fare will disproportionately impact low-income riders. I would like to understand how BART is planning to ensure equity with this fare increase.	X	
R_1CJk0KwStmLGD5Q	I think the increase is a reasonable amount at this time and manageable for most people to pay. However, for those living in the city of San Francisco, I am often frustrated at the crowds and lines at BART and find it strangely more pleasurable (and cheaper) to ride MUNI. I never thought I would prefer riding a MUNI bus to taking BART, but I now do. Hopefully the new cars and control system will minimize the crowds, since, for example, this morning on the way to work I had to wait for three trains before there was a train that I could get on. People hover around the door and do not walk or stand in the middle of the train even though there is often plenty of room there.		
R_24CdHRXsewPy0Xz	I think the money for the fare increase should be used for cleaning up the BART stations, such as on the trains and the bathrooms.		X
R_3ffXsqEdWo237kG	I think these fare changes are fine, as long as they do not effect discounted fares for children, elderly, and low income tickets. I also think people need to see improvements to BART's service in correlation with these fare increases.	X	
R_x4JiOAoVoUHUFq1	I think you are punishing the people who are coming in from farther away and it should just be a .10 for all fares and leave it at that for this time.		
R_vJivxoHJCgveElH	I trust that you have done due diligence and the increase properly matches the increased expenses, or planned increase.		
R_2zSKkMG112OGfSH	I understand that costs are going up but I'm still watching lots of people go thru exit gates and jump turnstiles, especially at Hayward. Please try and make some effort to stop this behavior.		
R_3n78NC5j2gs9946	I understand the need for fare increases but it's hard not to be concerned about the effects on low-income riders. I would support it being paired with a program to reduce fairs for different groups		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_w0IY20qdg6HCNKV	I would also suggest to use the fare increase into BART user security as many crimes happened in BART stations.	X	
R_3Nx5JrbwBPCnbCB	I would be fine with the increase in fare, but just have my two cents. With the way bart in expanding, its getting difficult to travel during rush hour. Does bart plan to have some trains, starting from old stations, so that its comfortable for people.	X	
R_24nRjhV0TwPqbC1	I would be more than happy to pay the increased fare if it meant I could get to SF from Alameda via Bart only	X	
R_NWlUp3CsMnqBJJL	I would be OK with a fare increase IF I didn't have to ride VERY crowded trains during rush hour. This is especially true on the Richmond line to and from San Francisco. Also PLEASE do something about making clean and free restrooms available at or in close proximity to the stations.	X	
R_1Cw39KmzdLl9ait	I would expect an increase in BART system service with a fare increase. Currently, many escalators and elevators are out of service on a regular basis. My morning commute costs \$3.95 and has regular delays as well. I would be against any fare increase without proper allocation of funds to ensure clean, safe transit on BART.		
R_1mltk9MwmN83GYK	<p>I would gladly support much higher fares if you prioritized keeping the existing system safe *before* one further mile system extension. You cannot reliably manage the existing passenger volume; what the hell do you expect with the new revenue miles?</p> <p>I'd be happy to see you DOUBLE all fares at once if every dollar went to the following:</p> <ol style="list-style-type: none"> <li>1) minimum one police officer in every revenue train on every line, every day</li> <li>2) advertise greater police presence and tell passengers to call the conductor without hesitation</li> <li>3) minimum one officer in every station, every day</li> <li>4) ZERO TOLERANCE - if a passenger has loud music, immediate ticket and REMOVAL FROM TRAIN; littering, immediate ticket and REMOVAL FROM TRAIN. In NYC we cleaned up the subway by</li> </ol>	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	<p>ordering our officers to practice maximum enforcement. Don't just look for the crime that's hard to predict. Let riders know that if a cop sees it, you get a ticket.</p> <p>5) fix the d*mn fare gates already - stop whining about how difficult it is and bring in some engineers from the NYC subway - last night I did an experiment: I stood by the fare gates at my station [San Leandro] starting at approx 8PM and simply counted fare evaders. In 15 minutes I observed 34 fare evaders out of approx 150 people exiting the system. That is nearly 23%. UNACCEPTABLE. Again, I'd be happy to pay DOUBLE the current fare if you had roaming fare inspection teams - saturate a car, block all the exits, check every passenger. Evaders? Immediate citation and REMOVAL FROM THE SYSTEM. Oh and about a month ago I did a similar experiment while waiting at the new Antioch station for a ride to a party - the rate of fare evasion I observed was nearly 50%. HALF OF ALL EXITING PASSENGERS. And you want to raise fares? Higher fares, low enforcement. Perfect recipe for loss of control. Does the name Bernie Getz ring a bell?</p> <p>5B) fare evaders commit crimes. You have clear station surveillance video of the man who killed that young woman on the platform at MacArth</p>		
R_3ls3GG5QrUJtKr2	I would like to be able to opt in, by enrolling my Clipper card, to have my fares rounded up to the nearest dollar. There are lots of people for whom this increase will hurt. There are others, like myself, who won't be affected at all. Perhaps not many would take advantage of self-selected fare increases, but it would be nice to have the option.		
R_OqbC0ASQbfVzQxX	I would like to see money spent on more BART security presence.	X	Unknown
R_2EhIg2vBcdukfak	I would like to see the increase go to cleanliness to the trains as well	X	X
R_b9HNQ6Dm5vKuGml	I would prefer increases on a transaction basis instead of based on distance.	X	
R_vZZU8kALIBLeqm5	I wouldn't mind paying extra if I could be on a reliable, clean and safe train. The presence of BART PD is not apparent and there are homeless people on every car and drug users shooting up on trains. Why should I continue to have my fare increased	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	when 80% of the homeless on the trains don't even have a ticket and they ride all day disrupting commuters.		
R_3qwjj84rgAytiYm	I'd like to see a more itemized breakdown of how the fare increase is intended to be allocated across these capital projects, as well as other sources for those projects' funding and their worst-case timetable for implementation.  I understand that the fare increase is a constant and that inflation justifies its implementation, but I also have a hard time believing that the fare increase can go towards those capital projects when BART's operating expenses are also subject to inflation.	X	
R_DBqlveUuqKDxSyB	I'd like to see the new trains and less homeless on the Antioch lines for paying more - oh, and make the fare evaders pay their fair share. I have the feeling I'd have to pay less if everyone paid their fair share.		
R_2fdR2UjFtIQxMxy	If bart is increasing prices it would be nice to see this go to having more police officers in each station, cleaner stations and trains and the option to use card inside as well	X	
R_2QDwvcbeHXz3N7n	If fare's will change/increase, there also need to be changes to the current system. Bart is too crowded, doesn't run often enough during high commute times, and is often littered. Happy to pay more but need to see positive change (however small) in the present, not just "planned"	X	
FV3	If it goes toward safety and cleanliness it is needed.		X
R_1gw6mEngYzx8k6s	If it goes towards fighting fare evasion and homeless people on Bart then I'm all for it.	X	
R_28UFVU3Cna72ybk	If it means cleaner stations and more law enforcement in trains, sure	X	
R_2SD0QfyzSYhxnH	If the fair was to increase, will the cleanness of the bart increase?	X	X
R_1qWcWQp4eK0efmJ	If the fare increase doesn't keep up with inflation, will it be enough to support BART's operating costs and ongoing maintenance? I'd be more in favor of fare increases that would provide BART with enough funds to do everything it takes to be efficient and reliable (as long as there's also low-income programs to assist those who can't afford the fare increases).	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3rqgBTBKozmlzpD	If the increased fare is actually going towards improved service - fine. BUT as a daily rider I do not see improved service, maintenance, or safety on BART. There needs to be serious oversight of this agency.		
R_8p5nvugVUQk4fx7	If the price is increasing, the safety should be increasing also !	X	X
R_2ZQ6ZW0WbgjmE10	If there is to be a fare increase there should be resources allocated to developing a monthly fare plan for transbay commuters.		
R_qxs5p0xAFYHMYTL	If we get seat to sit than this fare increase is reasonable	X	
R_SCwneCaRkoQyZ57	If you increase fares, crack down on fare-evaders	X	
R_BKvtVangnMla8Fz	If you replace all the trains with the new ones and have stationed guards on the plaforms it might be ok with me. The trains currently are filthy theres often very little seating because of homeless people sleeping on it. I think you charging so much it should show more in safety and in the trains		
R_3GcEFmGnpHVw2mB	If you would like to increase the price of a ticket, you should make the bart more safety and cleaner.	Unknown	Unknown
R_ym3HukZyY7HnC6Z	If you're planning TO INCREASE OF 5.4%...I do not have a problem because our Bay Area's train fares are still lower that the WEST COAST fares anyway. BUT, if you'll increase it...then BART must also INCREASE THE SECURITY in order for us, riders to feel safe at all times inside the trains and even in our parked vehicles!!! I've been a loyal rider from worst to great job of your staff. BUT GIVE US SOMETHING TO LOOK FOR IN FAVOR OF SECURITY, too!!! AND CLEANLINESS of ALL TRAINS, PLEASE!!!	X	X

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R_1FstAFXx3JEv]kE	<p>I'm all for fare increases if service improves. I think the new trains are a huge improvement, but there's still other problems through the system:</p> <ol style="list-style-type: none"> <li>1. Fare evaders: Almost every time I come in or out at 16th Street I see a fare evader while the BART gate agent does nothing (I don't expect them to do anything, I am pointing this out for my next point). You have got to figure out a way to eliminate (or drastically reduce) this problem. Homeless and criminals have easier access to your trains and passengers through fare evasion. It presents a safety issue.</li> <li>2. There are not enough entrance and exit gates and many stations. When two trains going in opposite directions arrive at the same time, at Montgomery, it is chaos. Chaos getting off the platform, because BART made a poor design way back when they built shared platforms. It's also a mess trying to get out of the station. So, I don't understand why if gate agents aren't confronting fare evaders there are not more entrance and exit gates. It makes absolutely no sense. I don't expect gate agents to confront fare evaders - that puts their safety in jeopardy, but it's frustrating that most days my entire BART experience comes down to one word - overcrowding.</li> <li>3. DIM stations. 16th St. is so glum. It would be nice if it could be brightened up a bit.</li> <li>4. Dirty stations. Montgomery is dirty. 16th is dirty. I don't understand where the cleaning crews are.</li> </ol>		
R_2ydQ8vBBVEUV2U6	<p>I'm fine with it so long as results from increased revenue are palpable and occur sooner versus later. A new computer control system by 2027 is too far away. Please consider expediting.</p>		
R_sScUy7PvOxu]mUx	<p>I'm fine with the fare increase so long students, people who can't afford the increase etc. are not subject to it.</p>		
R_2bVI0umeKmcAe6P	<p>I'm not crazy about it... these updates/upgrades should have been funded decades ago... but I get that it has to happen. And I'd rather that it impact riders than taxpayers. So increase fares if you must, but please don't couple that with added sales and/or property tax and expect me to vote for that</p>		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	too.  New rail cars are already over a year behind schedule - I'm a daily BART rider and have yet to see one on the Dublin/Pleasanton line. I'm also not sure the current infrastructure can support the new cars, so that's yet another investment needed.		
R_2qwRe12o0sJP5Od	I'm not too bothered by the fare increase plan, however, I do feel that if fares increase there should be a correlation between fare increase and BART improvements. Additionally, I feel there should be some sort of discount for regular commuters.	X	
R_2CZI4fxHqC5IT5e	Implement low income discount program before increasing fares		
R_3PvE2h8SB65pgxi	In favor, but contingent on: 1) Longer commute trains with adequate seating; 2) Eliminate employee strikes that stop train service.		
R_3DhX9m7zROHCQcI	In order for BART to continue to provide updated, modern service I do see the need to increase fares, but I don't think that it should be in affect for more than 3 years or else lower income riders will look to other sources of transportation.	X	
R_2qyGcnUly7Ql1rP	In order to raise the price please have the bart trains cleaned, homeless free and more police to patrol the office.	X	
R_2RWasDQiFOEfr7	Increased frequency is a main concern for me. Increased fare in order to have more commuting train opportunities is worth it.		
R_2v1jVwMIyG0UINo	Increasing the fare is ok if work is done but there should be a fare ceiling set to where fares can't be increased for at least 4-5 or more years.	X	
R_1ojUiBSO9bsN8WJ	Instead of going all the funds towards new systems, BART should really consider cleaning the existing trains and having more staff continuously to maintain cleanliness of Bart on everyday basis.	X	
R_2wbDs6oOxChPNW3	Is this proposed fare increase include increase in parking fees? The increase should be linked to cost of living in the Bary Area wages. Wages have largely remained the same for the past two more years. So planners should factor this into the planning	X	
16th9	It ends up costing a bunch when you take BART every day, but I guess we need it.		
R_3HFwwugSZjRfdkN	It makes sense; do it, but try to give low income people a break.		

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R_1QtndLjmrghPB9Q	It seems reasonable, but BART needs to dramatically increase revenues from sources other than taxes and fares.		
R_yL51PJQKoWRecaB	It shouldn't be significant to matter to most riders. The biggest problem with Bart currently is that it is extremely overcrowded during commute times.		
R_1ouwluWJKABw5Ul	It sounds like BART does need the money, but maybe we'd need less if we didn't waste funds on fare-evasion programs that cost more than they bring in?		
R_3r2hoMDibsEncdz	It takes money to manage and run a super efficient service like BART. Fare increase proportional to Inflation is logical. The cost of providing services increase y-o-y and hence the fares have to increase within range to cover the cost increases. However fare increase should be nominal considering affordability as the primary factor	X	
R_2xP0zAoQZXQgre1	it will be fair if the trains were clean and safe	X	Unknown
R_wM3znRI8UBxDgc1	It's fine I'll just suffer as usual on this hell train. I am cool paying extra but I would like y'all to be more transparent with cost breakdowns for your projects. So often you state exorbitant amounts of money without really explaining where each part of it is going.	X	
R_3JE1NCiRhjtMvGp	It's okay for people like me, with full time work and already in middle class. May be much harder on lower income people who have less discretionary income.		
R_24wJyORT96m1xMu	It's okay. Maybe when you go from one station to another station. For example, balboa park station to glen park station, I think the fare should be like one dollar.	Unknown	Unknown
16th13	It's a real bummer but I get it.		
R_2Xajv4x6NhAhM22	It's fine to increase the rate but people need to feel secure inside bart train by not having so many homeless inside the trains and also making security ride the trains to monitor our safety.	X	X
R_1i2tXRCrbIgVcph	Just fix the train system.		
R_5pwQ9UpMwwBUWAN	Just to make sure money goes to exactly where it goes to. When there is a significant delay, there should be discount or incentive to make it up on the next business day.	X	
PB2	Keep fares fair and keep it standard for a while	X	
R_3Lbcicq3EkzIDdOq	My concern is with low-income riders. Will Bart expand programs to low-income riders?	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_21bICHctGczSK77	My roundtrip from daly city to ashby would increase by 49 cents which is fine for me but why don't you offer discounts for low income folks?	X	
FV2	Needed to have [pay for] more fare inspectors		X
R_2SwdRIJ1tKsySJI	No concerns however I believe any increase should cause BART to report our regurally how much money was raised and how it was used	Unknown	Unknown
R_24odlMsRGrY3gzk	No fare increase until the system I safe, clean and timely  Get senior management to ride it often to experience its' wonderfulness, not!	Unknown	
R_2Bxt3CialiXXjXI	No problem for now as long as it is not a drastic increase.	X	X
R_1ocdgEUrPpJTKrE	No, it is reasonable to increase fares from time to time to keep up with maintenance needs, but BART should look for dedicated funding sources because many people find the fares to be to high.		
R_3fv3zpzKW3gD5P2	No, this plan seems fair and BART indeed has extensive capital needs. However, one concern I have is what BART riders receive in return for this fare increase. Will there be increased service and stronger reliability, better turnstiles to reduce the likelihood of "fare cheats," increased seismic protection, etc.? Or does this fare increase simply cover existing services provided BART riders?		
R_10N8UgnHvyLU0D0	No. If the price increase help with better safety. I'm up for it.	Unknown	Unknown
R_pcLufNKoNi8K9K9	Nobody likes fare increases. It just seems like BART is an endless money pit. We already gave 5.4 billion. If this is just part of the regular increase then I guess it's fine.		X
R_3DuW9WBspwcESVb	Not a fan of the increase unless tangible steps in the improvement of service and ways to crack down on fare evasion.	X	
R_1Q4uxQbTnf9XW1X	Not excited about it, but I can afford it.	X	
R_28zVtoYj5uKDPdf	Please consider the alternative funding source of threatening and extorting funds directly from cities like Lafayette that have bulls**t land use policies around BART stations. In lieu of that i guess 5%ish isn't too bad.		
R_3MSYtRTRCkwwgpdF	Please keep Bart clean and safe for all.	X	
R_2YgG4EF04Xbxhp0	Regular fare increases are reasonable as long as they consistent with the level of service provided and efforts are made to ensure that all riders pay the fare.		

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R_u98tiRJTdFGHdfX	Regular, predictable increases are fine, but there needs to be better in integration between BART fares and other transit systems. Why does it cost more to take a bus round trip to a station than it does to park at the station? That's unfair, especially since bus riders are usually lower-income and we should be discouraging driving. Please develop an integrated transit fare system that makes it less expensive for people who need to combine local buses with their Bart trips.		
R_1LiAiVC68StG1Wk	Seems like it is what might need to happen, though is there no funding that can come from the state since BART helps reduce emissions and traffic?		
R_2v07ow0pB0MqtO9	Seems reasonable but I think it hurts people who are paid minimum wage, having to work in SF because it pays a little more or has more opportunities.	X	
R_1remZUMRE5KMgfB	Shared rides sometimes offer competitive prices for short trips, but the planned fare increase is not high enough to make a big impact during peak times (greater than 50 cents might spark more outrage).	X	
R_1mqj5oRod7MXziO	Si van a aumentar la tarifas deberán también aumentar la seguridad y limpieza en los elevadores *If they are going to increase the rates they should also increase safety and cleanliness in the elevators*	X	X
R_bC1qOerfQI9zAm5	Sounds reasonable but will tip scales more towards rideshare apps for trips w/ multiple people who are deciding based on what's cheapest	Unknown	Unknown
R_p5wJOEvuFf3MMU1	Sounds reasonable to me. Prices can't stay the same forever, but security should be improved on trains and in stations	X	
R_1FQVyiWNsp2mLyA	Sux, but I guess you gotta do it.		
R_vP24f90RGpzJSg1	That makes sense. I'm all for funding public transit. But I would like to see a low-income rider program soon!		X
R_2zMxWjyO2nZxrHX	The commuter benefits provided by the company only reimburses \$130 which is less than half of the costs for someone like me who takes the BART from Fremont to Montgomery. It'd great if BART can work with the government to increase the commuter benefits which can help the consumer with the increased costs. I'd also like BART to utilize the money on updating all the old trains and increase the frequency of the	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	post popular trains like the Daly City and Warm springs		
R_33shq0EUtKzl3yN	<p>The fare increase is justified if it's spent as described. It's important to communicate clearly and frequently what's going on with these projects and when your customers can expect to see the promised improvements.</p> <p>It's also necessary to move ahead with fare relief programs for low-income riders on the order of what San Francisco Muni has launched. These programs aren't cheap, but something needs to give for riders with less means who are confronted by the higher fares.</p>		
R_238ioSACuC18V7X	The increase is too high. Lower percent.	X	X
16th6	The increase should be pegged to inflation		
R_5BzHQD14eFkYjsB	<p>The price increase is acceptable. But before we increase the fare, it is imperative that ALL PASSENGERS IN THE SYSTEM ARE ENSURED TO BE PAYING MEMBERS. In the 2 years I have traveled, never met a fare checker. You need to invest in muscle to check and have a procedure to issue fines to those who do not meet the paying system guideline.</p> <p>On the same note, CLEANLINESS is key for a system of this nature. Publish plan for making stations, trains clean.</p> <p>I DO NOT MIND THE TRAFFIC, STANDING FOR HOURS, DELAYED TRAINS, etc... But if you want paying members, they are the next in queue. Understand your priorities and ensure you fund them in the right order.</p> <p>If you are clear on your priorities, send me an email response. I am sure you will ask for email in the survey.</p>	X	X
R_1ltaxP6ecySm0Q5	The quality of life change focus within the BART system should not be upgrading the trains or increasing frequency of trains; BART already has reasonable frequency and the old cars are fine. The	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	focus on improvement should be keeping out homeless/non-paying passengers who disturb an otherwise peaceful commute.		
R_2YDlGtK3gVjUJAR	The regularly scheduled fare hikes are hard to stomach when improvements feel very slow. Sharing a more regular (quarterly) set of tangible updates on what the funding is improving would be helpful. (e.g. we have replaced 6 add fare machines with credit/debit capable ones, escalator downtime has reduced from 15 days per month to 10)	X	
R_1eQqov4i3zcn8tB	There are a few groups of people who take BART, but I'm concerned about how this increase will negatively affect those who absolutely require BART but are of low income.	X	
R_xtJIRk06bvJ5Ysx	There are already many people who live below the poverty threshold, and these are the ones who would be most impacted. I'm not sure what programs exist for these populations, but if they could be taken care of appropriately (through a reduced price program), then I would not oppose the increase.		
R_VWprPYqtCyGPuxz	There was already an increase added, why another?  I'll be more than happy for this fare increase AFTER I've seen less delays, cleaner and safer bart trains	X	
R_3Dp6rJ6ifsvhYt4	These need to work in concert with tolling, congestion pricing and carbon pricing.		
R_3I47csFKVPpVK80	This fare increase seems reasonable to me, but I do wish there were deeper discounts for regular commuters.	X	
R_3LXWkcvFgKLWhXA	This increase is to be expected, but I wish my annual raise was at least 5.4%.		
R_2uVtbXrLi7Pw23B	This increase seems fine. But more should be done to increase efficiency so that some of this money can go to non-capital expenditures, like more frequent cleaning of the rail cars and stations.	Unknown	Unknown
R_2D1agGBeo9gCtS	This increase seems fine. But more should be done to increase efficiency so that some of this money can go to non-capital expenditures, like more frequent cleaning of the rail cars and stations.		
R_2aJJYtdMGcgrcAD	This is a huge increase for a daily commuter like me. Can this be gradually increased? and also I don't see any improvements in my commute in-fact the escalators does not work etc	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_WczSJBuTH4Umnip	this is all great but what are you planning on doing about the increasing amount of fare jumpers and homeless people sleeping on the trains. We all pay a premium to ride BART, I feel security is needed at the train stations, the station agents do pay attention and are actually very rude	X	
R_1onViMBHwFPHiyE	This may be difficult on low-income passengers, but the majority of monied Silicon Valley riders will be fine.	X	
R_12mpdafG2k1paJH	Tomo el BART todos los días de lunes a viernes. *I take the BART every day from Monday to Friday* No me gustaría que las tarifas subieran. *I would not like the rates to go up* Pero también reconozco los costos que BART enfrenta para proveer el servicio siguen subiendo. *But I also recognize the costs BART faces to provide service continues to rise*	X	
R_z6z2xNPIsacFzj3	Understandable though should be kept to a minimum. It's already pretty expensive to ride BART.	X	
R_2S3uCX7gAnrH3Ff	Unfortunate, but necessary. As a long-haul commuter (North Concord to 12th Street Oakland) every day, the additional cost will be noticed. I may drive to work more frequently than I do now.	X	
R_WiBMjQJGsqkfPoZ	Use a fare increase to build a parking garage at the Antioch station.		
R_3h3Hla2tSpn3ZEp	Use it to police the trains for sleeping homeless and panhandlers		Unknown
R_3QGLmujilyeYfc7	Use part of it for janitorial service. Cars & stations are filthy and clearly not being cleaned properly on a daily basis.	X	Unknown
R_qC1oFFfibjpDOAF	Use the fare increases to invest in additional measures to stop fare evaders.		X
R_2dGTFYG9Upf7c3Z	While fare increase is understandable, it hits those who commute on BART daily the hardest. I think providing more discounts on bulk ticket purchases would incentivize commuting via BART and help your daily riders afford to continue using BART instead of other alternatives		
R_1QLPLlagIR8dgAp	While many will balk at this idea. I do see the need to increase fares to keep up with a burgeoning backlog of work on a nearly 50 year old core system.  It is warranted at this time, but one must also take a look at how State, Federal, and other organizations can help BART cover these costs		

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	more as the rehabilitation work progresses for the next decade or so.		
R_esoWT7f7TNJt0dP	Why can't you get money from property taxes on values on the corridor instead of this regressive tax on your captive riders?	X	
16th12	Will any of the increases help improve BART Stations? They need to remain clean + in order for riders!	X	
R_31yJeldVwcC7Jif	with an increase in fare, there needs to be an improvement in efficiency (i.e. elevators that work all the time) and cleanliness (yesterday i walked into a train and almost had to get up and leave (the smell is so horrible I can't believe the train is still allowed to run). Have your staff visit countries such as Singapore/Hong Kong/Tokyo and see what it looks like to run an efficient/clean train system	X	Unknown
R_RWbzsguJTXUQ0DL	Would love to see specifics on amount of revenue generated to cost of needs. Additionally, there would be more public trust of there was a neutral third party reviewing expenses and proposed spend.	X	
R_1rANC16kN05nJ7V	Would not mind paying more, but you need to cleanup the trains, I'm going to start carrying my gun, just to ride the train!	X	
R_PHBMX53eLNg3plv	Yes- Bart should increase the fares for non commuting riders, but have better monthly passes. The way this question is worded is biased	X	
R_3M3EkDwkQC3UxyG	<p>Yes! I see a ton of people who obviously cannot comfortably pay the full fare because they hop the gate &amp; take on the added risk of a ticket and/or physical violence through police interaction.</p> <p>Instead of criminalizing these folks — many of whom are riding and paying *nothing* — why not add or expand a discount program where people could pay what they feel comfortable with? Especially folks who live in the Bay Area and make less than \$60,000.</p> <p>This way, your fare increase, which will undoubtedly push more people into the category of fare jumpers, will negatively affect fewer people.</p>		X

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R_0055GlxhxseNWIV	Yes, don't do it based on commute but based on the inflation of jobs in the bay area		
R_3h0cn2qazpe1HHJ	<p>Yes. I very much appreciate and depend on public transportation. I use Clipper and appreciate the discount, as well as the high value ticket discount options.</p> <p>That being said, I'm concerned about the difference between paper ticket fare and Clipper Card fare being regressive, or putting greater burdens on lower income people. For folks who aren't able, for whatever reason, to access Clipper, it's more expensive. Lack of financial stability, language, lack of financial infrastructure seem like barriers to Clipper usage and those are the people who need the discount more.</p> <p>I'd rather pay slightly more as a Clipper user to make BART more equitably accessible.</p>	X	
R_3NPZ3jSKd1hrLpK	Yes. If you're going to increase fares, at minimum make an effort to address the issue of train overcrowding. It is an INSULT to everyone who ride BART to pay more only to board dilapidated trains with less seats on them. That is stupid.	X	
R_0c9RKbLh0pS4CWt	Yes. The increase rate should show the increase quality of Bart service. People who illegally have free ride should be fined first.	Unknown	Unknown
R_3m9pfXATZU0pDgC	You do what u need to do girl just be sure to add more security and make sure all those cameras inside the train are all working.	X	X
R_2PaGxeZ3dRHkwnC	You should figure out a way to tie this to income. This is fine for me to pay but sounds expensive for some people with less means		
R_2ZP56oDti3JGMqQ	每年适应调整车费是正常的现象，只不过辐度过高，就带出另外的问题！*It is normal to adapt to adjusting the fare every year, but if the irradiance is too high, it will bring out another problem!*	X	
R_3hb6tLgndX7vQRI	Na	X	
R_2y47rKw7C2Ygt9W	no	X	X
R_1M6BEdutxaR0VS3	No	X	X
R_1DvPTSUUonqYo6U	No	X	
R_2tLNYONIMs9Rvzv	No	X	X
R_Z8BqYkiPlcWe93j	No		
R_xEPuoJTwsjEkMSd	no		Unknown
R_x5gY2r85q5IHWYF	No		Unknown

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R_u4CtQhycnabklLr	No		
R_DkK2CqUqB9VFjMd	No	Unknown	
R_9vEaQS5BOUoeJYl	No		
R_9nwVQ8A3hAB1ieJ	No		X
R_3R9rM4Av2IJNxly	no	X	
R_3R2ZTbt0P0DZU3a	No		
R_3qgkmTjErwFAv6D	No		
R_3JLhmNSbMiYGp9T	No	X	
R_3HifjgCnHh0Rot6	No	X	Unknown
R_3h6eQSZaslzxqm3	No	X	
R_3FKvYGAlic7O8f0	no		
R_3fdVbiyt0qzMyts	no		
R_31uU7iNW2QZS5nT	No		
R_2YY96c7c6vy5wXn	No		
R_2X0Dz7mWXlBLEYD	No	X	X
R_2THwy4WoNpRHGlV	No	X	
R_2DZhdCIjiKzZNne	No		
R_279xLWgQTfsFSBG	No	X	
R_26o8l7Ba1KVzJni	No	X	
R_23Ukxo9PQZmbVDG	No		
R_1rqOuO2FgeDZ9xf	No	X	
R_1mxeaJuZ0GOB7yH	No	X	X
R_1MM9QcYnLON3tCY	no		
R_1mCWetJUtUUgCyY	No	X	
R_1jKgyMcOhW8T8gs	No		
R_1It3rtSDkZ2jLBk	No		
R_1F3quIcKR3CLFxn	No	X	
R_1E0BcZ2B3ZSp6ds	No	X	X
R_1CDvVi73WINme90	No		
16th5	No	X	X
16th15	No	X	
R_0eNWbMc08Lh1UT7	No comment	X	
R_2wjEHTHQFDgwmVA	No comments		
16th2	No Ninguno *none*	X	X
R_31LwYzNWxbQZOPL	No.		
R_2WSUoERwmr33ko0	No.	X	
R_27BcAAc7RTqKnxM	No.		
R_22zyBADVeDmVbaN	No.		
R_Rf5yLOcPHJpVTBD	None	X	

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R_2xDJZyemSQu1250	None		
R_200rtZPlsnHe6sA	None		
R_2uqb1W1yuOnDo3g	none at this time	Unknown	
R_2WAbU1Xwjnf5d4F	Nope		
16th3	Not at this time	X	X
R_1Dx1jWdNhOKkwmM	\$18 month fare increase (.40x2x22 work days) is not acceptable. The trains are filthy, you can't find a seat, and improvements are not visible. BART has received transportation grants and passed measures resulting in increased taxes for property owners in CoCo County so where is that money going...to pay bonuses for BART personnel?		
R_1fZu8gVlSi7QtTY	40 cent from Antioch to Montgomery seems high	X	
R_BXjK3KT00Roqcnf	5.4% increase is just too high for me, currently I'm paying round trip fare from Dublin/Pleasanton to 16th st in SF for \$12.70 with the new increase will be \$13.39 plus \$3.00 parking with a total of \$16.39 a day, it's just too expensive to commute by BART. My annual salary increase is about 3%, and BART wants 5.4% increase it's just unfair for us commuters to pay such high price to commute to work. With the high increase of BART fare I might have to carpool to work.  We pay so much to ride BART and we have to suffer with riding a dirty and smelly trains with a lot homeless people sleeping on the trains, and a lot of time BART breaks down and causing delay. BART needs to have some security at the gate to prevent the homeless people(this are the people making the BART stink) from riding BART.	X	
R_8iVLnzzZRFQUoIV	About time you concentrated on making the service more reliable before charging customers even more....yet again. We are currently paying for late trains, delays and fare evaders	X	Unknown
R_22RIjVNJEUGQuhF	Absolutely no fare increase. It's already too expensive and penalized lower income people who have to live further away from urban centers where the jobs are because rents are too high in those urban areas. Tickets need to be a flat fee.	X	

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R_3Gd3KK4kSpW0ynJ	<p>Are you kidding? BART is going to increase fares when there are persistent service issues that continue to get worse. Where are the new trains? I ride the yellow line and have yet to see one new train let alone ride on one. The current trains are filthy and smell. Fare evasion is out of control. I have only seen fare inspectors once and the selected certain riders for proof of fare. BART police are never present. I now take the early bird express but from PH. The bus is 100% better than riding BART. The bus is clean, doesn't smell, the only riders on the bus are those that have paid, there are no threatening individuals, everyone is respectfully quiet. The riders on the bus are working people commuting back/forth. We are the backbone of your ridership M-F. Now, you want to increase fares? Let's see some crack down on your service issues and fare evasion.</p>	Unknown	
R_1oFPUQmosKtMeM9	<p>As a commuter, I'm saddened to hear that costs would be increasing again so soon. To raise fares every 2 years seems ridiculous, and doesn't reflect that lack of wage growth for most people that ride BART.</p>	Unknown	Unknown
R_1EgmSkHIx49GYfF	<p>As a weekly rider, I highly disagree with any fair increase until BART as an agency can fix the much needed security and safety issues durning your hours operations. How can you increase fares when your riders are faced with drug paraphernalia, feces, violence, fare evasion and the minors of constant panhandling.</p> <p>Over the past 10 years I'd like to say, there has been a big decline in the service from BART. To ask your daily patrons to pay more for a system that has bad managerial and COST infrastructure; where has the money gone over the years? A lot of your riders are faced with an economical crush and can barely pay the cost of fair when all of the Bay Area transit agencies are increasing fairs. Yes, you have implemented the Fare evasion teams and that program is a grand idea to a beginning to a new BART system, but, a SMARTER game plan should be thought out, instead of the whole team of 4 to 5 agents boarding the same car. As a former Organized Crime Investigator, I understand the safety aspect of the team, but to be more effective, splitting your teams in 2 and your single as a</p>	X	

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	<p>deterrent to patrol opposite train would flush out a lot of the evaders into the hands of your ticket team for a better audit of the program.</p> <p>Once Security and Safety is seen by your patrons, they will be moved to pay an increase.</p>		
R_2dQLpzAhBUfyffs	As daily commuters we have already put a lot of money into this system. The other morning when the train system was down and I was required to drive into SF paying both parking and toll for a total of \$31 I was not even offered a free one way ticket in compensation for my inconvenience. A 10 minute delay here and there is expected but if rates keep going up then reliability, cleanliness and urgency around removing those breaking rules such as skipping fair or endlessly riding needs to go up as well.		
R_3HjDu8xmSyjqf8w	At this point, I will be driving more since it is cheaper than BART	Unknown	Unknown
R_8xoTf3Kr4n69ABz	Bad idea. A dirty, unsafe system should fix their fundamental problems before getting more for their services. No reason to believe BART will be any better, just cost more.	Unknown	Unknown
R_12x7HgWsInjbbI8	Bart already costs a prohibitive amount. Please offer a monthly amount!	Unknown	Unknown
R_QfvKoPtnlaqqEjn	BART continues to increase fares and service gets worse. The idea of "rush hour" service is woefully inadequate, with overcrowding at all hours. Increasing fares again is a slap in the face to those who already can't afford to live in the Bay Area. Stop the pillaging of your customers.	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_UJxRFakzEwZDKr7	BART continues with the increases but I see little improvements. The parking lots have created greater inconveniences. The new trains are not yet in service. Crime, eating and drinking on trains continue and people taking full seats to sleep while people are left standing. Not sure what you are doing with all the increases		Unknown
R_BEW9tNUHjyQ5L2h	Bart dare is becoming increasingly expensive and 95% of the time there are homeless and drug attics on the train taking up space and causing issues. I don't believe an increase is feasible when it's unsafe to use bart and none of the elevators and escalators work. The trains are disgusting as well.	X	
R_1lhNpMIoza4OZOE	BART does not deserve a fare increase. Clean your trains and clears out the drug addicts and homeless people so working individuals can get to and from work in peace.	X	
R_ddp3yuORrHMAZYB	Bart fare is already expensive if we compare price with similiar cities and there is no monthly and student membership(+18 years) there should be more sectiond		X
R_3IQMjKKsVwVPJQe	Bart fare tickets are already expensive enough for many people, including myself. As someone who barts every day to work from Hayward to San Francisco, a lot of my expenses are from my daily bart rides. Please consider this before upping the prices.		X
R_2dGyOrw3Z5y7Fw5	BART fares are already much higher than other rapid transit systems around the country. I ride BART to work everyday and I see numerous people in every train I board hop the fence and board without paying. Please find a way to stop people from skipping fares instead of raising fares for paying customers	X	
R_3g1kWFIUf4CDscA	Bart fares are already too much, considering the bad service we get for our money. Did not see any improvement after the last fare increase.	X	
R_1hG5gW11iD0qJWe	BART fares are already very expensive and the service still hasn't improved in any measurable way, yet. The new car rollout has been slow coming that it just feels like you're gouging customers on overcrowded trains.	X	
R_1FmRmbrLix6Cd9U	Bart fares are already very high if we compare to other metros like NY Subway or even Caltrain Monthly Pass. Bart should introduce monthly Pass rather than increasing fares like this.	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_265Da4Z9De6gAUX	BART fares are increased perpetually. Even making the effort of increasing fares at a rate of less than inflation does little to reduce the impact on all riders, in particular those with lower income. This is because while inflation occurs, oftentimes, real wages do not match it. BART needs to study a massive overhaul of the fare system, altering the distance-based fare, implementing fare caps, or introducing time-limited passes. Additionally, rather than constantly raising fares forever, BART should lobby for legislative authorization from the state to create an alternative source of revenue. Relying on fare increases is an unsustainable method to generate new money to make capital improvements and maintain a severely aging transit system, and at some point, they have to stop.		
R_2qwy6C6Wg7akJ2V	Bart first should increase number of seats or increase frequency and make an hour journey pleasant before they plan any fare increase		
R_OPz0xE8a5NETbyh	BART has increasingly asked for money through fare hikes, bonds, and ballot measures. Get your house in order, stop hemorrhaging money on inflated salaries, pensions, and medical insurance, and use that money to update BART, as it was intended. No to fare hikes.		Unknown
R_3KMBbdyrZfRIVem	BART has just reduced early morning service and fares should go down not up to reflect the reduction in service to riders.  I ride out of Walnut Creek and BART no longer offers any realistic early morning options from this station as the only direct bus service is from Pleasant Hill!!!	Unknown	Unknown
R_2ZIzdA4AfuQzyTb	BART has no business raising fares while the system is in disarray.		
R_1r37J7lhVym7Hu2	BART has plenty of penalties for certain behavior on the system. I have noticed none of those things that are not allowed are enforced. I see people eating drinking smoking playing panhandling on the trains and in the stations. Why not get the money from violators. The fines seem high enough. So I see no reason to raise rates when there are plenty of other income potentials.		X

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R_R8iHKy7js7Iy8Vz	BART has received many bonds approved by the voters in addition to RR monetary support. Why is there still need for increase for the capital needs? My pay does not increase by 5.4% per year and thus although it is stated that it less than inflation, I will be paying more to commute to work and greater than any salary increase that I would be given.	X	
R_0SuEi7GSyQ7SFVL	Bart in my opinion is already expensive. I find it difficult to justify any increases when I haven't seen any real improvements in the overall BART experience. The platforms are still dirty, homeless people are still sleeping and using drugs on the trains, and the new trains only go to Antioch. I am completely against fare increases.	X	X
R_2q3sYZMiPPZ4yy0	BART is a poorly run system I cannot abide paying more for the degrading experience I have had to put up with over the past several years.	X	
R_33eW99KFIqo3LcJ	BART is already expensive	X	
R_24HIrIoA3RfNZcd	Bart is already high enough when the trails are dirty, terrible, and smelly. Raising the fares will do nothing but make more people sneak on to and off of bart, and will make people seek out alternative modes of transportation. All high as bart is now there should be money in the budget to fix the numerous problems.	X	X
R_3qVclORcAxLyIKe	BART is already incredibly expensive. I understand that this is less than inflation, but to raise fares on BART riders is too much right now. I wish this survey were instead focused on finding ways to fund BART that isn't on the back of riders (e.g. a system-wide business tax).		
R_3M4oacCFBftnYkb	BART is already incredibly expensive. I would much rather see this money come from the cities, counties, state, or federal government. Another good alternative would be cutting the number or pay of BART police (fun fact: mandatory overtime is not a good use of money)		
R_2Xhwdwq7pnF6Zy9	BART is already insanely expensive. Fire some of your murderer cops and reduce fares.	Unknown	Unknown
R_2pK7YZLrOF58FZn	BART is already overpriced for many riders and so any increase (even if below inflation) is not justified. Price increases are only justified for riders who make well above the median income.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1n1qmERhyCZ0yq8	Bart is already pretty expensive as it is, we've voted to increase taxes for your agency, and you're considering gouging people even more with more fare increases? Come on! It's getting more and more difficult to survive in the Bay Area.	X	
R_1g7ryJSqlkPmAuz	Bart is already pretty expensive, overpacked and dirty. This fare increase will hurt the poor.		
R_plMvpu8VdaA4Vup	Bart is already prohibitively expensive for those of us taking it 5 days a week! Please offer a monthly pass that costs similar to expense of riding 4 days a week for an average ride. Example: hayward to Montgomery. It could still be cheaper for short rides to pay per ride, but would help people on longer trips.		
R_1GVOzYaLXbHdBmD	Bart is already to expensive! Fares need to stay the same or reduce it. Cut BART's budget! People are already stretched thin with the expensive costs of living.		
16th16	BART is already too expensive compared to other cities, need a monthly pass + transfers w/ A.C. bus.		X
R_2PuiPa3bMhdp9uZ	Bart is already too expensive for how poorly run the system is.	Unknown	
R_1FfWxOcyKm6C9Tb	BART is already very expensive and this increase would put a further burden on commuters and Bay Area residents in a place with an already very high cost of living. BART riders are not driving, and therefore not adding to traffic congestion, not causing wear-and-tear on roads/bridges and not contributing to carbon emissions. This behavior should be rewarded, and increasing fares is not a reward.	X	
R_w7AKRjbinFDq8kF	BART is already very expensive, so an additional fare increase will put a further burden upon Bay Area residents already coping with high cost of living. Commuters who use BART should receive a "reward" in the form of lower rates for choosing public transit, which decreases road/bridge congestion and lowers carbon emissions associated with driving.	X	
R_aXmnrbsls3jndrb	BART is already very expensive. At a time with low ridership and low satisfaction, this will likely help contribute to those factors.		
R_a43unhYNIfW74xb	BART is badly mismanaging the existing funding. I don't think that increasing funding is the answer.		

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R_1nWaYqzT6bmH6Ww	<p>BART is becoming too expensive with little to no improvements.</p> <p>We still sit in decades old cars with too many people who don't even buy tickets. And no one enforces that, so why even buy a ticket?</p> <p>And a trip to SFO or OAK airport is almost as much as a Uber or Lyft.</p>	X	
R_1mO6V9ABwgGMCSJ	Bart is expensive enough. While fares are increasing, I would say the quality and safety of Bart is stagnant. People shouldn't have to pay more for Bart unless they are seeing improvements which many people would agree with me, have not.		
R_XuGdiYDr8VheX1T	BART is pricey as is! How much does it cost the system to calculate at exit points? In NYC, Chicago and many other metropolitan areas it's one low fair regardless of distance traveled.		
R_ea3AQYgg4S8KSdj	Bart needs to focus on current revenue streams, from riders skipping the fare gates to penalizing the rail car manufacture for delays in delivery. Raising fares only affects the honest riders of Bart. This is not okay and as a rider, I do NOT support this.	X	
R_plYSCri18Tc1wHv	BART needs to focus on its current operations	X	
R_6M96PDQMikzK76h	BART riders pay too much already for transportation. Riders don't need to pay more. And charging riders who are in places like Antioch is unfair because those people were pushed out of Bay Area cities. Those people have less money. With cost of living, times are tough.	X	
R_25XaWObI5aZf9AZ	Bart should upgrade to all new cars before expecting commuters and the general public to pay more per fare	X	
R_22CStWpymvDJcZc	BART us my Absolute option and if the fares go up I will stop riding comolwtely... the station operators are rude ..the train seats are disgusting and I don't feel at all safe when riding	X	
R_3spjOE3hbCFsGmb	Bay area is already too expensive. I oppose fare increases.	Unknown	
R_3GqyksCLLVnS2k3	Before considering fare increases I suggest that you remove the non-paying homeless that take up multiple seats and often have a stench that makes it very uncomfortable to ride in a car. Also, I see on basically every trip, young people jumping the pay gates but the BART attendant is usually not even		

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	watching and does nothing about it. A lot of revenue is being missed.		
R_30f99wqW0cVpyvL	Before increasing fares, you should get serious about fare evasion. I get off the train at Balboa Park when I'm taking classes at City College and, I am not exaggerating, at least two people per minute just walk out the gate without paying. Assuming \$5 a pop, that's \$600 an hour, or roughly \$6,000 a day (assuming lower traffic at other times) or almost \$2 MILLION per year. For 10% of that, or less, you could station a FULL TIME SECURITY OFFICER at the Ocean Avenue exit of Balboa to stop fare evasion and STILL make more money.	X	
R_2rw7qmlbgeNsQNJ	<p>Being from Antioch, I believe you should NOT raise any fares for Contra Costa. We've paid all these years but Bart couldn't find money to build out full Bart to Antioch, not to mention a parking garage? But you found plenty of money for "BEAUTIFUL" South Bay extensions with a slight amount leftover. I think South Bay should get the fare increase only.</p> <p>Not enough is being done about fare evaders. How much are they costing the system? Change the gates to be metal turnstiles that are 4 ft high. Those that can't go through those, go through the ADA one with an agent/guard next to it.</p> <p>Hope the fare isn't another excuse for us to pay for salary increases or "safety" issues. The last Bart strike was to fund those.</p> <p>As I said, not fair to Contra Costa citizens by ignoring Contra Costa and pandering to South Bay. Get Brentwood extension and Antioch garage built before any more work is done on South Bay, then I'll support an increase. I vote no increases if it'll fund anything new for South Bay.</p>	X	

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R_1Q0zm1BfaaXLU6c	<p>Being from Antioch, I believe you should NOT raise any fares for Contra Costa. We've paid taxes all these decades and you couldn't find money to build out full Bart to Antioch, not to mention a parking garage? But you found plenty of money for "BEAUTIFUL" South Bay extensions with a little money leftover. I think South Bay should get the fare increase only.</p> <p>Not enough is being done about fare evaders. How much are they costing the system? Change the gates to be metal turnstiles that are 4 ft high. Those that can't go through those, go through the ADA one with an agent/guard next to it.</p> <p>Hope the fare isn't another excuse for us to pay for your salary increases or "safety" issues. The last Bart strike was to fund those.</p>	X	
R_2QfIshfK8JGSXuq	Change new trains for Dublin route ,increase parking facility .then work on the fair change	X	
R_2S0TMphKrpQjpcp	Considering the poor performance of the system any increase feels excessive and unacceptable	Unknown	
R_3PRbgPZ1hHFRxnY	Cost of living in the Bay is already so expensive, it's a stretch for many people commuting round trip daily spending \$10-\$14.	X	
R_aaBGuBHiVbeJiMx	Creo que es muy alto el costo del Bart, no más aumento a la tarifa por favor. El costo de vida en el área de la Bahía es muy alto. *I think the cost of BART is very high, no more increases to the rate please. The cost of living in the Bay area is very high.*	X	X
R_3Rt0VkAZ9H4Lojt	<p>Currently we have frequent services which are good</p> <p>Why don't you bring monthly pass system with some consession instead of increase</p>	X	
R_2nt0l6gp7dQjk7n	Despite the seemingly low cost, 5.4% seems a bit high and with increases every two years, adds up relatively fast.		
R_29o9etvCL6B7Ub0	Didn't we already pay taxes for this? Ridiculous how rates keep increasing, I'm obviously against this.	X	
R_3M58zbFpscDqdHi	Disapprove; Bart fares have risen steadily over the past decade, but service, timeliness, cleanliness, and safety have not improved. Raising prices for an improved and innovative service is reasonable; raising prices to continually deliver an archaic	X	

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	service while lining the pockets of your execs is not.		
R_1mhirHtr8CVqfe6	Dislike it.	X	
R_2uUt2dtoX8xRwbe	DO NOT INCREASE ANY Fare. It's not fair.	X	
R_1Cj5U48dh5Fq8PU	do not increase the fare.	Unknown	Unknown
R_OJ9yaJNK0UG1gat	Do not increase the fare. Bart is already too expensive. Focus on Bart safety, sanitary trains, and the homeless that live on the trains.	X	
R_3PXARNNjcA8RoiD	Do not like fare increases as living in Bay Area is already expensive.	X	X
R_2CQGvwtMC6G7wcX	Do not want an increase as it's already too expensive. Perhaps reducing Executives compensation plans and raising parking lot fees instead. BART stations without attached parking lots shouldn't get price fare increases at all.		X
R_1MS2hqShRUQl8uf	Does it even matter? So many people jump the fare gate, don't pay and aren't cited. Why not raise it higher?		
R_3qQLIXSWLsbQPGN	Doesn't make sense to increase the fares	X	
R_3LZnMsKt0q2oVQa	Don't do it	X	Unknown
R_3iyy5f9rBft2EUJ	Don't do it. People should always pay the same everywhere you go.		
R_2qw6tEc945xgmvT	Don't want the increase	X	
R_UJYMggBixY92tI5	Don't want to pay more for unreliable service	X	
R_2ATDBb4wjcEhyKx	Don't agree	X	X
R_3000pantOCdXXI5	Don't increase the fares	X	X
R_1JjcbGAEexiiVjI	Don't support it. Not too happy with the service. I'd rather like to see frequency increases (every 8-10 mins) and more coverage	X	
R_2VmEcBdh9SvWivb	Eliminating the fare evasion should come first.		
R_325wKa0Lb63QioE	Enforce current fare and collect money that way. I see fare evaders every day, sometimes right in front of BART station agents, who do nothing.		
R_3m8fZVmelHSD08u	Enforce fares before increasing them.	Unknown	X
R_21jr5TxCDMwgGVu	Enough with the rate increases. It's called work within your means.	X	Unknown
R_bJeHoAoTd8hEyOJ	Every time you increase fares, driving becomes more attractive.		
R_2c1u9KLy0l4sEZh	Fare increase is not a good thought it will impact many people who take Bart daily	X	X

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R_0NcCCeCN1zmEQcF	Fare increase should not happen. Bart has been getting funding from government, many transportation authorities and tax bill on infrastructure improvement and the delay of the new car delivery for sure tells all residents and riders that the funded money wasn't used properly.	X	
R_r3bWznm54MjYZUd	Fare increases are not okay. We should focus on non-paying riders and using measure RR funds appropriately.	X	
R_2zU9ld92u44vJWm	Fare is already expensive. Capital is being wasted on "pretty-looking" design such as the Fremont Warm Springs station, which took over a decade to build and resulted in significant cost overruns. I urge BART management to focus on reducing operating costs and improving service. Sell more ads. You can plaster all the trains full of ads to increase revenues.	X	
R_1liuuLE0013Yo1u	Fares are already too high and the service is getting worse and worse. There's already plenty of money in the system, it's just being mismanaged.	X	
R_3HSnSHMZC0oe8om	Fares are already too high and you're focusing on social programs that are not what you're here for. Stop punishing riders and be more fiscally responsible.	X	Unknown
R_1DqhBZvCJOoV17I	Fares are already too high. I want BART to expand service, but we need to explore bond measures and tax increases on the wealthy. It's also crucial that we get people out of cars and onto BART in order to fight climate change, so tax the drivers instead.		
R_3fqPuoNqvJrdfI	Fares are going up and as far as I can tell reliability is not  Also, I see continual fare evasion and NO attempt by anyone in BART to address this situation  Therefore I think the planned increase is outrageous	X	
R_2SdWyM390vGjM4x	Fares are high enough already	X	
R_xbyiXQLxT3empgd	First BART needs to be more transparent, about its operating costs and salaries. To fund major projects start trimming at the very top Magstripe tickets should be phased out immediately		
R_2dZaE5ZNWfM2HLO	For short trips, fare should stay the same.	X	
R_yUbEPkdJc7tZGKd	F**k you if you think you can make people pay more while doing practically nothing to address fare evasion.		

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R_3Mg40kYuKTpneNB	F**ked up considering how s**tty the service is and the fact I've never seen anyone audit riders for paying their fare. There are millions of riders a year paying a lot for a miserable experience.	Unknown	
R_3LkfFKi51EMCLTS	Get funding elsewhere. All BART employees take a pay cut from the Board of Directors down to janitors. They are paid way too much for doing far too little. Sell more ads.	X	
R_pyFZMr6M1UIOYTv	Given the poor quality of the services east county has received & the poor excuse of the station in Antioch I do not support a date increase	X	
R_01FbfgPqjWJYtDb	Hasn't inflation been at like 2% or less since the recession? How is a 5.4% increase less than inflation?  Bart is already really expensive, steady increase every two years don't sound great to me.	X	
R_10MBf3N9GgXuwvy	Hate it. Already costs me \$8 a day round trip from Oakland to union city and back. If we want more people off roads lower fairs, not raise them. What a crock		
R_2Tper8k8LrxI4oK	Having live in Antioch since 1982, and paying my share of taxes to get BART out here, and then have the E-BART with to small a parking lot, I am not in favor to having to pay more, I understand the need for maintenance and new trains, get the money from the towns that came late to the party		Unknown
R_2CwtmjoF9B4L1XO	Hell no to fare increases, we already pay too much and poor people cant afford to take bart. Shame on you.	X	
R_2QtuGblW052IvEo	Hell no! Fire the board, and replace them with security for each station to collect from fare evaders. Clean up the low life's, and get some parking spaces. Keep your customers cars safe while they are at work!		
R_22JNxCvByy1A1zh	Hell no! I take this system every day round trip from Fremont to Montgomery and I have seen so much disgusting putrid things on BART. I have been assaulted on BART and yet I'm paying YOU over \$13 a day to deal with this. I guess I will be fare evading like the rest. Since you seem to do nothing about them either on top of your flith and safety issues.	Unknown	Unknown
BP2	Hits commuters hard.		X
R_3oyWwwwx8MhKmVjR	Honest riders bear the full burden of these fare increases while fare evaders continue to ride for free with no consequences or real enforcement.		

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R_WcUuPm9JHfIMGFH	Honestly the higher increase of the Bart fares are ridiculous. It's getting really expensive to ride the Bart. I don't agree with the increase as it's already too expensive to live in the bay area and still have to pay more to ride Bart work daily knowing it's going to continue to increase. This needs to stop as many of us can barely even budget to ride bart. The bridge toll is already expensive as it is an now Bart wants to increase fares also. This is not cool and i'm against this increase.	X	X
R_2pWWOwMxLR1070F	Hope for a lesser increase in charges	X	X
R_1jiXyfoJj4tnpRB	How about making everyone who rides BART pay first before raising the fares? If station agents can't enforce this a d do nothing else, get rid of them to save money.		
R_3qD9T4Foiyqnp1i	HOW ABOUT YOU DO SOMETHING ABOUT FARE EVASION, YOU BUNCH OF ASSHOLES?	X	
BP6	How dare! Your service sucks!	X	
R_ptUdl7FICnp2FYl	How much money do they need. We voted in a huge bond we will be paying on for the next 35 years.		
R_2ZE2iV2EEFQbTjy	How will this effect discounted tickets for students, seniors and low income? I would be most concerned for these groups.	X	
R_vk6A8xhRuHg3oit	I already feel like BART is too expensive, especially for those crossing the bay every day. I understand that improvements need assistance but can this funding be found in taxes or somewhere else?	Unknown	Unknown
R_1q8oOERZXTKXTkz	I am a little concerned because I ride Bart everyday and wouldn't enjoy the 40 cent increase.	X	X
R_1Io36yirPNL9TPw	I am against it since there have only been minor improvements	X	
R_2uCihIEUTqxTWSN	I am all for keeping the system safe and running well, and I'm aware that there are far more riders now than originally anticipated. However, fare hikes (on Muni and BART, bridge tolls) seem to have increased in frequency over the years. My somewhat uninformed reactions that prob unfairly lump different agencies together: There's neverending road construction in SF that can't all be legit. MUNI seems poorly run—or better some times than others. I have no way of knowing if BART fare hikes are legit. Also, I wonder if all the companies whose workers are increasingly using these systems pitching in?		X

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	I take BART maybe a few times a month. I'm concerned for the daily riders that might be pinched by fare hikes.		
R_yUqXC69gSukOsfv	I am frustrated. I don't see any Improvements in sanitary conditions or safety		
R_2dGDWpfgam6vz4U	I am not for the increase until safety and cleanliness in the trains is addressed. I have seen urine,feces, needles, people actively smoking, etc. my family who rides more often have seen worse. Where are the police, plain clothes or otherwise and why aren't they riding the trains. I was in NYC over the holidays and my son lives there. We all feel safer there than here, why?	Unknown	Unknown
R_UrvvQUNzWPsJzAB	I am opposed to any fare increase. I have been taking BART since I was a commuting student, years ago, and the fares have become prohibitively expensive. There are many areas in which the Bay Area has become too expensive for people to afford, and I feel public transportation should not be one of those areas!	Unknown	
R_2tkZDrvKd5qI57K	I am really tired of rate increases when service, cleanliness, and safety are still subpar.	X	
R_4GaDMuGcJYkaLkt	I am strongly opposed to this fare increase. Bart does not use its current funds wisely, and there are Measure RR funds available for use. Bart should seek to recover lost funds from late deliveries for the rail cars.	X	
R_vui2rCYWeLn6s4p	I beleive increases of any size present hardship on those who rely on BART because we cannot afford a car.		X
R_1jixiGSWemLXB2t	I believe fare increases are a regressive tax that is mostly felt by the poorest among us, and an obstacle to employment.		
R_3RyeoUtEXaoWWxF	I believe the cost for bart should remain the same or decrease if possible. Even though its only a 5.4% increase and it doesn't seem like much, the fares add up for those that commute daily. For me a college student, BART is getting expensive.	X	X

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BP7	I can't afford the planned increase. I pay my fare and my daughters.	X	
R_2f1B3yjNNYfZsEp	I can't believe BART is considering raising fare considering the abysmal daily service. I ride Monday - Friday, there is never a day when both my morning and evening trains are on time. BART reports being on time 93% of the time. I call BS and have to ask what kind of math BART is using to reach this number. The Fleet of The Future trains are already starting to sink of body odor and food and spilled drinks because BART does nothing to curb the breaking of the rules. If you need more money why not start fining riders who are eating and drinking on the trains, at least 1/3 of every car has violator AND BART could start busting the fare evaders instead of just shrugging me off when I point them out to BART police or station agents.		
R_ywQqjdCUBzfhyBr	i disagree with the increase. but if there is an increase, is there any consideration on increasing patrol for fare evaders?	X	
R_2arSkv6rKUF61Pu	I do not feel that we should take the responsibility of laying for this extension. Bart should do something about all the fare evaders and that may give them the revenue	X	
R_1BSoxOnE4Ytn9j2	I do not feel the bart fares should increase every two years. This economy is too unstable. What about people on fixed incomes? What about the homeless people that take up two seats on the bart train. One quarter of the people that get on the bart do not sit down where seats are available making it difficult for people to get off at certain stations. What about safety? If you can not take care of the problems just mentioned how can you continue to increase fees.	X	Unknown
R_1eDa8mTUO4fadLO	I do not support a fare increase. There are funds available for measure RR. BART needs to use its current funds and not rely on what was suppose to be a short term solution.	X	
R_1Kaa8scbzWeKswQ	I do not support additional fare increases. We already pay enough with previous increases and parking fee increases.		
R_6liYcU50JpT8Ulr	I do not support this fare increase. I pay too much already for un-reliable service while others just jump the gate. This is not fare. Bart is not safe. Stop the gate jumpers and don't force the loss in money on regular paying riders. This is not fair and not okay.	X	

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R_2TvZ7IM0a555QTI	I do not think there should be a fare increase.	Unknown	Unknown
R_1H69nUa7YIoJ0vx	I do not want a fare increase - I cannot afford to pay more.		X
R_2OYFvtvgVYcqosR	I do not want the increase. BART fares have already increased over the years, and those who the BART are meant to serve are taking public transportation, because it is a cheaper option than rideshare apps. At this rate, with express pool on the apps, BART will stop being a more appealing option and that will drive me and possibly other people to use apps instead. Hopefully there is another way to fund the absolutely necessary projects	X	X
R_3GBoVysYVutpxrB	I don't agree to increase the fare for the riders, Bart should increase and get the fines from the people who didn't pay for it. Like year of 2018, over 90% of bart criminal tickets don't receive; Bart should do something on it. Also in SF, like Balboa park at Ocean st exit, tons of people never pay and exit the gate freely.	X	
R_2saS4LaJNxUq9cj	I don't agree with a fare increase. Fares are pretty high already.	X	
R_3D2sxBY60c7FZQj	I don't agree with it. Antioch already got shafted with a diesel train and a small parking lot.		
R_0xCUfCJfrayLBSH	I don't like like it.	X	X
R_qLoj5Ao6uGahkrL	I don't like the fare increase.	Unknown	Unknown
R_1liVAigfNvmp25d	I don't think there needs to be any increased prices. We're paying enough as it is now and we don't need to be paying more!		
R_2dM6VDwkdqtFC6L	i dont believe its fair, it goes up twice a year for us long commuter, but cheaper for those who doesn't always use it. i think it should be switched	X	X
R_1hQBT4d58RjfgPS	I don't like fare increases. Why can you not hire more police to search for fare evaders?	X	
R_3GcZrYT0QxOwVzr	I don't like it	X	X
R_22QsxipDWXgQzgc	I don't like it. Especially since your doing very little to catch fare evaders.	X	
R_25yilfUACoVKYsx	I don't like paying more for dealing with the smell of rotting flesh. bodily fluids, needles, or belligerent people. How about cracking down on fare evaders?	X	

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R_2zqqBR0kgWYKy9L	I don't like that this will affect low income individuals and students the most. Not every person will qualify for subsidized tickets. It's cheaper for a person to travel short distances (ex. Berkeley to Oakland or Daly City to Powell) when the income levels are so high they can afford to pay more, while someone traveling from Antioch to Oakland or even Fremont may not be able to. There are also so many employers that do not offer transit benefits so public transit can seem like a larger burden than driving. Why can we not move towards a more equalized fare similar to NYC and Chicago? Transit systems with NEVER break even (or even make a profit) so stop trying to and start paying employees liveable wages and get more trains on the tracks and implement more first/last mile shuttles (with these increased fares)	X	X
R_25sx8fTnOKkwvpZ	I dont think there should be a fare increase. Fix fair gates so people cant walk throught them and have current bart police standing at high traffic bart stations will decrease fair evaders.	X	X
R_1eIPzwI7i947WoY	I dont think this fare increase feels fair when users are not able to see visible improvements in their ride experience. Trains are still old and dirty, Many fare gates are not working, etc.	X	
R_3qygDewCFQekbBt	I don't think you should increase it. Bart goes to low income cites and areas like I'm from like Richmond some people can't afford the fares already	X	
R_ersiQxBbl6xbCFz	I don't want fare to ve increase as I think we are paying a lot for one hour standing in very conjusted bart	X	
R_1F4kp3vs8S8idjE	I feel bart fare is already high, for regular commuters some discount should be given.	X	
R_2altrN8FQFaRNx4	I feel like shorter rides can go up in cost but the farther the distance the lower the increase in price should be	X	X
R_1liTLCgRH27ZJma	i feel like the fare shouldnt increase every year. the demand of bart is high. i feel that commuters pay so much already, it should be considered.	X	
R_3F3zeDOKCeml95z	I feel like this increase is too small and won't prevent the amount of panhandlers and beggars on the BART trains, so I don't agree with it	X	
R_1OSSFXEuar9m0w3	I feel that BART should focus on compliance rather than gate increase. Loads of people don't pay and	Unknown	Unknown

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	making them compliant would get enough money to pay part of the projects.		
R_1H8DyCl0PF5FWAF	I feel that increases to BART fares disproportionately affect lower income populations because they are the ones that most frequently have had to move far away from their place of employment in order to afford housing, only to be further impacted by continued BART fare increases. I have been to so many cities where the entire system has one fare fee and where commuter monthly passes are available. Why doesn't BART have this?		
R_3OoGxdikE2ordRw	I feel that my commute is already really expensive. I know that the system costs money, and I understand that this is a necessary rate increase. But since I'm already feeling like I pay a lot, I will be very aware of and critical of what I feel like maybe a waste of funds.		
R_3lxIONfX5IRQenO	I find the almost \$10 dollars i pay everyday, not including parking to be too high already. I don't know how working class people can afford BART.	X	
R_1f2w2QRWxGuhys9	I guess it's time for me to join everyone else and jump the gates! If you can't fix that and only way to make more \$\$ is to punish the law abiding riders. Then I'm hoping the gates as well!		
R_2dN3oyK9vAKRDvx	I have no faith in anything BART would do with the extra funds. So my comment would be to get better management in place before you go taking your riders' money.	X	
16th1	I HAVE SOME CONCERNS, WHERE IS THE MONEY GOING?		
R_1FgjI4Rx4gfXEL8	I have taken this once before, so no need to count this again  During my morning commute: (a) stood on a 6 AM train, already full cars, (b) changed trains at MacArthur, saw garbage and food thrown around, (c) passed through Ashby and saw people sleeping on the ground on the platform, and (d) got off at Downtown Berkeley and was hit up for change in the station by the coffee shop.  Let me restate, BART management has no clue how poorly this system is run and obviously still have no plan to deal with all the problems, ie train performance, garbage and so on	Unknown	

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	BART is a poor manager of money and does not deserve any more money until it proves otherwise		
R_2w4Ft7wSItyuXky	I just dont understand why the increase needs to be so high within a short time frame.	X	X
R_2ANfzrn0gUgV65s	I know BART needs all of these upgrades but the fares are already ridiculously expensive. It shouldn't be cheaper to drive/pay for gas/bridge toll, etc than it is to take public transportation. If there are going to be price increases, I think there needs to be frequent rider discounts. Like unlimited rides per month for a certain amount, or a 7 day pass for a fixed amount. Also, I also don't think the cost should change based on distance. Yes I understand costs would go up for shorter trips but they shouldn't be so high for longer trips.		
R_2dRSJo6HPVAwhnh	I live in Antioch. We've been waiting decades for BART to come out here. Our population is over 100,000 which warrants a full BART station here. The e-train is a joke. We've been paying BART taxes for years and this is what we get? Why is Antioch ignored all the time? I do not support any fare hikes for citizens who live in this area.		
R_24iOuyUkuBrKnsZ	I not only don't think fares should be increased but believe a rebate to customers is warranted. The performance of BART is awful. I see new trains breaking down, poor to non-existent customer service, continued non-interest in stopping fare evasion and on and on. I honestly can't believe how ANY of the management of BART keeps their jobs.  No no no on fare increases	Unknown	
R_2R3vYIK6JwUvzcZ	I object the increase of fare	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2ALldvOAVIXrfbQ	I oppose a fair increase at this time. Currently, I pay \$9.80 roundtrip plus the cost of monthly Bart parking at Pittsburg. I am almost never able to park at the station nearest my home - Antioch. The trains on my line are packed beyond belief and I do not feel the money invested in Bart is being used wisely or to the betterment of riders. The Antioch station should have been better with more parking and more fare gates. After work during commute time is a nightmare. I was a rider on a day when someone fell and injured themselves because the folks coming off the escalator did not have room to move forward and more and more folks were coming off the escalator and stairs creating a hazardous traffic jam. I am willing to pay more IF I can see the money I contribute being better spent.	X	
R_31gYCHaZYiPXkJT	I personally think that fares are already expensive given the quality of the service. Trains are packed and always running late.	X	
R_1lcOzUi2FhRJu6J	I ride from Glen Park to Downtown Berkeley, round trip, 5 days a week, and have done so for about 5 years now. The high volume fare discount is not very generous at all, and on top of fare increases, both in the past and upcoming, it's very frustrating! There is no relief. I wish rider loyalty was valued and I wish there were more lower-cost options for frequent riders.	X	
R_1li1WbikueH3uM1	I see filthy stations, dirty cars, restrooms closed, escalators broken during commute hours, and no plastic umbrella wraps whatsoever. And you want a fare increase ? Really ?	Unknown	
R_0pSySo1ITqtLSff	I see people jump the fare gates every single day and they wait for the gate agent to look away or don't even care. Instead of increasing rates on those of us who already spend a ton on commuting, how about enforcing better? Also, how about providing a monthly unlimited rides purchase like every other major city?		
R_vDCWqYkGKX9x6nf	I STRONGLY OPPOSE ANY FARE INCREASE until fare evasion has been virtually eliminated. It is an insult to ask law-abiding citizens to pay more when BART loses \$15-25 million/year from fare evasion (see April 2017 SF Chronicle article quoting BART assistant general manager for operations, Paul Overseir) . Despite the addition of a barrier on the emergency gate at Fruitvale station, I still see people routinely circumvent it, in addition to other	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	fare evasion methods. If BART really needs the money, then why not solve the fare evasion problem? Increasing fares would only encourage fare evasion, and result in even bigger losses (at a minimum).		
R_ZsObmv3HfFip8fD	I take the Bart every week so I am not in favor of the planned fare increase. The increase is a small amount, but it will add up	X	X
R_3qfl0KE4wW2mcjj	I think a fare increase by Bart at this time is unwarranted. If Bart administration really paid attention to the working of the system, actually rode the system, got familiar with what is working and what is not they could better allocate existing funds to produce additional revenue and improve the system as a whole.		Unknown
R_3QE7ddzMvcWhKhW	I think BART already has the planned budget for the new cars that are slowly rolling out. A price increase was instated last year, but I have seen the new cars a handful of times. There's always a plan for the fare increases with promises of improvement but I've never actually seen any differences.	X	
R_2VEKGOPfWM8377h	I think BART fare increase is always out of proportion because I don't see any improvement in services and it the contrary, like the service gets worse and worse. In my opinion, all increases are going to the pockets of the BART employees who earn wages and benefits not everybody else is earning in the Bay Area.	X	
R_T6CqCxEvw4iQH97	I think Bart should think about implementing a fare system such a the New York system not increase the fares.	X	
R_bl6KbM3k0ki41IR	I think it is ridiculous, we already pay high fares and pay for parking. Just to get on Bart during rush hours a find a homeless person that just is nice and cozy with their feet on the window	X	
R_6t9K9IsHO55jUTn	I think it is ridiculous. We are already paying \$\$\$\$ and the trains are packed, hot, and dirty seats and floors.	X	Unknown
R_12co5cPFFIbg5cC	I think it negatively impacts low income folks in our community- Bart is already expensive and hinders many folks from being able to ride. I have strong feelings against this.		
R_3h5ykLdfP69CHWj	I think it's alrady super expensive but go off	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2yjGcen8h3unXZX	I think it's ridiculous. If BART spent minimal effort to target fare evaders, it wouldn't have to increase fares on those who do pay. Every single day when I arrive home at Del Norte station, I see person after person go through the emergency gate without paying (opposite the station agents). The station agents see it, but do nothing. BART does nothing. There is even a police substation there, but in 5 years using this station during commute hours, I've seen police around monitoring fare evaders TWICE. TWICE. And don't get me started on Civic Center Station, my destination. Again, ridiculous.		
R_3psgsLEAvbhjv4	I think it's unfair to increase the fares so many times a year	X	X
R_2Sqo7xNbha4eNsg	i think its unnecessary to increase the fare for BART. It already is expensive as is. Bart system is still the same with no improvements. There is always delays due to track problems. The fare increase would not be great as we barely see any improvements yet.	Unknown	
R_2eb8VDFrCOqtc8z	I think its utter bs! we already have enough people who cant afford the train, and you wanna make it more expensive?		X
R_200jYz1pRS3rXdM	I think that if everyone was paying the fare that would be fair. However you allow anyone on the trains and there is no regulation or protection. I work late nights and have stories. The later it gets the stranger and more unsafe it becomes. Fare increase for your services isn't justified in my opinion.		
R_1q4zDLfmuGZ4ECg	I think that if the fare increases their prices more people won't pay.	X	X
R_2alZo5XBuj7M5ly	I think that this is a bad idea. The current cost of riding Bart is already comparable to driving. The bart trains are excessively crowded and in disrepair . The service is constantly delayed and trains don't run frequently enough (they should be running no more than 5 minutes apart). In addition voters just past a funding measure for Bart.		
R_V2RJv2nTOpKRFP	I think the entire system of fares need to be reviewed to make the distances/cost more transparent.		
R_31tvWriDLRH0u3w	I think this could have a regressive impact on people's commute budgets, especially in higher-poverty areas like Antioch. Furthermore, what distance dictates whether a trip gets a 10 cent vs 40 cent increase?	X	

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R_20NCea4MZfqQLy8	I think this is bad money management. BART receives a tremendous amount of income where most is spent on payroll which includes benefits for employees. I feel that the service rendered is not worth the price as it is now why increase for a bad product?		
R_yCIBVvihwuzTG6d	I think you should be reducing fares to encourage ridership and resulting environmental benefits, and stop soaking the mostly low and middle-income people doing the right thing by taking transit instead of driving.		
R_1ruk59E148U7yET	I think you should explore other options for increasing revenues, including tapping into the state's \$12 billion budget surplus, and for reducing costs, such as self driving trains. BART is already too expensive.		
R_3lYdz5qfsffcy43	I thought inflation was 3.1% BART fares have increased (on a % basis) more than my income over the past 7 years.		
R_1owegT8dMWx7S5p	I travel from San Bruno to Fremont and already pay \$14.60 a day plus \$3 for parking. If rate are raised driving to Fremont would become a valid option. Instead of raising rate to fund projects...do what is needed to increase ridership (homeless problem, crime, and cleanliness) and go after toll cheaters.	X	
R_3EMTUJlc4FgDy66	I understand the importance of raising the fare to improve BART services; however, I dislike the increase in fare price for longer trips. If the next increase could be 3% or less, that would be optimal. Many people use BART to help the environment by not driving their cars over the bridge to work; however, at this rate a trip from Richmond into San Francisco would cost 1.5x the fare to get over the bridge. This deters people from feeling comfortable with using a more environmentally friendly option. Therefore, less people will feel ok with riding BART - or worse, they will just use the Emergency Exit doors (which I see happy ALL THE TIME).  Overall, I don't think increasing the fare by 5.4% is a smart business idea.	X	
R_2WD7ZiYUqBueB88	I vote absolutely not! There are no incentives for working class citizen to take bart if you continue to increase. It's better to drive and suffer traffic than be stuffed in bart, no	X	

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	seat and pay a higher pricing. The new cars has yet to arrive as promised so it's a NO		
BP5	I wish BART would look to other methods to generate this capital		X
R_22nzZEnIn4HnSDg	I worry about BART becoming more expensive than the bridge tolls, which would encourage more people to drive over BART.		
R_a4B3bYw4YdGadHj	I would prefer more funding come from government sources than from riders.		
R_2U4cbpU08uzkEyM	I would prefer that before any fare increase be considered the current fares be fully ENFORCED. I didn't receive a raise in line with inflation and while I support investment in capital maintenance and upgrades I do not support paying passengers subsidizing those who don't pay		Unknown
R_1fdDD8CquMAX4Ne	I would prefer that the Bart board work with the employees union to rein in labor cost otherwise it going to become less expensive to drive than ride Bart.	Unknown	Unknown
R_3m4PqG8RV9Zlc1X	I'm against any kind of increase to Bart fare. I am a daily commuter and if wasn't for the convenience I would not be taking Bart. The only way I would agree to an increase is when I first start seeing cleaner carts, cleaning bathrooms with actually toilet paper rolls and a crack down on all these drug addicts shooting themselves up on the train. Also these beggars that disturb us.	X	
R_O3WTnZDviaoNrhv	I'm against the increase! Bart is already expensive enough for the mediocre service it offers.	X	
R_xGbi202eWRFr6E1	I'm sure BART won't be noticeably improved so why bother with the fare increase?		
R_2YwYP2VaDgWWIcn	If there is a fare increase, I believe there should be bart station maintenance and updates to justify it.	X	X
16th8	If there were improvements made in stations & trains- I could understand it more but I don't agree w/ increase.		
R_1kSnP0Enxqvmfk8	If you actually worked on reducing the pension liability, automating trains, cleaning up the system/trains, increasing frequency it would help more. I'm totally against the increase, we pay a lot every time we travel.	X	Unknown
R_3KDaoxtGL0MgD34	If you increase fares, there must be an increase in service. In 2016 BART was given billions of dollars and responded by reducing service in off peak hours. It appears that you will ask for tens of billions more in 2020. This is unacceptable. Any		

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	increase in fares needs to be paired with an increase in service. Rebuilding the system is not an excuse.		
R_1iLBi5pXqPcnZ6m	If you would provide safe, clean, smoke-free cars which have nothing to do with capital needs I would be less insulted by your constant fare increases. And the constant increases in parking. Every day there are people sleeping, smoking, eating and dumping trash on the trains. What are your plans to address those issues?		
R_3FVuMST4uVm qwTP	I'm concerned that this is a regressive approach that impacts lower income individuals who need to take the train. BART fares are already some of the highest in the country - most people do not take BART for short trips and only for commute purposes, for example. I suggest overhauling the fare system as a WHOLE. Again, I understand the need for more capital, but the fare system needs to be redone before any fare increases occur.	X	
R_25tLlKEmKKzSuGh	I'm generally against any kind of fare increases, please keep the fares affordable. With that being said I STRONGLY support maintaining the surcharge for people who use paper tickets.	X	Unknown
R_3jfl7Qu97y0sLD	I'm not agree with fare increase.	X	X
R_1rrfOU8aKSHA7Zu	I'm object to this new increase, because affect to my pocket and my family, the rent is so high in this moment, food and everything, that with my salary and my wife salary barely we survey now	Unknown	Unknown
R_31ugqVl5ham4LCj	In general, I believe fares should be similar to New York subway in that it's the same fee no matter how far you go and in general it's affordable to most.	X	
R_Tozaa89v8WwC09z	In my opinion, service has not improved, so no fare increase is warranted. Last Saturday, for example, the entire system was offline.		
R_1gbYBnfu91ut7VZ	Increase is not needed. There are measure RR funds to be used for capital investments. This is undue burden on riders for sub-par service.	X	
R_2D6uT7IwGNlrbQi	Increases are difficult on the poor.	X	
R_1EcmfLYmiuOGPsz	increases encourage fare jumpers	X	
R_OvEhMEf60pfki7T	Increases in tolls, public transportation, and rent (to name a few,) have made living in the bay area almost impossible.	X	

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R_27xsl20Dle85zsn	Increases keep taking place but I don't see any results. The stations/restroom are filthy, escalators/elevators are always out of service, trains are gross/smelly and horrible tempatures	X	
R_10JlmXksCtq8a5t	Increases should avoid discouraging long trips on BART.		
R_qJ9PkYEmdYlwa8V	Instead of increasing fare catch those d*mn fare evaders!!!! That will make up for more that the increases proposed. Why should I pay more when others constantly pay nothing.	X	
R_2ya5iYW0qYLbSB2	Instead of increasing fares, BART should trim expenses like payroll - for example janitors that make \$250,000+ and sleep in closets when they should be working.		
R_2xYmngBR1wdtF2J	It already cost too much.		
R_1pmR9QXtXl55S6P	it herts people who cant afford it	Unknown	Unknown
R_vuxZOeo1kyK4I6Z	It hurts more than it helps will see more fare jumping probably		
R_veF79WP8UjMvKbb	It is a hardship, not only for adults, but youth to increase BART fare. The increase will potentially cause more gate hops, and less people paying-this includes adults, not only youth.	X	X
R_74biAmoBMhyX2b7	It is costing way too much to ride BART. The paper ticket surcharge should be only for new tickets issued. Not a surcharge on people with existing paper tickets. Please consider that.	X	
R_30pmZ4g8J4umEzk	it is hard to see tax dollars at work. the bart is breaking down more frequently and delays are constantly happening.	X	
R_2Cy6UJEANTPvcQa	It is very difficult to provide a meaningful comment about this scenario without having all of the financial facts. Therefore, based on my assumption that ridership is very high and there was a fairly recent fare increase I do not think that any fare increases are appropriate until BART's financials are released to the public for review.		
R_2zZqRlJRMoFwC0b	It is way too soon, and you are not providing the necessary service levels as it is. A car pays a toll well under the price of a round trip ticket on BART, yet costs us all far more in scarecrow street space taken up in driving and parking, pollution costs, and the safety of pedestrians. I think a congestion tax on all personal automobiles led entering downtown San Francisco makes far more sense than yet another fare increase. Driving is a bargain.	X	Unknown

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R_81AiNzHdLbrirNn	It makes me sad and frustrated that the pay will increase for all, when we do not necessarily make the same income. More has to be done to reduce the ways that low income families and individuals end up paying more.	X	
R_3oBdpTE7oWZ8Mnt	It punishes the poor by charging based on distance. Fare increases are fine, but there should be one fare for BART, regardless of distance travelled.		
R_2pW9nTUAFTIMbSy	It seems like a lot for a system that already is very expensive for commuting.		
R_332qJrJb3SoSloR	It seems like BART is already quite expensive and has shown few tangible improvements. There has been a lot of talk about the new BART trains, and yet as a daily rider, I've only been on one 3 or 4 times. I think the money needed for further improvements could be had through different means, i.e. advertising.		
R_1IIVbH05RQoxwW3	It seems like you want to penalize those who utilize bart for long commutes instead of using their cars.		
R_2Yb9K3Eyy7XcTif	It should not be increased. It is already very high.	Unknown	
R_3IXigcySLsJLJtm	It sucks, but what else can you do about it? complain? protest? riot? j/k Bart will do what ever they want, we the people are stuck paying. What happened to funds associated with all the Props and taxes we pay? Nothing there to offset the cost?	X	
R_d4IO5VP940T4JR7	It will hurt the working / lower class riders most; fares just keep rising and rising...		
R_3RmaJUEe0NIHRB8	It would be great if the distance travelled didn't directly correlate - currently it means that people who can't afford to live close in have pay the brunt of the fares.		
R_uhbUH2NPd954Acp	It's a bummer because many peoples incomes don't increase in relation to inflation happening		X
R_3k22LXyhRtFt7Fq	It's a lot of \$		
R_sbVy5rkABQGUXwl	It's difficult to want to pay more when you have to sit next to people who are riding bart that smell of urine, are clearly homeless and are riding just to sleep in a warm area and those that disrupt or panhandle. It's a real problem that seems to be getting worse	X	
R_2b2FHM4d8yj7EJK	It's expected, but personally I do not really want it...	X	X
R_2V9JsVu ecZ1iB4K	It's not fair for those who work in the city but live in places like the valley or anyone who has a commute time of at least an hour.	X	X

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R_3Hqo1g4RQLetMFP	It's too expensive already and increasing fare will make it inaccessible for low income folks. please don't!	Unknown	Unknown
R_Dc8BRQye9CysCkN	It's too much and we can't afford it	X	
R_2e5c4u7xTUKMKm	It's unfare Bart continues to charge passengers more and more all the time, why not create a monthly pass for daily passengers?	X	X
16th7	It'll make my commute expenses harder to meet. I paid over \$1000 in last 6 months for parking @ BART. BART commute + Muni. Sigh. I am only a contractor	X	
R_2S7T3WJOYnf0Mcq	It's already high.	X	
R_28B6BifDEHnImbu	It's hard to afford housing already, so this fare increase will hurt many people. Also...please reduce fares for the Oakland Airport Connector. Its high price is part of the reason why I'd rather take an uber/lyft.	X	
R_DuipicdoDPHShrP	It's not small for me it will be 175\$ per year.	Unknown	Unknown
R_31pif8F8miBJaT0	It's ridiculous that you want to raise fare yet we don't feel safe at all on Bart.	X	
R_AtFP9TJa6sQPT3z	It's ridiculous to put the onus for this on the riders when the bulk of your funding doesn't even come from fares. BART is already far too expensive for the poor and frankly dangerous service you provide.		
R_3lLz6ZvZ2L7TPcD	It's too expensive	X	
R_tDSoR5YpmmAaXL	Living in the Bay Area with such high costs for rent every increase to expense is psychologically painful. Also given that Bart is overcrowded, and getting less and less desirable with all of the increasingly rude, homeless rpassengers thus gives me one more reason to consider driving.		
R_1K3kmv6XsH4mAWZ	Long story short, I don't want it to happen	Unknown	
R_1CwIyeFC10JDdmv	Lower the outrageous wages of the workers and lower our fares. Poor management - stations that are years behind schedule and fare cheats everyday rob the system.	X	
R_1ONtsa9DpSTJy5L	make BART free, otherwise you're actively discriminating against the Bay Area's poor people.		X
R_ApujL1WH9nPMIBH	Makes an already expensive trip even more so with no justification		
R_2Cs9VoxEEQaOXHf	My concern is this plan is to really line the pockets of the people high up in the company. the System is old, NASTY and unsafe. I have a feeling the increase will not go to fix these MAJOR ISSUES.		
16th14	NO aumento *NO increase*	X	X

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R_2f107RaEovgekIx	No estoy de acuerdo con el aumento de la tarifa, el motivo hay mal servicio en el transporte bart, vagones sucios, no hay vigilancia en los vagones, asaltos, peleas, no amerita el aumento *I do not agree with the increase of the rate, the reason there is bad service in the transport BART, dirty cars, assaults, fights, does not merit the increase.*	X	X
R_1HdkRVhjJohudEE	No fare increase. Think I rode on one new train and the delays are outrageous. Police holds need to be taken off trains and allow trains to roll quicker than they do now. If a door is broken, lock it closes til the end of rush hour.	Unknown	Unknown
R_21AK4bjEFh1JuNg	No fare increases in Contra Costa County. We paid for years for services that we didn't get and were delayed.	Unknown	
R_1eri19EmIN9LHaT	No Fare increases! Stop the fare gate jumpers!	Unknown	Unknown
R_1f9LgUozgpCf1iI	No fare increases!! Bart is not using its funds appropriately. Find the fare cheats, make them pay their fare share! Don't make paying riders pay for others!	X	Unknown
R_3Pcw0uLEkwIqavW	No fare increases. Bart is already too expensive. Bart's level of service is poor (dirty, delayed, crowded, unsafe, no parking) for the price.		
R_1ezVzad8vCBpUls	NO FARE INCREASES. Focus on fare cheats!		
R_2ZJ53FfkV80KJJB	No fares should be increased until actual measures are put in place to stop or prevent fare evaders.		
R_3q0INHwTocw87zz	No increase		
R_2YfcgdVKsckD45m	No increase is better! or keep a lower increase for Antioch since it is already expensive.	Unknown	Unknown
R_2dz0uofghCpovSS	No increase until Bart managed current system and funds	Unknown	
R_V3iUQeSVRtSUqWJ	No more fare increases! All rides should be paid by all people. Stop the gate jumps.	X	
R_25REmGnrB5QZw4I	NO MORE FARE INCREASES.... to the Antioch area. NOT A CENT more! 1. Antioch got an eBart after 40 years of paying for/taxed a full bart 2. Not enough PARKING for Antioch Bart that serves residents from Sacramento to Stockton, Brentwood, Oakley, Discovery Bay etc 3. eBart is not manned so toll fare evaders have a field day  FIX the above FIRST!	X	

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R_3PZ8mbEGSjHUNwT	No more increase to finance your ridiculous overtime pay and too good to be true benefits. I never got an increase on a union contract except \$0.25 after y ears of contract negotiation with our employer n our contract was due oct 1,2018 n no contract yet. We have to pay for our a share in our health coverage. Thank I can assure you the big funding should be shouldered by the fed and the state with our tax money.	X	X
R_pzssfNcNOuXvZAnn	No new increases	X	X
R_2SlwAwH41xX6MEu	No one likes a fare increase and it's hard enough paying over a hundred a week to park and bart and ehen I don't get any tax breaks through work but I can't change your mind	X	
R_bQr80oDAFiZQbBf	No reason to do this after measure x ..be more co conservative with spending and stop increasing rates on the consumer	X	
R_2B5KPFwozjaPPyG	No way! Contra Costa has been paying for BART for decades and Antioch got almost nothing in return and too late. And stop blaming the regular employee wages for financial trouble, it's just plain mean and stingy		
R_SMN0crnDN3CCy9r	No. The entire system will remain filthy, as it is now, regardless of how much the fares are increased.		X
R_1rdyYby6SbrSWn8	NOOOOOOOOO!!	X	
R_rkmOgIPq1eGgluF	Not agree	X	X
R_3qlhGT8TPCCU7Zs	Not agree	X	X
R_3I4t7UkIVGthvhH	Not excited about this at all. I use bart everyday and this would kill my budget	X	
R_11ZJOccBnB6zxJv	Not fair	X	
R_DNAcJdcHwFSkNep	Not in favor of any increase. Parking and fare are already too high	X	
R_2A0D8Anlip4g9E5	Not in favor of planned fare increase	Unknown	Unknown
R_1pQWIvwd1MZtJyH	Not really California is already expensive to live and why don't make it a little bit expensive for public transportation	X	
R_3EzrW1e1nFQftkQ	Not thrilled! I mean, i get the practical constraints but are we really still pretending that we'd still have to do this if tech companies were at all adequately taxed...		X
R_2UW5yTGxjzRT4y	Not worth	X	
R_1QmVVaj6w5ty2SA	Opposed		
R_2WM5IVcElinElpn	Pay more and expect less from BART		X
R_2DLDb02KDPLhy73	Please don't do it	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2ziryaCAU43HIbp	Please don't do it.	Unknown	Unknown
R_u4SX1p6tuEO5Oj7	Please don't increase. It's hurt all of us.	Unknown	Unknown
FV1	Please stop raising fares and do something about fare evasion	X	
R_YYo0j1I9O6QreXT	plug the deficit leaks first. That way BART will save more and ask for the rider to pay less resulting in a positive image	X	X
R_3gi4nkTbkCez8Ih	Raising fares by % doesn't make sense. People further from downtown live further from downtown because they can't afford to live closer. So why burdenthem with more of the fare hike?		
R_31WzryJzTDA6MxR	Ridiculous price increases	X	X
R_3Ebf4G1g2uzUYG	Ridiculous to increase prices on a service that is becoming worse and worse in every objective way	Unknown	
R_dfZfcR0YlxFQosF	seems a little high. I do NOT support an increase in the parking fee. Do NOT raise parking!!!	X	
R_29tRaRZptf86rFF	Seems like this is the same text that has been on every bond measure providing BART with more funds for the past decade. This seems to be just another boilerplate excuse to continue inflating salaries at the expense of the ridership.		
R_1oaRjeye1e0ejGP	Seems regressive -- those who cannot afford to live close to the city will have to pay more.	X	
16th17	Si porque siento que es muy caro, yo vivo en Concord y trabajo SF, en al semana es demasiado diner *Yes, because I feel it is very expensive, I live in Concord and work in SF, in a week it's too much money*	X	
R_1gqgIN1rqmsR7X5	Si, primero limpien los baños porque siempre estan sucios, o cerrados! Pongan a trabajar a los que limpian los baños, porque siempre estan fumando tomando sus breaks.... *Yes, first clean the bathrooms because they are always dirty, or closed! Put to work those who clean the bathrooms, because they are always smoking taking their breaks...*	X	

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R_p4W9rouJwfGdAoF	<p>So if the fare increase is all for capital projects does that mean Bart's operational expenses have been flat? Unclear on how Bart pays for operational vs capital expenses.</p> <p>Does current fare revenue cover all operational expenses? How about the various property tax and bond measures that have passed throughout the years? Aren't those specifically marked for capital projects as well?</p> <p>Does bart still need more money despite all those measures and, apparently, as you say, having enough funds for operations without needing to raise fare?</p> <p>What about the potential decrease in ridership due to fare increase? Bart's ride quality and station quality has been decreasing due to homelessness and crime. Increasing fare is a further deterrent to ride Bart.</p>	X	
R_56ZNZYw3VHAXINb	Sounds like its time to drive again.		
R_8jkik2Pyhjsv4f7	Stated highest priority is incorrect. Highest priority should be prevention of fare cheats accessing the paid areas. These fare cheats do not follow any rules and are the ones destroying equipment and making travel unattractive for paying customers. You will lose your paying customers and lose your fares if you do not keep fare cheats off the system.	X	
R_3ERN9xD7LEPbALs	Stop fare evasion and you will not need to raise fares.		
R_2ykJULw8rS3J8uj	Stop increasing fares. And charging people more for paper ticket is discrimination against the poor, who are less likely to be able to afford Clipper cards and the debit or credit cards needed to increase their value. BART is going to get sued for violating riders' civil rights.		
R_3KZcMsPcUbplxW	Stop increasing the fares	X	
R_1eLDHJD0lGYKqL4	stop punishing poor people		
R_2YwYpd8S7U5Ba7y	Stop raise fares and catch fare evaders		
R_3NODs3sXYn4bh2F	Stop the fare evaders instead of increasing fares on those who pay!		Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_233kdLKFOyO5Tql	STOP THE FARE EVASION BEFORE YOU ASK WORKING RIDERS TO PAY MORE. I completely support capital improvements and the system, but you could recoup more money by STOPPING FARE EVASION. Higher barriers around paid areas (7 feet, NOT 5), and invest in new faregates. Once this is done, I will be happy to pay the increase.	X	
R_1o0E51cQqjaglv8	Strongly opposed. As with the recent bridge toll tax, fare increases like this disproportionately affect marginalized and low income riders who already are forced to commute further and further from where jobs are based. The more equitable solution is a ballot measure/tax that spreads the burden among those who can afford it, including large employers and franchises that pay minimum wage (ie those whose practices keep people in poverty). BART is a public good that benefits all in the region whether you ride it long distances or not - by reducing air pollution and congestion on crowded highways. Fare increases of even small amounts cause much more harm to those on the bottom than any tax on a company earning millions.		
R_31KjW0yXcfizXyZ	Sucks because bart is everyone's cheapest option and now it'll just get more expensive :(	X	X
R_1DBGjfq1oPuQIZD	Sucks that there are delays, fare jumpers and shorter car trains that don't consistently stop at the same place on platform, but we're expected to continue to pay more.		
ED1	Taxes from the Bonds we voted for are enough. Do Not Increase the fares.	X	
R_1jTwfPos9uDvUxV	That quite a lot of money when you consider that the homeless situation in Bart is out of control. Why making the gates harder to skip not a priority? I see people skip fare every day. That's where your cap improvement money is.	X	
R_2YgePMTxFfalEsg	That really sucks.	Unknown	
R_2xViayIF6PID47o	That's not fair	Unknown	Unknown
R_2meP2MmNWPFWj fj	The amount of money you have collected from tax in crease and fare increases while the quality of my trips decreased makes me long for the time I retire and I no longer spend 2 hours a day on your system		
BP1	The BART fare needs to stay where It's at now which is affordable	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3PAInTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		Unknown
R_3QYLP1udKYGK4YV	The cost may seem like a small increase, but for the middle income group in the Bay Area it will add more to the stress of paying the fare.	X	
R_1jDGMW28124uSWj	The cost to ride is extremely high with no benefits. Bart is filthy, full of homeless people, crowded trains, and more importantly rarely on time. Fare increase HELL NO	X	
R_ePBMMuEc230Qk2l	The current BART fare is already expensive enough and this is not sufficient enough to provide extra maintenance?	X	
R_2uPcwMZsWANqsp5	The current prices are initslef high. Don't think a fare increase is fair.	X	
R_3jfK4HPYPZfYrd1	The fare increase will harm workers with long commutes. They won't be getting simultaneous pay increases to cover the increased costs. It also harms students who depend onBart to get to class.		
R_AbVpeP8phsF5ASl	The fare increases are going a little too far at this point. I feel we should find alternate ways for funding.	X	
R_3kCdU2fl6fF5pZS	The fare is already high now. Should not be increased.	X	
R_1CJwUGVCwz5ANSb	The fare price is already too high too high. It's almost more expensive to take public transportation than to drive into the city, including gas and toll. And with all the delays and issues of the old trains, it's really doesn't promote the use of public transportation.	X	
R_3LgeVQ5ZceF27gB	The fare seem to be increasing with no improvements in on time performance, cleanliness etc I feel this fare increase needs more accountability meaning Bart should be more public about how it spends money. Right now it seems like Bart management just want more and more money without accountability.	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2abIW5KD81D7Fjv	The fares continue to increase yearly and as far as I can tell it has yet to make any positive benefit towards my daily commute. There is such a limited number of new trains, it's still incredibly dangerous (lack of real security), and my ride is almost always uncomfortable (hot, smelly, dirty). So where is this money really going?	X	
R_yI9PqpbWaJn374l	The increase is too much and too often.	X	
R_2cjFwIPtfunioioF	The increase is upsetting because I already feel horrible having to spend \$51.50 a week to get from Richmond to Balboa Park. At least give us better signal.	X	
R_A54Fz3W0JR5M081	The increase would really affect those students or seniors who do not have the income to ride bart. It is also not fair to increase because security, cleanliness and commodity have not changed since last increase.	X	X
R_31Lfzb2SAmMN9N1	The past increases have not made services any better. I do not want any further increases.	X	
R_PU9tVKKheNzYH29	The price is already more	Unknown	Unknown
R_3MA1trMUv113NdN	The prices are going up on bart, but the quality of bart is decreasing. We need new rail cars, a control system, etc. But the safety of bart is not being addressed. The amount of crime and unsafe environments doesn't seem to have been addressed.  Why is fare different between different points? Bart should adopt a system like NYC, where the price is 1 price regardless. This will help a lot of low-income passengers.	X	X
R_yt1EZGa0JIX6zYd	The proposed fare increase comes very close to making it cheaper for me to drive to work than to use BART. Non-commute trips will almost certainly be cheaper using my car than riding BART. The other deterrents from using BART are well known: it's dirty, screechy, loud, over crowded, and doesn't run often enough. The only benefit BART provides me at the moment is a moderate time savings. Even time has a monetary value that is a budget factor and it will eventually be eclipsed by rising costs.		
R_bl6WP29841QbCBb	The riders who would be paying more come from the furthest in the East Bay from low income areas.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_4Nur4M7MI287Lzz	The small cents add up when you take Bart daily. For example Antioch to Montgomery and back will start paying almost \$40 more a month.  That is a lot of money for services that really aren't improving.		
R_3dJQoKqzjuH1U9y	The tickets for paper tickets already recently increased along with the clipper price! These 10-40 cents are adding up to be very expensive for a college student like me to be using BART 5 days a week.	X	X
R_3stzER5DRX98QJb	The voters just passed Another Bond measure for BART so No thanks. In addition, you have not resolved the homeless riders issue as well as Clean and Safe transport.		
R_eA9623vjpiyXc1H	There are so many problems on BART and increasing fares when there is no change is not a good idea. Numerous homeless people ride the train and do not pay. They harass people or take drugs on the train. Yesterday I saw a Bart employee allow a homeless person to walk in without paying. The trains are poorly kept and we haven't even seen the new train go all the way to Pittsburgh. Fix the problems before increasing cost.	X	
R_3FKl6WFa31CtBy4	There have already been numerous taxes added to residents to fund bart improvements, but riders don't see a difference. Over crowded cars, trains going out of service, running shorter trains during peak hours, increased homeless population on bart, increased fare evaders, and no improvements to the bart ride experience. Believe there is a strong mismanagement of funds and oppose these increases!	X	
R_T1PM1C2qsOecZK9	There should be a decrease in fare to promote ridership and an increase in parking cost to discourage individual parking and encourage carpooling to bart. Also, the paper ticket surcharge should be eliminated because it discourages occasional riders from barting instead of driving.		Unknown
R_C3tTu7YpmCWS64x	There should be a way to refund your clipper card in full since it's forced to use it unless passengers pay more. Given the extra money bart received from bonds and other funds, why does the fare still need to increase? Doesn't make sense. The product	Unknown	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	we pay for is unreliable , expensive and not convenient		
R_3n7TqyV28zKLAWU	There should be any increase it's already very high compared to other subway	Unknown	Unknown
R_1MQzfCrpg5MFT9W	There should be no fare increase whatsoever. People with long commutes are most likely the working poor who have been pushed out of San Francisco and Oakland by gentrification		
R_1ridANQpnp6gioe	There should be no fare increases until BART stops disenfranchising riders who live east of Pleasant Hill with less trains, trains that don't go beyond Pleasant Hill, shorter trains, etc.		
R_2tfiDeVKKzCHPNq	There shouldn't be fare increases as the fares are already high	X	X
R_24rdA6UwCy2XVgZ	There shouldn't be fare increases. Bart needs to focus on fare evasion. Raising prices won't help and only penalizes the riders.		Unknown
R_1EZouFpNC5byXOT	There's no noticeable improvement at all to the whole bart system and it is not fair to increase the fare at all. It should be decrease for such an old outdated system that never got any improvements.	X	X
R_1hEjuk6VZ1umh6y	Think its c**p. Address the massive fare evasion issues before you start charging paying customers more.		
R_3kLNEijucT7UYdU	This fare increase would penalize individuals who have been pushed out of Oakland and SF by rampant gentrification and greed. Those affected most will be communities of color who live on the fringes of the Bay Area i.e. Fremont, Antioch, Richmond, etc.	X	
R_1g1NXcf94kHTqnl	This increase in fare feels like punishment for those who actually buy tickets. Such people are making up for the loss that is caused by the many many people who don't buy tickets, including thieves and stinky people. There needs to be more actions taken to increase safety and monitor those who don't pay their due. Maybe the fares won't increase so often as a result. Increase in fares feel like the easy way out because those who can actually do something about the causes of this increase but are too lazy to do anything that would give them more work than just sitting in meetings and whatnot.	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1F8f7afrDWkUoTL	<p>This is a really expensive place to live - my rent is so high that I can't afford to own a car. I rely on BART and AC Transit to get around, so a fare increase feels worrying - I spend \$100-\$200 a month with my clipper card so this will be ~\$100/yr increase.</p> <p>For more frequent service maybe it's worth it, I just hope that there is an awareness that a lot of us are at our limit.</p>		
R_2saHDbwTDfpKIMK	This is a substantial increase as I am long distance daily commuter. It's almost one dollar extra per day.	X	
R_1kIC7Ywv8K89q3B	This is bulls**t and displacing costs onto the people who depend on Bart to get to their jobs instead of holding Bart officials responsible for managing costs. In addition, the extensive costs of employing Bart police is disproportionately borne by the same population suffering from violence and harassment from the police force.	X	X
R_1F1B8oiFyTNyRE6	This is bulls**t. We just voted in a tax for capital improvements.	Unknown	Unknown
R_2rVhOtVn6qfHzZO	This is essentially a regressive tax on lower and middle income folks who rely on this form of transit.		
R_2pW6bC90op3IVpL	this is pretty doo doo to be honest, bare is getting too expensive.	Unknown	Unknown
R_237eJTHNWfoojuG	This is really unacceptable and unnecessary. Bart already is the most expensive public transit system and this ever increasing fare is a shame.	Unknown	
R_3fH4OPg8rXGNbyt	This is ridiculous. Bart is already one of the most expensive subway systems in the world. You are supposed to encourage people to use Bart, and this fare increase will do the opposite. Don't put the burden on the users, get the money somewhere else (e.g. government, investors)	X	X
R_3EnE5yn8PIEwGT0	This is robbery. We pay so much for Bart yet the conditions are unsafe and the system is constantly having issues and having delays. I went 2 weeks straight this year being late for work everyday. We should get a discount when there are large delays not fare increases to remodel stations.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1mEcejSQA7OV1N	<p>This is too expensive already - life is getting tougher, we pay parking fee everyday as well at the Bart station plus back &amp; forth Bart fare would cost us so much from our budget and weren't making that much money, plus our family's needs as well - cost is living is very high! 5.4 % increase is very very high!</p> <p>A lot of Bart riders would say the same thing and with millions of Bart riders everyday, Bart is already MAKING HUGE MONEY for whatever project it would need to repair whatever is needed.</p>	X	
R_2atWWOBHPpIE0PA	This is too much. Bart is already more expensive than other public transportation systems in and out of the Bay Area. The trains are completely outdated, usually delayed, overcrowded, and dirty. I am tired of paying so much and not seeing any changes to any of these issues. The change that has been made has been too slow.		
R_2vjNtLG18Uoz9sx	This is unfair to regular employees/students who always use bart everyday. I hope they won't increase the fare to those regular bart riders who use the clipper card.	X	Unknown
R_1Eh5GNZgP7Ap0N9	This may be less than inflation, but it is more than many of us receive in cost-of-living wage increases over the same time period.		
R_26o16Dng2EUEkIs	This money should come from the wealthy and people who use cars, not low income folks who take bart.	X	X
R_BLZwWpUIxlu2jaV	This penalizes people who commute longer distances who likely live in the suburbs and can't afford to live in SF, Oakland, and Alameda. People who live in Oakland have other transportation options (AC Transit, ferries) to and from SF while those who live in the East Bay (Antioch, TriValley, Fremont) rely on BART and would be hit with 4x the fare increase using the example you gave.	Unknown	Unknown
R_3gNI8rSG4DOGzn8	This seems like a rather high fare increase all at once for some folks. Perhaps raising fares more slowly would be worth consideration.		Unknown
R_2rTn9ABUIM5QGtr	This seems reasonable but I wonder what will happen to fares once the projects are completed in the distant future.		
R_10DaAY9zldrE7wA	This sucks	X	X
R_1LTHjnnDFkNN6Cq	This will be unproportionally felt by those who live further away because of the high cost of living near the city center.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	Those who can afford to live closer to "destination" stations are already advantaged in terms of time. It will now be even more cheap relatively speaking		
R_21vVFzzze7y3viu	This would go against the affordability and access to BART seeing as commuters (blue collar workers, labor workers, students) need to put their money and resources elsewhere.	X	X
R_2YIWUB8TN38ZMdD	Though this may not seem like a steep increase, it'd add up over time. Especially for those making daily commutes in these directions (and some times twice a day for a round trip)	X	X
R_2Vdr9ZFs6EV4G4q	To pay for what? More broken escalator. More filthy seats, less police, or more delays?		
R_3hg59hpw1GG8mIO	Too bad		
R_vUMcMEhb4q3B6x3	Too expensive for travel	X	
R_1jq3XiffYrkKqSt	Too high already unfortunately.		
R_3jSRNEIIVcR9mdP	Too large of an increase at once		
R_3hxusIPWf399Mjk	Too much	X	
R_25ym7F6Kg9cl8Mu	Total bulls**t. In lieu of fare increases of any kind, I very strongly suggest pay / merit / pension decreases for BART executives.		
R_3lXFTU5GLBtOtyu	Totally unfair, as this affects low income families who have been push out of SF and must commute into SF for work and live in Alameda, Contra Costa, etc in order to make a decent living.	X	
R_1jClc75okHvpOOE	Until Bart delivers on their basic services on a regular bases then I do not think a fare increase should happen. If Bart cannot run on its current budget efficiently, then why will that change when you keep getting more money from riders, taxpayers and the government. Let's see a budget first to explain how this fare increase will help.		
R_2Y9Ta8b8JC8MvPz	We are sick and tired of these increase. The fare increase have been happening with no improvement to Bart. Every time an increase happened, then that went to Bart's employee salary increase and bonuses. There are many of us that DO NOT and WILL NOT agree with another Bart fare increase.	X	
R_aWrcg3zkB37mkLf	We pay the highest prices in the country for public transit and the. Pay for parking. BART makes money hand over fist yet spends the same way. Most of us take BART out if necessity not because we want to. The trains are filthy and unsafe and you want to charge us more for "capital needs"?		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	Find something else other than financially raping the people who are stuck riding the disgustingly filthy trains who are already paying enough.		
R_24oY5BVPEGXOjFW	We voted 3 years ago to give you all millions in bonds to fund new cars and capital needs, why another fare increase? I take BART 5 days a week during commute hours and am rarely on time or without being crammed into a car just to get somewhere. You should perhaps stop putting millions of dollars into programs that don't work, like fare evasion officers that I have never seen and I regularly watch people walk closely behind me as I exit the stations to avoid paying their fare share. I'm tired of being held financially accountable for your misplacement of funds.		
R_3R7PGGRF9fhzI4y	We've JUST HAD a fare increase this year. And we haven't yet seen the new BART trains ordered and showcased over the last two years put into service. This feels unfair.	X	
R_1Fg3leOqhRw78Ao	What about low income people that take Bart to work to San Francisco. The minimum wage is better than Antioch. Won't be able to afford Bart anymore.	Unknown	Unknown
R_1LGbpXfxhIw1Nqg	What are the justifications behind the extensive capital needs of BART? Will BART riders who use the system's most popular routes realize 5.4% better service, value, cleanliness, speediness, or reliability on their rides relative to before the increase takes effect? In which areas can BART claim efficiencies over the past 2 years that have lowered the cost of operating BART?		
R_2bOD08W3zvOtOWS	What are you going to do about gate jumpers?! Why do us legally paying customers constantly being asked for more?!		
R_1CJb8bUbCmkUngG	What BART needs instead of a fare increase is to change the fare program for low-income rider folks, especially those who have to commute far distances. For example, it's ridiculous how a round trip from Warm Springs to SF is \$13.60 - multiply that and it becomes an unsustainable amount spent on public transit.	X	X

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R_Q4IPyiSpUyeYcJb	<p>What happened to the \$3.5 Billion from the 2016 bond measure? I have only seen 2 of the new cars so far in my many trips, but I have noticed a new \$12 million dome at the downtown Berkeley station. And I couldn't help but notice a new huge online public relations presence for Bart. How much did that cost?</p> <p>" in 2022, 2024, 2026 and 2028 by an estimated 3.9% in each of these years, based on current inflation projections." Every economist and rational person would laugh at this statement. No one has any idea what inflation will be in 2022-2028, and this lack of factual information to sell rate increases is abhorrent.</p> <p>How much does Bart pay its workers and what is the cost per mile of a Bart ride? I would like to see these 2 data measures with comparison to other major metropolitan mass transit systems, like Los Angeles.</p> <p>Sorry guys, but until I see factual information and factual data comparing Bart operation to other systems, proven fiscal responsibility by the Bart board, and concern for riders, I will ride Bart less with these increases.</p> <p>As much as I support the public good, what I have seen with Bart makes me consider supporting privatization of Bart service.</p>		X
R_8eI3qs8NuSsxRDz	What happened to the previous fare increase and the bond money?		X
R_2bMYerisZwH3DiJ	What happened with the transportation the voters just passed. Why does the public always have to bear the financial burden. Mexico City has one of the best transportation systems and the world and it's very affordable.	X	X
R_2WGy6qJWlqjuqS7	While fares over the bridge costing more make sense, Bart riders are getting less and less hopefully of the future taking Bart.	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2OPkY3rDIxSW7zc	While the proposed fare increase is being marketed as being "less than inflation" the reality is that salaries are not going up as much as the fares, plus the surcharge is grossly unfair for those who only need to ride the BART infrequently and have to purchase a paper ticket. If you make the clipper card free on an ongoing basis instead of charging \$3.00 to purchase it, then one can argue that those using the paper tickets can pay a surcharge. Totally against increasing fares by 5.4% in January without providing free clipper cards to those who need them.	Unknown	Unknown
R_3ly0obVl37JdI29	While this may be less than inflation, increasing commute cosst by \$1/ day adds up for my 3 person family.		
R_21hWMRRB5GPZ9FY	Why don't you stop fare evaders so you don't have to increase the fare.	X	
R_2YWj62oX4glu0Sp	Why is fare being raised when BART can't even keep fare evaders at bay? Why should I have a fare increase while the person next to me probably didn't pay their fare??? BART needs to deal with the fare evaders first before raising fare on their paying customers. If you don't deal with the fare evaders, then why should I continue to pay fare when the evaders will continue to get away with it and the paying riders suffer? DO BETTER.	X	
R_2Uci9Tw9NCNRrTx	Why is this needed? I am opposed to this increase. Bart has reduced service times and is not on-time. We do not reward poor performance. There are already measure RR funds.	X	
R_A4LU0QytkIBsaIx	Why should I pay more for the same s**tty service?		
R_3P4ARTIPYw643tP	Why so expensive	X	
R_3dEpV5zXlwXwifU	Why? You f**kers already don't do s**t with the money to fix anything, yall just pay greedy ass employees more and don't do any actual quality of life improvements. Escalators been out at Montgomery for the past 2 weeks and I gotta pay 40 more cents for broken yeeyee ass escalators? F**k you		
R_Z3SVGxqqjt8FFux	With parking to go from Dublin to Montgomery I already pay \$16.6 a day, it's a lot. I also don't see any real improvements to BART. I don't agree with a 40 cent increase.	Unknown	Unknown
R_CfgI79T3KH83P2h	Without you providing an account for all the prior increases "supporting capital improvements" this is just fishing. I don't see the justification!	X	

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R_1igGE01Bhyc0nQs	would more funding be required to stop the ever increasing fare increases? What are some extensive capital needs that makes us pay such expensive fares	X	
R_27g6eK34jVUj07Z	would rather see this money come from gas taxes or property taxes than bart riders		
R_3qWEF1e73viatLV	Yes - when will the nickel and diming end here? It should not be the responsibility of the fare payers to fill the gaps of Bart's mismanagement. How about solving some of this with abolishing the bogus unions you have paying janitors ridiculous amounts of money? Seriously, Bart is the embarrassment of the Bay Area and USA.		
R_7WDJCP4PFuLnmQV	Yes another attempt to get even more money from the working poor		X
R_Q6wspGgN2Pxxg81	Yes Bart is already expensive. Are there proposals to work with/provide cross agency Monthly passes? Eg a monthly pass for Caltrain and BART.	X	
R_2BaeHhDv3lXgFZF	Yes because I feel as if a lot of changes need to be made prior to increasing the fare		X
R_3huqd2nqv0Llecp	Yes first of all we need more fare watch for those that don't pay on that area is the one that needs more vigilance than increasing to the people that pay their fare.	X	
R_tFBF3Y8ebQIZKZX	Yes instead of fares please monitor first all homeless people that travel in bart without ticket. A lot of folks travel without ticket.i have seen many students climbing the bats.	Unknown	Unknown
R_1dbDYRc010muppc	yes it is too much even though the service of the BART is subpar at best. Yes I understand that money needed for repairs or upkeep but at the cost of my well being.	X	X
R_3MaucQF1D5pjmW3	Yes look at the employee entitlements!!!! Why keep charging the working man an extra 6% when I haven't had even close to a 3%raise I 20 years? Bart doesn't make a profit for the Tax payer you a deficit neutral entity, and receive tax subsidies from CA. Why must you do this? Check out employee entitlements..	Unknown	Unknown
R_3m94STjgSgqw4CS	Yes please don't its so hard to live on minimum wage and use public transport	X	X
16th20	yes! This \$ hike is ridiculous/people need to be able to take the bart w/ losing their salaries USE KOREAN TECH TO POWER <u>BART</u>	X	
R_10I6vxnpaCLuWut	Yes, Bart is already too expensive. This will create a hardship and force me to drive, likely cheaper.	X	

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	Also, for the already expensive fares trains are dirty and there is no monitoring of what's going on.		
R_tXpoysQi3VDiN4B	Yes, BART is convenient and affordable. A rate increase every two years is a lot, even if it is a small 5% increase every two years, it will eventually add up.	Unknown	Unknown
R_11jODk00J91o3GY	Yes, don't raise the fares. Nothing has changed with Bart being unreliable, filthy and now unsafe. So why should we pay more?		
R_3CPFSncoJp67tDW	yes, I think BART is already expensive as is given the state of many of the stations and the homeless. I have not seen any improvements in the past year and not confident this raise is justified		X
R_1LqFHTfS3FQwsKd	Yes, I think it highly ridiculous to have another fare increase. Bart is already expensive and for what reasons? Still old trains, dirty mystery stains, homeless, and just plain crazy people on the trains. Safety is a MAJOR concern and that hasn't been in real time been addressed. Yes, riders understand police are going from station to station, but where's the strategic planning, hiring, etc? Where is all the funding for Bart going (gov, tax payers, riders)? BART just needs a new board and upper management NOT A FARE INCREASE.		
R_3fcv1DzWZVJh1UX	Yes, I think it is ridiculous when EVERY single time that I exit Del Norte Station at 5:30 pm, I see multiple people walking right through the emergency gates without paying their fair share. Why should only honest people have to pay higher fares?		

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R_25BEj04No04xYE0	<p>Yes, I think it's ridiculous that fares keep skyrocketing, yet your service gets worse and worse every single year. Filthy stations and trains, crime, fare evasion, delays, overcrowding, and poor design decisions. It's actually appalling that continue to gouge customers because you know we are stuck with no other transportation options.</p> <p>There aren't nearly enough entrance and exit gates at stations. It was SO STUPID from the get go to have trains going in opposite directions share a platform. Come stand on the Montgomery platform at 8:30 am when two trains going in opposite directions arrive at the same time. It's a nightmare. A battle to get up from the platform, because there aren't enough ways up, a battle to clear the exit gates, and a battle to clear the station.</p> <p>In the evening it's impossible to walk down the platform without walking on the yellow strip because you thought it was a great idea to put black markings to correspond with the doors, thereby encouraging the idiot masses, who are too dumb to think for themselves, to line up across the platform, so no one can walk down it.</p> <p>In short, your service mostly sucks. The only bright spot is the new trains.</p>		
R_1CibVJAvFtjYEy4	Yes, it is too expensive and I commute everyday from east bay.	X	X
R_1mKn1trZfBwaxc7	Yes, this is NOT good. BART already receives \$3.5 BILLION dollars via Measure RR. I voted for it. Don't increase fares -- they are already expensive especially for people who have long commutes. It shouldn't cost anyone \$12-\$15 to get to work. No other big city transit system costs as much as BART does to the commuter. This fare increase harms local people who are low income, especially.	X	
R_20YAuJ401NtbPqI	Yes, why are you continuing to increase fare for those of us who pay our fare regularly. Your problem with funding is with fare evaders. Every single day I see people go through the emergency exit to get on the train and get off. Sometime 2, 3 people at a time. In the morning and in the afternoon. Your unarmed community service officers conducting fare inspections in the paid areas of your system is a joke. You need them at		

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	the entries of the stations to prevent this from continuing not on the platform where there are crowds of people. Those individuals that are evading the fare will see them checking people tickets and merely move on, go downstairs/upstairs to avoid being checked for fare payment.		
R_22tA5Rjof6Bgtr	Yes, you will kill the concept of public transportation with these constant fare increases.	X	
R_1Q9Jys9rQmm8fzk	Yes. Stop punishing your riders by increasing the fares. Use the money you are overpaying your employees and CEOs with. Give us new trains, clean trains, stations and restrooms, as well as safety and security, and we will happily pay an increased fare.	X	
R_UmCMobjc8JZ5ol	Yes. At what point will it be too burdensome for us riders? My round-trip commute on public transit (CV&—&SF) is already near \$15/day (with almost \$12 of that for BART). That is insane! Plus parking! With such high administrative salaries, frequently delayed trains, and questionable safety in stations and on trains, it's hard to justify these fare increases and referendum bond measures.		
R_2AF6zrxg2xw66L0	Yes. Even small increases add up to large amounts for people who must commute everyday. Bart benefits everyone, riders and people who don't use the system. People who drive benefit from many people not getting in cars and using bart instead. EVERYONE should be paying to invest in the system, not just riders. I'd rather that these funds be raised through local taxes.	X	
R_RKZ0bcR8BcyNfwd	Yes. Every morning I get on BART in Pittsburg Bay Point station and commute to Oakland. I don't appreciate the fact that at 10 homeless people are asleep taking up two seats during my commute both directions. Yesterday the train had to stop because one of them had his pants down. The police has to come on the train to take him off. They were doing drugs on the train and using the restroom. People drink alcohol and play loud music. It's insane. BART is not safe. We pay for our transportation while other ride free. BART needs to clean up their act before increasing fares.	X	

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R_2Sjq3HdskOrfeKc	Yes. I don't approve of this fare increase. Riding BART daily is already very costly. The trains don't always run on time and it's rare that I can get a seat on the first train that shows up. My commute is 50 minutes minimum each way, and I am physically incapable of standing for periods exceeding 20 minutes due to several chronic health problems. The new trains have less seating, which is a problem. More time is added to my commute because I have to wait for trains where I can sit.		
R_10IvFRASLYVKoUx	Yes. I would like to see BART address the horrible experience that is riding BART these days before they implement any further fair increases.	X	
R_3psdhpejoiXum6N	Yes. It's bulls**t. Hiking the fee isn't going to help the crime and lack of police presence. What's the point in having updated trains when people are jumping the turnstiles anyway.		
R_2B9EEuHbkokOcR1	Yes. It's good that the Bart is doing it best for extending its service. However compared to inflation, the salaries are not increasing rapidly. They are still growing at snail pace. As it is we are paying a lot compared to other states in fares. Some cities even have monthly passes to help folks save some money. Here it's the other way around. You pay more every other year. Bart should really think of lowering the fares by looking at how to look for funding beside increasing the fares. More over you gov has also reduced the pre tax amount which also puts a hole in our minimal savings. Appreciate if you can not increase the prices and tax the riders. Rather than ask for funding from the state	X	
R_31mVyiAKgzTs3iP	You got 3.5 billion dollars to supposedly buy new cars and upgrade the system. Learn how to spend the money correctly and not waste it		
R_AaZELM6OH5sADND	You were given a \$3.5 billion bond by bay area voters fewer than three years ago, and YOU SPENT IT ON YOURSELVES. This fare increase is bogus, and yet another example of BART misusing its customers.	X	
R_2CPvFRKzOVUtg6	Your credibility is not good when you make claims like this, given that service and necessary maintenance has been priority long deferred behind providing bloated pay and benefits to management and labor alike		
R_z0F1UfhbKShDU5P	Your fares are already too high for the service you offer.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_308CPLM64HUQGIB	Your fares are already too high, don't increase them.		
R_yDuZCC2RTTrpnUJ	Your fares are the most expensive of any transit system in America, and you have a long track record of mismanagement of funds and overspending on underused extensions (SFO and OAK, for a couple). Fares should be reduced, not increased.		
R_3NJP89u2g6jwUym	反對加價！ *Against the fare increase*	X	
R_1Ckh790e5IAGNIN	?	X	X
R_3k0NqcV8gHNZ0iz	1) I'm curious how the cost/mile of BART compares with other larger cities like New York, Washington, DC, and Chicago. It *feels* more expensive here (especially compared to NYC). 2) If non-clipper fares are more, you should be able to purchase a clipper card at every station (this is the case in DC, although you do pay a one-time fee to buy a pass). 3) Bart should be free for anyone under 18!		
R_3h5fQUT8Ulu2ZS7	1. Will the increase in fares for youth/senior/people with disabilities also be 5.4%? 2. Has BART undertaken a study of who is impacted by the paper ticket surcharge?	Unknown	Unknown
R_3FKbvhABAkPOWzI	5.4% is not less than inflation	X	
R_1nMyRkj7Zv9k8Yq	5.4% seems like more than inflation		
R_2dtiKMc3fM00IQL	5.4% seems like more than the rate of inflation, even over 2 years. Where is the data to back up this claim?		
R_1jk0MJgdmU6e6Zu	As Expected.	X	
R_1EhfcBJ8QpjExel	BART needs to offer a less substantial percentage fare increase for shorter trips (less than two miles in length). Although \$0.10 is a small dollar amount, the current short distance fare already is disproportionately higher for urban riders (Oakland / San Francisco urban core markets) than for suburban riders. This creates a disincentive for using BART's capacity during off-peak hours.	X	

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R_2rjBl9lcnGKFA1n	Bart prices are becoming inaccessible for the general public. Yeah new trains and railways will be lovely for the people who will be able to afford riding Bart regularly. But at this rate companies like Uber and Lyft are beating you in pricing and efficiency. My #1 concern is the increased number of Bart officers, by steadily raising the cost of Bart while simultaneously raising the police presence on trains and in stations this is a recipe for disaster for low income Bay Area commuters. Have we forgotten Oscar Grant already? Not that that's what caused his death but it definitely seems like you're creating an environment where something similar is bound to happen.	X	X
R_RIAOB57YBdtCAej	Bart should be privatised and let an efficient company such as Uber, lyft, waymo or hyperloop manage it.	X	
16th18	BART should do lower fares on evenings and weekends, it's already expensive for non commute trips	X	
R_3e1pprlqfWSQKqt	BART should get more money from the federal government, but you probably knew that already.		
R_2TC9g9WmUA2meSA	BART sucks, stations are dirty and employees EVERYWHERE do not seem to care the least about customer service or running a system that works	X	
R_1pnRoD1enVYdTxB	Because when the other taking bart everyday and some other people are bart hopping	X	X
R_1r6bfe4qjDMKSII	Before stating whether I agree or not with this proposal, I would like to better understand how BART has used the funds received from, in my perspective, very high increases over the last several years.		
R_2q1szYV8fYgrixt	Can you increase the cost more for people who use Bart less frequently (eg Tourists, people who travel a couple times a week) and increase the cost less for regular commuters who will end up feeling it more?		
R_doQa5fl0dT7Pr33	Chicago's base fare for the L is \$2.50. The New York City subway fare is \$2.75. The LA Metro is \$1.75. And BART wants to increase fares? What happened to Measure rr funds? And where are the supposed new trains? I have seen 3 since January 1.		Unknown
R_2pRXSnLJCQXpS2w	CPI is only 2%. What are these inflation readings?	X	
R_26lhoVX0RaieRfW	Cut back on overpaid BART employee salaries and other compensation. No janitor should be paid \$200,000	Unknown	Unknown

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BP4	Didn't have a clue. No notification about it.	X	Unknown
R_2TN2HqYuANdAr3u	Do we have a formula to calculate the distance and fare? If yes, will the formula be published?	Unknown	Unknown
R_6WJGiQXl0Ym6JDb	does the fare apply to things like the transbay tunnel or airport charges?	X	
R_2fHfam1bh1ypWQG	Enforcement: too many people evade fares, engage in illegal activities in stations, including paid areas, and on trains. I use BART at least 5 days a week in both directions. I'm sick of watching people evade fares. It makes me wonder why I even bother to pay at all. EASILY, on average I see AT LEAST one person evade fares, EVERY time I take BART.		
R_2xV0q9XHJCl70f9	Everything is going up except our salaries	X	
R_2PCn0G3Zaul3L7D	Fare increase should be annual.		
R_Wfe6AsQYmrjxmw1	Fares and parking has increased in the last year. Why is it that Cities like New York and Chicago can have fares for short or long distances that are substantially less than the limited routes of BART as well as having overnight service (can't get to Lafayette and Beyond after certain hours!!!)?		
R_9BTSvxDSNXY8TSh	Give discounts to people who work in public service	X	

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R_bmfKiBG7YkPnW8h	<p>hen in the Course of human events it becomes necessary for one people to dissolve the political bands which have connected them with another and to assume among the powers of the earth, the separate and equal station to which the Laws of Nature and of Nature's God entitle them, a decent respect to the opinions of mankind requires that they should declare the causes which impel them to the separation.</p> <p>We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness. — That to secure these rights, Governments are instituted among Men, deriving their just powers from the consent of the governed, — That whenever any Form of Government becomes destructive of these ends, it is the Right of the People to alter or to abolish it, and to institute new Government, laying its foundation on such principles and organizing its powers in such form, as to them shall seem most likely to effect their Safety and Happiness. Prudence, indeed, will dictate that Governments long established should not be changed for light and transient causes; and accordingly all experience hath shewn that mankind are more disposed to suffer, while evils are sufferable than to right themselves by abolishing the forms to which they are accustomed. But when a long train of abuses and usurpations, pursuing invariably the same Object evinces a design to reduce them under absolute Despotism, it is their right, it is their duty, to throw off such Government, and to provide new Guards for their future security. — Such has been the patient sufferance of these Colonies; and such is now the necessity which constrains them to alter their former Systems of Government. The history of the present King of Great Britain is a history of repeated injuries and usurpations, all having in direct object the establishment of an absolute Tyranny over these States. To prove this, let</p>	Unknown	Unknown
R_2sR2re2nLOt8VoZ	Honestly, BART should be free as a courtesy to its riders considering its recent performance and ongoing issues.	Unknown	

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	Pay more has ALWAYS resulted in worse service in BART world		
R_1DppsZKLlij7hMc	How about decreasing executives salaries to fi d these projects.	Unknown	Unknown
R_1eQRsJzS5KGUga1	How about you just enforce till jumping? When I got the survey postcard, a guy next to me jumped the till. They offered him one too. What the hell do station agents do? They just sit in that fish tank and try to ignore people looking for help. Nice work if you can get it. Oh, I pay for that.	X	
R_1pEw42r2xGCwIL7	How are the funds going to be used?	X	X
R_25GgOzYncLFLrFT	How much of this will go to staff versus non-personnel costs?		Unknown
R_vuBQsKNJNBFOZON	How will BART make clipper cards more accessible for riders? What about parking costs? And safety concerns?	X	
R_33kG6u3D8h0h9sw	I believe that though wealth in the bay area has increased, equity has not. the same working class people that depend on BART are being unjustly taxed, when all the development of tech companies enjoy exorbitant amounts of profit. Why not have them contribute to the community to cover expenses?	X	X
R_piO7cttxuRLgRfr	I commute from pleasant hill and currently pay \$15 for RT and parking. That is a lot of \$ annually! Trains are often too crowded to board. Can't rely on the schedule, breakdowns, delays are frequent! Trains and stations are unsafe and unsanitary.	X	
R_1nZvb1NjRKUNgCS	I don't appreciate the push towards clipper, I don't ride Bart except for work and it is reimbursed and its easier to expense individual paper tickets		X
R_2tmNhpKiOVXadzA	I don't think BART really communicates how much dollars the capital improvements will cost. Or, if BART is honest with its communications, I don't think BART really knows how much the capital improvements will cost.	Unknown	Unknown
R_0enq272CB7XON01	I don't understand where the money is going. There's hardly any staff in the stations and the trains are packed and yet bart seems to always need more money while mostly falling into further disrepair.		
R_2AZrGpukxG4MS4i	I don't understand why you guys keep increasing fare. I (we), as a daily passenger, need to know more about the reasons behind fare increase.	Unknown	Unknown

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R_3DkH1bpVuX5VjjF	<p>I get that the the current reality is that fares are necessary, but it would be good if BART and other agencies in the region were to begin serious planning for what it would take to make all transit services completely free.</p> <p>For the sake of equity I hope that prices for parking will also be increased. BART should get all the revenue it can out of parking, and only then ask non-driving riders to pay more. (That should include eliminating free parking on weekends and other non-peak times, and maybe trimming non-peak fares instead.)</p>		
R_0iWdvCxtc8NWda1	I hope "expanded maintenance" translates to additional cleaning		
R_diKs7sgmybtheYV	I hope we see where the money goes.	X	
R_Wdu9Zr9g8iLXeX7	I just applied for and received my new Senior ClipperCard. How much will it cost me for a round trip between Hayward and Balboa Park?	X	
R_3E9xLSDqQio53Mg	<p>I ride from WC BART</p> <p>Evidently my parking spot (almost 10 years) now is either gone or ceded to a private company</p> <p>I have been fxxxed by BART and hold senior management respnsible</p>	Unknown	
R_2v1W1dFHeOMLvbA	I think a lot of people complain because they don't see what is happening with their money. They still see the homeless sleeping on trains, and they still see the biggest problem of fare evaders. BART is slowly creeping up their prices to become closer to the costs of driving, and I know that deters me from using the system on days where I'm not going to work because I'd rather be in a car than on BART.		
16th4	I think Clipper has been getting discounts and I am glad that they will have to contribute to the BART fare increase	X	X
R_2CqXtWeWjmtFZmk	I think it is absurd that other cities have cheaper fares to their cities airports (\$3 oneway) and BART fares are exorbitant (\$10 oneway from San Francisco to SFO). One can only assume that this fare will increase as well. That is why I no longer use BART to the airport but use a taxi.		
R_3VqR3GYdtfAE5Xz	I think off-peak and Sunday fares ought to be reduced in line with recent service decreases.		

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R_31hMszzUGUSbeA9	I think that for people who has a MUNI ticket, the fare should only be based on the end of San Francisco to the destination.	X	
R_DpYOUJS8GqipVZv	I think there should be a user-friendly program for low income people to get a discounted rate.		
R_1KiGvnWzdQpUtqZ	I think you should base fares off of competitive alternatives. For example, it's often cheaper to split an Uber or take an Uber pool than it is to take bart to the airport from day the mission. I feel similarly about bart fares. The fare shouldn't be so much greater than the bay bridge toll as it is now.	X	
R_29oa999BfEwHIKM	I wish this plan would incorporate some sort of discount program, or an extension on the few already offered. For example, BART already offers a discount for children or adolescents in high school but I wish this could be expanded to more college students (other than the few select schools). Also, if people could apply for a discounted rate of some sort due to low income. I believe an expansion on these programs would help so people with lower income could still afford public transportation and those who have a higher SES could afford the minimal increase.	X	X
R_3qlmEhyfFmusvUX	I would like to see BART show accountability to riders on how the past fare increase money has been spent before deciding on this information. I would like some statistics that show how money was spent before and after the fare increase. Please feel free to email me with this information		X
R_3rZIZFijBLCLRKs	I would like to see better communication around what capital projects are being funded by this fare increase. BART should also simultaneously increase enforcement of fare evasion, since the fare increase will likely drive more passengers to jump the gates.		
R_8eI3qs8NuSsxRDz	I'm concerned about the impact on low income residents. When we have so much wealth here, it seems crazy to make public transit more expensive rather than tax the super rich.		
R_OI0PrFwJEBCAUjL	I'd like to know where the increased fare will be spent on.	Unknown	
R_2wbtIjml83rkU91	If you're going to charge different prices for clipper v. paper tickets, please label it clearly as myself and a number of people I know have mistakingly paid what they thought was a paper fare but upon attempting to exit the station, could not as they had paid the clipper fare. I believe it has been fixed, but	X	X

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	whomever was responsible for that debacle should be fired.		
R_2ZHp7pPu9JcClN	Impact on low income, where is this money going?	X	
R_3rZDk8c6luDeIL8	In general, BART should seek funding that does not raise fares. Raising fares is bad climate policy in this era of rapid climate change because it reduces BART's attractiveness compared to driving alone.  As long as BART charges a fare, BART should offer 30-day (and ideally also 7- and 14-day) unlimited passes. To accommodate distance based fares, these passes could be modeled on the PugetPass pricing model in place among the ORCA agencies around Seattle. This would incentivize weekend and off-peak ridership among regular BART riders.		
R_1LebrsN2jjha95V	Inflation is < 5.4%?	Unknown	Unknown
R_31No1otQPjqG4re	Is 5.4% less than inflation?		
R_1hycZDzwEmAORsD	Is inflation really higher than 5.4% every two years?		
R_3M4mTLRugDBH5zB	Is there a study on who uses paper tickets vs. Clipper fares? My concern is that an increased fare for paper over Clipper, and larger increases for paper compared to those for Clipper, would further disadvantage institutionally oppressed populations that rely on BART, but receive discounted paper tickets through work or can't link a Clipper card to a bank account.		
R_3hovBl7WgHbPIOu	It is not possible to state the fare increase is "less-than-inflation" when inflation in future months is unknown.		
R_1IbK2DkeqF03jMA	It would be cool to have BART fares scaled with income. Today BART fares are turning into a tacit two-tiered system where low-income people just hop the gates. This is better than charging them the full fare, but it would be even better to just offer them free or reduced-cost cards.		

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R_1lAmTd03KIsPm45	I've paid my dues Time after time I've done my sentence But committed no crime And bad mistakes I've made a few I've had my share of sand kicked in my face But I've come through	Unknown	
R_5u20tME0Urwiz7j	N/A	X	
R_1gzuvlPRhGoXelZ	No. I see a lot of fare dodgers every day at Balboa Park, and I wonder how more permanent supervision, technical or human, might prevent this massive revenue loss and keep fares down.		
R_1Dv5dagcfdosWQE	No. Mostly because my work travel is almost covered by my company's commuter benefit package. Others without this benefit would see an increase of \$20/month, just to get to and from work. On top of parking at a station which is likely to go up as well.	X	
FR1	No-problem Clipper Card convenient San Mateo good Area Sam Tran Vallejo Vacaville Fairfield	X	X
R_3l65pQRMtxhj5lP	One idea is time-based pricing, where more of the price increase is applied during peak hours	X	
R_2axbDCJzq27SUnY	Open the d*mn bathrooms. Also, try doing more about fare evasion. I see it every single day.		
R_2fBOMEKMqmKVNgt	Paper tickets should cost the same!!!!!!	X	
R_2Bhxx0FbKtvnEXE	Please coordinate fares with other transit systems. It is ridiculous that you have to pay \$2.50 on AC Transit or Muni to make the first mile/last mile connection. Those systems provide fare discounts. How come BART does not?	X	
R_1EaH8jekCR92oCp	Please increase the transfer discount for AC transit because many people travel throughout the greater Bay Area. Maybe offer a monthly discount when pre-purchasing a month's worth of transit in a set time frame.	X	
R_2dGzr007s4e4rHc	Please provide better security		
R_sSfNSyio2qjyhjz	Public transit should be free		
R_21511uo0PDULcqK	Stop charging an extra fee to use a paper ticket.		X
R_2dKqVo5ykn9S942	Terminate paper ticket fares	X	X
R_3Gs2zdw7fVHz5jb	The 2018 inflation rate was 1.9%, so a two year less than inflation rate could be no more than 3.8%.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	Saying "less than inflation" is either not explained well, misleading, or a lie.		
R_2sWM3irJdqBpoOe	<p>The Bart is already quite expensive when it comes to FARE on day to day basis.</p> <p>I would recommend the following changes to bring cost down:</p> <p>1) The Maintenance Cost can be reducing the number of Trains during Off- Hours. Peak hours are Mon-Fri 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM.</p> <p>Instead of 15 mins, make it 20 mins frequency, but add more Car to accomodate more passenger. Sometimes 5 car doesn't help during Peak Hours.</p> <p>2) Provide the option of Monthly Pass if customer has starting and Ending destination is same. Give some frequent travellers benefit to these customers.</p> <p>3) Add multi-level parking structure at each Bart Station which will bring more revenue and so monthly customer can have option to include as their Monthly Pass.</p>	X	
R_sNDdQwpacNsNo3L	The increase is scheduled every 2 years for many years? Indefinitely?		
R_1mrcJZQqx7bZDTo	The people are not responsible for funding public transit. Bart's extensive capital needs must be met by the government.		
R_2cuYrfZFmy6ScjT	There are people living in their cars living in their vehicles sucking up all the parking space. It's like my monthly parking pass is a waste of time for me. They need to do their job and enforce these problems		
R_DvHlxuZ530Yd6E1	There should be more differentiation in fares for short trips vs. long trips.	X	
R_3RszpsEX1tng5hu	They are regular increase every two years of 5.4%	X	X
R_1IREqRnBeMy8jFk	they, board of directors just want to take more money from all bart riders so they can look good and get maybe a big bonus and raise.	X	
R_1NaGEt9oSo3uiQj	Trains are already crazy crowded and getting worse every day. why are you spending money on esthetic improvements, such as those weird looking archways over the downtown Berkeley entrances?	X	

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R_1dm3AwusvOBGYJi	Two dedicated police officers at each station would significantly cut down on fare jumping and violence at BART stations.		
R_30laA8Y0Z8D6pNP	Two thoughts:  First, we desperately need increased visual presence of sworn, uniformed police officers on the trains. A small fare increase may be necessary. I would suggest that one or more police officers should be on board a train at all times, walking throughout the train for the entire run. This may not be necessary for all trains but police officers need to be present on a significant percentage of the trains. The current lack of security of BART trains is not acceptable.  Second, the frequency of delays has increased significantly for non-commute trains. It is not enough for BART to pretend to apologize for the inconvenience of these delays. When BART service is reduced fares should also be reduced. I would suggest a 25% discount for non-commute hours.	Unknown	X
R_2YPWXXkXMfL3bMs	Was this a short term policy? Why are we making it long term. Make all riders pay. Enforce proof of payment. Don't make normal riders suffer.	X	Unknown
R_32LOat7ePmDnk8l	We gonna grt the new trains soon?		
R_ebAAvB21tjwLkqt	We should be encouraging people to take transit via taxes on gas / vehicle registration subsidizing BART. But unless these subsidies are increasing, shouldn't fare rises be at or slightly above inflation rather than slightly below? In the latter case the money available for the proposed improvements is decreasing in real terms over time.		
R_1F2NTQ4eTJOxl9G	Well, it will make bart more expensive, but I can imagine why that is happening.	Unknown	Unknown
R_2bKnaIrmB9rdgWj	What about measure RR? Why waste money on "fare evaders" that costs more money to chase down than it recovers		
R_sidfclqzMfhsIN3	What about security in Bart Stations	X	X
R_2aFbJm3im5YP5Qw	What about WiFi?	X	
R_YXk2q0dZty1rXEd	What happens if actual inflation differs from predicted inflation such that the fare increase is actually higher than inflation?	X	
R_1JXB6ML8YMxB8HE	When is 5.4 percent less than the 4.6 percent inflation rate (for San Francisco 2018)	Unknown	Unknown
R_3h3CRWEv9z6oHI9	Where did the last few increases go? Nothing was improved then		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3ozk2WsjvdT95US	Where is it going?		
R_3RyWqDMXAZvMoAp	Where is the accountability for the use of the funds for this increase?	X	
R_pK4Rky971uv7Qwp	Why are paper tickets costing more?! Also, the proposed savings for traveling shorter distances is not evident. More transparency as to how BART determines their fee structure.	Unknown	Unknown
R_DCWpZKn97R4lGal	Why does not BART tax major employers whose employees take BART every day to get to work?		
R_2ScUwrtK9z7gc1q	Why is the increase necessary since bart recurved money from measure rr? What is the difference between how the funds will be used?		Unknown
R_Y4X9hV9c7JcllTX	Why is this increase for capital improvements when we just passed a \$3B bond measure? Isn't this increase really for operational costs?		
R_2qel0xB6uvvg5CSY	Why isn't the increased fare revenue and taxes we vote for covering these needs? I know fares revenues are up, because we are packed in the trains like sardines every day. If you're running like three times the people (each paying a fare) and not running any more trains, why is BART not flush with cash?		
R_3scz8MVq3vZG0xx	Why keep it less-than-inflation?	X	
R_tYsVa31xBhjXqkF	why not increase short rides than longer ride?	X	
R_x3N2jh3Wpt3Bx4Z	Will any of the fare increase go toward cleaner and safer trains/stations?	X	
R_vCsfXYAMhtkkGD7	Will these fare increases be audited? I don't think we've seen any of the results of other fare increases, and I'd like to actually see the paper trail of where the money goes.	X	
R_1jvJlPnUftrMrwx	Wondering why this fare is increasing.	X	X
R_ZHV9qEYNm5xAwvf	Would be nice to see the entire history of fare increases vs. rise of cost-of-living	X	
R_3gL2Ju6mtfldEjb	Yes	X	
R_2WTo8k3QjwIX90N	Yes, why there has to be increase every two years??.  Any timelines on when the new tail cars or new train control system will be available??	X	
R_2s6FemDtIPnvWzZ	Yes.	X	X
R_3F4Nkiuuz36JKDN	You know how hard it is to survive in the Bay Area with how expensive it is. Many commuters have to travel outside of the city they live in. I personally take ac to bart to muni. It would be great to have a		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	cohesive monthly pass that I can use for all transit agencies for a flat rate. Please help us		
R_2VKHEsVkEDfRapt	You need to do more to allow low income passengers to travel without spending \$8.50 a day on a short 5 mile trip!	X	
R_02o3jYVu59QPENr	You should be increasing them to at least keep up with inflation		
R_1CdsYyKNappDWGR	You should charge cars to drive and save people on public transit money.		
R_25QRMM32GUKfydf	You should continue providing the 50% discount to seniors, youth, students, and people who are low-income. I would suggest offering some sort of monthly pass so people don't get discouraged from taking Bart and encourage fewer cars on the road.	X	X
R_211z7N2P2CshxgW	没有 *No*	X	X
R_2YttSofVcB5M08x	票价往返增加 *Fare round trip*	X	X



# Appendix PP-C: BART Fare Increase Program Survey Public Comments

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Legend	
	Strongly Support
	Somewhat Support
	Neutral
	Somewhat Opposed
	Opposed
	Don't Know
	No Answer

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_27vzgELd5TXsWhS	\$ for transit projects is important for the whole region.		
R_3JeWZdKk2MHRyxy	As I said, fare increases are necessary to maintain and increase service levels and quality. Funding should be increased.		
R_2VEKGOPfWM8377h	As I stated before, it is so difficult to believe any fare increase will somehow benefit BART riders. I don't support any increase at all because I the profit you do would be enough to better serve the users.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_SZShmLLW7fzUrf3	As in previous comment, need lines that are more spread out in SF (so that more than one corner of the city is accessible to poor and environmentally conscientious people) and extend farther out so more people can rely on public transit for their commutes into the city where they can't afford to live		
R_1gi46u4n9W0gDOj	As long as the revenue continues to be invested into the system		
R_1DuNny5bYihbYRC	As the whole system is about 60 years old, the cost of maintaining such a system increases exponentially, thus this program of increasing fares will allow for coverage over construction costs without having to constantly ask the Government for money and only to spend it on things that could have been paid off through ridership payments.	X	Unknown
R_urfl9Sk8DcXgefn	BART clearly needs the funds to maintain and improve service. I'd even support fare increases that match inflation.		
R_3rZIZFijBLCLRKs	BART has the oldest fleet in the nation and ATCS limits the system's ability to handle future passenger load.		
R_1mzze0Wcl1uQfdi	BART improvements are drastically needed, if increasing fares to pay for them is necessary then so be it.		
R_120kg6QGrRhvWhy	BART is a backbone infrastructure necessity for the entire Bay Area region; it must be supported.		
R_2ZNAEzV8VQHDHMm	BART is a vital part of our transportation infrastructure and it must be funded adequately. Best investment we could ever make!		
R_2tmNhpKiOVXadzA	BART is breaking down too much and hasn't planned for increased ridership. BART needs better management, and the the funds to run the system	Unknown	Unknown
16th5	BART must low pair	X	X
R_2sc1gExL0QBplW4	BART needs money to support its operations and to expand service		
R_2WGz004Z95uzzyI	Bart needs money!	X	
R_bjB8nnjEI8s48Q9	BART needs support for system improvements		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_24271Ano4kQ6j1c	BART needs the money  It would be nice if we got more funding from city taxes since BART is such a crucial piece of public infrastructure, but that's not really under y'all's control.		
R_PRMxW6Zn3XVaPuN	BART needs to be funded adequately	X	Unknown
R_1qWcWQp4eK0efmJ	BART needs to be investing funds in maintaining the existing infrastructure so it can be efficient and reliable for years to come. There's no reason why BART's fare increases shouldn't be allowed to keep up with inflation.	X	
R_1meFePgcURQ8q97	Bart needs to expand and retrofit. Money has to come from somewhere		X
R_1ocdgEURPpJTKrE	BART needs to have money to support maintenance, but can you find a way to reduce fares for people who can't afford them?		
R_abG9U6DouUsphrr	bart's got bills to pay, and it's still cheaper than many bus and light rail options. Less-than-inflation seems fine to me.	X	
R_3fjGMDTpxDvgYj2	Because public transportation is necessary.	X	X
R_7WDJCP4PFuLnmQV	Because we can barely afford the cost now		X
R_3M4mTLRugDBH5zB	Capital improvements are necessary. Please also address fare evasion and seek out corporate partnerships ("this car is maintained by Twitter, tweet us your ride...").		
R_1cY8j5ZKpQWVYxJ	Concerned that automatic increases at less than inflation will just slow the rate of underfunding		
R_2YVVjXd8xsb8CTJ	Considering the scale of the capital projects you should increase fares even more.  However, a frequent commuter discount is a must and will help drive revenue for you. I commute every day from fremont to balboa park, which is \$15/day approximately. That's around \$300/month. Maybe introduce monthly tickets like Muni has? They can still be distance based in tiers for example?		
R_2xVic1Dc7sOjaQX	Economic realities; want to keep system running as smoothly as possible		
R_1gzuvlPRhGoXelZ	Efficiency and increased frequency cost money, but not as much as disruption and overcrowded trains, so I will pay to keep bart a viable commute option.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1Dv5dagcfdosWQE	Every 2 years is a decent time frame.	X	
R_3r2hoMDibsEncdz	Explained in previous question.	X	
R_3Ma6zHkAn48paTf	Fare increases are necessary to keep up with cost inflation.		
R_1F9APwjzC4aNe63	Fare increases are needed to go from maintenance to improvement		
R_5A3u6W16Uj7Merf	Fare increases to match inflation are reasonable. However, larger inequities in the fare system should be examined and corrected.		
R_1fZz5yPy4JNE0Ok	Get the new cars and second transbay tunnel on line asap.		
R_bmfKiBG7YkPnW8h	<p>hen in the Course of human events it becomes necessary for one people to dissolve the political bands which have connected them with another and to assume among the powers of the earth, the separate and equal station to which the Laws of Nature and of Nature's God entitle them, a decent respect to the opinions of mankind requires that they should declare the causes which impel them to the separation.</p> <p>We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness. — That to secure these rights, Governments are instituted among Men, deriving their just powers from the consent of the governed, — That whenever any Form of Government becomes destructive of these ends, it is the Right of the People to alter or to abolish it, and to institute new Government, laying its foundation on such principles and organizing its powers in such form, as to them shall seem most likely to effect their Safety and Happiness. Prudence, indeed, will dictate that Governments long established should not be changed for light and transient causes; and accordingly all experience hath shewn that mankind are more disposed to suffer, while evils are sufferable than to right themselves by abolishing the forms to which they are accustomed. But when a long train of abuses and usurpations, pursuing invariably the same Object evinces a design to reduce them under absolute Despotism, it is their right, it is their duty, to throw off such Government, and to provide new Guards for their future security. — Such has been the patient</p>	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
	sufferance of these Colonies; and such is now the necessity which constrains them to alter their former Systems of Government. The history of the present King of Great Britain is a history of repeated injuries and usurpations, all having in direct object the establishment of an absolute Tyranny over these States. To prove this, let		
R_1cTIHjJ3k9SrWeI	I 100% support this as long as portion of this goes for maintenance. Most station are so dirty and stinky. Plus please make it safe for the paying riders	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1qaBS4S30DxphOV	I am in strong support of upgrading basic infrastructure, trains, operating systems, etc. Prettying up stations with art, new pavilions, etc. is a waste of money and customer fares. Customers want to get from point A to B and have no interest in hanging around stations socializing, shopping, etc. Stations need to be clean and functional but not architectural wonders. The only people that hang around stations/trains are the homeless who for the most part are drunk/high and unaware of their surroundings. So again please don't waste money on frivolous prettying up projects!		
R_vP24f90RGpzJSg1	I believe our public transit prices must increase to match inflation. Otherwise we will begin to lose funding proportionally.		X
R_3n7aqXYGzOrVCKz	I feel that BART needs this money to help improve their system	X	X
R_2WAbU1Xwjnf5d4F	I know that BaRT has huge capital needs. Appreciate the new train cars, thanks!		
R_3I47csFKVPpVK80	I strongly support because I wish there were more frequent rail service. If more frequent service were not a part of the proposed plan then my rating would drop to somewhat oppose.	X	
R_33shq0EUtKzl3yN	I strongly support the increases as long as a) BART is truly accountable for the increased revenue and is transparent about all its spending and b) low-income riders are granted relief.		
R_OliYtmTdS6Zmorn	I support the price increase if it will enhance Bart's spaces, trains and rider's experience.		
R_332tgQsSv8VMqvG	I support this program because even though a 3.9% increase in the four proposed years results in about \$1 increase in a long range trip, the increase happens at a steady rate. Also, even with the increase, the cost to travel per mile on the BART system will still be far less than traveling on the highway with a gas vehicle. All of this while still supporting the modernization of BART.	X	
R_3HFwwugSZjRfdkN	I support this. But increases unfairly burden low income citizens.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1jEaSxWOTCQin75	I support what BART is doing and I depend on them to keep doing it well. If I can see a better return on that investment over time, why wouldn't I support that?		
R_RFyymm5ZKrM7fnq1	I think Bart needs capital improvements to increase capacity and reliability and that small fare increases is a reasonable way to pay for part of the cost.		
R_2zqHD0jq9xFmFEt	I would love more trains!		
R_At7TWWVoz3MCavzr	I would strongly support this increase however BART really needs to work on getting everyone to pay their fare and fair share.	X	
R_1ln3bTaasSgIxnf	I would support increases of actual rate of inflation		
FV3	I would support it because it would keep BART running		X
R_2cjFwIPtfunoioF	I would support it because it's helping fund the advancement of transit in the Bay Area which would enhance our work commute in the future.	X	
R_2wdFjASooqQgl1Y	I would support. BART definitely needs upgrades ASAP		
R_u4EJmlRIUBgNUM9	I'm in favor of anything that increases the frequency of trains during rush hour		
R_1JPI2RxxRC8p3we	I'm in support of this program as long as each year BART is able to show some kind of visual upgrades or improvements to the public. I understand not everything can be visually displayed but I'm sure it would impact some areas, which can be shown.	X	
R_1Q4uxQbTnf9XW1X	I'd prefer it if there was some way to shield lower-income riders from the increases.	X	
R_1onViMBHwFPHiyE	If it's necessary for system upgrades, it's worth a nominal increase.	X	
R_3CNTBAmSnHnDGX8	If this program is to be used to expand or upgrade the current system it's a great idea	X	X
R_1lbK2DkeqF03jMA	If you're wedded to the idea of a single fare price then sure, track with inflation or slightly below. An income-tiered system would be better, though.		
R_3PtX0rVPQNMvLwF	Important to maintain and improve infrastructure		
R_2qaTNihW8LcY3gW	Improvement costs money.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_5BzHQD14eFkYJsB	Increases - are necessary. I support it , but it is not blind support. YOU NEED to PUT A PLAN TO CAPTURE the FARES today so that paying passengers are accounted, validated for atleast 1 in 50 trips.	X	X
R_2QMd4CQkna24vU6	Inflation must be covered		
R_3lYdz5qfsffcy43	It is better than a larger increase.		
R_3DfRPwHZPdx78bv	it is needed		
R_9ZapDlo3D0JWALL	It's needed to improve the entire Bart system		
R_1IM0gptaaxUgPVA	It's a little hard to tell from this description whether there are two programs that both increase fares. As long as the total net fare increase is at or below inflation, seems fine. Increases every year or every two years is better than a large fare hike. It seems obvious that fares must go up with inflation (in fact, why aren't fares anchored to inflation?).		
R_2agXREQVNEOq0Zv	its cheaper then a car		X
R_1QKEz0tm8v92mvM	It's needed to keep up the rise of inflation. Safety first.	X	X
R_11irPFhGz1aXTTt	it's required to manage better services.	X	Unknown
R_ym3HukZyY7HnC6Z	I've explained my comment in the previous page: I SUPPORT THE INCREASE AS LONG AS BART WILL INCREASE THE SECURITY both inside the trains and our parked vehicles...AND MONITOR THE CLEANLINESS OF EACH TRAINS, as well!!!	X	X
R_02o3jYVu59QPENr	Keep bart funded!!		
R_PRu9SqhKXPxB5ND	Keep the trains clean and reliable	X	
R_1cYbcRPkr83SI19	Like I said before if it will make bart safer and run better I'm all for it.	X	
16th10	Maintenance is always required. It is also nice to maintain/increase service (already great on weekends).	X	
R_DvHlxuZ530Yd6E1	More \$ for transport = more improvements.  BART stations and trains are dirty and need to be updated.	X	
R_3h6eQSZaslzxm3	More frequent service is something I support so I support the increase to pay for it	X	
R_3ozk2WsjvdT95US	Need a new control system more than anything.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_DkK2CqUqB9VFjMd	No	Unknown	
FR1	No-problem let them know	X	X
R_AccFOsYGxBvUEF3	Nothing worse than mechanical issues on trains making me late to work - or late to get home.		
R_2dzQ4bWSFeLaXs8	ONLY if subsidies for those who make lower wages/youth/seniors etc are a part of it!		
R_2zOBmf0l5KEogdh	People complain about BART, but there are budget realities that need to be addressed. I support a fare increase to fund improvement and maintenance.		
R_cAqt4y3TXvnkig9	People complain about the state of Bart, let them put their money where their mouth is	X	
R_rjLEsQ08h0E3WZb	Public transport needs a sustainable funding model. This modest increase is a step in the right direction		
R_3jSRNEIIVcR9mdP	Safety first!		
R_1jYObCYrhf27FTu	See my previous comment.		
R_2Cv9PryNG0JrmWS	see previous answer		
R_09sgBWT0YNq2VoZ	Seems reasonable and will find future projects		X
R_6Gcb54J7r3nijT3	Should be increasing it to the exact inflation percentage	X	
R_3LXWkcvFgKLWhXA	Strongly support, but fare evasion and homeless sleeping on the trains must be solved.		
R_1mwpVArd3Pa4PrK	Support...I get it. And every two years seems fair and reasonable.	X	
R_2thtnRGdCZSQKgl	The increase has to happen as there are more people in the area to use the train there is more need for more trains.		X
R_31No1otQPjqG4re	The infrastructure needs to be maintained, right?		
R_1dEtVVdvUy8L55x	The money is needed, and it should be paid for by users, not the larger tax paying public, as much as possible.		
R_2D5Lsak7Yxbpnj9	The old trains are dirty. I like to have cleaner trains. As long as the increased fare are 100% goes to the improvements as announced, I would support it.	X	
R_3nuxjj9BgGnfwoq	The system is in need of influx for capital projects.		Unknown
R_2X0Dz7mWXIBLEYD	They're every two years and they're less than inflation. BART needs the capital to continue to improve its service.	X	X
16th4	This would help the BART to include other train upgrades and better nightly service and commute	X	X
16th15	to help improve rides	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_25GgOzYncLFLrft	Upgrades are needed. Hope this pays for a second transbay tube or extensions to Pinole/Vallejo		Unknown
R_3oBdpTE7oWZ8Mnt	Upgrading and maintaining a system that became horribly out of date is important.		
R_2diits4fV6JPTch	We have a growing population that need transit options.		
R_u4e9P3LPoCMqm8F	We have to keep up with inflation.		
R_3PNPIFGdwMbUQHG	We need improvements		
R_2aLTrJI5KeEGLtu	We need new cars, better transit.		
R_2zzaFsoKls6HKTa	We need public transit.		
R_1CdsYyKNappDWGR	Whatever it takes		
R_3NCYDiMfc2fUdm5	While I feel the rate of increase should be closer to or at the rate of inflation, I support extending the existing structure, too.		
R_6fotVm7bW56l7Wx	Why is the increase less than inflation? Why not just link the increases directly to inflation?		
R_2zjsBpuoSkoYvgf	With more riders than ever and with future population growth, Bart desperately needs to expand its services! It seems that higher fares is a viable option for providing Bart with more funds to make these improvements.		Unknown
R_2xxcIUjc9AhAnjB	Would love to see improvements on Bart. If you do increase the fares then, please, use wisely and make sure that we see real results that truly make our travel and commutes a better experience.		
R_2rr44vr1U23S3FX	加價之後的收益可以在日後改善服務 *The proceeds after the fare increase can improve the service in the future.*	X	
R_3NK6rc0k3XE8nvZ	同意加價, 改善服務 *Agree to increase the price and improve the service*	X	Unknown
R_27BcAAc7RTqKnxM	3.9 sounds cheaper than 5.4%		
R_3D6kHPtJYKYQ1fk	A more frequent service would be great, especially if the time between trains would be reduced to 10 minutes. However I dont feel the need for new rails cars.	X	
R_2bVI0umeKmcAe6P	Again, I support this extension, as long as it's not coupled with tax increases for local residents.		
R_2Cq08hmnEEfitYW	Again, new systems are fine, but first repair the old rails!		
R_3HzwPoW6XOSLaLj	Again. Security is a major problem on Bart. So more police		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1qaOdVitzrav80r	Answer is in previous wuesfion	X	
R_2QYTjLJ2KD501lo	As long as Bart improves, the fare increase makes sense. Also, as Bart is a business, y'all need to make some money	Unknown	Unknown
R_1Hph2Z1LaVZEBSv	As long as BART us cheaper than Uber or Lyft, I will continue to take it.	X	
R_ylKPktYgvqnWI2l	as long as i dont see employees at the station letting people through the gates for free while i have to pay for my ride...	X	
R_z6z2xNPIsacFzj3	As long as the fare increase is going toward improvements that will be quickly realized and benefit riders.	X	
R_2xDJZyemSQu1250	As long as there continues to be a hardship fare for folks under the poverty line, I'm okay with the increase.		
R_1EhfcBJ8QpjExeI	As long as there is a low-income BART fare subsidy program that is permanent, this regularly scheduled increase should be continued.	X	
R_270kJJWjgHFHJzk	As mentioned previously, it depends on how the additional money is going to be used.		
R_1gdru1GL3lqWVZ4	Bart costs are going to increase in the coming years, so it only makes sense for fares to increase as well. If anything, I'm concerned that the increases are not enough, if they don't keep pace with inflation.		
R_3DdbrT1KhD3trHR	BART is an integral part of the Bay Area and needs improvement to meet needs	X	
R_1remZUMRE5KMgfB	BART needs improvements.	X	
R_2PaGxeZ3dRHkwnC	Bart needs money to keep working and ideally clean its cars		
R_3NPOgMQ3lzIPQi7	BART needs more money as it is, today, to fix systemic u investment. It seems weird to increase the ticket prices less than inflation.		
R_3e1pprlqfWSQKqt	BART needs physical improvements, and fares are a significant portion of its revenue, so I understand.		
R_2U448dJZlGJ80v8	BART needs the revenue and desperately needs service upgrades. However, with wages largely remaining stagnant and housing costs rising, it's important to ensure BART remains affordable.		
R_3GiVEkWbg8xH2H9	BART needs to do more than just be "steady-state." Improvements and other upgrades (disruptive new tech?) need to planned for.	Unknown	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2VKHEsVkedfRapt	BART needs to provide a form of fare subsidy for low income riders! A disregard for this ends up with people deciding to risk fare evasion as the cost of paying to go to work every day is too high. It's almost impossible to pay a trip from San Francisco to Berkeley twice a day on a limited budget.	X	
R_27D6te6mjQkquyl	BART still needs to demonstrate stronger fiscal controls over money that they already have, first.		
R_2wbDs6o0xChPNW3	Basically it help to improve the services system wide. We have seen break downs happening every day. This is a daily occurrence, so increased the fare will enable the agency to rebuild its aging infrastructure, hire more manpower, etc.	X	
R_2Vkyr3d6EsHAsVa	Better service is good	X	
R_1H0JdqDCfUZjejX	Cost of living - and everything else - keeps going up. It makes sense that the cost of maintaining BART goes up too.		
R_2akji3ePxGFnjIs	cost of operations do go up and employees need raises as well so i think a reasonable increase in fares is acceptable.		
R_0pSySo1ITqtLSff	Do a monthly flat pay program. Some of us would save money, while others wouldn't use the full balance. Focus on curbing fare evading. You wouldn't need to increase rates if things were better managed.		
R_el228piMjwaK91f	Every two years is more practical than every year.	X	X
R_AssLE7ORG1TlFxn	Expanded service would be fantastic. Sell that! I'll pay for more frequent trains at more hours	X	
R_V2Rjv2nT0pKRafP	Fares are already hard to justify for me to use BART on a regular basis. I reverse commute across the Bay Bridge. Even with the increased cost of the fare it still is more cost effective for me to drive. Not to mention my commute time would at least double due to the 'last mile' issues.		
R_Wd10eL6rqCOArE5	Funding should be carefully monitored to minimize use it is not allotted to.		X
R_11WUgoerwZpRYHt	Good transit is worth the price		
R_3k0NqcV8gHNZ0iz	I actually think BART should be fully taxpayer funded and free to use. While that may seem radical, this is how 99% of our roads work.		
R_D7Tq0dVSKbLmpLX	I am a student and others like myself can be struggling financially wise	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_WdIBAhSUGfrP2nf	I believe in paying for services that I use, and inflation hits everyone. I just really hope that it's not going to hurt our lower SES resident population.		
R_1pEw42r2xGCwIL7	I believe its a necessary thing for upkeep.	X	X
R_e2U4FREnbh1VC9P	I believe the current fare increase program is a fine compromise between meeting BART's financial needs to maintain and improve the rail system, and making sure fares are still affordable to those who heavily rely on it for transportation.	X	
R_1CigKFM0YYMDdIZ	I commute on Bart a long way - Fruitvale to SFO - so the cost adds up - but Bart needs refurbishment and that will make my ride more pleasant.		
R_vPsvWtdTcEm6Exj	I didn't know the program was going to expire in 2020 - I had assumed the 5% increase would continue indefinitely.  I somewhat support this new proposal since it will be a smaller increase		
R_1mxeaJuZ0GOB7yH	I feel like if it gets increased too much ppl might choose to not bart	X	X
R_DBqlveUuqKDxSyB	I get that things cost more as we come along in years, but it's got to be a safer and cleaner ride - and complete eradication of fare evaders. This only works if you protect your investment BART.		
R_2YY96c7c6vy5wXn	I have a concern about the multiple bond measures that have passed to fund BART. On top of those, you still need to raise fares? Where is all this money going? I haven't seen really any significant improvements to the system and I've been riding BART for over 20 years.		
R_4MFCCQmpxTLYpW1	I have the means to support this increase in fare in a hope to see *visible* improvements in my BART experience: clean stations, increased frequency of service, newer trains, cleaner trains	X	
R_2zSKkMG1I2OGfSH	I need to see some improvements like cleaner trains and less fare evasions.		
R_2zoNitL2hBed6eT	I only don't put strongly support cause I'd like to spend less but if this is necessary and stays as low as you say it will then it shouldn't be a problem and I'll happily support it	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1ODH1VYlzN8fjis	I only oppose it if nothing changes with the cleanliness of Bart. Also, the new trains rarely ever go to Richmond, which is unfair. New trains only seem to go to the more wealthy areas like Antioch, Rock Ridge or Fremont. The brand new and cleaner trains must be experienced by all passengers as we are all paying the same fees. If we are taking different routes in an old dirty train then our fares must be lesser than those individuals in the brand new train.	X	
R_2SlwAwH41xX6MEu	I only support it because I hope I won't be taking bart everyday by then	X	
R_2rTn9ABUIM5QGtr	I realize the improvements are needed and the money needs to come from somewhere. I just wonder, since these improvements have a region-wide benefit, if the increase shouldn't be in the sales tax rather than the individual fares.		
R_39q10i9xpKK5y05	I somewhat support because I understand that bart needs the funds to be able to continuously provide their services.	X	
R_p5wJOEvuFf3MMU1	I somewhat support this because it is easy to make this sound good, but I don't see any details. A link to the actual increase bill would help	X	
R_3DhX9m7zROHCQcI	I support Bart being updated and to the newest it can be, and I understand the necessary factor of fare hikes, but for long periods of time will discourage people from using the more expensive BART system.	X	
R_25QRMM32GUKfYdf	I support because I understand Bart needs the revenue to support the increased service they are providing but would also like to mention that most people ride Bart because they can't afford to drive so please keep low-income folks in mind when proposing such fare changes.	X	X
R_1DFQ1uiRbCOITKE	I support extending Bart's current fare increase but I also believe that there are people who can not afford the increase rates and believe there should be a program in place for people who would need to use Bart but get some support or get a discounted rate.	X	
R_2EzrEbKi0UWjSFu	I support funding the transit system I use, but I hope the funds go toward system improvements and not for lining the pockets of bureaucrats		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_237VTkjzAThfZiH	I support it if it means my rides will be more enjoyable. But do not support it if it means low income residents will have a harder time affording BART.		
R_2axbDCJzq27SUnY	I support it if the increases are for a limited time and go to specific projects to improve the existing BART system.		
R_1Qt6EGeTwDOzPLv	I support since I know BART needs the money, and that it's less than inflation. But the fare should really only be for people who can afford it, and we should not crack down on fare evasion.		
R_3JJJuHHWWkZ2zp	I support the fair increase as long as it goes to capital needs and not increasing BART union wages		
R_2wsg09p7iadBFBk	I support the fare increase because it is probably needed, but hope there is a transparency and accountability and how the funds are used. I have been a BART rider since 1990, but I still feel resentment towards BART because of the rude employees at the stations, the lack of security at the stations, and what appears to be sloppy management over the years.	Unknown	
R_PHBMX53eLNg3plv	I support the increase but Bart needs to be more efficient with its budget. Higher one time cost but lower monthly passes	X	
R_23Ukxo9PQZmbVDG	I support the reasoning of increasing fares to make money for improvements, but would be concerned if fares increased significantly.		
R_3Dd1e6cqGAyRnF1	I support to increase a fare, but do not support to increase 5.4%.	X	X
R_1FstAFXx3JEv]kE	I think 2% or 3% is more reasonable.		
R_1Io36yirPNL9TPw	I think every 2 years is too often considering how expensive bart is already and how little it improves	X	
R_3Lbcq3EkzIDdOq	I think every two years is doable.	Unknown	Unknown
R_3VqR3GYdtfAE5Xz	I think fares need to go up in line with reasonable costs.		
R_YawechvgiGvrOaR	I think improvements need to be made, but I think all other avenues of improvement should also be looked at.		
R_R5g5feoL6UdwSfn	I think it is a good plan on a general level, but extending it past 3-4 more years would honestly be a money-grab and nothing else.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_wM3znRI8UBxDgc1	I think it is good to increase the fare if SF/Bay Area income and COL are increasing but there should low-income options that prevent BART from being cost-prohibitive.	X	
R_9ssliqEP15Drp5f	I think it's necessary to increase the program, but I feel like this further divides the people who would be riding bart as well. I think the surrounding area's current population will become less accommodating to the people who are habitant of the areas at the moment	X	
R_2EF8tYi8u6j6Nj8	I think there are other issues that also need to be address. You should increase BART Police so we can feel safe on trains, also the cleanliness is terrible.	X	
R_3DkH1bpVuX5VjjF	I think this is fine given the basic status quo reality of state and federal policy and funding streams, but there needs to be serious study and planning aimed at a long-term goal of making all transit completely fare-free.		
R_1daA1zss94rMN3I	I understand costs go up but wish there was a better way to address this than increasing cost to people.	X	
R_2ZE2iV2EEFQbTjy	I understand needing funds to improve the current system so the proposal seems logical.	X	
R_svPOND6DtPv8igF	I understand that everything we purchase is increasing in price so I expect Bart to raise their prices too and I think the less-than-inflation increase every two years is a fair one.	X	
R_2S0Ped2AaExkiiL	I understand the need for increased fares and funds for infrastructure, but worry that those least able to afford it are most impacted by increases.	X	
R_1fcNW1LV5LBFzj8	I understand the need for revenue to maintain and better the system		
R_1lcOzUi2FhRJU6J	I understand the need to raise fares but I wish those came with other discount options for frequent riders.	X	
16th9	I want BART to keep running		
PB2	I want BART to provide better service so I don't mind paying a little extra. Please keep it clean & tidy and timely	X	
R_1QKM4wvUNmloYEj	I will only support the program if night and weekend service is increased.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_12lFBsJmJhhxMTd	I wish some of the revenue generated would also fund measures to reduce fare evasion, like new gates.		
R_UgehAsrIcQrU6Vb	I wish there were better ways to raise capital without making the riders pay more, but systems improvements are important.	X	
R_1luHHtoRV7TnhPh	I work for the City and County of San Francisco and I will not get a 3.9 % raise increase each year. But again, I understand BART is an expensive system to run. However - the NY City Subway system is far cheaper and is much more extensive.		
R_WczSJBuTH4Umnip	I would be happy to support if in fact the proposed increases are put in place; also we need more security on the trains, and get those cameras working, plus removing the homeless that sleep on these trains. The trains are disgusting and I've witnessed people eating and tossing their trash on the ground and people urinating in between the trains as well as smoking pot.	X	
R_plX3V6g5dnnypn	I would generally support this as long as promises are kept. Don't raise far prices and give back the same level of performance or take 5 years to bring out new train cars. Keep the stations and the trains clean.		
R_3Dp6rJ6ifsvhYt4	I would more strongly support with a more holistic funding model for all transport internalizing carbon costs and congestion pricing to support broader system investments and expansions.		
R_2co2dTlckGTkSJ	I would need more information	X	
R_22xps77QYI8uetP	I would ONLY SUPPORT this increase in fare for the safety reasons such as improvements and new train control system, and convenience of frequent service as I use BART for commuting to work and for leisure, But I would also only support if along with this the fare increases every 3 years, to allow for people to have more time to invest in BART commuting. I also understand that there needs to be a compromise between updating and improving equipment for BART and raising the fare.	X	
R_3R2ZTbt0P0DZU3a	I would rather have small regular increases than unexpected		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1Cw39K mz dLl9ait	I would support if there is a plan to address current hygiene and reliability issues on current routes. I already voted for the transit tax and toll increase to fund BART but have yet to see any increase in service.		
R_2zl0Xt1lDkYPlxu	I would support if we see improvements on BART. For example, more trains!	X	
R_2altrN8FQFaRNx4	I would support it as long as i know that the inflation is going back into improving and making Bart better as a whole	X	X
FV2	I would support it because fare inspectors are needed at every station		X
R_u98tiRJTdFGHdfX	I would support it if it included an integrated fare system with better transfer discounts to local buses, Caltrain, etc. Bart is too expensive for people who also need to take a bus as part of a trip.		
R_3kv5kRJa03NFIHx	I would support it if solutions are created for fare evaders.	X	
R_2dGzr007s4e4rHc	I would support it if there were more trains made available to deal with commute congestion.		
R_6WJGiQXl0Ym6JDb	i would support it more if bart wasn't run so inefficiently. bart needs more funding but it also needs to be run better.	X	
R_3IcNOVqgl9kMKfu	I would support only if the issue raised in the previous question is addressed. How will BART ensure fare equity so that does with lower incomes are able to use the service without having to pay so much compared to their income?	X	
R_3p9jWGoOcLxunj	I would support the increase as long as there are measurable improvements.		
R_2YwYP2VaDgWWIcn	I would support the increase if other parts of bart were also updated (trains, Bart stations, etc)	X	X
R_1py6UQlP8Jm15Hu	I would support these increases as long as I see an improvement in service.	X	X
R_2345jzE2i47wNWo	I would support this if it helps Bart to expand and connect more cities like Santa Clara, San Jose.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3ffXsqEdWo237kG	I would support this program, as I think it is small and gradual enough to not deter too many BART riders from switching to rideshare alternatives. If our infrastructure needs better funding to remain cheap, accessible, and operational in the future, I'm all for it. I hesitate to strong support it because I do think there are misappropriation of funds within BART that does not necessitate fare increases.	X	
R_3I65pQRMtxhj5lP	I'd like to see published metrics that will prove that the increased revenue has improved operations, so that I can support this with my colleagues	X	
R_1FQVyiWNsp2mLyA	I'd love to get BART faster and less crowded. So that's probably gonna take money.		
R_20GrlpqeR04gygx	If it means cleaner cars and keeps them running I'm all for it.	X	
R_1Dx1jWdNhOKkkgM	If no other fare increases would be imposed on fare paying riders.		
R_1DvPTSUUonqYo6U	If the fare needs to be increased, but bart should be new car, not the old car. Other then that, security/ safety also needs to increase too. Many commuitters dont like bart because safety issue, so if bart can not improve safety issue, I dont think people will agree to increase fare price.	X	
R_1lyFLVTOTkQ250u	If the money is actually used to fund new trains and more frequent service, I support the increased fares.	X	
R_2pWWOwMxLR1070F	If they increase fares, i hope we can have better services because right now we dont feel it.	X	X
R_2QnboxWejMGDHFfi	I'm interested in seeing cleaner, newer cars, smoother rides and quieter trains, so if that means a fare increase, I will support it.	X	
R_1F8f7afrDWkUoTL	I'm not excited about the price increases, but I'd be afraid of a policy with ABOVE inflation increases, so if this is a compromise I guess I can live with it.		
R_2SCFiBFoDbgaots	I'm somewhat in favor. But, how about we stop paying those d*mn pensions? That is where all the money is going.	X	
R_332Lcv2bu09usFC	Improvements must be made, however the improvements need to be swift and visible to the public paying for them.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_30f99wqW0cVpyvL	Increases are needed, but, again, you need to do a MUCH better job tackling fare evasion. Patrons get really angry being asked to continually pay more for BART--through fares and tax hikes--yet seemingly nothing gets done about the thousands of people who don't pay.	X	
R_ebAAvB21tjwLkqt	Increases should be slightly above inflation rather than slightly below in my opinion.		
R_1DGyvOyQ1lC363G	Increasing the fare is ok provided BART increases the frequency of the trains. Specially for routes like Dublin and Fremont.	X	
R_1pnRoD1enVYdTxH	It could be have a chance on 3.9% for the people to increase	X	X
R_31LwYzNWxbQZOPL	It seems necessary.		
R_2zOc05nXhARIAvL	It sounds reasonable and expanded service would be great.		
R_2ANeciIqvZ1JTHw	It would be nice to have trains that are more frequent, especially towards the evening. I work tow latte shifts and it takes me so much longer to get home on those days. If this fare increase would make it more convent to get home I would support it completely	X	
16th7	It's difficult because I am all for Safety, but feel that the BART operators make crazy high salary + all their dependents ride free.	X	
R_31Awtk77L8sK67e	It's good to have the BART train and system updated. Comparing with the other subway systems in the other countries, BART's facility is out of date.	X	
R_WxhBtoT1ojwTmvv	It's important to support the maintenance of infrastructure. Also we don't want to run into issues like in New York where the maintenance builds up to the point of untenability.		
R_sNDdQwpacNsNo3L	It's reasonable on the surface, but the cost of everything ELSE in the Bay Area continues to increase as well with many jobs NOT meeting the cost of inflation and the loss of parking at many BART stations due to new housing developments.		
R_21ApvejZ0Q3McEH	It's reasonable.		
R_8ptqW5988rH1njz	Keep it under inflation rate & it seems reasonable		

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R_a03v5y0YVavMtXP	less than inflation increase means a continued redistribution from bart development into bart riders wallets		
R_3qgkmTjErwFAv6D	Like affordability but concerns about keeping pace with funding improvements		
R_12mpdafG2k1paJH	Lo apoyo hasta cierto punto porque reconozco que los costos con los que BART se enfrenta para proporcionar el servicio continúan subiendo. *I support it to a certain extent because I recognize that the costs BART faces to provide the service continue to rise.*	X	
R_339yQQadTHihF0z	Lo apoyo por que soy consciente de que no siempre tendremos la misma tarifa *I support it because I am aware we will not always have the same rate*	X	X
R_1F3quIcKR3CLFxn	Maintenance and improvements of the BART system is an ongoing concern which needs to be funded. As inflation increases, so does the cost of maintenance and improvements; as a result it's not unusual to expect an increase in fare. Obviously, if the increase in cost can be covered without increasing fare, that is more desirable.	X	
R_2chDQbWqEEP7fuh	More money for transit is good. Less than inflation increases seem like they would be insufficient in the long run without new funding from other sources.		
R_3qJsyABpXUYGzNt	More money should mean safer and cleaner trains		
R_2uL2f6BkaHWKuEh	Need new trains. In support as it is below inflation.	X	
BP3	Need strong governance to control costs.	X	
R_2YzVQIEBW48dOFz	New cars are needed and must be maintenances. Fare increases should NOT be used for BART employee salaries or pensions.		Unknown
R_pcLufNKoNi8K9K9	nobody is going to pay for our system unless we cough up the money so I guess we have to have these increases. I'd love to see BART become more modern and usually BART gives me good service and has exemplary customer service and staff.		X
R_YXk2q0dZty1rXEd	Obviously, no consumer likes to hear that prices will increase. However, I recognize the need to generate capital to maintain and improve services. With that being said, I would hope that BART will be completely transparent about the extra revenue raised and exactly what projects it goes towards.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2Xajv4x6NhAhM22	Once again make sure the stations are clean and as a passenger you feel safe.	X	X
R_28UFVU3Cna72ybk	Operating expenses keep increasing so fare increases are justifiable, but make sure fare evasion is curbed, or attempted to be curbed- many East Bay stations do such a poor job in enforcement that I'm sure nullifies extra revenue from any fare increase.  I would be upset if BART management doesn't really care about those people taking advantage of the system (the same people who normally cause the most noise and disruption to a safe and clean environment in the trains) and then penalizes everyday commuters instead with fare increases that don't reflect in their commuting environments.	X	
R_11bY79ePKfvMI3c	Overall I am a strong supporter of BART but there are increasing times when BART tries my patience with the lack of customer focus and basic maintenance. This can be an argument for increasing income but BART has to continually prove that it is putting the money to good use and being good stewards of our money.	X	
R_3FXQqMo5A9H6mfH	Please refer to my previous comments.	X	
R_3ls3GG5QrUJtKr2	Public transit is important. We need to invest more in it. If there isn't enough capital funding from government, then I guess we have to raise fares. It's unfortunate though because some riders are very much unable to afford any increase.		
R_2Bxt3CialiXXjXI	Raising fares is irritating, but BART does need upgrades to ensure safety so I support it.	X	X
R_2VmEcBdh9SvWivb	Rate increases should not exceed inflation		
R_2s6FemDtIPnvWzZ	Reasonable	X	X
R_2wjEHTHQFDgwmVA	Revenue increases are needed, but should be borne by drivers		
R_0iWdvCxtc8NWda1	Seems reasonable but should also be increase in assistance for low income, children, and seniors		
R_10Vg3Ttwcvc0fPuc	Seems reasonable. Prices go up for everything else every year. Why should BART be any different?		
R_1EcmfLYmiuOGPsz	senior citizen fares should remain the same	X	
R_yUqXC69gSUKOsfv	Small amounts are better then an amount I can't pay		

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R_9ERHLpF0jcuKpr	So there will be a better service if the system improves.	X	X
R_12x7HgWsInjbbI8	Somewhat support due to consistently dirty and old trains. We need all trains replaced with the new trains.	Unknown	Unknown
R_1It3rtSDkZ2jLBk	sounds good		
R_3kdB3Np1ASYJln	Support as long as use of funds managed well	X	
R_1jsafbGkV5SDo9	Support because I believe that without BART, my commute would be much more difficult. Only somewhat because I think people making above the median income for the Bay Area should have higher taxes to support BART.		
R_1rqOuO2FgeDZ9xf	Support in favor of obtaining improvements, but also want verifiable results. Past issues of misallocated funds has me somewhat oppose too.	X	
R_2CZI4fxHqC5IT5e	Support only if there is a low income discount program first		
R_2DZhdCIjKzZNne	Support with a detailed plan of how the increased revenue should be spent.		
R_03ZUsFbF6fCpA0p	That is a lot of planned increases, supporting the same priorities as before. If progress doesn't show, support for continual increases will go away. Bart rides are not cheap to begin with.		
R_siMdif6s9RGUOxr	The amount of increase sounds reasonable, and I fully support funding system improvements!	X	
R_22nzZEnIn4HnSDg	The BART needs upgrades, when you compare the state of our transport compared to other major cities (like the Tube in London) it is appalling how far behind we are in maintaining and improving the infrastructure. That is why I support increases but I do worry about increases reducing ridership.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3PAInTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		Unknown
R_3IQNKQmTzLvIQeQ	The entire system needs upgrades. I doubt fare increases are the most essential form of revenue to pay for this, but I do understand that every bit helps.		
R_x3N2jH3Wpt3Bx4Z	The money gathered should also fund for safer trains: more police presence, for example.	X	
R_vJivxoHJCgveElH	The planned improvements will help transport more people, safely and regularly. That I fully support.  Bart and AC transit, Cal train and the ferry service are all incredible because you can live anywhere in the bay area, and work anywhere else. It's inspiring to commute daily to SF alongside the masses from all over the bay: families, parents, immigrants, aspiring students, etc..  I know it makes economic sense to charge those with the longer commutes more. Most folks move further out to save money, and a larger commute bill somewhat negates those savings. Very minimally, but still every penny can count. I wish there were feasible monthly passes that offered some savings for the regular commuters who could avail of them.		
PB1	The trains are old & could use updating.	X	Unknown
16th6	There have been a lot of increases and expensive measures. When does it stop?		
R_5hbMjfyzjxhwps5	There have been increases for years and service is still constantly interrupted and the trains don't work. Why and how would these additional changes make any difference?	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2S3uCX7gAnrH3Ff	These improvements are necessary to keep pace with increased ridership, and the cost of system failures would probably be higher than the cost of upgrades.	X	
R_2D1agGBeo9gCttS	This increase seems fine. But more should be done to increase efficiency so that some of this money can go to non-capital expenditures, like more frequent cleaning of the rail cars and stations.		
R_3fv3zpZKW3gD5P2	This plan seems fair, but I wonder if "at-inflation" increases are better. BART needs the new rail cars and system improvements to be a sustainable public transit system.		
R_plMvpu8VDaA4Vup	We need as many new trains as possible. These old ones decrease ridership by virtue of continuing the image of Bart as an old decrepit and disgusting transit system.		
R_exkioBLkUYNlayl	We need Bart to operate steadily	X	
R_BQ7AGVFGr8e0mXv	We need more frequent and larger trains		
R_1CJk0KwStmLGD5Q	We need upgrades and an inflationary increase is reasonable.		
R_2VqAOWZ9qkm4QYm	well almost everything goes up every year..	X	
R_1jKgyMcOhW8T8gs	When does it become viable to prevent fare evasion instead of raising fares?		
R_2dQLpzAhBUfyffs	When I'm standing on a train from decades ago with no air circulation and the homeless person in the corner hasn't showered in a month it's hard to fully support paying more for that experience 5 times a week.		
R_xbyiXQLxT3empgd	While I can agree fares need to be raised, 2% seems to be enough		
R_u4wDIUFNusE8ZI5	Would like to see some of taxes kicked in to help as well.	X	
R_2v07ow0pB0Mqt09	Would love to have BART and Caltrain also work together so that passengers are not faced with the problem where the BART train leaves just as they get off Caltrain and visa-versa	X	
R_3scz8MVq3vZGOxx	Y'all need money. Probably more than this. This doesn't seem like the best way to get it, but it is a way.	X	
R_1lIVbH05RQoxwW3	Yes things are expensive to run, you need the correct personnel, working trains and safe infrastructure		

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R_21bICHtGczSK77	You've been raising fares forever for the same reasons and we still don't have all the old trains replaced. Maybe also look at your operations and how you can be more cost effective?	X	
R_2bMZTjkNmekEU7i	每年生活指數上漲。最低工資一路一路加上去所以都可以合理 *The annual life index rises. The minimum wage also rises so this may be reasonable.*	X	X
R_1eQgov4i3zcn8tB	Again I'm concerned about the low income riders. I'll gladly accept the increase, but I don't think a blanket increase will help.	X	
R_334nRRtlWkwl80S	All of these ideas sound great on paper and are a step in the right direction. I do think there are current issues that are overlooked and need to be addressed though. Examples: safety, keeping the trains cleaner and overcrowded trains.		
R_YYo0j1I9O6QreXT	Are the increase in revenue really going to the right places or will it be taken up by the inefficient of the deficits	X	X
R_2fHfam1bh1ypWQG	As I'm writing this a homeless man who reeks of urine just asked me for money. I'm commuting on my way to work. Clearly, he has not paid. You're charging honest people so that criminals can use your services for free and the rest of us subsidize them. Get some law enforcement on your trains and in your stations. Generate revenue through ticketing and enforcement of BART policies.		
R_3NKwM5qY8SxeEVi	As long as plans are implemented to make sure everyone is paying the rates, I'm fine with the increase. People keep jumping over the gates or going through the emergency only gate as a way to not pay. Bart agents see this and don't do anything. That's not okay.	X	X
R_3HUHNc9FGhE8NCe	As long as the increased fares go to improving Bart, getting more modern trains, I am ok with a slight increase.	X	
R_vDCWqYkGKX9x6nf	As mentioned earlier, I oppose any fare increases until fare evasion has been eliminated. However, once fare evasion has been eliminated, I would support fare increases that are less-than-inflation every two years.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_siEIWEjwPIHi4Jb	Bart needs newer trains and more people cleaning them in between peak hours	X	
R_1QtnDLjmrghPB9Q	BART needs to fix the system		
R_3HBwDn0e2895pze	Build floor to ceiling turnstiles so BART can capture the fare evader revenue!!		
R_s4KBh1qTRXbH6PT	Equipment must be included in the budget every year. There should never be a need for massive upgrade that are unplanned.		
R_30laA8Y0Z8D6pNP	Fare increases need to support more than capital improvements. Union contracts will expire and BART payroll needs to keep up with inflation. BART has generally caved during strikes. Unions have gotten most of the raises they demanded.	Unknown	X
R_1i9ZkkrzqTjYpMd	For me personally it depends on my cost of living. I try to always take public transit so that I don't contribute to more carbon footprints. I do sometimes wish our city offered some free public transit like Long Beach, CA for instance or DC.	X	X
R_1D0lbVA07WjzGhH	I agree with the general idea of fare increases... but BART is already very expensive, especially considering the low quality of service... long waits between trains, frequent delays.		
R_1kZD4M059AeNZ59	I am not a strong supporter of new rails cars and expanded service. I think new rail cars will become dirty very soon because of the riders. Before considering expanded service please try to maintain current service and try to run trains as scheduled in existing lines.	Unknown	
R_cCTrZG0shbmYR4R	I am okay to pay for this small amount of increase if the payments are really go to cars and system improvements.	X	X
R_2WSUoERwmr33ko0	I don't like paying more, but understand the need for funding improvements.	X	
R_2z6D9dXGpMGHMqv	I don't trust Bart executives to apply this money only to Bart improvements. This scheduled 15.6% rate increase over the next decade would need to be dedicated to system improvements and not salary or bonuses for top management. An independent oversight committee would be absolutely necessary to review spending and have the power to revoke the fare increase.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3QE7ddzMvcWhKhW	I guess in order to decide if I support I'd oppose this, I'd have to see what's the other options proposed.	X	
R_20YAuJ401NtbPqI	I support a good infrastructure but not at my expense when people are evading fare, you're losing millions of dollar a year because of it and then wanting people like to foot the bill.		
R_2v1W1dFHeOMLvbA	I think a lot depends when the full fleet of Fleet of the Future trains comes out. I am really excited to see the system when all trains are 10 cars long and running closer together when you update your automation system. But there will come a point when trains are just too crowded to WANT to take BART any longer.		
16th3	I think they need more police on train for the homeless	X	X
R_27g6eK34jVUj07Z	i understand that transit is expensive and costs for everything are increasing, but if the goal is to increase and encourage bart ridership it hardly seems like a good idea to make the fares so expensive that people have trouble affording them.		
R_3MEGjBc3a6GqhwY	I would neither support or oppose the program. Bart should be fully accessible to everyone.	X	
R_1hycZDzwEmAORsD	I would only support it if there's an increase in total capacity regardless of old or new cars. I'm tired of being smashed while standing on a train for 45 minutes every day.		
R_pAuuRWuSgBwypjj	I'm kinda in the middle	X	
R_yUbEPkdJc7tZGKd	I'd be fine with it if I didn't witness multiple people jumping fate gates EVERY SINGLE Time I'm in a station.		
R_1g0IApHyIWfkNRQ	I'd like the rate to be determined every two years, not in advance, to account for a slow or strong economy.	X	
R_11AmTd03KIsPm45	If you are neutral, you are taking the side of the oppressor	Unknown	
BP4	Im a senior citizen so problem. But if it would help to stop homeless on pan handlers would be fine.	X	Unknown
R_1pnHvFcZrJwab7h	Im neutral about increasing fairs but Clean ness is more important, especially seats inside cars should be clean at least once in a week	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2ydQ8vBBVEUV2U6	I'm neutral because I'm not entirely confident this will be done on time. BART, unfortunately, is synonymous with delays regarding both capital projects and train arrivals.		
R_1locVe4JMjhzYsX	It doesn't matter if we have a better control system, if people don't want to ride BART. Make it safe and appealing first and you will have enough riders.		
R_2Yn41OseCpzCXa3	Mixed reviews on this, but as long as it goes towards priorities (security, infrastructure), it is ok	X	
R_OOLntx]csPA7juF	Need more details on how the fund would be used and how much is being allocated to improving	X	Unknown
R_3h3Hla2tSpn3ZEp	Not support unless something changes, cleaner trains, stations and monitor cars		Unknown
R_2dtiKMc3fM0OIQL	Personally I can afford it, but I'm sure lots of others that depend on BART can not		
R_2uCihIEUTqxTWSN	Seems like a good idea. Don't have enough details.		X
R_3sGi1lLWT87GC3L	System needs fixing so if increases help with maintenance on the system I'm all for it.	X	
R_p4W9rouJwfGdAoF	The Bay area has extreme income inequality and Bart is really expensive already especially for lower income riders.  Further, Bart has already raised funds through various ballot measures and will presumably continue to do so every 2-4 years going forward.	X	
R_2D6uT7IwGNlrbQi	The poor cannot afford increases	X	
R_1GCVC5r59dpl2EZ	The revenue should also go to other areas as mentioned in my previous answer. I strongly oppose to an increase every two years, it should be every 4 years!	X	X
R_Tozaa89v8WwC09z	These fare increases should be contingent on improved service. If the service improves, I support a fare increase. If the service does not improve, I do not support a fare increase.		
R_yt1EZGa0JIX6zYd	To fully support BART's fare increases I would need to see improvements in service. The new train rollout is behind schedule. The trains are over crowded and don't run often enough. BART doesn't seem willing to build a work-class system that actually links the Bay Area via innovative transportation solutions and partnering with other transportation agencies.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1F2NTQ4eTJOxl9G	Well, it's less than inflation!	Unknown	Unknown
R_8el3qs8NuSsxRDz	What happened to the bond money?		X
R_vCsfXYAMhtkkGD7	While I appreciate that it is below inflation, I've only seen 1 new train. Escalators are constantly out of order. I've had days where I've been 30 minutes late to work because there have been no trains in the morning but there haven't been any announcements on why there are 4 missing trains. And yet the fares keep increasing with Bart not getting any better. So it is hard to support a fare increase when the system hasn't gotten any better with previous fare increases.	X	
R_Z3GY6EiGVDbj0Vr	Why does BART not set aside funds to replace infrastructure.	X	
R_w0IY2Oqdg6HCNKV	a huge burden for commuter working within different cities, especially for low income users.	X	
R_2TN2HqYuANdAr3u	A Public transit should be more affordable in order to encourage the riders not to drive and reduce the air pollution.	Unknown	Unknown
16th11	Again its not about the \$, \$, but where the \$ is allocated.		
R_1jTwfPos9uDvUxV	Again. I know money is needed but until the skipping fare and homeless situation is taken care if I don't think it is fair to keep paying more.	X	
R_yCTjjodgPuYxtpD	Although I understand the need for increase to improve Bart, I hope that it doesn't increase too much. If it costs more for Bart than parking in San Francisco, I'll drive rather than take Bart.		
R_s6AABADkU3K4enT	As a frequent BART rider, any increase in transportation spending will impact my take-home income to support my family.	X	
R_1ezs4wMfB6tNefl	As a student, these fares are already pretty expensive to me, so the cheaper the better.	X	
R_xtJIRk06bvj5Ysx	As I mentioned in my previous post, the cost of living in the Bay Area is ever-increasing. So much so that some populations are being left behind. Those with proven low-income concerns should be given some type of leniency.		
R_2pW9nTUAFTIMbSy	As in the previous reply, it is already very expensive (especially for commuting longer distances). Also, it would be nice to enforce the fare gates more strictly to increase revenue.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_sbVy5rkABQGUXwl	As mentioned, riding BART is not clean. So to pay more to sit next to urine is really hard	X	
R_1g10lsHGw3JMScr	At this time I do not know enough about how BART budgets are spent	X	Unknown
R_OqbC0ASQbfVzQxX	Automatic price increases reduce the incentive to control costs.	X	Unknown
R_332qJrJb3SoSloR	Bart already costs more than in other cities and countries while lacking their sophistication of service. I lack confidence that increased fares will equal better services.		
R_2QDwvcbeHXz3N7n	Bart always increases fare but the riders don't see any of the benefits. As a life long native Bay Area resident, it seems that Bart quality standards have remained somewhat stagnant	X	
R_3lxIONfX5IRQenO	BART clearly is not prepared for the amount of riders at this point. I dont know if there is any other solution to this problem. We obviously need to new cars and upgrades, but I just dont understand why we have a system that is so flawed? Bart is already too expense, it's at capacity (beyond capacity, if i get a seat in the morning, it's a miracle) and have to wonder where all the funds have been going over the years. Is there any other subway system in the world this expensive?	X	
R_28B6BifDEHnImbu	BART fares are already fairly expensive and confusing. This would hurt those many lower-income people and those who are burdened with high housing costs.	X	
R_3gNI8rSG4DOGzn8	BART Fares are already high and should not rise so steeply. I think fares shouldn't go up more than 2% each year.		Unknown
R_25tLlKEmKKzSuGh	BART fares are as expensive enough and they have been increasing too fast.	X	Unknown
R_9zstHW9Bp5zg9yN	Bart is already expensive as it is. The new york subway system is far more advanced and has a flat rate.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3M4oacCFBftnYkb	BART is already incredibly expensive. I would much rather see this money come from the cities, counties, state, or federal government. Another good alternative would be cutting the number or pay of BART police (fun fact: mandatory overtime is not a good use of money)		
R_0e64iEjNiExg0V3	Bart is already more expensive than some people can afford	X	Unknown
R_DMMkDBJt03RiFk5	BART is already quite expensive for long trips. Chicago's CTA system offers a \$2.50 fare for an approximately 25 mile ride from 95th/Dan Ryan to Linden. A roughly comparable trip from 19th St/Oakland to Millbrae is more than double that price. Increasing prices will only encourage more rideshare trips, which are worse for congestion and the environment.  New trains and better service is a priority, but there must be a way to raise capital without burdening riders with even higher fares.		
R_3efufZ3G40sVuKJ	BART is already very expensive.	Unknown	Unknown
R_w7AKRjbinFDq8kF	BART is already very expensive. BART should decrease fares to incentivise use of public transportation.	X	
R_VKyZtfs2AApsAaR	BART is already very expensive. I am not confident that money from continued fare increases will be managed and spent responsibly.		
R_3oyWwwwx8MhKmVjR	BART is an incompetent organization and more money won't solve the problems of poor leadership and mismanagement		
R_qC1oFFfibpDOAF	BART is super expensive enough as it is for me.		X
R_2qCrWgBmDNKhqbs	Bart is terribly mismanaged and already significantly more expensive than other public transit options in comparable cities	Unknown	Unknown
R_3MA1trMUv113NdN	Bart is too expensive, and it is frustrating seeing bart increase in price but not really get any better.	X	X
R_2Bhxx0FbKtvnEXE	BART needs to offer true discounts for frequent users, like a monthly pass. Don't say it cannot be done when Japan, Europe and other places do it.	X	
R_Td2Xiyrh1Lxv21z	Bart services should improve like to extend services hours.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3RszpsEX1tng5hu	Because some are the somewhat oppose are estimating 3.9%	X	X
R_2bKnaIrm9rdgWj	Broaden the base of payers. Not just riders benefit from the thousands of cars taken off the road by Bart		
R_2ZWgbK55LTKPmwa	Continued increases will eventually limit the accessibility to members of our society who are already struggling, given the cost of living in this area.	X	
R_26o16Dng2EUEkIs	cost should not be put on customers	X	X
R_w7w401uOYgOYpQB	Do not agree with the long term increases, extended over multiple years as riding would become very expensive compared to transportation competitors. The increases should be reallocated considering improvement progress	X	
R_aaBGuBHiVbeJiMx	El costo de vida es muy caro. No puedo pagar estos aumentos. Limitaría el uso del Bart considerablemente *The cost of living is very expensive. I can not pay for these increases. It would limit my BART use considerably.*	X	X
R_3hb6tLgndX7vQRI	Every two year is too much for customers.	X	
R_3F4Nkiuuz36JKDN	Everything in the Bay Area is already too expensive		
R_3ERN9xD7LEPbALs	Fare evasion is out of controls. Additionally as an East Bay homeowner I am paying two taxes each year for BART.		
R_1P6v8uqh7VcJPU0	Fare increases are needed, but stopping fare evaders seems more lucrative.		
R_21511uo0PDULcqK	Fares are too high already.		X
R_1LheLvFe4flh3c0	Fares can only increase so much to a point where riders will just refuse to take BART. Soon a ride from Antioch to Montgomery will be \$20. That's just too much!	X	
R_2YwYpd8S7U5Ba7y	Fares keep going up while the cleanliness safety and reliability declines		
R_2TvhYad1NQdropK	For me is already expensive commute every day from Hayward to Embarcadero and sometimes I don't get a sit, in summer is the worse with all the "funny smells" from some other passengers. So I think it's a great idea to upgrade the BART but I my final answer will depend on my ticket increase. Last time it was \$0.05 ctvs I think. That's okay.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1jixiGSWemLXB2t	Funding needs to be obtained elsewhere, and more equitably. We need to subsidize transit like we subsidize freeways		
R_56ZNYw3VHAXINb	Homeless and unsafe conditions need resolving before increasing fares		
R_UJxRFakzEwZDKr7	I am not getting these kinds of increases in my own paycheck		Unknown
R_0enq272CB7XONO1	I don't know why BART needs more money.		
R_3P4ARTIPYw643tP	I don't really care `\_ (?)\_ /`	X	
R_2aFbJm3im5YP5Qw	I don't think as a passenger - we are getting any extra service for rate hikes.	X	
R_XIj6rJeqWkpIKLn	I oppose because there should be less frequent increases.		
R_29oa999BfEwHIKM	I oppose this because so far BART has done very little to help accommodate those who are in a lower SES. Although these fares appear minor and insignificant to those with a disposable income, it could greatly affect those who rely on public transportation and have very limited disposable income.	X	X
R_3g1kWFUf4CDscA	I oppose, but know you are going to raise fares anyway.	X	
R_1nPJ0njVNfskA5L	I think cost should be linked to wages not inflation. Consumer product prices do not determine people's ability to pay, but wages do.		
BP5	I wish BART would look to other ways to generating capital like Food sales and other tourist capital passes		X
R_uhbUH2NPd954Acp	I wish the money to help re-vamp Bart could come from other places than increasing rider's fare.		X
R_2fdR2UjFtIQxMxy	I would like to see an improvement in the current situation before funding newer trains	X	
R_2ScUwrtK9z7gc1q	I would like to see something tangible as a result of the fee increases and measure rr first. I ride the Pittsburgh bay point train to and gram at rush hour and I haven't seen much of a decrease in Crowding.i have been on a new train only once.		Unknown
R_1KiGvnWzdQpUtqZ	I would oppose as I'm not sure where the money is going and this is an effective way to improve infrastructure.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1dbDYRc010muppc	I would oppose the increase until BART shows me that it is worth it overall.	X	X
R_3q4KyTtlzqsNl3r	I would prefer to see infrastructure upgrades to address security and fare evasion. You are losing lots of revenue to fare evaders, and security on the platforms and trains is sorely lacking.		
R_2qwRe12o0sJP5Od	I would somewhat oppose because in the past I do not feel like I have seen enough improvements to justify increases.	X	
R_2qeI0xB6uvvg5CSY	I would support increases if they really "provide more frequent service," but weren't the new cars (the ones we recently voted to tax ourselves to pay for, \$3.5 billion in addition to sales tax we pay on everything) supposed to make that happen? We desperately need more service, because riding in a sardine can every day is a horrible experience.		
R_2nt0l6gp7dQjk7n	I would support the 3.9% increase every two years over the current 5.4%		
R_3MhyB1EWeB8pkbx	I'd want to know if that rate set was enough/too much. While the administrative burden of setting the rate may outweigh this, has there been discussion about adjusting the rate each time rather than the flat one?		
R_1q8oOERZTKXTkz	I've been choosing Bart instead of muni because of the cheaper cost within sf	X	X
R_0c9RKbLh0pS4CWt	If I can't see any improvement of the service, I will be strongly opposed.	Unknown	Unknown
R_BLZwWpUIxlu2jaV	If it was less frequent (every 4 years) I may be more inclined to support it. Two years is too frequent - cost of living isn't increasing as quickly as your fare increases.	Unknown	Unknown
R_3IXigcySLsJLJtm	Im tired of having to pay more for things that we the people are taxed on already. Like can you try and suck us any drier?	X	
R_2alZo5XBuj7M5ly	Improvements already promised have not been kept. Please consider making improvements to the system prior to charging riders more for deteriorating service and infrastructure		
R_BKaWfZdlm2Py5Pj	Income are not increased every two years, so how could we afford the increase.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1NgeOi70tWRmu0v	Inflation does not reflect transportation costs, and does not reflect the total cost/benefit that are incurred and provided by BART	X	
R_1Cd73uKy058Dlpc	Instead of increasing the fare, if the services are improved, such as clean cars, clean bathrooms, clean stations, speed of train is increased, even if it saves 10 minutes for a passenger, station agent is smiling and willing to help all these will increase the ridership, which will then increase the revenue.	X	
16th8	It is expensive for me to take BART two stops. I don't want to see an increase.		
R_u4CtQhycnabklr	It seems to me higher frequency operation and newer rolling stock is worth above-inflation price increases		
R_BDHVDTd32pVH10F	It would depend. What happens if recession? Would prices go down? Support would increase if yes.	X	
R_aeH4TPLRdEE7Lvr	It's already expensive and is a bit too much for the quality of the cars	X	
R_3QGLmujilyeYfC7	It's expected, but getting too expensive to compete with driving option for many commuters. Cash-only machines & filthy facilities don't help your case either.	X	Unknown
R_2AF6zrxg2xw66L0	Like I mentioned, Bart benefits everyone, riders and people who don't use the system. Everyone benefits from cleaner air and better connectivity. EVERYONE should be paying to invest in the system, not just riders. I'd rather that these funds be raised through local taxes.	X	
R_OerpSBT3doEI2Hf	Make the increases slightly more and get the desperately needed fix in place - don't slow play upgrades, get the money and fast track them!		
R_1q4zDLfmuGZ4ECg	Many people don't ever see improvements towards Bart. There are still a problem with the homeless and the seats are never cleaned. People including me avoid using Bart as much as we can and unfortunately this is my only option of transportation.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_pK4Rky971uv7Qwp	More transparency as to what funds prior increases have gone to and how that money has been spent especially since bart cars are dirtier and crowded.	Unknown	Unknown
R_A4LU0QytkIBsaIx	My Bart experience is getting worse, not better over time. Why should I be paying more for a degrading experience? The new trains were supposed to improve things but that rollout has been glacially slow.		
R_1LTFqwoNGb4TAUN	My salary doesn't go up that fast		
R_3h5fQUT8Ulu2ZS7	Need better accountability and specific details of planned spending before setting forth a plan for increasing fares. "Help fund new rail cars and system improvements" is vague.	Unknown	Unknown
R_ykCzspZj0jRNAEV	No one likes price increase. Instead of increasing prices you should first focus on people who jump the gates and ride without paying for tickets.	Unknown	Unknown
R_3g5gWsexXn0QM1K	Oppose because each time there's a fare increase I don't see the improvements - homeless passengers and unsafe situations inside the trains. I also have experienced very rude Station Agents who are not helpful and have attitudes of "entitlement"	X	
R_1nUwaa6xYd6tmea	Oppose, because as a rider, Bart is already decent. My dissatisfaction comes from overabundance of people causing police activity and from riders not taking their bags off and not making space for others	X	
R_UmCMobjc8jZ5ol	Please see my previous comment. I'm not convinced BART hasn't squandered funds.		
R_Q6wspGgN2Pxgg81	Please tax the billion dollar tech companies instead. We can oppose all we want but what choice do some of us have? We must use the train, it's not really optional.	X	
R_2dGyOrw3Z5y7Fw5	prosecute those people who ride BART without paying fares instead of raising costs for paying customers	X	
R_aXmnrbsls3jndrb	See first comment		
R_3EzrW1e1nFQftkQ	See previous comment! It's absolutely absurd that these costs are being shifted to the public when there's so much money being hoarded by tech companies that, again, belongs in public coffers		X
R_esoWT7f7TNjt0dP	See previous question	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1eQRsJzS5KGUga1	See the last one. Enforce till jumping. Put station agents to work. Cops that don't kill black kids would be good too.	X	
16th17	Talvez que la aumenten menos cantidad *Maybe if the increase was less*	X	
R_Y4X9hV9c7JcllTX	The \$3B bond measure was to pay for new rail cars and improvements, really need to get your story straight		
R_3GqyksCLLVnS2k3	The average worker does not receive a 3.9% cost of living increase yearly. I see more like 2 or 3% as being a better average		
R_2Si3BQPy0GG5yYo	The BART is supposed to be public transit. It's a cheaper and faster way to work. It seems reasonable. If the prices keep going up, why would that not stop me from investing on a car or so on?	X	X
R_238ioSACuC18V7X	The Bay Area is way too expensive. For people that rely on Bart as transportation, that "small" increase is a big stressor every pay check	X	X
R_1Eh5GNZgp7Ap0N9	The Bay Area public transit system is lagging behind other major US metropolitan areas. We need improvements to the system and fare increases may be a way to help with that. I would certainly prefer to see the money taken from the rich, but I don't think it is within BART's present abilities.		
R_31yJeldVwcC7Jif	the current fare increase can only be justified with an equal increase in customer satisfaction.	X	Unknown
R_BKVtVangnMIa8Fz	The equipment is dirty, the trains are dirty, and theres little to none security. Crazy homeless everywhere.		
R_3hovBl7WgHbPIOu	The fare for longer distances is already too high. It discourages ridership for the routes that need traffic alleviation the most. Across-the-board increases are not optimal.		
R_VWprPYqtCyGPuxz	The program should include more security and safety measures on bart; more frequent upkeep on the maintenance of the trains	X	
R_3stzER5DRX98QJb	The voters just passed Another Bond measure for BART so No thanks. In addition, you have not resolved the homeless riders issue as well as Clean and Safe transport.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2w4Ft7wSItYuXky	There has been this increase for a while now. For the same "system improvements" and yet have not seen much change besides the 1 new train I've rode on in the past 8 months	X	X
R_3h3CRWEv9z6oHl9	They used to market BART as an affordable option to get us off the road. It is cheaper to drive now.		
R_3DuW9WBspwcESVb	This will deter people away from BART, keeping in mind that BART only takes people somewhat close to their final destination. Connections with local agencies isn't that great to begin with.	X	
R_3Nx5JrbwBPCnbCB	Though i am in full support of expansion. The only reason i am a bit skeptical is with the expansion, its getting difficult to get a seat/stand in bart. Wish there were more train as well running, or starting trains from different stations/stops.	X	
R_dfZfcR0YlxFQosF	too many increases	X	
BP2	Unfair to commuters, but understandable for transportation improvement.		X
R_8jkik2Pyhjsv4f7	Useless if you do not keep out fare cheats.	X	
R_33eW99KFIqo3LcJ	Wages aren't going up for most of us. As a teacher my salary does not increase at the same rate as BART fare increases.	X	
16th1	WE SHOULD BE MAKIG BART CHEAPER FOR OUR COMMUNITY		
R_31ugqVl5ham4LcJ	What guarantees are there that service will improve? Your current solution to create more standing space in slimmer cars does not serve consumers who are Tired at end of day, travel far and have to stand in crowded trains.	X	
R_2Y9Ta8b8JC8MvPz	What happens to the funds that government has been budgeting for Bart maintenance or expansion? Bart has budget why the riders should pay?	X	
R_4Nur4M7MI287Lzz	What is the increase in money being used to improve BART? The carts still smell like pee, stations are dirty.		
R_01FbfgPqjWJYtDb	What would be done with the money? I would potentially be in favor if I knew service would increase, or stay open later(!!!).	X	
R_ZHV9qEYNm5xAwvf	What would happen if BART more stringently regulated fare cheats and evaders vs. taxing the honest M-F commuters?	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3FVuMST4uVmqwTP	While I can afford a fare increase, this will hurt lower income to lower middle class individuals the most, especially those who do not qualify for lower fares (see MTC pilot project). Please overhaul the fare system before considering a fare increase. Again, I do understand the need for more capital, but the fare system is fundamentally flawed and needs to be fixed before any increases occur.	X	
R_5hgTgF1cwK1r6MN	Would support if there are measurable improvements in service	Unknown	Unknown
R_3Ep7WWLJSBXT7ZK	每三年一次, *Once every three years,*	X	
R_2ZP56oDt3JGMqQ	辐度过高 *High amplitude*	X	
`	strongly oppose	X	
R_3RyeoUtEXaoWWxF	- [ ] Bart has been increasing prices over the years but the service remains the same. There are always delays and problems with equipments. This past weekend i missed work because the whole Bart system shut down. Yes, we have new trains but they dont make a difference in the commute. If prices are going to i crease then there should be more train service as in trains should be used more frequently ,and Bart should be open for a longer time. A lot of people would like to travel from SF to the East Bay past a certain time.	X	X
R_25REmGnrB5QZw4l	1. Antioch got an eBart after 40 years of paying for/taxed a full bart 2. Not enough PARKING for Antioch Bart that serves residents from Sacramento to Stockton, Brentwood, Oakley, Discovery Bay etc 3. eBart is not manned so toll fare evaders have a field day  Yet, all we hear from BART is about South BAY!	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_BXjK3KT00Roqcnf	5.4% increase is just too high for me, currently I'm paying round trip fare from Dublin/Pleasanton to 16th st in SF for \$12.70 with the new increase will be \$13.39 plus \$3.00 parking with a total of \$16.39 a day, it's just too expensive to commute by BART. My annual salary increase is about 3%, and BART wants 5.4% increase it's just unfair for us commuters to pay such high price to commute to work. With the high increase of BART fare I might have to carpool to work.	X	
R_1CJwUGVCwz5ANSb	A round trip to the city and back with parking cost more than 1 hour minimum wage (without tax deduction. Bart is one of the most expensive daily commute transportation system that I have taken all over the world. A lot of our tax money already goes into Bart improvement. I don't see how adding more stations will help with the fee. Maybe it's time to stop expanding and focus on finishing the current projects.	X	
R_3dEpV5zXlwXwifU	Again yall f**kers dont actually do anything with the money besides pay greedy ass employees. "Ooo we got new cars though" you have f**king 10, that's one train, come at me when you have replaced all the old ass trains. Escalators are broken all the time, trains are delayed, f**king employees gonna go on strike again, f**k you guys. Earn that raise b**ch.		
R_3R7PGGRF9fhzI4y	Again, each new fare increase puts more pressure on riders, and no discernable improvements have been implemented. The elevators at the most busy stations are still broken or out of service frequently, and security has gotten worse.	X	
R_1Kaa8scbzWeKswQ	Again, fare increases mean less accessibility, which means fewer riders able to pay, which means more fare evaders and then more increases for those who have no choice but to ride and pay to fund overbudgeted projects. There should be more government subsidies so that BART is more low cost, which means more riders.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_ApujL1WH9nPMIBH	Already passed several tax increases to support BART infrastructure improvements; instead of raising fares, BART management should focus on reducing the high rates of fare evasion which create millions of dollars in lost revenue every year		
R_10I6vxnpaCLuWut	Already too expensive and parking should be free. We are already paying way too much to ride	X	
R_ywQqjdCUBzfhyBr	an increase in ridership would create more revenue, rather than increasing fares	X	
R_2PCn0G3Zaul3L7D	Annual increases place less burden in the long run on riders. Provides incremental budget improvement for BART		
R_1ridANQpnp6gioe	Approved Bonds were supposed to fund new rail cars, etc.		
R_2zU9ld92u44vJWm	As explained previously, we would rather management sell more ads and explore other revenue options. We have no appetite for further price increases when we already provided an incredibly expensive financing package to BART a few years ago.	X	
R_1Q0zm1BfaaXLU6c	As I said, not fair to Contra Costa citizens by ignoring Contra Costa and pandering to South Bay. Get Brentwood extension and Antioch garage built before any more work is done on South Bay, then I'll support an increase. I vote no increases if it'll fund anything new for South Bay.	X	
R_1r37J7IhVym7Hu2	As previously mentioned violators of the acceptable behavior code (the ones that are never enforced) would generate a large income. Also I notice the stations are pigsties. It seems the employee gets paid well, but the job does not get done. It becomes a waste of monies if the jobs aren't done.		X
R_22JNx CvByy1A1zh	As previously stated	Unknown	Unknown
R_Z3SVGxqqjt8FFux	As previously stated, I already pay nearly \$17 a day to ride BART. I don't feel that the funds are being used appropriately and wouldn't support an increase until such time that real improvements are being made.	Unknown	Unknown
R_33kG6u3D8h0h9sw	as previously stated, I think you're charging the wrong people with the burden of this expense. charge the wealthy rather than continue to drown and oppress the working class	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1HdkRVhjJohudEE	As soon as Bart gets an increase they will go on strike and ask for more money. Most people don't have money trees in their yard.	Unknown	Unknown
R_20NCea4MZfqQLy8	Bad service and lack of parking does not deserve more money.		
R_1eDa8mTUO4fadLO	Bart already has funds for new rail cars. It should attempt to recover funds lost due to late deliveries and not penalize riders. There are other sources of revenue that BART should tap, from the state or the federal government.	X	
R_8xoTf3Kr4n69ABz	BART cannot be trusted to actually improve anything with more money.	Unknown	Unknown
R_3kLNEijucT7UYdU	BART cannot improve its system on the backs of riders. Tax dollars have been flowing into BART's coffers for years, but somehow the organization struggles to bargain with the union and maintain an aging system? The fare box will not save BART from decades of poor management...	X	
R_2R3vYIK6jwUvzcZ	bart fare is already high enough. Not to mention it doesn't have any monthly pass. With the Wage Work program, it can only help out up to \$260 in commute fare and it's definitely not enough to cover bart fare if people live in far and work in San Francisco.	X	
R_2Yb9K3Eyy7XcTif	BART fare is already so high. I would oppose this program.	Unknown	
R_1hG5gW11iD0qJWe	BART fares are already way too high and prohibitively expensive for blue collar workers.	X	
R_5u20tME0Urwiz7j	Bart fares keep going up while maintenance and security goes down, this doesn't seem fair.	X	
R_1OWhvufH8GXbyTE	Bart if one of the most expensive mass transit systems in the USA. Why is that? Free rides are given to people who use the system for shelter. Whats up with that? And I have to pay more for this privilege.		
R_1lBi5pXqPcnZ6m	BART is a badly managed system. I hate throwing good money after bad.		
R_1JcbGAEexiiVjl	BART is a necessity to a lot of people living in the Bay Area and the current fares are high enough.	X	
R_3LZnMsKt0q2oVQa	BART is already expensive enough for the bad facilities and service you provide	X	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_DIB0yNuWI8Yc4kp	BART is already expensive and almost as much as taking an Uber or Lyft. If the cost goes up, your ridership will decline further. This system needs to be subsidized by wealthy property owners and very high income earners.		
R_3MSYtRTRCkwgpdF	Bart is already expensive and it's dirty and not safe.	X	
R_6M96PDQMikzk76h	BART is already expensive!	X	
R_O3WTnZDviaoNrhv	Bart is already expensive. If you raise fare prices then at least make parking free.	X	
R_1FfWxOcyKm6C9Tb	BART is already expensive. Making it more expensive will drive more people to drive, leading to worse traffic congestion, more depreciation of roads/bridges and higher carbon emissions.	X	
R_3R478oU9nCrlezC	BART is already extremely expensive and the overall service isn't great to even justify the high cost. People want to feel that they are getting their moneys worth.	Unknown	
R_OJ9yaJNK0UG1gat	Bart is already too expensive.	X	
R_3q0lNHwTocw87zz	Bart is dirty dangerous it is not efficient it is a health hazard. Bart has BART police but they are never around the stations are filthy the trains are Filthy		
R_1hQBT4d58RjfgPS	Bart is expensive enough for those of us who commute every day. I will always be against fare increases as I see no improvements on my daily commute. I pay more, but I don't see the improvements. I see new cars (but have not ridden on one) that reduce the number seats and increase the standing room. I don't enjoy being packed like a sardine while trying to get to work.	X	
R_1m06V9ABwgGMCSJ	Bart is expensive enough without increasing fare for a mediocre subway ride.		
R_1nZvb1NjRKUNgCS	Bart is expensive enough, a price increase doesn't incentivize taking public transit rather than driving		X
R_2qwy6C6Wg7akJ2V	Bart is growing more inconvenient day by day. The new cars have very few seats and growing number of travelers make whole 1 hour journey standing. With the sudden breaks jerks are affecting a lot to standing people getting injured or getting joint pains. With such inconvenience increase in fare price is just unacceptable		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3qfl0KE4wW2mcjj	Bart is losing hundreds of thousands of dollars a year in potential fare income by poor management of the stations.		Unknown
R_24iOuyUkuBrKnsZ	BART is not a good or smart organization. It is supposed to be a transportation system not a housing developer for instance.  No no no on fare increases and yes yes yes on improved service. If you (management) can't do it, move on and give someone else a chance.  People are disgusted by the system.	Unknown	
R_3M58zbFpscDqdHi	Bart is terribly mismanaged and has given little evidence that it's management would wisely steward any additional money it is given.	X	
R_1GVOzYaLXbHdBmD	Bart is to expensive already! Cut BARTs budget!		
R_2arSkv6rKUF61Pu	Bart keeps hiking up the fares but we are not getting better service. Constantly breaks down, delays and security issues	X	
R_2WD7ZiYUqBueB88	Bart makes over 100k a day no reason why at the current prices problems are not fixed.	X	
16th18	BART needs more flexibility to compete w/ lyft	X	
R_4GaDMuGcJYkaLkt	Bart needs to focus on capturing lost revenue from riders who do not pay and skip over the fare gates. There is a significant lost there that Bart needs to recover. Penalizing regular riders is not okay.	X	
R_ea3AQYgg4S8KSdj	Bart needs to focus on fare cheats. This is not okay to penalize paying riders. There are funds from Measure RR, and Bart needs to focus on recovering lost revenue streams, such as fare cheats.	X	
R_24rdA6UwCy2XVgZ	Bart needs to focus on fare evasion, exploring other revenue sources, and recovering money from the manufacturer of the rail cars for delays in delivery. Bart needs to be a good steward of its finances, and this increase is not responsible. I already don't trust Bart to use its current funds. Asking for more money is just feeding the flame. Bart needs to focus (and show) how its currently using its money, catching (and enforcing the fines) for fare evasion, and focus on other revenue recovery.		Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2ONeNCZCrtjCW79	Bart needs to increase fares more. Infrastructure, train sets, and stations are aging and require substantial investment. Many companies subsidize public transit meaning the impact would be mitigated somewhat. Bart needs to remain accesssable but reliable - a system our city can be proud of.		
R_XuGdiYDr8VheX1T	BART needs to learn to manage their money. Increases unreasonably impact folks in need and higher prices will encourage fare jumping		
R_T1PM1C2qsOecZK9	Bart pricing should decrease to promote ridership and discourage driving.		Unknown
R_RIAOB57YBdtCAej	Bart projects are inefficient and badly run, let investors and tech companies do it	X	
R_1nWaYqzT6bmH6Ww	BART riders have to pay increasing fares with no improvements. Still in old stinky cars and 80% of the time the train is delayed because of something like the switches errors.  Plus no one apprehends the fare evaders so why do I need to buy a ticket at all?	X	
R_2S0TMphKrpQjpcp	BART seems completely unable to manage the system, so I can't support paying any more money for poor service	Unknown	
R_u4SX1p6tuE050j7	BART should be focusing on to be efficient not always use tax payer money for improvement. You should come up with ways to be more productive given BART is the only metro in the bayarea. Please be more creative with fare plans, One suggestion is the introduce a whole day pass in the weekend. With this more people will be able to use your service and provide you with more profit.	Unknown	Unknown
R_3KMBbdyrZfRIVem	BART should have to justify each fare increase based on specific initiatives. Guaranteed fare increases are not appropriate for BART. BART has not demonstrated financial responsibility given budget shortfalls, having to go to the voters several times for large bond measures and expensive projects like the new train cars which are late.	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3GBoVysYVutpxrB	Bart should not increase the fare every two years; they should increase the fines, and try to get money from the state or city if need money for new carts. Don't try to fool people with less than inflation increase, Bart is a public transportation, it should cheap and easy to use for people, not increasing fare like private Uber. If using money to repair elevators in SF downtown, then why need 7 years long; the fare increases in that 7years is already can make another station.	X	
R_2V9JsVuecZ1iB4K	Bart tickets are already expensive. Where does the money go?	X	X
R_2QtuGblW052IvEo	Bart's budget is already an inflated joke. Your drivers are paid more than skilled workers in every other industry, and they work 4 hours??		
R_2ykJULw8rS3J8uj	BART's fares are already ridiculously high. The fares should be lowered, and additional revenue should come from higher taxation of property owners, rich people, and the corporations that rely on BART transporting their workers over long distances because these workers can't afford to live in San Francisco because they don't get paid enough.		
R_3RpAYN6W57doX5F	Bart's new station projects have consistently been over budget and significantly behind schedule (eg: "December 2017" Berryessa Station which has yet to happen or the claim c.2010 that we'd have a San Jose Diridon station by 2018). BART has stopped updating the public on an accurate opening date. Due to lack of communication and inability to keep to schedule BART should not charge riders more. Additionally, BART is projected to have more revenue from fare inspection tickets. They have hired a significant amount of fare inspectors who will pay for themselves and then some. The extra revenue from fare increases is unnecessary.	X	X
R_3spjOE3hbCFsGmb	Bay area already too expensive!	Unknown	
R_1Fg3leOqhRw78Ao	Because I only make minimum wedge, the increase making harder for me to get to work. From Antioch to San Francisco. Plus my rent and bills Bart getting bit to expensive for low income people. Like myself.	Unknown	Unknown
R_2SD0QfyzSYhxnH	Because it's our means of transportation. We can't afford it if it goes up.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_21hWMRRB5GPZ9FY	Because the fare is already high as of now if not the highest in the nation.	X	
R_31KjWOyXcfizXyZ	Can it be every 5 years	X	X
R_3Mg4OkYuKTpneNB	Cause you keep increasing fares for the riders but there is no change in the s**tty service and facilities	Unknown	
R_1mKsdmQkpzu8T6Z	Climate change means we shld subsidize mass transit to get people out of cars, instead we we subsidize highways and it's cheaper for 2 people to drive from SF to Downtown Berkeley and back than it is to take BART! Your perspective is upside down on these revenue issues.		Unknown
R_3HifjgCnHh0Rot6	Commuting is expensive as is	X	Unknown
R_21vVFzzze7y3viu	Considering that the minimum wage is not enough of a living wage for Bay Area folk, and that housing continues to be an issue, it is would be difficult for folk to continue to use BART as the cost of driving would be considered cheaper.	X	X
R_21AK4bjEFh1JuNg	Contra Costa paid taxes for years and only recently got an extension and NOT what was promised.	Unknown	
R_31WzryJzTDA6MxR	Cost of leaving and public transportation keeps rising	X	X
R_3E9xLSDqQio53Mg	Cut salaries for BART senior management and save us all money More money, no no no	Unknown	
R_3I4t7UkIVGthvhH	Do not like it. We customers everyday users should not have to pay for the mismanagement and faulty security system in place already.	X	
R_25sx8fTnOKkwvpZ	Do not support any fair increase. Audit employees salaries first especially board members.	X	X
R_3gi4nkTbkCez8Ih	Don't I already pay taxes to support these BART programs? Other transit systems across the country don't seem to have such common rate hikes		
R_3ipRa9xrQ14bZbf	Don't like fare increase.	X	
R_2YPWXXkXMfL3bMs	Enforce proof of payment. Bart needs to be safe for all PAYING customers. Make the fare cheats pay. That will be a great way to get more money.	X	Unknown
R_2cuYrfZFmy6ScjT	Every time I get on this plane are some of my bodily fluid all over I'm stinking up the train can never find a parking spot because you got to look people living in the parking spaces. If you increase the fair I will just pay for a Lyft		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1fZu8gVlSi7QtTY	Every to yr hick is excessive	X	
R_1o0E51cQqjaglv8	Fare increases disproportionately hurt low income riders, as they are the ones who have to travel furthest. It helps keep people in poverty.		
R_3HSnSHMZC0oe8om	Fares are already too high and you're focusing on social programs which is not what you're supposed to be doing. Stop punishing riders and be more fiscally responsible.	X	Unknown
R_QfvKoPtnlaqqEjn	Fares are already too high, and service too infrequent.	Unknown	Unknown
R_1QmVVAj6w5ty2SA	Fares are already way too high for a trip from Antioch to SF and really impact minimum wage workers.		
R_ePBMMuEc230Qk2l	Fares area already expensive and should be focused on stopping fare evaders and more maintenance.	X	
R_2ya5iYW0qYLbSB2	Fares have been increased time and again and service has only ever gotten worse. Trim expenses. All of your employees are overpaid.		
R_2xYmngBR1wdtF2J	Fares have gone up, bonds have been voted for and little has changed except for BART's payroll. Trains & stations are dirty & unsafe. BART security vehicle are there but the officers can't be located. There are lots of fare evaders. Homeless riding the systems makes the cars smell and nobody wants to be around them. Give us cars with more setting room NOT standing room. People want to sit NOT stand.		
R_1liuuLE0013Yo1u	Fares keep going up and there have been NO improvements in service for years. The latest disaster is running 6-car (!) trains during rush hour on the Fremont-Richmond line, where we used to get 8 cars (which was still too short). The only improvement in recent years was running trains 15 minutes apart in non-commute hours but then that ended with no explanation. Get your house in order before you start begging again.	X	
R_20PkY3rDIxSW7zc	Fares only go up, but in addition to that parking keeps going up, plus people have to pay for the clipper cards. Why is parking going up all the time?	Unknown	Unknown
R_1MQzfCprg5MFT9W	Fares should be frozen until the cost of living in the Bay Area stabilizes.		
R_2rVhOtVn6qfHzZO	Fares should be lowered and the state should fund public transit in different ways.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
16th20	FIND TAXABLE INCOME FROM ALL THE TECH COMPANIES TO PAY: PS. HAVE PAYPAL AS PAYMENT OPTION	X	
R_tFBF3Y8ebQIZKZX	First stop beggars and home less on bart.people smoke weed as well .	Unknown	Unknown
R_2OYFvtvgVYcqosR	For reasons I said in previous page. Prices are becoming comparable to uber and lyft express pools, so increases would even further incentivize people to opt for those, for the sake of saving money. Which is not the best since those drivers aren't always treated the most fairly.	X	X
R_2dGDWpfgam6vz4U	For the same reasons as above it's not safe or clean. We need to address this and use money towards a better BART - then I may agree	Unknown	Unknown
R_10DaAY9zldrE7wA	Free public transportation	X	X
R_3rZDk8c6luDeIL8	Funding transit through fare revenue is far more regressive than other funding structures. BART should replace as much as possible of the fare revenue with revenue from taxes on rich people and user fees on single occupancy vehicles.		
R_2TC9g9WmUA2meSA	hahaha, you must be kidding	X	
R_25yilfUACoVKYsx	How about stopping fare evaders. If you look at every transit agency most of the trouble and damage is caused by people who do not pay. If you did a better job of that then your overall cost of repairs and clean up will go down probably greater than 5.4%.	X	
R_2meP2MmNWPFWjfj	Huge tax increase nothing to show for it		
R_y19PqpbWaJn374l	I agree BART's need improvement, but can we use other way to increase fund and cut unnecessary costs to make it happen. Also, is there a program that can create revenue from the prepaid monthly fare payment? If people commute from home and work daily, they can buy ahead monthly pass for those stops their daily commute. They will get extra charges if they commute more than those stops. This program help BARTs collect fund in advance, then see how can use it to create revenue. Plus, try to add ads for companies at bart stations and inside barts to make profits.	X	
R_1Q9Jys9rQmm8fzk	I already explained on the previous page.	X	
R_2dRSJo6HPVAwhnh	I already voiced my opinion in the first question.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_r3bWznm54MjYZUd	I am opposed to this. This was a short term solution. Longer term solutions need to include recovering lost revenue from fare evaders and penalizing our manufacture of rail cars for late deliveries. We need to look at cost savings elsewhere and not penalize our regular riders.	X	
R_vZZU8kALIBLeqm5	I am sick of the filth and drug use on the train. Maybe BART should consider funding more police officers so commuters don't have to deal with the filth and drug use on trains, then maybe riders wouldn't have a problem paying more. Or even dedicate one car to homeless and drug users.	X	
R_Wdu9Zr9g8iLXeX7	I am the Senior Citizen lone wage earner in my family of three. This increase would put me further behind in attempting to eliminate my debt and plan for my family's future retirement plans in about six years. Especially if the parking fees go up also. Everything else has all costs increasing greater than three-percent.	X	
R_3qVclORcAxLyIKe	I can drive from SF to East Bay for so much less than 2-3 round trip BART tickets that it makes me not even want to consider spending all the extra time getting to and from stations. It already costs over \$15 for two people to go from Mission to Oakland and back in a night. I know BART has tons of unfunded needs, and the 2016 bond is barely a down payment, but focus on getting money from nearly any other source than riders. We already pay too much.		
BP7	I can't afford it. I believe that if you increase stopping fare evasion, than money can be used to fund the costs.	X	
R_2t57VcMkaGgotIU	I don't agree because bart is already expensive and you don't even have options like monthly passes, which most big cities have for their habitants. Also, you charge bay area residents the same as tourists and this is unfair	X	
R_1liVAigfNvmp25d	I don't think people need to be paying more for the same amount of service.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1CfPtW7Ln4xEa5v	I don't want bart to increase it's prices being a student who is going to spend several more years in this city for college, and being in college and not having much money, it's not good for me.		X
R_2ziryaCAU43HIbp	I don't support increasing fares until service is improved.	Unknown	Unknown
R_1LTHjjnDFkNN6Cq	I don't want more trains I want a second transbay rail.	X	
R_1H8DyCIoPF5FWAF	I explained earlier. I feel that the upgrades should be supported by municipal taxes, bonds rather than regressive fare increases. While the increases may be less than inflation, for low income commuters, the total commute cost impact is greater percentage wise than for higher income commuters. We need to keep BART commutes accessible to lower income populations.		
R_UrvvQUNzWPsJzAB	I explained in my response to the first question, I oppose fare increase because I think the fares are already too high. I work full time, which means almost \$50/week goes into my transportation, plus \$105/month to park at BART. Taking public transportation is imperative for environmental reasons, but it shouldn't be limited to upper middle class people. And I don't know of any discounts for low income people, only for youth and elders/people with disabilities.	Unknown	
R_2Sjq3HdskOrfeKc	I explained in the previous comment section. Additionally, BART doesn't seem to use its money effectively. I don't want to pay more when I don't see services improve.		
R_1ojUiBSO9bsN8WJ	I feel the BART program already has more than enough fare for travel, it is quite costly for average earning people but they have to take Bart anyways as they don't have car. I strongly believe that the current fares are high already.	X	
R_2vjNtLG18Uoz9sx	I feel this is unfair to regular bart riders who use the bart roundtrip everyday 5 days a wk. I hope they would track those regular riders and do not charge them.	X	Unknown
R_2bMYerisZwH3Dij	I have been ridding Bart all my life and the service has not really changed. If anything it's gotten worse.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_ZCsUO6UCvbX47m1	I have seen little to no improvements to BART after fare increases in the past. I thought BART purchased new rail cars already - so far, I have only seen two.	X	
16th12	I have seen NO improvements with BART after these fake increases-	X	
16th14	I make very little	X	X
R_WcUuPm9JHfIMGFH	I oppose 150% as it's getting really expensive to ride Bart and still live in the Bay Area. The trains honestly aren't clean and there isn't even much new trains so I don't want this increase to happen. Public transportation should be affordable to all and don't agree with the increase as the majority of the residents are making enough as it is to pay rent and place food on our table.	X	X
R_10P2PKjqZJIw6fB	I oppose because I feel the fares are already too high compared to the services provided	Unknown	Unknown
R_31hMszzUGUSbeA9	I oppose because people's salary doesn't always increase by that much and people need to rely on BART to get to work.	X	
R_1oFPUQmosKtMeM9	I oppose it. BART is becoming too expensive. Over the past few years we've seen these price increases, yet BART remains crowded at peak hours, there is difficulty finding parking, and the trains themselves often feel unsafe.	Unknown	Unknown
R_R8iHKy7js7Iy8Vz	I oppose the increase because any increase that I receive in wages is less than 1/2 of what BART is proposing. In addition, I pay transportation taxes, transportation bonds and RR bonds for BART with my property taxes.	X	
R_Q4IPyiSpUyeYcJb	I oppose these increases as a rational consumer because I oppose spending money where there is poor value, poor customer service, and no defined minimum standards or accountability for the service provided. There is no customer warranty on the Bart service.		X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3EMTUJlC4FgDy66	I oppose this increase because I am someone who lives in Pinole and commute into San Francisco (Balboa Park) everyday using the BART system. The fare will have a drastic impact on my monthly budget and I will be unable to afford the BART fare; thus, I will need to find an alternate form of transportation.	X	
R_ZsObmv3HfFip8fD	I oppose this program because I take the Bart every week and though it's a small increase, it will add up. Also, the cleanliness of the Bart/Bart station is not the most pleasant, so paying more will make my experience taking Bart even worse. Many other people aside from me also take the Bart so these increases will be another expense	X	X
R_1CibVJAvFtjYEy4	I oppose this program because it will just be a hassle for everyone hat commutes. If Bart wants people to commute more thru train than drive, then lower the bart prices.	X	X
R_22QsxipDWXgQzgC	I oppose, because you do not use the money wisely. The seats on those new cars are uncomfortable and the "bike racks" on them are more difficult to withdrawl from than the older cars that just have a bar there that you can secure a bike to.	X	
R_2saS4LaJNxUq9cJ	I oppose. The fare increases are too frequent. It is good that is it less than inflation but a lower percentage would be favorable	X	
R_22CStWpymvDjCzc	I pay almost \$12 round trio now and I have to deal with constant filth and fear..NO giving you more money us not an option	X	
R_1jiXyfoJj4tnpRB	I refuse to pay more when I see many who don't pay.		
R_24HIrIoA3RfNZcd	I said it in the previous question.	X	X
R_SMN0crnDN3CCy9r	I see no improvements, only worsening conditions in all aspects of the system, regardless of fare increases.		X
R_2q3sYZMiPPZ4yy0	I strongly oppose because I don't believe senior management has any idea on how to run a transit system	X	
R_BEW9tNUHjyQ5L2h	I take bart everyday and already spend \$15/daily. While others are skipping fare and as I watch needles fall out of people's pockets. How can you increase fair when it's not safe	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2CqXtWeWjmtFZmk	I think it is absurd that other cities have cheaper fares to their cities airports (\$3 oneway) and BART fares are exorbitant (\$10 oneway from San Francisco to SFO). One can only assume that this fare will increase as well. That is why I no longer use BART to the airport but use a taxi.		
R_z2Vw4HXkdEDrr0t	I understand the reason for you all wanting to increase the fees, as the money goes towards maintenance. However, the standard of living in the Bay Area continues to increase at a rapid and unsustainable rate. Citizens of the Bay who are most financially vulnerable will be unable to sustain the rate increases of the BART system, which would drastically decrease their ability to be mobile, seek employment, get access to resources and I assume would increase the amount of people who are trying to survive by skipping fare. Until the Bay area standard of living gets under control and compensation rates are more widely matching people's needs, I would not want to see BART continue to increase.	X	
R_10BkyovqYwN7oVV	I want to see improvements made with the current fare increases before they're extended. I feel like all aspects of Bart worsen everyday instead of getting better.		
R_3h5ykLdfP69CHwJ	I will be out of uni in a few years it will be nice to actually afford the fare before I graduate	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3ND2tzQgSOQdpbG	<p>I wish we could use the money on security purposes and for people not getting away with entering or having homeless roaming on the trains. If I'm paying \$10 every single day I would like to make sure my ride is safe and not have to worry about someone that is not in there right sense, acting out, or a smell of substances or odor.</p> <p>I wouldn't mind an increase if the safety and security of making it not be so easy to get on Bart. What's the point of paying more and having this increase when many individuals just walk in and no one says nothing or enforces to leave or pay. Fare is already high enough and transportation should not be so high. It is a necessity to use transportation. Why punish the riders even more when things for a long time have been the same. This is a reason I oppose an increase</p>	X	Unknown
R_8p5nvugVUQk4fx7	I won't choose to take Bart if price increases too often and too much !	X	X
R_25BEj04No04xYE0	I would also like to say East Bay people are starting to fill up trains heading to the peninsula because their trains are so overcrowded, so now my commute sucks because of it.		
R_2Cy6UJEANTPvcQa	I would need to see BART's financials. Without a review of BART's current financials I have to assume that due to the large ridership there is already ample funds to apply to system upgrades. Therefore, there should be no need to increase fares.		
R_0xCUfCJfrayLBSh	I would not like it because I don't want to spend more money.	X	X
R_3QYLP1udKYGK4YV	I would oppose the fee increase.	X	
R_2aJJYtdMGcgrcAD	I would strongly oppose this program. This is a huge increase for a daily commuter like me. You are not providing any benefits except that the price keeps increasing. Also the new trains are worst. there is less space to sit and we have to stand the whole commute and it is very very crowded.	X	
R_2b2FHM4d8yj7EJK	I'm just a commuting student, and with this increase it's not gonna benefit me for the money I already spend on commute each month.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_x4JiOAoVoUHUFq1	If you would be more transparent about where your budget is going to, then maybe I would agree. But I haven't seen a breakout of your budget in an easily accessible way.		
R_1K3kmv6XsH4mAWZ	I'm going to be charged more, and if history holds, I doubt I'm going to see much real improvement. Please don't.	Unknown	
R_2rAyhHsuaWR9Kuk	Increase it slightly more than inflation and get the system fixed faster than a smaller increase would enable.	Unknown	Unknown
R_2sR2re2nLOt8VoZ	Increases, uh no  Why not save money by terminating senior management and hiring competent people? Plus you can save money on police and station workers who seem to do little or nothing about fare evaders, riff raff and hooligans.	Unknown	
R_2B9EEuHbkokOcR1	Instead of increasing we should think of how we reduce the fare and help common man with some savings in the overly priced Bay Area. Bart should think of generating other source of income by leasing their space to some vendors or leveraging its empty parking spaces on weekends to host some events	X	
R_1gw6mEngYzx8k6s	Instead of making it every two years, make it every 4 years at 4%	X	
R_vCycJlpLF2cAUut	Instead of relying on a policy which may or may not fund the system the way that it needs to be, have the Board do its job and set the fares as needed.	Unknown	
R_plYSCri18Tc1wHv	It doesn't seem the astronomical amounts of money currently being collected are being well spent, so increases are not acceptable	X	
16th16	It is already too expensive, + unaffordable for low-income		X
R_1Cj5U48dh5Fq8PU	it is already too expensive	Unknown	Unknown
R_1F4kp3vs8S8idjE	It is already very high as compared to other mode of transportation.	X	
R_74biAmoBMhyX2b7	It is costing way too much to ride BART. Focus on catching fare evaders first. Current money is not used appropriately to clean trains or stations. Need proof of that before supporting fare increases. We are not getting alot in return for our fares.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_veF79WP8UjMvKbb	It is too expensive. Cost of living and transportation in the Bay Area is unrealistic. Public transportation is supposed to be a better alternative to driving, and it is supposed to be less expensive. Increases in the cost will cause increases in people not paying for to ride.	X	X
R_vuxZOeo1kyK4I6Z	It only hurts those of us who use the Bart honestly every day. Have guards by the fare gates if you want money		
R_2EhIg2vBcdukfak	It's already expensive for commuters especially, the cents difference between clipper and paper is very insignificant	X	X
R_PU9tVKKheNzYH29	It's already more	Unknown	Unknown
R_8iW7IIIJvzY1EYx	It's already pretty expensive to ride far distances - not to mention parking costs at stations. Increasing this for years to come will suck	X	
R_22RIjVNJEUGQuhF	It's already unaffordable. Would force me to find other commute alternatives.	X	
R_2S7T3WJOYNf0Mcq	It's already good amount	X	
R_3PRbgPZ1hHFRxnY	It's definitely nice to hear about the plan but it's discouraging to continue paying more without changes to the services.	X	
R_SE4OtPC5GoOESM9	It's expensive enough already. While the price is keeping going up , the security and services provided by BART are actually going down.	X	
R_1dm3AwusvOBGYji	It's too easy to not pay. Two dedicated police officers at each station would significantly cut down on fare jumping and violence at BART stations.		
R_2Vdr9ZFs6EV4G4q	Just stop people from cheating and you will have enough money. Cut executive salaries by 25% until user satisfaction reach 4.5 out of 5		
R_1FlB8oiFyTNyRE6	Just voted for tax for BART. Not seeing BART try to improve service or cut costs	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2WM5IVcElinEIpn	Less and poorer service. Escalaters don't work. Signage doesn't work. of 4 restrooms in entire San Francisco City are, 2 are always closed- 1 in Balboa Park and 1 in Glen park. IT support must be non-existent- signs do not show second screen of approaching trains, on Sunday they do not show the times of existing traings but shows the times of trains not scheduled to even run on Sunday. Station upgrades take too long and are poorly planned and finished. New trains not put into service. What's going on? MUNI used to be the transit agency I loved to hate, no BART has replaced them. And you want more money! Play with and take care of the toys you have before you ask for more!		X
R_3fcv1DzWZVJh1UX	Like I said before, why should only honest people be forced to pay higher fares when so many cheats go through the emergency gates for free? Maybe fares wouldn't have to go up if everybody paid their fair share.		
R_gJ9PkYEmdYlwa8V	Look at my first response.	X	
R_1ONtsa9DpSTJy5L	make BART free, or at the very least freeze fares.		X
R_V3iUQeSVRtSUqWJ	Make more money by catching the gate jumpers!	X	
R_ptUdl7FICnp2FYl	manage your money better we have been paying for BART for 40 years and just last year actually got BART. Now we have BART but not enough parking at the Antioch station. Who does the planning for the future? Very poor job.		
R_1gggIN1rqmsR7X5	Mantengan limpias las estaciones con mas seguridad! *Keep the stations clean with more security!* Y eviten que la gente se pase sin pagar... *And prevent people from passing without paying...*	X	
R_1igGE01Bhyc0nQs	Many depend on riding bart to work or to school on a daily basis, and with increasing bart fares it is getting harder and harder to afford these rides. Over the past years we have continued to pay more for fare but we have not seen improvement In delays with new trians	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2ALldvOAVIXrfbQ	More and more money goes into this bottom-less Bart hole. When will riders see the benefit of the investment? All the money is for maintenance, but no viable expansion. This was a poorly thought out system that did not take into account growth. AND really it feels like this is a system for SF - all the other cities are stepchildren that "may" use the system. Property/auto theft and filthy trains plague the system. Why should I pay Cadillac prices for rides on a scooter?	X	
R_27xsl20Dle85zsn	More money is going to upper management and the board rather than what's stated	X	
R_0NcCCeCN1zmEQcF	Most of the proposals should be covered by the operational revenue and the profit of Bart. There has been evidence that the operation of Bart is not satisfactory and needs improvement. Bart leaderships should be looking at those problems and potential ways to improve efficiency on money use. Also, Bart riding environment has got worse, I've a personally experience with bad attitude from the fare booth agent in the Fremont station, including yelling to me and refusing to give me her name and employee ID#. I have also rode Bart with a rider smoking weeds on a running car. But the tech on the train wouldn't care and his response was "the smoker is fine. if you see me run, you run with me." What kind of attitude is that? I just simply can't agree to paying more to these unprofessional staff with no respect to their customer.	X	
R_22tA5Rjof6Bgtr	Most of your costs are to pay yourselves and you want the rides to did deep into their wallets to fund your extravagance.	X	
R_2B5KPFwozjaPPyG	My income does not go up, yet everybody keeps raising costs on public services. It's a hardship for the poor, disabled, elderly, and down and out folks. Use the money you have more wisely.		
R_tDSOoR5YpmmAaXL	My salary has not gone up to meet inflation or increases cost if living		
BP1	N/A	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3LgeVQ5ZceF27gB	Need accountability of how money is being spend. What happened to all the money got from bond RR and other money that Bart has obtained. Why does Bart need more abs more money when the system is performing very badly.	Unknown	Unknown
R_3Jhpg0BHc8XLts	need to make sure everybody pays their fare share. reduce fare cheats first.	X	X
R_1ltaxP6ecySm0Q5	New train cars and more frequent service are not needed in my opinion.	X	X
R_3fqPuoNqvIjrdfl	No fare increases should be supported or warranted until you fix the system and reduce fare evasion	X	
R_1FgjI4Rx4gfXEL8	No fare increases until you figure out how to run a transit system, timely, safe and clean	Unknown	
R_1ezVzad8vCBpUls	NO FARE INCREASES! Focus on fare cheats!		
R_2ZJ53FfkV80JKJB	No fares should be increased until actual measures are put in place to stop or prevent fare evaders.		
R_3Ebfc4G1g2uzUYG	No increase until BART gets it together	Unknown	
R_24odlMsRGrY3gzk	No more	Unknown	
R_a43unhYNIW74xb	No more funding increases until BART uses its existing funding properly.		
R_3EnE5yn8PIEwGT0	No more unfair fare increases for deteriorating service. We can't afford it anymore.	X	
R_6t9K9IsHO55jUTn	No one receives the value they are paying at this rate.	X	Unknown
R_2ZlzdA4AfuQzyTb	No one's salaries have increased with inflation. Tying the increases to inflation is ridiculous.		
R_3qWEF1e73viatLV	No. Period.		
R_1mltk9MwmN83GYK	Not one more penny unless it goes to EXISTING needs. No more money for expansion until then.	X	
R_C3tTu7YpmCWS64x	Not seeing the expected results of fare increase	Unknown	
R_CfgI79T3KH83P2h	Oppose any increase given the poor value currently provided. Homeless taking refuge without paying for instance	X	
R_3PZ8mbEGSjHUNwT	Oppose as explained above. We can't even save bec we to pay double vehicle registration and high sales tax plus fed tax. My husband can't retire bec we need more money.	X	X
R_3PXARNNjcA8RoiD	Oppose because it will make riding Bart very expensive.	X	X
R_2qw6tEc945xgmvT	Oppose increase Bart fees	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_ersiQxBbl6xbCFz	oppose this program	X	
R_325wKa0Lb63QioE	Oppose until you enforce current fare for all riders.		
R_3m94STjgSgqw4CS	Oppose.	X	X
R_1hEjuk6VZ1umh6y	Oppose. Bart has gotten a number of tax increases the past couple of years and everytime. Is this money being squandered? How long is bart gonna use the same reasons; new control system, new cars, etc.		
R_3LkfFKi51EMCLTS	Oppose. Find other ways to fund. Make cuts. Sell more ads.	X	
R_1LqFHTfS3FQwsKd	OPPOSE. Why should there be a extension when the fare increase system now isn't working. I'm rarely on a new train and they few times I've been on one the train goes out of service -- and I commute M-F mornings & evenings.		
R_1owegT8dMWx7S5p	Oppose... rate increases would reduce ridership. Past rate increase has not increase overall revenue due to low ridership. I see mis-management of current Bart resources and throw money at it will not fix the current problems.	X	
R_29o9etvCL6B7Ub0	opposed, same old excuse.	X	
R_2e5c4u7xTUKMlKm	Opposing this, Bart makes enough money to run without increasing prices. Perhaps reevaluating your budget to make this public transportation a service to the community rather than a business.	X	X
R_3jfK4HPYPZfYrd1	Other sources of revenue such as employer subsidies, or increased taxes on cars/gas, are preferable.		
R_2CPvFRKzOVUtg6	Outside the public sector, people who do actual productive work are not seeing 3.9% annual pay increases so your justification is baloney.		
R_1lmEcejSQA70V1N	Paying both Bart fare back & forth plus the daily parking fee is a lot of money already, Bart should have enough money to cover the costs of whatever repairs needed! With millions of Bart riders everyday, it accumulates a lot of money already to cover the repair costs, isn't not?	X	
R_3iyy5f9rBft2EUJ	People should pay less as a general rule.		
R_2pK7YZLrOF58FZn	Please change BART prices to be on a sliding scale based on income. It is already too expensive for many of the people it is supposed to be serving.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3m8fZVmelHSD08u	Please enforce fares before raising them on paying customers	Unknown	X
R_1kSnP0Enxqvmfk8	Please see previous answer	X	Unknown
R_RaeUVjdqmQuN4Rz	Previous answer.	Unknown	Unknown
R_3M3EkDwkQC3UxyG	<p>Raise taxes on the people who can afford to pay that! Many of BART's riders don't make enough to afford trips on BART as it is, let alone making it more expensive.</p> <p>BART is publicly funded public transportation — it should be funded by the people who can afford to pay, not by splitting up the total cost equally onto all riders. Not all riders have equal resources.</p>		X
FV1	Reduce peronnel + operations costs and put that money into infrastructure + service.	X	
R_1ln0Yg085rDqnjb	Salary and pensions increases at all levels should be frozen. Salaries and pensions paid are already too high. If workforce goes on strike, they should be fired. We will live for a few days of interruption but will not give in to strikers demands for salat increases.	X	
R_a4B3bYw4YdGadHj	Same answer.		
R_3DoPgdl80pLTx32	San Francisco is an expensive major city to live in, with higher than national average rent prices, and increasing fares would have a detrimental cause on the economic and social well-being of it's residents. I advocate to keep our fares as they are, or provide discounts to lower income people, even adults. I know currently seniors and students get discounted rates, but I think this should apply to younger and average age adults.	X	
R_1oaRjeye1e0ejGP	Saying it is "less than inflation" is a leading statement. Most people here are not part of the tech industry which is driving inflation, and cannot keep up with even modest increases.	X	
R_eA9623vjpiyXc1H	See first response	X	
R_OPz0xE8a5NETbyh	See my previous answer - BART has increasingly asked for money through fare hikes, bonds, and ballot measures. Get your house in order, stop hemorrhaging money on inflated salaries, pensions, and medical insurance, and use that money to update BART, as it was intended. No to fare hikes.		Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2zZqRlJRMoFwC0b	See my previous answer. Furthermore, I ride BART every day and I generally stand both ways. I might consider paying more if I could actually ride in comfort.	X	Unknown
R_2atWWOBHPpIE0PA	See previous answer. We haven't seen enough improvements with the high fares we already pay. Bart needs to figure out another way to fund these changes and figure out a better way to handle operating expenses.		
R_vui2rCYWeLn6s4p	See previous comment		X
R_pyFZMr6M1UIOYTv	See previous comment	X	
R_11jODk00J91o3GY	See previous comment. Until BART become safe again, cleaner, had the new trains and runs more frequently as now that it has expanded it is even harder to get a seat and is twice as packed.		
R_2Cs9VoxEEQaOXHf	see previous comments		
R_doQa5fl0dT7Pr33	See previous comments.		Unknown
R_1BSoxOnE4Ytn9j2	See previous page.	X	Unknown
R_AaZELM6OH5sADND	See previous response.	X	
R_2dN3oyK9vAKRDvx	See previous response. In short, I oppose it on the grounds of management incompetence.	X	
R_10MBf3N9GgXuwvy	See previous. When janitors are paid over 100k a year, something is amiss		
R_2yjGcen8h3unXZX	See the responses to my previous questions. If BART keeps raising fares like this, I'll take the new ferry in Richmond (it will be cheaper), or casual carpool. DO SOMETHING ABOUT FARE EVADERS AND STOP RAISING PRICES ON HONEST PEOPLE WHO PAY.		
R_OvEhMEf60pfki7T	Stated my response in the previous page.	X	
R_2SdWyM390vGjM4x	Stop fare evaders	X	
R_1eLDHJD0lGYKqL4	stop punishing poor people		
R_3NODs3sXYn4bh2F	Stop the fare evaders! Where do you get an inflation rate of more than 5.4%? I am lucky if I get a 3% pay increase every year. Why should I support BART fare increases of 3.9-5.4%?		Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_6liYcU50JpT8Ulr	Stop the fare gate jumpers. Make them pay for their rides. Bart needs to treat people fairly. Making regular people pay for rides, and making them pay more to cover the gate jumpers is not okay. Why do you think this is okay to force a certain group to pay for non-paying customers? Do not raise fares! Hire more fare enforcement officers. Make all people pay and don't discriminate on the paying riders.	X	
R_1eri19EmIN9LHaT	Stop the gate jumpers! No Fare increases until everyone pays for their ride!	Unknown	Unknown
R_DuipicdoDPHShrP	Stop wasting money from mismanagement.	Unknown	Unknown
R_RWbzsguJTXUQ0DL	Strongly oppose because there is no forward-looking plan (other than do more of the same thru adding cars) to address key issues like overcrowding, safety, fare evaders, and cleanliness. I do not have trust or confidence that more cars and a new control system will help enough to justify even the cost of fares today.	X	
R_1g1NXcf94kHTqnl	Strongly oppose because those who don't pay fares are costing the city millions of dollars per year. If they were more heavily monitored and penalized, maybe the increases won't have to go up so much.	X	X
R_2Tper8k8LrxI4oK	Tax the cities who have not been paying since BART started, let them take the brunt of the increase		Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2sWM3irJdqBpoOe	<p>The Bart is already quite expensive when it comes to FARE on day to day basis. The cost of living in Bay Area with rent and with Bart Fare is not helping Middle Class.</p> <p>I would recommend the following changes to bring cost down:            1) The Maintenance Cost can be reducing the number of Trains during Off- Hours. Peak hours are Mon-Fri 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM.            Instead of 15 mins, make it 20 mins frequency, but add more Car to accomodate more passenger. Sometimes 5 car doesn't help during Peak Hours.</p> <p>2) Provide the option of Monthly Pass if customer has starting and Ending destination is same. Give some frequent travellers benefit to these customers.</p> <p>3) Add multi-level parking structure at each Bart Station which will bring more revenue and so monthly customer can have option to include as their Monthly Pass.</p>	X	
R_1ITn1M02wOHwwVd	The BART is expensive enough, this way it'll slowly get less costly (but staying the same, but decreasing value from inflation)	X	
R_12co5cPFFIbg5cC	The cost for Bart repairs should come from local city government and taxes. Everyone-even folks who drive cars- should be taxed for Bart improvements.		
R_10IvFRASLYVKoUx	The current BART system is financially unsustainable. Fare increases constitute throwing gasoline on fire.	X	
R_vUMcMEhb4q3B6x3	The current fares are already very high, the new trains have less seats for long journeys (minimum 45mins) for most commuters. No point paying more to stand on nearly 2 hour journeys everyday.	X	
R_31Lfzb2SAmMN9N1	The increases are making it unaffordable to be a regular commuter.	X	
R_3gL2Ju6mtfIdEjb	The services, the security is very poor to pay for such a high transportation ticket	X	
R_1ruk59E148U7yET	The system is already too expensive.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_9nwVQ8A3hAB1ieJ	The whole fare system should be overhauled to include demand-based pricing.		X
R_2BaeHhDv3lxFZF	There are a lot of issues with Bart. All the old Bart trains are still running . It is extremely dirty. Homeless people do drugs, sleep on trains, and make daily commuters uncomfortable		X
R_2Wgy6qJWlquqS7	There are already price increases happening now. Bart acknowledges that students take Bart from balboa, its on their advertisements on the Bart trains, but Bart doesn't offer anything for those students. Bart riders can feel patronized being acknowledged on posters that they're commuting from far away places but then those long commutes cost even more money because they're taking Bart from far distances. All of this is happening but we're not seeing a change in Bart of its policies.	X	X
R_1gbYBnfu91ut7VZ	There is already money for new trains. Instead of buying more, we need to hold the manufacture accountable for missing delivery deadlines. Paying them more money for missed deadlines is a poor use of money. This lack of accountability shows that Bart will not spend new funds wisely.	X	
R_3FKl6Wfa31CtBy4	There is already poor miss management of bart money	X	
R_1jClc75okHvpOOE	These promises on the use of the funds has been going on since I started riding 8 years ago and nothing has gotten better. If anything I consistently see miss appropriation of funds daily.		
R_3CPFSncoJp67tDW	this is becoming way too expensive. an Uber share ride will be cheaper than BART. I don't see the benefit to me as a consumer. I'd love to save the environment but can only afford to pay that much to go to work.		X
R_2Uci9Tw9NCNRrTx	This is not a solution. This is a short term with a specific end date. You will lose the trust of riders if you extend it. Bart has increased ridership. That revnuue should offset any needs Bart has.	X	
R_2tx0IzmQQtHdMD2	This is way too much..might as well make It 25.00 a day flat fee in 2022	X	
R_2YIWUB8TN38ZMdd	This may make bart less accessible for those who take it every day.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3Hqo1g4RQLetMFP	This question is confusingly framed. I think local government should pay for repairs not increase cost of the ride.	Unknown	Unknown
R_2Uf4F9asSSOS3yq	This was a temporary program, designed with an end. It is not appropriate to continue, especially with measure RR funds available.	X	
R_Wfe6AsQYmrjxmwl	Tired of PUBLIC transit increasing fares without an equal improvement in service. What REALLY burns me is seeing all the people jumping over the barriers and not paying without BART police doing anything about it. I pay \$50 a week commuting and it is just a same to see BART employees doing nothing to make sure there is equity.		
R_Dc8BRQye9CysCkN	Too expensive	X	
R_1mhirHtr8CVqfe6	Too expensive	X	
R_3D2sxBY60c7FZQj	Too expensive for unimpressive transit. Dirty Train. Homeless on trains. Criminals on trains. Pay to park already.		
R_25ym7F6Kg9cl8Mu	Total bulls**t. In lieu of fare increases of any kind, I very strongly suggest pay / merit / pension decreases for BART executives.		
R_2zqqBR0kgWYKy9L	Traveling from Dublin to South San Francisco is already 6.90. I can't afford to pay even more!!!! I want to do the more eco- friendly thing and I know carpooling/driving can still add up but transit should ALWAYS be the cheapest option- not an option that competes at a higher price. I would only support an increase if there was more safety, carts, and accessibility to ALL income levels.	X	X
R_3m4PqG8RV9Zlc1X	Until BART fixes the current issues we have with our current lines I don't want to help fund any kind of "extending line". Clean our current trains first! Help avoid "delays". Once that's done, then BART should think about extensions of line.	X	
R_1EgmSkHlx49GYfF	Until safety and Security is in place, I will always oppose.	X	
R_b9HNQ6Dm5vKuGml	US inflation is not 3.9% and I'm not a fan of going higher than the target 2% inflation rate	X	
R_2xV0q9XHJCl70f9	Very time they increase the care they promise to make riders experience better but that never happens	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3qQLIXSWLsbQPGN	We don't even see enough of the new rail cars as it is. How do we know the fare increase program will really help fund new rail cars?	X	
R_2abIW5KD81D7Fjv	We need to see actual changes	X	
R_2CwtmjoF9B4L1XO	We pay enough for bart and the services are awful. People don't even feel safe on the existing filthy trains and you want to increase fare. Cut back on admin and exorbitant salaries of you and your employees to re-engineer into a better system that serves the tax payers/	X	
R_26lhoVX0RaieRfW	What was the bond program approved by voters for?	Unknown	Unknown
R_1mKn1trZfBwaxc7	What's the purpose of funding Measure RR then? I voted for it to help BART. I take BART everyday -- I appreciate it -- but it is so expensive. I pay over \$200 a month to commute via BART. No other big city has this expensive of a transit system. This method of raising fares only harms the commuter even more.	X	
R_29tRaRZptf86rFF	Where has all of the funding that BART has been provided over the past decade gone?		
R_2dKqVo5ykn9S942	While Bart employees get an increase (on their already good pay for less work like those agents at the gate) we on the private sector employees aren't getting a raise.	X	X
R_Rf5yLOcPHjPVTBD	Why did you get a \$3 billion bond.? Where's that money going? All you do is waste money without accountability	X	
R_1f9LgUozgpCf1iI	Why doesn't bart focus on riders not paying? Why is a fare increase needed when not everyone is paying their fare share. This is not okay. Bart needs to be trustworthy of what they have. Make all riders pay their share!	X	Unknown
R_1Ckh790e5IAGNIN	Will not work that way	X	X
R_WiBMjQJGsqkfPoZ	With prices increasing everywhere except our paychecks this is not fair. Take the money out of corporates hefty salary.		
R_AtFP9TJa6sQPT3z	Work on your government grants fundraising instead.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_21jr5TxCDMwgGVu	Work within your means and budget so that you don't have to keep asking for a rate increase. This is utterly ridiculous. And someone came up with the brilliant idea of putting condos on Bart's parking lots. Where are people suppose to park? You won't have to worry because you'll have less riders which may be the goal. More affluent riders and less people without means (homeless) perhaps equates to cleaner trains and potentially more money. The affluent people won't complain about a rate increase.	X	Unknown
R_3NPZ3jSKd1hrLpK	Would only agree to a fare increase if BART adds more trains to address the chronic overcrowding during rush hour. I don't want to see routes extended (e.g., Fremont line past Warm Springs) only for BART to run the same schedule, which would only result in further overcrowding!	X	
R_2f107RaEovgeklx	Ya lo explique anteriormente, pesimo servicio *I already explained it before, very bad service*	X	X
R_ptLweN1xvAuK1pv	You always promises big essential system upgrades but the reality is that you waste money on non essential upgrades like solar panels and station entrance beautification. Not a fan of the new rail cars either. The front facing seating creates pinch points that reduce the flow of passenger traffic		
R_3psdhpejoiXum6N	You don't know what to do with the money you have now. Why is having more money going to help you?		
R_yCIBVvihwuzTG6d	Your fares are already high compared to national standards. They are regressive because they hurt low- and middle-income earners the most, & discourage people from leaving their cars. Find more equitable revenue sources!		
R_308CPLM64HUQGIB	Your fares are excessive as is.		
R_yDuZCC2RTTrpnUJ	Your fares are the most expensive of any transit system in America, and you have a long track record of mismanagement of funds and overspending on underused extensions (SFO and OAK, for a couple). Fares should be reduced, not increased.		
BP6	Your service sucks is so poor and dirty	X	
R_3NJP89u2g6jwUym	服務同價格成反比 *Service is inversely proportional to price	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2YttSofVcB5M08x	递增 % 太高 *Increment percentage is too high*	X	X
	I don't know b/c I don't know what the other options are for raising money.		
R_bC1qOerfQI9zAm5	Ambiguous question phrasing—am I comparing to no increases at all or as-much-as-inflation?	Unknown	Unknown
R_1lhNpMIOza4OZOE	Fix the existing problems before you seek more fare increases.	X	
R_3rqgBTBKozmlzpD	I have supported every increase for many years realizing that it costs to run a system. BUT I don't know if I can continue to support it when I do not see improvements to the system. I feel as if I spend more for poorer service.		
R_bl6KbM3k0ki41IR	I think it is ridiculous, we already pay high fares and pay for parking. Just to get on Bart during rush hours a find a homeless person that just is nice and cozy with their feet on the window	X	
R_2U4cbpU08uzkEyM	It's hard to answer when I see staff, even those who attempt to enforce fares, unable to do so. I have never been checked that I paid my fare so the odds of fare evasion detection feels low. I also see it happen openly.		Unknown
R_1LGbpXfxhlw1Nqg	There is not enough information in the description to make an informed decision. What fare increases are planned for comparable urban transit systems in the US and Globally? What other revenue levers has BART attempted, ruled out, or exhausted? What expense levers have been attempted, rules out, or exhausted? For example, what savings will be delivered by shifting to the Fleet of the Future? Would increased efficiency and capacity under the current fare schedule sufficiently increase revenue to offset planned expenses? Would extended hours do the same?		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3h0cn2qazpe1HHJ	<p>This is difficult to ask in a survey, without information about the impacts. I think that functioning cars and system are important. Greater frequency seems important given how crowded BART is.</p> <p>At the same time, commuting on BART is really expensive already- and feels burdensome to me as someone who makes a decent income. I feel really concerned about BART becoming inaccessible to lower income folks or middle income folks with families.</p>	X	
R_1r3otdDu6Pb83ZM	This question is silly. Few people support raising fares. The question should be about how efficiently is the money being used.	X	X
R_2tLNYONIMs9Rvzv	<p>Pues todo sube desafortunadamente el salario es bajo , este de acuerdo uno , o no el metro es muy necesario para todas las personas para llegar a su trabajo también lo usan porque lo usan otras personas que andan turistiando.</p> <p>Es un transporte rápido . *Everything goes up unfortunately while salaries stay low. The train is necessary for all people to get to work and people also use it because they are touring. It's fast transportation.*</p>	X	X
R_1f2w2QRWxGuhyS9	You need to fix the gates first!		

# Appendix PP-D: Paper Ticket Surcharge Increase Public Comments

Legend	
	Strongly Support
	Somewhat Support
	Neutral
	Somewhat Opposed
	Opposed
	Don't Know
	No Answer

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_rjLEsQ08h0E3WZb	\$1 is a modest fee. Please ensure low cost clipper fees for seniors, students and those most in need.		
R_1qaOdVitzrav80r	Agree, clipper cards are a lot faster	X	
R_3NPOgMQ3lzIPQi7	Aka "soak the tourists"? Seems fine.		
R_O1FbfgPqjWJYtDb	All for more clipper use.	X	
R_plMvpu8VdaA4Vup	Allow paper tickets with a balance to be transferred to a clipper card at all stations. This will help encourage people to change since it will be easier to transfer it.		
R_12x7HgWsInjbbI8	Allow people to insert a paper ticket with balance on it at any station and convert it to a Clipper card	Unknown	Unknown
FV2	Anything that lessens paper consumption is good.		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_p4W9rouJwfGdAoF	Bart should have a program to hand out free clipper cards for lower income riders and those who are unbanked.	X	
R_1q4zDLfmuGZ4ECg	Can u make the paper ticket like the ones in New York. Where you can also recharge the card and use it again. It will save a lot of paper.	X	X
R_1q8oOERZTKXTkz	Clipper cards are definitely are efficient and long term. I see paper Bart passes on the floor and ppl just throw them away vs clipper cards	X	X
R_2akji3ePxGFnjIs	clipper cards are easier and less waste as the cards are easier to store and resuse vs a paper card which can get crumpled or torn and needs to be replaced		
R_2dQLpzAhBUfyffs	clipper cards are free to get and make the process easier. I would prefer everyone use them. Or better yet set up a tap system with phones or smart watches as a digital clipper system.		
R_2wb5oIQbR9MBC4T	Clipper Cards are safer, more secure, and more useful.		
R_eL4K3SIPpRQMjhn	Clipper cards are very cheap and you can easily break even	X	
R_02o3jYVu59QPENr	Clipper is better and less waste		
R_YawechvgiGVrOaR	Clipper is just the smart choice for all Bay Area transportation services.		
R_QlEm7oclbiWLXX3	Conserve resources	X	
R_2YzVQIEBW48dOFz	Cost efficiencies and to make the higher cost enough to move people to Clipper.		Unknown
R_cAqt4y3TXvnkig9	Cut down on the wear and tear of paper feeding system and cut the waste	X	
R_PRmxW6Zn3XVaPuN	Definitely agree that riders, even tourists, should have an incentive to use Clipper cards. Perhaps allow tourists to redeem their clipper card fee by turning them in at the airport, bus or train terminals.	X	Unknown
R_vCycJlpLF2cAUut	Ditch Clipper (or keep it for those who need multi system cards). Make a bart only card that can be bought on the spot at all stations in machines (London OysterCard). So many of BART's excuses about what they can't do are "but Clipper" and we can't change it.	Unknown	
R_p5wJOEvuFf3MMU1	Doesnt affect me, good for the environment and can help fund things. Sounds good	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2ZDCLf9ym4hxJEl	Dump clipper and allow phone tap-to-pay like most 1st first world transit systems.	X	
R_3NODs3sXYn4bh2F	Fare evaders don't pay anything!		Unknown
R_At7TWWoz3MCavzr	Firm believer in the convenience of the Clipper Card!	X	
R_25QRMM32GUKfydf	Folks who ride Bart on a regular basis should have clipper cards to avoid wasting paper. Also \$1 may not be a lot to people who close to never ride Bart. Please push a clipper campaign when these changes are made.	X	X
R_233kdLKF0y05Tql	Get rid of paper tickets, like DC Metro did.	X	
R_1fZz5yPy4JNE00k	Get rid of paper tix.		
R_qxs5p0xAFYHMYTL	Go green	X	
R_BKVtVangnMla8Fz	Good less paper		
R_3HzwPoW6XOSLaLj	Great idea.		
R_Wd10eL6rqCOArE5	Happy to support more sustainable methods such as the Clipper Card, a reusable device, over landfill bound tickets.		
R_bmfKiBG7YkPnW8h	<p>hen in the Course of human events it becomes necessary for one people to dissolve the political bands which have connected them with another and to assume among the powers of the earth, the separate and equal station to which the Laws of Nature and of Nature's God entitle them, a decent respect to the opinions of mankind requires that they should declare the causes which impel them to the separation.</p> <p>We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness. — That to secure these rights, Governments are instituted among Men, deriving their just powers from the consent of the governed, — That whenever any Form of Government becomes destructive of these ends, it is the Right of the People to alter or to abolish it, and to institute new Government, laying its foundation on such principles and organizing its powers in such form, as to them shall seem most likely to effect their Safety and Happiness. Prudence, indeed, will dictate that Governments long established should not be changed for light and transient causes; and</p>	Unknown	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	accordingly all experience hath shewn that mankind are more disposed to suffer, while evils are sufferable than to right themselves by abolishing the forms to which they are accustomed. But when a long train of abuses and usurpations, pursuing invariably the same Object evinces a design to reduce them under absolute Despotism, it is their right, it is their duty, to throw off such Government, and to provide new Guards for their future security. — Such has been the patient sufferance of these Colonies; and such is now the necessity which constrains them to alter their former Systems of Government. The history of the present King of Great Britain is a history of repeated injuries and usurpations, all having in direct object the establishment of an absolute Tyranny over these States. To prove this, let		
	I agree with this changes, as it will make customer to buy Clipper card.		
R_2sWM3irJdqBpoOe	I think you should charge 50 cents per ride more when using paper ticker will help to fix this problem more efficiently	X	
R_24nRjhV0TwPqbC1	I already use clipper card, so I don't care	X	
R_2ANeciIqvZ1JTHw	I do not use paper tickets this would not effect me	X	
R_3qJsyABpXUYGzNt	I have a card. Paper tickets don't concern me		
R_120kg6QGrRhvWhy	I have a Clipper Card. I believe it has great usefulness as it is multi-transit. BART should surcharge paper tickets as they are not optimal operational use of resources.		
R_xh0LOynA2ts7rLH	I like clipper cards.	X	
R_30oGxdikE2ordRw	I like this because it is not an increase that the daily commuters will have to carry.		X
16th10	I love the clipper card! I have a muni monthly pass	X	
R_332tgQsSv8VMqvG	I personally use Clipper Card and definitely much simpler to enter and exit the gates. Paper tickets have a tendency to not get read all the time. Definitely a good option.	X	X
R_WczSJBuTH4Umnip	I say get rid of paper tickets altogether	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3DhX9m7zROHCQcI	I strongly support this because not only will everyone using clipper cards make operations for daily riders more smooth but it'll also reduce significantly the waste that is caused by paper tickets in the environment.	X	
R_1dEtVVdvUy8L55x	I strongly support this, but Clipper may need to expand the ways you can pay (such as providing a way to deposit cash), in order to support lower income travelers. Increasing the surcharge without making sure it is possible for all riders to use Clipper would just heavily penalize the poorest riders.		
R_RaeUVjdqmQuN4Rz	I support this to make the expense for BART less to help decrease the amount of fare increases.	Unknown	X
R_bkm1TfoWY2NjP1v	I think everyone should use a Clipper Card.	X	
R_1py6UQIP8Jm15Hu	I think everyone should use a clipper card. It is easy to load, easy to tag. Incentivizing using a clipper over a paper ticket by charging more for the paper is fine with me. It will also reduce paper waste.	X	
R_2thtnRGdCZSQKgl	I think it is great incentive to switch to Clipper, I am a Clipper card user so it will not effect me. I also have a "guest clipper card" so when I have a visitor they also get to use the clipper card.		
R_1i9ZkkrzqTjYpMd	I think it's a great idea to charge more so we try to conserve the need to use trees for paper tickets.	X	
R_1cYbcRPkr83SI19	I think it's great save paper and use plastics	X	X
R_27g6eK34jVUj07Z	i think this is okay since it primarily targets visitors to the area and not current residents who are more likely to have a clipper card		
R_u4e9P3LPoCMqm8F	I think this is very important. Paper magstripe tickets are a technology that is several decades old. Paper tickets have many drawbacks. They are easily damaged. You lose them, that's it. Turnstiles often go out of service because of wear and tear from a system comprising many moving parts. Really BART should be Clipper only. At least this is a reasonable and well thought out intermediate step.		
R_2agXREQVNE0q0Zv	i use the card		
R_25GgOzYncLFLrft	I'm assuming most people who buy paper tickets are non-residents and tourists. Seems appropriate.		Unknown

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_25tLLKEmKKzSuGh	In this day and age there is NO excuse in not using a Clipper card when riding public transportation in the Bay Area, it should be common practice and standard to use one.	X	
R_1mltk9MwmN83GYK	Increase it more.	X	Unknown
R_1QtndLjmrghPB9Q	Install clipper card dispensers and ban paper tickets.		
R_2WAbU1Xwjnf5d4F	It is a lot for a short trip.		
R_3n7aqXYGzOrVCKz	It is more eco-friendly to use a clipper card than to use paper tickets	X	
FV3	It is needed to keep paper use down.		X
R_31No1otQPjqG4re	It makes sense		
R_DIB0yNuWI8Yc4kp	It will help make bus service better by reducing those who take a long time paying cash.		
R_3ffXsqEdWo237kG	It would mostly effect visitors, who won't have a reference point to judge the increase.	X	
R_2Si3BQPy0GG5yYo	It's better for the environment to be more resourceful and just use a clipper card. The only thing about this though is that if you're increasing the 1.00 on paper tickets, maybe consider lowering the 3 dollar charge on clipper cards. That way people see the clipper card as an overall better deal. Maybe put that money from the clipper card fee onto the paper ticket fee	X	
R_3RyeoUtEXaoWWxF	Its a perfect way to go green.	X	
R_xtJIRk06bvj5Ysx	It's time we move away from paper tickets. They get jammed and help break down equipment.		X
R_1oaRjeye1e0ejGP	Just get rid of paper tickets, as other cities (Philadelphia, Chicago) have.	X	
R_1cTIHj3k9SrWel	Just right so riders will turn into clipper card	X	
R_1g1NXcf94kHTqnI	Less ticket purchases might save more trees.	X	
16th20	less waste!	X	X
R_2EF8tYi8u6j6Nj8	less waste, I agree 100%	X	
R_2zzaFsoKls6HKTa	Let's not waste. Get people committed to card.		
R_SZShmLLW7fzUrf3	Let's stop polluting the environment with little blue cards!		
R_SCwneCaRkoQyZ57	Make Clipper cards available at all stations	X	Unknown
R_2v07ow0pB0Mqt09	Makes sense. Other countries and cities in the US are already doing this type of thing.	X	Unknown

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_xnFtK3YVXMUQ98J	Many transit systems have already done away with paper tickets.		
R_w0IY2Oqdg6HCNKV	Maybe start thinking a way to using smart phone as payment tool.	X	X
R_3nCSQYGFbxn5DC7	Mobile app to pay for BART too	X	
R_3PNPIFGdwMbUQHG	More eco friendly		
R_1jkXYlzpFRleEH7	Mostly tourists use this option and don't mind splurging	Unknown	
R_2PCn0G3Zaul3L7D	Must make it easy for the non banked to add value to a clipper card so they can take advantage of the incentive		Unknown
R_Z8BqYkiPlcWe93j	No	X	
R_z6z2xNPIsacFzj3	No	Unknown	
R_3h6eQSZaslzxqm3	No		Unknown
R_23Ukxo9PQZmbVDG	No	X	
R_11AmTd03KIsPm45	No	X	
16th15	No		Unknown
R_ym3HukZyY7HnC6Z	No comment.		X
R_2rTn9ABUIM5QGr	No comment.	X	
R_1DuNny5bYihbYRC	No comments as the paper slots of the machines may not work all the time.	X	
R_1CwIyeFC10JDdmv	No other transit system in Europe has paper tix. Get rid of them	X	
FR1	No problems let them know	X	
R_a43unhYNlfW74xb	No sympathy for users of paper tickets. Price them higher and eliminate them soon.		
R_21ApvejZ0Q3MceH	No, it simply makes the most sense.		
R_1QKEz0tm8v92mvM	No.	X	
R_2wdFjASooqQgl1Y	No. Smart thinking!		X
R_x3N2jH3Wpt3Bx4Z	No.	X	
16th3	Maybe add a tourist ticket option?	X	
R_1EYgehVb0JtlBGc	Not reusable. Should be even more expensive		
R_AssLE7ORG1TIFxn	Now that Clipper cards are available at all station TVMs, as much I love it for nostalgia, I believe it is safe to discontinue the paper tickets. As long as you can set-up and continue the various fare types (youth, senior, economically disadvantaged, etc.)	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	online or at customer service centers.  You'd need to upgrade the remaining TVMs to be Clipper compatible as well.		
R_2QMd4CQkna24vU6	One system is better than two		
R_2bOD08W3zvOtOWS	Other major cities like New York and DC have only cards. I do not find it inconvenient to use them.		Unknown
R_1ocdgEUrPpJTKrE	Other transit agencies have gotten rid of paper tickets, right? How did they do it?		
R_2abIW5KD81D7Fjv	Paper tickets are a huge waste	X	
R_2Bxt3CialiXXjXI	Paper tickets are antiquated.	X	
R_332qJrJb3SoSloR	Paper tickets are bothersome and cause delays at fare gates.		X
R_2aLTrJI5KeEGLtu	Paper tickets are wasteful.		
R_1jYObCYrhf27FTu	Paper tickets cost more than Clipper cards and should be strongly discouraged.		
R_1NgeOi70tWRmu0v	Paper tickets should be more expensive, but Clipper should be easier to obtain (some stations have broken Clipper vending machines). Also the campaigns for free Clipper cards for lower income individuals should be more prominent.	X	
R_2awsmjJX5t1tIgt	Paper tickets slow down the flow of people at fare gates and get wet and jam often.	X	
R_9ZapDlo3D0JWALL	People need to invest in clipper cards and get rid the paper tix		
R_1Cw39KmzDLl9ait	People should be using clipper so this increase makes sense.		
R_2Suv28RvwxXKcx6	People should use clipper cards, but they should be easier to use alongside EZ-Parking		
R_3QE7ddzMvcWhKhW	People using paper ticket are especially slow, and nobody ever knows how to use it.	X	
R_2ZNAEzV8VQHDHm	Perhaps there could be some sort of Visitors Pass paper ticket for a single round trip ride or a day and not charge more for it. We don't want to be unwelcoming to tourists who are coming here to enjoy our wonderful Bay Area and spend money in our economy! So u would recommend considering ways to not penalize the tourist or occasional rider		
R_1eQqov4i3zcn8tB	Please make the process of getting a Clipper easier so there are fewer people obtaining Clipper cards.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_V2Rjv2nT0pKRaFP	Pushing to use more electronic payments is good. I would strongly suggest that the clipper system is made a lot more responsive to make up for it.  For example, having to wait a few days for an electronic payment to show up is poor - very poor		X
R_SMN0crnDN3CCy9r	Raise it to \$3.00		
R_3MEGjBc3a6GqhwY	Saves paper and its convenient. Why would anyone not use it.	X	Unknown
R_5pwQ9UpMwwBUWAN	Should eliminate selling paper ticket, but allow riders to use them up for another year. They can add value upon exit if no more paper ticket machines. Just like new eBart stations, have Clipper machines only. However, I suggest there should be a time frame when rider can get a Clipper card out of a Bart ticket machine for \$2. (Later on change back to \$3.) This way will save cost in maintaining paper ticket system just as mentioned.	X	
R_03ZUsFbF6fCpA0p	Simply disappear them. No paper tickets, no problem. Clipper cards are easy to get and use; I'm not sure why anyone uses the paper tickets any more.		
R_T6l3XbUhjChrSct	So long as actual clipper cards are available for purchase at one of the TVMs at the station this is good		
R_2v68yqT4SRmZWFh	Stop charging \$3 for a clipper		
R_1CCiDTjwGyYbM6W	Stop selling paper tickets!		
R_2zSKkMG1l2OGfSH	Stop using paper!		
R_1pVx0CBUUGlhAne	Strongly support but make it easier for us to turn in old paper tickets. The surcharge shouldn't apply to old tickets we are trying to use up. Only newly purchased tickets.		
R_5A3u6W16Uj7Merf	Such surcharges should be coupled with programs to ensure that Bay area residents can easily obtain and maintain clipper cards, regardless of their income and available resources.		
R_1cY8j5ZKpQWVYxj	Sucks for visitors but ok		
R_yI9PqpbWaJn374l	Support. I have seen many people change their way to buy fares (including me). This	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	way encourages people are aware of cost saving and environment protection.		
R_3dEpV5zXlwXwifU	Sure do this, charge the f**kers who don't regularly use this service more.		
R_21bICHctGczSK77	Sure it will force them to get a clipper card	X	
R_esoWT7f7TNjt0dP	Tax out of towners! Also, be green	X	
R_3PAlnTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		X
R_21vVFzzze7y3viu	The hope is that native or long term Bay Area folk would use Clipper over paper. Tourists are more likely to use paper cards.	X	
R_2rAyMz8uS7yGOZE	The more clipper cards in use the better!		
R_YYo0j1I906QreXT	The more environmentally friendly, the better. Also consider renting clipper cards for those who are visiting.	X	
R_2nt0l6gp7dQjk7n	The only downside I see is for the elderly who don't necessarily want to use clipper-- although they still get a discount, right? I assume that discount would continue with paper tickets.		X
R_1QLPLlagIR8dgAp	The paper ticket surcharge may be a hindrance for low-income riders/seniors/out of towners who aren't used to using Clipper. But I believe that to help with these potential issues, we look at Clipper Cards being free-of-charge at certain stations or venues for these riders. And remind them that they are very beneficial to use around the entire Bay Area region.  With the advent of Clipper 2.0 just starting, it would also be in the best interests of BART to have the majority of fare machines be Clipper only as well.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2ya5iYW0qYLbSB2	There's no reason to still be using paper tickets. It slows down the entry/exit process and jams machines. Get rid of paper tickets altogether and make everyone use Clipper.		
R_2VkYr3d6EsHAsVa	They will go faster through the gate.	X	
R_2dN3oyK9vAKRDvx	This actually makes sense. Load all the increases to those still using paper tickets.	X	X
R_2zMxWjyO2nZxrHX	This is a good move to save paper :)	X	
R_3k22LXyhRtFt7Fq	This is a really good idea		X
R_1onViMBHwFPHiyE	This might be effective in encouraging the use of Clipper Cards rather than paper (as a greener alternative).	X	Unknown
R_1eKstBrsTolmByU	This seems like an excellent strategy to encourage adoption of clipper, which has become easier than ever to access.		
R_Tozaa89v8WwC09z	Two points: 1. Incentivize getting a Clipper Card: the paper ticket surcharge should be more than the price of getting a Clipper Card. 2. I support the surcharge increase, but only if buying a Clipper card is as easy as buying a paper ticket (i.e. both take the same amount of steps and time at a BART ticket machine).		
R_6fotVm7bW56l7Wx	Use the additional revenue to pay for free bus transfers for Clipper Card users.		
R_Dc8BRQye9CysCkN	We can save paper	X	
R_3PRbgPZ1hHFRxnY	We should eliminate paper ticket all together and enforce Clipper cards - for the environment. But why is the Clipper card \$3?!	X	
R_2xMdnUfElXyr2tO	We should eliminate paper tickets	X	
R_8el3qs8NuSsxRDz	What happened to the bond money?		
R_2ydQ8vBBVEUV2U6	While I don't like seeing money used as a cornerstone for motivation, sometimes that's ultimately what needs to be done - I'm fine with it.		
R_3gi4nkTbkCez8lh	Why not just eliminate paper tickets, period? Have one system: clipper		Unknown
R_1HdkRVhjJohudEE	Why not let the user pay for their paper ticket even though I haven't been able to get a paper ticket in years unless I to go the fare machine.	Unknown	
R_3h5ykLdfP69CHwJ	Yes charge the tourist	X	Unknown
R_vUMcMEhb4q3B6x3	Yes less paper used is good for the environment	X	Unknown
R_5u2OtME0Urwiz7j	Yes please encourage people to use clipper cards and no more paper waste!	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_pcLufNKoNi8K9K9	Yes! How about a \$1.50 surcharge. Jack that surcharge as much as you can. It's totally ridiculous to still have tickets. Everyone has a cell phone there is no reason why an app can't be used like Muni has. This is a huge waste of money maintaining those ticket machines.		Unknown
R_2zl0Xt1lDkYPlxu	Yes, clipper cards are better for the environment.	X	X
R_cCTrZG0shbmYR4R	Yes, if you have no choice, then people would have to learn and follow the clipper processing.	X	
R_sNDdQwpacNsNo3L	Yes, many other cities do the same. Main impact should be on non-locals.		
R_2fHfam1bh1ypWQG	Yes, quit wasting resources. Make people go digital or card. Have officers checking cards for fare evasion. Cite criminals, make money. Stop gouging honest commuters.		X
R_9ssliqEP15Drp5f	Yes, the paper ticket is pretty wasteful, but important at times	X	X
R_3fv3zpZKW3gD5P2	Yes. Many other public transit systems (e.g., Portland's MAX, Chicago's 'L') have gotten rid of paper tickets altogether. Please disincentivize their continued use. A Clipper card costs almost nothing and is more sustainable.		X
R_1U0r65426p9Qakh	You must make it easier to get clipper cards in every Bart station for this surcharge to work.		X
R_2rr44vr1U23S3FX	同意加附加費，鼓勵人使用Clipper卡 *I agree to adding a surcharge to encourage people to use the Clipper card*	X	Unknown
R_3s006QkTNH7RQmR	提高紙票收費，減少紙票，鼓勵多使用Clipper卡，以便環保 ♻️ *Increase paper ticket charges, reduce paper tickets, and encourage the use of Clipper cards for environmental protection*	X	X
R_3NK6rc0k3XE8nvZ	提高紙票附加費，鼓勵人多使用clipper卡 *Increase paper tickets surcharges and encourage people to use clipper cards*	X	
R_3RaL00EebisxarI	50 cents seems fine, but \$1 is unfair to tourists or people here on short trips for business	Unknown	
R_DMMkDBJt03RiFk5	Again, there are some equity issues with over-taxing paper tickets, but in general I support this policy. I hope there are ways for		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	those who are unable to acquire a Clipper Card (no access to credit/debit payment, privacy concerns, etc) to access reduced fares.		
R_2DZhdCIjKzZNne	As long as there are Clipper options for short stay visitors to the Bay Area.		
R_2z6D9dXGpMGHMqv	Bart would need to do more to educate the public about Clipper cards vs paper tickets.		
R_3spjOE3hbCFsGmb	charge the tourists more, I support it.	Unknown	
R_aeH4TPLRdEE7Lvr	Clipper cards are convient	X	
R_2wjEHTHQFDgwmVA	Clipper cards seem widely available, seem to work well.		
R_3rZDk8c6luDeIL8	Clipper cards should be free to acquire.		
R_ywQqjdCUBzfhYBr	clipper cards should be free to encourage more use	X	
R_3rZIZFijBLCLRks	Clipper is better and more efficient, but I don't see this surcharge convincing people to move to Clipper.		
R_3qgkmTjErwFAv6D	Clipper media cost high for single use		
R_2YwYP2VaDgWWIcn	Clippers do cost more than a regular paper pass and some people don't use clipper other than Bart.	X	X
R_3MhyB1EWeB8pkbx	Conceptually I agree with this but have concerns with the demographics who use paper vs clipper. Is there a potential to unduly burden certain people?		
R_1daA1zs94rMN3I	Concerned that this could disproportionately affect lower income individuals.	X	
R_w7w401uOYgOYpQB	Consider any negative externalities, whatever they may be, to this increases	X	
R_3MFgl7ztRnmXWAJ	Create a way for us to use Clipper Card on our phones as well, and I would strongly support this!		
R_1ONtsa9DpSTJy5L	discourage paper tickets; they're wasteful		X
R_3jSRNEIIVcR9mdP	Expensive penalty		
R_1Dx1jWdNh0KkkgM	Get rid of the paper tickets all together.		
R_3KZcMsPcUblxeW	Good idea save trees	X	
R_2WGz004Z95uzzyI	Good idea, except paying for bart with clipper is more complicated than it needs to be. Reform payments do the entire Bay Area uses the same fare scheme including muni and buses	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2v1jVwMIyG0UINo	Have the Clipper provider to produce more special designed clipper cards to entice more customers to use clipper.	X	
R_ZHV9qEYNm5xAwvf	How many of these paper ticket holders are low income, no-credit card holders?	X	
R_2EzrEbKi0UWjSFu	I agree strongly, but I already have a very digital life, so I don't know what heartaches effectively forcing a Clipper card would create.  We will also want to make sure visitors and non-English speakers also have clear and easy access to a Clipper card for their visit		
R_1fdDD8CquMAX4Ne	I agree that encouraging riders to use the paperless clipper card is a good idea. I also would like to see Bart work with employers to increase subsidized fares for Bart riding employees.	Unknown	
R_3m4PqG8RV9Zlc1X	I agree with a surcharge for paper tickets. A clipper card is so convenient and better for our environment if the majority of commuters would use it.	X	
R_yt1EZGa0JIX6zYd	I am curious whether that surcharge will impact low income populations unproportionally.		Unknown
R_2YWj62oX4glu0Sp	I am fine with an increased fare for paper tickets, but DEAL WITH THE FARE EVADERS.	X	
R_2YIWUB8TN38ZMdD	I do think getting a clipper card is a good investment	X	
R_yL51PJQKoWRecaB	I do think increasing the paper ticket cost will also increase the people that try to avoid the fare by jumping the gate, so this may increase a problem that the system already has. Fare avoiders are not prosecuted and therefore they will continue to do so and most likely spur more people to do so.		X
R_3MA1trMUv113NdN	I don't see why anyone would even use a paper ticket unless they aren't locals.	X	
R_2QnboxWejMGDHFfi	I have a clipper card and I think most people should. This might unfairly penalize visitors, but conservation is key.	X	
R_1gi46u4n9W0gDOj	I imagine a decent % of people still using paper tickets are visitors, so I'm ok with a higher surcharge		
R_uhbUH2NPd954Acp	I oppose this if it's required for people to have an address to get a clipper card - i don't		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	think homeless riders need to be penalized more than they are for riding Bart		
R_z2Vw4HXkdEDrr0t	I see why this charge is desirable. Are there programs for the most financially vulnerable to get access to free Clipper cards that they can put money? I wonder if that's a deterrent for some individuals.	X	
R_1LGbpXfxhIw1Nqg	I think Chicago does this, and in fact makes it much more expensive to buy a single-use ticket rather than a farecard like Clipper. How would the proposed \$1 surcharge compare to transit systems in other cities? Maybe a \$5 upcharge for a single-use ticket makes more sense...		
16th8	I think everyone should be using Clipper card. Make it easier for all peo. Set up tables to sign up @ stations.		
R_3je9YFbLzacT7C8	I think it is a good idea, it would decrease the demand for paper tickets and push towards clipper cards. Cards are more reliable and last much longer.	X	
R_31gYCHaZYiPXkJT	I think it's a good idea but I think about tourists and those who do not use bart regularly. Also, will there be clipper cards available for purchase at the stations? The more clipper cards are encouraged, the more available they should be.	X	
R_ptLweN1xvAuK1pv	I think it's mostly good but it also hurts tourists who have no use for a clipper card		
R_xbyiXQLxT3empgd	I think magstripe tickets should be Eliminated immediately. I'm happy to see a \$5 dollar surcharge		
R_1gw6mEngYzx8k6s	I use clipper. How about raising the minimum paper ticket value to \$5 (+\$1 surcharge.) Maybe that will combat the homeless using Bart as a shelter.	X	
R_3JE1NCiRhjtMvGp	I wonder if it will incentivize people to get a clipper card, or disincentivize those who use it infrequently, like tourists.		Unknown
R_29oa999BfEwHIKM	I would like more transparency about what these funds would be used for prior to the expansion of this. I support the attempt to reduce paper but would hope this could be used to support other incentives or reduce costs for others. For example, maybe an increase in the discount for those who use the clipper card.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2zqHD0jq9xFmFEt	I would like to know who most paper ticket users are. If they are primarily tourists I support it.		X
R_u98tiRJTdFGHdFX	I would support this if there's a program to make sure low-income riders can get free clipper cards.		
R_1Eh5GNZgP7Ap0N9	I would support this. Paper tickets slow down entry and exit into BART stations and are mostly used by tourists and people who just occasionally take BART and thus are unlikely to be strongly impacted by the surcharge. A dollar seems a little steep though. What about fifty cents?		
R_2zoNitL2hBed6eT	I've never purchased a paper ticket so this doesn't affect me that much	X	X
R_2dtiKMc3fM0OIQL	I'd rather see paper tickets just gotten rid of, instead of maintained at a high cost		X
R_200rtZPlsnHe6sA	If this helps the environment and helps thing run more smoothly then this is great. I wish the parking integration would improve along with this though - I often use a ticket because I don't have cash for parking		X
R_33shq0EUtKzl3yN	If this is a significant benefit to BART's operations, why doesn't BART simply phase out the paper tickets and institute a 100 percent Clipper system? Why is the legacy paper ticket system still in place? Transit systems upgrade and replace old fare media. When's the last time you used a token on the New York subway?		
R_VItKb17fxesbUpb	i'm all for making paper ticket users pay more than clipper users, however, all fare machines and clipper kiosks need to be updated to accept modern payment options such as apple pay, especially in the wake of the recent month-long walgreens system disaster which made refilling my clipper card, as someone who uses a digital wallet, a real pain in the ass.		Unknown
R_3JeWZdKk2MHRyxy	In general I support this, however I am concerned about the impact to low income riders.		
R_1Q4uxQbTnf9XW1X	It doesn't affect me, so I'm personally OK with it. But will this hit passengers who are older, transient, homeless, housing-unstable, have disabilities, etc.?	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2ffE4aXilmJQ9tH	it encourages riders to not use paper but could be problematic for people that don't have and can't get clipper	X	
R_3lYdz5qsfscy43	It is important to be green.		
R_1F2NTQ4eTJOxl9G	It makes sense, a lot of cities use paper ticket surcharge.	Unknown	
R_1DGyvOyQ1lC363G	It will save paper	X	
R_1g0lApHyIWfkNRQ	Kind of annoying but I'm fine with it	X	
R_1mrcJZQqx7bZDTo	Less paper is good		
R_3F4Nkiuuz36JKDN	Less paper saves paper, I support		
R_2dGTFYG9Upf7c3Z	Make it easier to get a clipper card and more people will use it. In Seattle for example, you can purchase an Orca card at the light rail station!		X
R_0e64iEjNiExg0V3	Makes long term sense	X	
R_2dKqVo5ykn9S942	Maybe do more advertising about paper ticket on all bart stations and train	X	
R_1EcmfLYmiuOGPsz	More people will not pay, jump the gates	X	
R_OqbC0ASQbfVzQxX	No	X	
R_DkK2CqUqB9VFjMd	No	X	
R_9nwVQ8A3hAB1ieJ	No		X
R_1F3quIcKR3CLFxn	No	Unknown	
16th5	No	X	X
R_3QYLP1udKYGK4YV	No comments	X	
R_aaBGuBHiVbejiMx	No creo considerable aumentar tanto a los tickets de papel. La estación que uso (Fruitvale in Oakland) casi siempre tiene una línea de espera larga para recargar la tarjeta de clipper. Además la mayoría de las veces no funcionan y tiene uno que llamar al agente. *I do not think it's a significant increase to paper tickets. The station I use (Fruitvale in Oakland) almost always has a long waiting line to recharge the clipper card. Also most of the time they do not work and you have to call the agent.*	X	Unknown
R_2altrN8FQFaRNx4	No i totally understand the purpose of this and think it's. Great idea	X	X
R_3e1pprlqfWSQKqt	No, I do not.		
R_3P4ARTIPYw643tP	Nope	X	
16th7	Not everyone can afford reload on clippers or have means to purchase maintain one. The Walgreens in my neighborhood is always	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	down so I do it online. Not everyone has internet.		
R_00LntxjcsPA7juF	Not sure which one is environmental friendly. I would support based on that	X	
R_3Ma6zHkAn48paTf	People who ride BART regularly should get a clipper card to increase efficiency and hold down costs. Only tourists and occasional riders would be affected.		X
R_2uL2f6BkaHWKuEh	Pretty high fee. Will need easier/more convenient ways to get a Clipper card.	X	
R_3efufZ3G4OsVuKJ	Seems like a good idea.	Unknown	
R_2Vwinbc7J9h8BvA	Should be a way for Clipper card holders to purchase paper tickets w/o the surcharge for out of town guests or similar. Perhaps a cap on number of available tickets per annum.		
R_3lXFTU5GLBtOtyu	Teach people about Clipper and let them know it is cheaper to use it.	X	
R_u4CtQhycnabklR	That seems like a reasonable penalty		
R_28M1e2BpCq9Kkj1	That's fine; we need to reduce paper consumption regardless. However, you need to install more add fare machines that take credit/debit cards as well.	X	
R_24CdHRXsewPy0Xz	The amount of both the Clipper card and paper cards should be more closer together, so people don't think they're wasting their money on a more expensive card.		
R_3DuW9WBspwcESVb	There are cost barriers to the Clipper card and the questionable customer service that people receive with the Clipper card.	X	
R_2pWWOwMxLR1070F	They should advertise Clippers better and be more easier to get.	X	X
R_10IvFRASLYVKoUx	This action could potentially encourage incremental fare evaders	X	
R_1lyFLVTOTkQ250u	This depend on what is the cost to buy a Clipper card.	X	Unknown
R_6ESum7HnUsbGKSR	This is great but you need to make it EASY to get a clipper card. Not at a specific location but st a vending machine at each station.		
R_1gbYBnfu91ut7VZ	This needs to be clear for people. BART should focus on launching initiatives to wean people off paper tickets. Such as a mobile app like sfmta.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3DkH1bpVuX5VjjF	This seems sensible, but there should be study of why some regular riders continue to use paper tickets, and whether the surcharge increase would have an inequitable impact. I have to wonder whether some lower-income people are deterred by the \$3.00 charge to get a Clipper card. Perhaps some of the savings could be directed to reducing the Clipper fee, or a (permanent or temporary) program to give free Clipper cards to lower-income riders?		
R_1ruk59E148U7yET	This strategy would target occasional users and tourists, which I guess we care less about.		
R_3JJJjHHWWkZ2zp	This will disproportionately affect people who are visiting the Bay Area or people who rarely use the system. Maybe base the surcharge on how large of a ticket they are purchasing.		
R_1It3rtSDkZ2jLBk	ticket entry is slower than clipper entry		
R_3GiVEkWbg8xH2H9	tough trade-off: paper is (theoretically) recyclable while plastic cards are not BUT reusable is way better than one-off	Unknown	
R_s6AABADkU3K4enT	Using clipper card is more efficient, environmental friendly, and saves cost.	X	X
R_3FVuMST4uVmqwTP	While \$1.00 is certainly a lot, by this point in time there is pretty much no excuse switching over to Clipper. It's only \$3 (or free to those who qualify) and doesn't hurt lower income individuals as long as they have already switched over.	X	
R_2U4cbpU08uzkEyM	Will hurt visitors and those unable to figure out the process of obtaining a clipper or unable to hold on to a clipper		
R_3nuxjj9BgGnfwoq	Will this cause a decrease in revenue because more people will jump fare gates? (Or tourists choosing not to ride?)		
R_vZZU8kALIBLeqm5	With the price of maintaining fare gates, I support this initiative.	X	
R_ebAAvB21tjwLkqt	Would be more supportive if you also introduced tap and go via cellphone like they have on the London tube.		Unknown
R_1dbDYRcO10muppc	yes to cut down on paper	X	
R_1Kaa8scbzWeKswQ	Yes, but give those who may be tourists all day passes at discount, aa New York subway has, as tourists are the ones likely comprising much of that 15%. Let financially motivated		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	tourists help subsidize the BART building projects by motivating them to ride all day.		
R_2TvhYad1NQdropK	Yes. We need to take care of our planet too. People should use only clipper cards.	X	
R_3HB1eU2NGVCaRXN	You do not want to over-penalize the visitors who use BART		
R_3LXWkcvFgKLWhXA	\$1.00 seems a little steep unless you plan to retire and therefore reduce maintenance of paper ticket infrastructure.		
R_1fZu8gVlSi7QtTY	A bit excessive for visitors	X	
R_1jEaSxWOTCQin75	A lot of people rely on paper at first because they may not know how to get a Clipper card. If you're going to use negative incentives, you should also increase the ease of getting a plastic card. It's unfair to punish without providing easier paths forward.		
R_VWprPYqtCyGPuxz	A way to incentivize clipper cards is to place a deadline on the availability of paper tickets so everyone who uses bart HAS to purchase a clipper card	X	
16th6	Although its convenient to get cards at Wallgreens, there should be options to buy clipper cards in each station.		
R_2S0Ped2AaExkiL	Are the 15% tourists or residents?	X	
R_1CfPtW7Ln4xEa5v	As i said before, I use a clipper card so I won't be affected if paper tickets increase.		X
R_3VqR3GYdtfAE5Xz	BART should explore other contactless forms of payment		
R_3rqgBTBKozmlzpD	Before I would decide on this increase, I would need to know who this change adversely affects in our ridership. I would be strongly opposed if it affects the poor or underserved riders. I would want BART to conduct quality research into this information. \$1.00 more is a lot of money for the poor. Additionally the poor tend to depend on public transportation as their only method.		
R_31tvWriDLRH0u3w	Do people primarily purchase paper tickets when they forget their Clipper?	X	
R_3CPFSncoJp67tDW	don't use paper tickets		X
R_3Rt0VkaZ9H4Lojt	For new people who will take bart once in a month it will be burden	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2D5Lsak7Yxbpnj9	For one time visitors or someone don't stay long enough to get a clipper card, I don't think it's fare to charge them \$1 on top of the fare price.	X	
R_e2U4FREnbh1VC9P	For regular commuters and locals, the surcharge makes sense, but I'm worried about visitors to the Bay Area for whom the Clipper card may not be usable or practical, and thus they need to use paper tickets.	X	
R_2chDQbWqEEP7fuh	Getting rid of paper tickets is a good goal, but it seems like not enough BART stations sell new clipper cards for such a high surcharge to be palatable.		
R_51tdYVFRLfPgDId	Have you done studies of who these paper ticket riders are and why they have not switched over?		
R_sbVy5rkABQGUXwl	How will you decrease the amount of homeless being disruptive?	X	
16th11	I agree we should go green, but I think the overall problem lies with the bureaucracy of BART itself.		Unknown
R_2rAyhHsuaWR9Kuk	I am concerned that this becomes an access and equity issue - lower income people are less likely to have clipper cards and this more likely to pay the surcharge. Make obtaining a clipper cards free for all Bay Area residents and I would support an increase, but going to \$1 seems like a steep soak-the-visitors type tax. How about \$.60	Unknown	
R_2wAcCLVJHE2oVKz	I am indifferent to increasing the cost of paper tickets vs. Clipper but has there been any research / survey done on WHY the 15% still using paper are using it. Are there any requirements for the Clipper (i.e. valid mailing address, etc.) that are making that 15% hesitant or unable to use? Just curious really.		
R_aXmnrbsls3jndrb	I believe trips from airports shouldn't count - I feel bad for tourists		X
R_29tRaRZptf86rFF	I can see the utility of the Clipper fare payment system, and use it myself; I'm dubious of any proposal that provides BART executives another avenue to pad their bank accounts.		
R_3sGi1LWT87GC3L	I can see why we should go to clipper, but one time use ticket passengers still need paper tickets. Cheaper to make than clipper cards	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2SD0QfyzSYhxnH	I don't understand why they don't want to use the clipper.	X	X
R_1CigKFM0YYMDdIZ	I don't use paper tickets but my question would be whether free Clipper cards are made available to low income folks.		
R_2aJJYtdMGcgrcAD	I don't have issues since I always use clipper card	X	
R_1F8f7afrDWkUoTL	I don't mind charging out of town visitors more to use BART, but I wonder about local residents and why they don't use Clipper and how they are doing financially etc. I don't feel like I know enough to know if this will be okay or harmful.		
R_2xxcIUjc9AhAnjB	I don't really care, personally, because I am a clipper user already so it won't affect my bottom line. If you can make more money from people who aren't me then go for it.		
R_2dzQ4bWSFeLaXs8	I have heard that this will be harder to afford for those who don't have the means to keep a clipper card, but am ambivalent		
R_1kZD4M059AeNZ59	I live here and use Clipper so the surcharge does not matter personally, but if I am a tourist visiting here for a short time I would not like it and may choose Uber/Lift over BART because of the unkindness/unwelcome BART attitude against casual riders/visitors. If you like to promote the use of Clipper, Clipper should be given to everyone for free.	Unknown	
R_1r3otdDu6Pb83ZM	I support stronger efforts to prevent fare jumping	X	
R_3EL0n3TvaqTnBgp	I think a dollar is fair. Increasing it just seems unreasonable for tourists in the city or those who rarely use public trans		Unknown
R_vCsfxYAMhtkkGD7	I think there is a delicate balance between incentivizing and being too harsh. Increasing it too much might penalize those that might not be able to afford to replace their clipper card.	X	
R_3F3zeD0kCeml95z	I use a clipper card so it doesn't affect me	X	X
R_1CDQhfbeB1RpXE3	I use Clipper, but the need to punish non-users of Clipper really suggests that "the Bay Area's significant investment" was a poor one. A better customer experience should sell itself. This survey question does not explain why those 15% of riders are still using paper tickets, nor does it describe other things	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	BART could do to make Clipper more attractive to those riders.		
R_1K3kmv6XsH4mAWZ	I use clipper, so paper cost increases probably wouldn't much faze me. But it'd suck if I lost my card and had to resort to paper for a while, which certainly has happened before.	Unknown	
R_2Sjq3HdskOrfeKc	I would need to know more about that 15%. For example, what income bracket do they fall into? If they're lower income, I would not support the increase.		
R_334nRRtlWkwl80S	I would prefer if certain costs weren't always passed on to riders and tax payers.		
R_2S7T3WJOYNf0Mcq	If good for environment, it can be done	X	
R_2Xajv4x6NhAhM22	If the safety of the riders are also increasing it will be ok	X	
R_BLZwWpUIxlu2jaV	If you want to incentivize and encourage people to use Clipper, maybe make it MORE expensive to buy a paper ticket than to buy a clipper card?	Unknown	
R_1gdru1GL3lqWVZ4	I'm concerned that paper ticket fees could disproportionately affect lower income riders. If there are any studies that show this is not the case, or any way to help offset that cost to Saud riders (if it is the case), then I would be in support of the fee increase.		Unknown
16th13	It benefits me b/c I have a clipper card, but I imagine it's harder on people w/ lower incomes. PS I hate the new BART trains! Not enough room & seats are too high		
R_1ojUiBSO9bsN8WJ	It depends as a lot of travelers take Bart and a lot of temporary commuters take bart. It should be affordable for them as well to use the public transport. Increasing paper ticket might discourage everyone in general	X	
R_1CJk0KwStmLGD5Q	It is line with what some other areas do with public transit. I think it penalizes infrequent riders who may not want a regular card.		
R_10Vg3Twcvc0fPuc	It might be unfair/give a bad impression for tourists using the system (who wouldn't have a need for a Clipper card).		
R_2pW9nTUAFTIMbSy	It should be easier to obtain a Clipper card for tourists.		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_28B6BifDEHnImbu	It would be much better if there were options to purchase Clipper Cards at the stations.	X	
R_1ezs4wMfB6tNefl	It's a good way to get people to use clipper! However, tourists may not be very happy...?	X	X
R_238ioSACuC18V7X	Make fund transfers from card to card available and easy to execute. The incentive to use the clipper card is good but you should allow for fund transfers.	X	
R_1g7ryJSqlkPmAuz	Many riders using paper tickets are tourists so charge away. Also paper tickets are wasteful and more prone to problems.		X
R_3RszpsEX1tng5hu	N/A	X	X
R_1pnRoD1enVYdTxH	N/A	X	
R_bl6KbM3k0ki41IR	No	X	
PB2	No	X	
R_39q10i9xpKK5y05	None. I am personally a clipper card owner.	X	
R_2CqXtWeWjmtFZmk	not everyone can afford to buy a card and you are now forcing them to do so. Stop Fare Evaders, make them pay their tickets, make it difficult to jump the gate.		
R_1Q0zm1BfaaXLU6c	Only if it's not penalizing the poor who can't come up with large lump sums to deposit as balances for the cards.  For better PR, rather than making it a service charge for paper tickets, give clipper card holders incentives with a reduction in fare or a 5% bonus for each deposit of \$50 on clipper.	X	
R_2Cv9PryNG0JrmWS	Paper tickets are possibly friendlier to occasional riders		
R_2xDJZyemSQu1250	People only buy paper tickets because there isn't an option to purchase Clipper cards at all BART stops. If you put machines that sell BART cards at every stop, you should just eliminate the paper tickets.		
R_3fH40Pg8rXGNbyt	Release more information on the 15% of riders who still use paper. Is it tourist? immigrants? What are you doing to inform them about Clipper	X	X
R_Wfe6AsQYmrjxmw1	See very limited benefit in using the Clipper Card. Why should non-commuters be penalized for not needing to have one.		
R_3CNTBAmSnHnDGX8	Seems a little like a cash grab to me	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_265Da4Z9De6gAUX	The surcharge is essentially a tax on tourists/visitors who use BART, and doubling it seems excessive. But go ahead and squeeze every penny.		
R_3FKbvhABAkPOWzI	The surcharge should only be charged once, when the ticket is purchased. Applying the surcharge every trip you use the same paper ticket seems excessive.	X	
R_2axbDCJzq27SUnY	This is basically a tax on visitors.		
R_10D85u8LiUeFaKh	This is only a viable option if you also make the TVMs sell clipper cards, or expand clipper card sales to every station. Otherwise it's going to impact primarily the poor.		
R_20YAuJ401NtbPqI	This would be unfair to the homeless and the disadvantaged who don't have much, can't afford to keep money on a Clipper Card to ride the train and will not be able to access the fund on the card is needed for other purposes, such as food, medication, bare necessities. Go after the fare evaders for your money. Simple as that.		Unknown
R_1mPEQoDsqJJrYcY	We need to find an option for those who can't afford a clipper card.	X	
R_3DfRPwHZPdx78bv	we need to keep in mind occasional users and tourists		
R_123zfGbTcbX52kP	When you forget your Clipper or have a glitch it's annoying to have to pay more, but I get it		
R_plX3V6g5dnnYIPn	While I strongly support the use of Clipper Cards for regular BART riders, I have friends and family who occasionally take BART to the airport or events. They don't have a need to maintain a clipper card. Some people come from out of town and may use BART 1-3 times a year. Is there a way to distinguish a regular rider vs. infrequent travelers? Another example could be students going on trips. What if you stop discounts from fares when using a paper ticket (i.e., you only get the fare discount if you are using a clipper card).		X
R_2xV0q9XHJCI70f9	You need to sell clippers at all Bart stations	X	
R_1IbK2DkeqF03jMA	You should go ahead and eliminate paper tickets. Use savings to reduce or eliminate the charge for a new Clipper card.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3scz8MVq3vZGOxx	You're never going to completely get rid of paper tickets because you service two and a half airports. Travelers from out of state do not have the time/patience/paperwork to just get a clipper card, especially if they're staying for five or ten days. I'm fine with discouraging regular use of it from commuters and such, but c'mon, don't kid yourselves. You aren't going to be 100% clipper unless you can find a way to just put credit card swipes in as an option for people who don't have clipper.	X	
R_urfl9Sk8DcXgefn	\$1 per ticket is a high surcharge already -- I feel like this unfairly penalizes visitors in the area who want to take BART during their visit.		
R_RFymm5ZKrM7fnq1	50 cents per ride seems like a quite high surcharge already. Without evidence I'm skeptical that a \$1 cost would significantly increase uptake of clipper cards.		
R_1fcNW1LV5LBFzj8	a 50 cent surcharge is a one-dollar surcharge, given most trips are roundtrip & that seems sufficient		
R_BDHVDTd32pVH10F	Again, it would depend. How would this affect tourists? I think it should increase incrementally to see the effects, same as fares. Also, it should be reduced if the economy is not good back in 2008.	X	
R_1owegT8dMWx7S5p	As fare increase - ridership will be reduce. I don't see people with paper tickets slowing the process in entering the Bart stations. I see people not familiar with the paper tickets holding up the ticket machine.	X	
R_2WGy6qJWlquqS7	Bart already acknowledges that the downtown area has many tourists coming in and incentives them getting the clipper cards to take them across the city via the clipper stations in the Embarcadero. If it truly wanted to recruit more people to use clipper cards there would be small clipper card kiosks at the other Bart stations.	X	X
R_4GaDMuGcJYkaLkt	Bart needs to focus its efforts on getting ALL riders to pay for riding the trains. This paper surcharge is short sighted. Bart needs to focus on recovering current revenue streams.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1oFPUQmosKtMeM9	BART needs to get more creative in how it increases revenue.	Unknown	Unknown
R_3PZ8mbEGSjHUNwT	Bec poor people who don't have credit card can't use it at your auto machines	X	X
R_VKyZtfs2AApsAaR	Before increasing the ticket surcharge, I'd like to see an analysis of who uses paper tickets, to ensure vulnerable demographics are not disproportionately impacted by it.		
R_3psgsLEAvbhjv4	Clipper are convenient but are a hassle to replace if lost	X	X
R_3QGLmujilyeYfC7	Discrimination & penalties only alienate your customers. Not good business practice. Try positive clipper bonuses instead.	X	Unknown
R_1jKgyMcOhW8T8gs	Doesn't make as much sense for visitors		
R_bJeHoAoTd8hEyOJ	Don't penalize the remaining 15% of travelers. Maybe they have a good reason to not use Clipper. They could be visitors who aren't going to get a Clipper card, or a resident who doesn't normally ride Bart enough to justify getting a card.  My wife and 2 of my kids don't have a clipper card because we just haven't gotten around to it. Obtaining a Clipper card for a minor is time consuming-- someday I'll get to it.		
R_3knBB8sz07rP5tX	Find out the reason why people still use paper.  Also most tourists won't have a clipper card and would've to pay extra.	Unknown	
R_3oGCz mh2v04m2ER	Fix the clipper system with instant application of purchases to cards, allow transfer of balances ONLINE from one card to another. Too much manual/phone call intervention right now.  Paper ticket surcharge penalized occasional riders.		
R_31Awtk77L8sK67e	For the people not riding BART often, the cost difference is too much.	X	
R_1nMyRkj7Zv9k8Yq	Greedy against those visiting		
R_WiBMjQJGsqkfPoZ	Have fewer paper ticket machines and gates available for the people that don't or won't switch. When they get tired of waiting in line they will switch.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_27xsl20Dle85zsn	How about getting the fare gates to work first. You scan your clipper card and it doesn't work	X	
R_2fChMSOcPA75qtn	I am Clipper card user daily but there have been days where I've accidentally left my Clipper card at home. Plus there are plenty of people who do not quite understand the technology.. how to load these cards or how to report it when its stolen which means they can lose a lot of money. They use the paper card because they know what to do with it & don't overload it with a lot of money that can fall into someone else's hands. I think a surcharge of \$0.50 is more reasonable than \$1.	X	
R_pAuuRWuSgBwypjj	I believe the surcharge now is sufficient	X	X
R_3IQNKQmTzLvIQeQ	I currently use paper tickets as I am an infrequent BART rider. I use my Clipper card for MUNI only.		
R_2ZQ6ZW0WbgjmE10	I don't believe Clipper is accessible enough for this to be warranted.		
R_1KiGvnWzdQpUtqZ	I guess this makes this better for regular commuters but thinking outside of my own interests this seems like a very steep charge especially as it's pretty difficult to purchase a clipper card (not available in most stations).	X	X
R_1qaBS4S30DxphOV	I love the Clipper card so I can see the sense in this proposition BUT it does penalize tourists and casual visitors (most of the frequent users do have Clipper cards). You would have to weigh potential loss of business for this set of customers vs. that increase to \$1. God forbid they use Uber or other car instead due to increase in paper ticket fare. Likely, paper card customers will buy BART tickets anyway because driving is such a nightmare these days...		
R_4IqmeOPfdfY9EmI	I think doing this will discourage riders to use Bart as an alternative when commuting if they don't use the system regularly		
R_2bVI0umeKmcAe6P	I think increasing the paper ticket fares to \$1 extra screws tourists/visitors to the area who aren't regular BART riders but use the service to/from the airport. Fine for the business traveler who will tack it onto an expense account. Not so much for the family of four on vacation.		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2U448dJZlGJ80v8	I think it should be phased in gradually and more resources should be provided targeted to the paper fare users.		X
R_1nSZONXVMJWT26c	I think there needs to be a better card than clipper that can be reloaded instantly through the phone a \$1 charge is kind of ridiculous as the clipper card isn't much better just saving convenience		
R_DBqlveUuqKDxSyB	I think this targets the poor and tourists. Many people don't have bank accounts or credit, this directly targets people who don't have those means, or may not want to use those means. Sure, you can pay cash value onto a clipper card but you're only going to get all people to do this, especially tourists.		
R_237VTkjzAThfZiH	I think this would be a hardship on those who already have a hard time affording to ride bart.		
R_2BaeHhDv3lxfZF	I understand the reason for this but think it should be a little cheaper to start .		
R_1mwpVArd3Pa4PrK	I worry that this will affect those who don't have bank accounts or credit cards to have a clipper card.	X	
R_3k0NqcV8gHNZ0iz	I would first want to know more about why these 15% are still using paper tickets. This increase only makes sense to me if this would actually decrease this percentage.		
R_3FXQqMo5A9H6mfH	I would oppose the increase to paper tickets, specifically with the interest of visitors & tourists to the city in mind. I would hope they would be encouraged to utilize our public transportation system, as I would do in visiting other cities (though I know this idealist way of thinking is not often shared). The benefit is less cars on the roadways and more people using the BART system.	X	
R_vDCWqYkGKX9x6nf	I would oppose this additional surcharge because this policy tends to penalize tourists and visitors who would not ordinarily have a Clipper card, and therefore lower the Bay Area's reputation as a tourist-friendly destination.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_vJivxoHJCgveElH	<p>I would rather see single use tickets switch from paper to a scanable plastic. I am thinking of the systems in China, Hong Kong, etc.</p> <p>This allows a single type of processing (rfid scanners) while still allowing tourists and visitors the option to purchase single use tickets, and not track down a separate spot to buy clippers. If they did buy Clipper cards, that itself would lead to waste because they don't recycle through the system. Ideally there would be a receptacle to recycle the tickets, perhaps even with a refundable deposit.</p> <p>Naturally, the plastic cards would be more expensive. I support an increase in the tickets surcharge then. Again, perhaps a deposit in addition to or instead of a surcharge</p>		
R_e3ZwKtEoXxjv21	<p>I would support (and was happy to see this change when it happened) this if the fraction of paper ticket holders was higher. It's unclear from the text above what benefit would bring to reduce this fraction to few %, unless the idea is to make it zero in the future (but then a better mechanism needs to be in place for visitors).</p>		
R_3qwjj84rgAytiYm	<p>I would support getting wider adoption for Clipper cards, but, unless Clipper Cards don't cost \$3 and unless the fare gates can take Apple/Google Pay, increasing the surcharge is unfriendly for visitors and infrequent riders who shouldn't be expected to be using (or constantly carrying) a Clipper card.</p> <p>Chicago's Ventra system's paper tickets are NFC-based rather than Magswipe, and I'd rather see alternatives like that be explored.</p>	X	
R_1H0JdqDCfUZjejX	<p>If paper tickets are penalized, it seems important that there be a subsidy for low-income people to get Clipper cards without needing to pay the up-front charge.</p>		
R_vPsvWtdTcEm6Exj	<p>If the fifty cent surcharge didn't incentivize people to switch - I don't see how a \$1 fee will make much of a difference. I think there might be other options to explore first.</p>		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1ILBi5pXqPcnZ6m	It doesn't make sense for some people to use a Clipper card. why should they be penalized?		
R_szn3E9GgtgmCyL7	It may import few who doesn't travel regularly and have to buy paper ticket with increased price.	X	Unknown
R_2zOc05nXhARIAvL	It seems like it would disproportionately affect people who aren't stable enough to get and maintain a Clipper card. (And tourists, which is fine.)		
R_2uCihIEUTqxTWSN	It seems unfairly high.		
R_x4JiOAoVoUHUFq1	It would be better if 1/2 your machines actually worked and they were easy to use for people not accostomed to the system. The amount of people who are clueless and need help at your machines is astronomical and really unnecessary if they were in any way intuitive. ALSO F**KING TAKE CREDIT CARDS AT ALL OF THEM. This debit card s**t is NOT OK.  Also the London metro transit you have been able to just use your credit card to pay without an oyster card FOR YEARS. get your s**t together.		
R_gC1oFFfibjpDOAF	It's unfair to punish people who may need to continue to use paper tickets.		
R_UgehAsrlcQrU6Vb	It's unfair to the most at-risk who may not have access to Clipper cards.	X	X
R_1liuuLE0013Yo1u	Just another "screw you" to tourists, who already have to put up with your filthy stations and inefficient service.	X	
R_12mpdafG2k1paJH	Me parece que los \$0.50 adicionales que actualmente se cobran por usar boletos impresos es un recargo suficiente. *It seems to me that the additional \$0.50 that is currently charged for using printed tickets is a sufficient surcharge.*	X	
R_8iVLnzzZRFQUoIV	Need to make it easier for people to actually get a clipper card and more places to top up.	X	X
R_26o8l7Ba1KVzjni	No need to do that	X	X
R_3Mg4OkYuKTpneNB	No one cares. Paper tickets for visitors doesn't equate to them being charged more, especially why visitors aren't the ones abusing the service (homeless people who sleep on trains and s**t on platforms)	Unknown	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2rw7qmlbgeNsQNJ	Not everyone is able to use clipper cards as easily as others.	X	Unknown
R_2VqAOWZ9qkm4QYm	not fair for ticket holder ended up paying more - talking about non regulars / 1 time commuter..	X	
R_3lxIONfX5IRQenO	Not fair to people who are visiting, or cant figure out the technology.	X	
R_Y4X9hV9c7JclITX	not realistic that travelers, visitors, and infrequent riders will have a clipper card. Not fair to punish them.		
R_3g1kWFUf4CDscA	Not really fair to force people who rarely take Bart to buy a clipper card. 50 cent surcharge is good.	X	
R_Q6wspGgN2Pxgg81	Not sure why others continue to use paper tickets, but I would need to know the reasons before supporting such a price hike.	X	Unknown
R_D7Tq0dVSKbLmpLX	Nothing	X	
R_3FKl6Wfa31CtBy4	Only 15% of users are still using paper? That is such a small number. I am curious to learn how many of those paper ticket users start or end their trip at an airport. My assumption is that most paper ticket users are not Bay Area residents/employees. Why are we going to punish tourists, seems like an ineffective way to get new riders. If clipper cards were free, or cheaper, then I could potentially support a price increase for paper tickets.  I think Bart marketed this I effectively. They should have marketed as a discount for clipper users instead of a surcharge for paper ticket users. People would have liked the positive spin in my opinion. Too late	X	
R_3KpzM6QzS08F6c7	Paying extra for forgetting my clipper card one day is annoying.		
R_3jfK4HPYPZfYrd1	Penalizes visitors or others who don't use Bart frequently. Penalizes people with less access to internet/ credit.		X
R_30f99wqW0cVpyvL	People from out-of-town don't know about Clipper cards. Unless you do some outreach at, say, the airport and sell Clipper cards there (don't know if you do--haven't been to the airport recently on BART) you're just cheating tourists.	X	Unknown
R_1GCVC5r59dpl2EZ	People who are not daily commuters need to purchase a paper ticket because realistically they do not need a Clipper. Therefore I	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	oppose the idea of increasing it \$1.00. 50 cents would be enough.		
R_2v1W1dFHeOMLvbA	Personally, I think that adding Clipper card vending machines at stations will help fight this than basically taxing and penalizing people for still using paper tickets. I'm sure a ton of riders are tourists who buy paper tickets at the airport, and it isn't a very welcoming thing to charge them more for something they don't know the alternative to. Other cities offer week-long passes, and that is such a missed opportunity for BART, especially since the technology to offer those tickets is already there since you hand out free weekend tickets all the time.		
R_3h3CRWEv9z6oHl9	Ppl who are not residents wouldnt have or need clipper. It could be a temporary need to ride it a few times.		
R_3GdLgMWUMjgdz9b	Presumably this won't raise much revenue, because regular riders already use Clipper. It would just be a tax on visitors and occasional riders. I think BART should be more friendly to occasional riders and tourists, not less friendly.	Unknown	
R_2dGyOrw3Z5y7Fw5	Prosecute those who ride BART without paying to avoid punishing g paying customers. Some people can not afford to get a clipper card, so they should not be punished for not having a card. Punishing those without a clipper card will increase the number of people who skip paying their fare	X	Unknown
R_2tLNYONIMs9Rvzv	Pues más caro saldría el pasaje no importa hasta que ciudad vaya . *Well the fare would be more expensive, it does not matter to what city I go to . Y no todos pueden tener un cliper. O más bien no saben cómo agarrar un cliper. *And not everyone can have clipper, they do not know how to get a clipper.*	X	
R_81AiNzHdLbrirNn	Punishing people who do not always have a computer to work with their Clipper needs. Machines only return quarters - inconvenient.	X	X
R_1LiAiVC68StG1Wk	Seems like this targets lower income people.		
R_R8iHKy7js7Iy8Vz	Seems that BART is gouging visitors to the BAY AREA that would not normally purchase Clipper cards.	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2A0D8Anlip4g9E5	Seems to unfairly charge passengers who rarely use BART (ie. tourists)	Unknown	Unknown
R_1P6v8uqh7VcJPU0	Seems too large of a step.		
R_25QIZWooDsQTXvy	Seems unfair to those who can't afford clipper card.		Unknown
R_2b2FHM4d8yj7EJK	Some people find it difficult or do not even know how about clipper, and I would not want to increase that damage.	X	X
R_2atWWOBHPpIE0PA	Sometimes I forget my clipper card and don't want to be penalized \$1 just for that.		X
R_1jkde3zVD1aiEz6	Support a surcharge but at the current rate.		
R_2Uf4F9asSSOS3yq	That is a significant surcharge. 50 cents is appropriate. SFMTA has a mobile app to encourage non paper ticket use. BART should do the same and not penalize people who have to use paper tickets. Raising the surcharge is short sighted and not a thought out solution.	X	
R_22QsxipDWXgQzgC	That just penalizes the occasional user. I have a clipper card (2 actually) but that would make me a little annoyed at BART. You want to encourage more ridership and not penalize people for not having a credit card or getting a clipper card. It feels out of touch.	X	
R_u4EJmlRIUBgNUM9	That's a pretty hefty penalty for occasional BART users and 85% seems like impressive clipper usage.		
R_abG9U6DouUsphrr	That's starting to get pretty steep for visitors, tourists, very occasional users, etc.	X	
R_30laA8Y0Z8D6pNP	The \$1 paper ticket surcharge maybe unfair for infrequent riders and tourists.	Unknown	X
R_3I65pQRMtxhj5IP	The further increase would marginalize poor individuals, as they are probably more likely to use the ticket system. More education around clipper cards and how easily they can be purchased would be more equitable	X	X
R_1IIVbH05RQoxwW3	The problem with the surcharge is that you are charging those who are using the system a few times, not daily. This effects tourists and those not always here. NYC has flat fares that get you anywhere you want to go and their tickets are on a different type of system.		
R_3GBovysYVutpxrB	There are many visitors in Bay Area every year, many people won't understand why pay more for not using clipper, then try to get a clipper for only few days in Bay Area. That's	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	not make sense. Bart is already more expensive than many subways in the country, and not many stations like New York. People won't like the public transportation in SF		
R_21jr5TxCDMwgGVu	There are people that don't know about the clipper cards and don't understand anything about it.	X	
R_3stzER5DRX98QJb	There are people who dont ride BART often enough that they should have to have a Clipper Card.		
R_YXk2q0dZty1rXEd	There are some people who don't use BART frequently enough to justify getting a Clipper card, so it doesn't seem fair to increase the paper ticket surcharge to encourage them to switch to Clipper cards.	X	Unknown
R_1pEw42r2xGCwIL7	There should be alternatives to paper tickets and physical cards. Why can't an online application process ride charges yet?	X	
R_pi07cttxuRLgRfr	This increases fares for riders that are not regular commuters (elderly). Doesn't seem fair and \$1 is way to much of an increase!	X	
R_x5gY2r85q5IHWYF	This is a tax on tourists and forgetful people		
R_3EzrW1e1nFQftkQ	This is just going to penalize people without credit cards if we're being real		Unknown
R_1meFePgcURQ8q97	This is likely to be a major drain on non local riders. Keep the existing surcharge and raise the fare fairly for everyone.		
R_2vjNtLG18Uoz9sx	This is too much increase, maybe they could charge \$1 more only if the trip is double the minimum fare.	X	X
R_AccFOsYGxBvUEF3	This proposal places undue burden on lower income folks and/or those who can't navigate the system to get a clipper card.		
R_1Hph2Z1LaVZEBSv	This punishes people who don't have access to bank accounts.	X	
R_3D0Kaws0vgdVA4x	This seems to be penalizing the poor - I am pro this rate only if people who are poor have easy access to clipper cards		
R_1NaGEt9oSo3uiQj	This will primarily impact tourists. This increase will only incentivize them to ride in a vehicle, making things worse for everyone as well as the planet. Very short-sighted.	X	
R_doQa5fl0dT7Pr33	Those who don't ride BART very often should not be penalized so heavily by paying even more for tickets on an already over-priced train ride.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2qaTNihW8LcY3gW	To the staff to produce paper however I understand is to promote electronic methods	X	
R_1MM9QcYnLON3tCY	too steep a surcharge - would \$0.75 be more appropriate		
R_2qwy6C6Wg7akJ2V	Tourist will have to pay extra, which I dont think is right		Unknown
R_a4B3bYw4YdGadHj	Unfair to tourists and other short-term visitors.		Unknown
R_3nPDBggptEmrcIn	What about people who do not have a bank account and cannot sign up for clipper?	X	
R_2SlvqR1rPDbWBXF	What about tourists or people who just use system occasionally? Why should they suffer?		
R_1qWcWQp4eK0efmJ	While I appreciate that this push to using the Clipper card would reduce paper waste and increase the efficiency of the fare gates, I'm concerned about the impact this would have on tourists and infrequent riders of BART who don't feel the need to get a Clipper card. Tourists specifically would be understandably annoyed that they'd have to pay that much more for a paper ticket. I'd prefer that we follow Japan's lead (see Pasmu and Suica cards), and make riders pay a deposit on a Clipper card, which they can quickly (without filling out any forms) get refunded their balance in full from a station agent (especially at the airport), when they no longer need a Clipper card.	X	
R_ptUdl7FICnp2FYI	Why do people who come to this area need a clipper card? Maybe older people don't understand how it works.		
R_2qe10xB6uvvg5CSY	Why not just make everyone go clipper?		
R_3HFwwugSZjRfdkN	You haven't explained here how you would charge occasional users, like tourists. It doesn't make sense to charge them a \$1.00 surcharge.		
R_1r37J7IhVym7Hu2	you still have fare jumpers that suffer no penalty if caught. So why charge those who pay extra because they are honest?		
R_2ZP56oDti3JGMqQ	只有鼓励乘客用硬纸板卡。*Encourage passengers to use only plastic cards*	X	
R_3HRXJ2UfAMA9RXB	持有clipper卡需要成本，若要提升附加費應效法世界部分城市發送市民卡給市民自行加值使用。	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2YttSofVcB5M08x	提高纸质机票的价格无助于增加 clipper card 的使用 *Raising the price of paper tickets does not help increase the use of clipper cards*	X	
R_OPz0xE8a5NETbyh	\$.50 is enough. It is mostly visitors who use the one time tickets and they shouldn't be penalized more than they already are.		Unknown
R_3IXigcySLsJLJtm	\$1 for paper? kind of steep! instead of charging for a paper ticket, why not give an incentive for using a clipper card. Like adding \$2 bucks every time you reload your card, if you have the card you get an extra \$2 in addition to the funds load. Of course we would have to have a set amount to load to get the \$2, say must load \$10 minimum to get the \$2.	X	
R_3DoPgdl80pLTx32	\$1 is a high amount and as given the nature of some of the jobs available in SF, people are working less than 5 days a week and buying a clipper is not a necessity for those folks.	X	
R_3Dd1e6cqGAyRnF1	1 dollar surcharging is too much, I think 0.5 is good	X	X
R_2w4Ft7wSItYuXky	1.00 is way too much, try again	X	X
R_3KMBbdyrZfRIVem	50 cents is enough of a surcharge. Clipper is not a viable option for out of town riders like tourists or visitors.	Unknown	Unknown
R_1Qt6EGeTwDOzPLv	50 cents seems just fine. Not everyone can reliably get a clipper card.		
R_31KjWOyXcfizXyZ	A DOLLAR	X	X
R_AtFP9TJa6sQPT3z	A lot of folks who're underserved can't afford Clipper cards or don't have the access to manage them. Penalizing them is ridiculous.		
R_10MBf3N9GgXuwvy	A lot of people can't or don't know how to use clipper card. Another tax on the poor.wrong		
16th17	A usces las personas no saben usar Clipper y es demasiado dinero *Sometimes people do not know how to use Clipper and it's too much money*	X	
R_2AF6zrxg2xw66L0	Absolutely not. This surcharge negatively affects our homeless neighbors who might not have a safe place to keep a clipper card. Also sometimes people give homeless neighbors cards with a little bit of remaining funds and this will mean that they will need to come up with even more money to take a	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	trip. It's also a disincentive for infrequent users. I hate this idea.		
R_3fqPuoNqvIjrdfl	Absolutely ridiculous	X	
R_3h0cn2qazpe1HHJ	Again, for people who don't have significant barriers to accessing Clipper, I support it. However, there are people for whom Clipper isn't accessible and I'm very concerned about penalizing lower income people for whom Clipper isn't a viable option.	X	
R_3dLe0T7yJB6TTdT	All paper tickets and clipper cards should be the same price.	Unknown	Unknown
R_Q4IPyiSpUyeYcJb	Although I agree that the paper ticket surcharge should continue, I oppose fare increases because I oppose spending money where there is poor value, poor customer service, and no defined minimum standards or accountability for the service provided. There is no warranty on the Bart service.		X
R_svPOND6DtPv8igF	An additional \$1 surcharge is a big expense for some people who are barely able to afford the cost to take Bart.	X	
R_2fBOMEKMqmKVNgt	An app should be an alternative instead of clipper	X	
R_plYSCri18Tc1wHv	Another tax on the user So no	X	
R_2q3sYZMiPPZ4yy0	As before, why would anyone expect things to improve when senior management cannot run the system now, more money would make it better?	X	
R_2rjBl9lcnGKFA1n	Bad idea!!! I am a part of that 15% of paper ticket users! I own a Clipper Card, but I'm a very forgetful person and because I've got to take it out of my purse at least 4 times a day sometimes I forget it in my pockets. Anyways About 25% of my commute on Bart is with a paper ticket. Also before I had this job i was one of those low income(/no income) people who could only afford to pay for my rides day by day, I couldn't and I'm sure many can't skip using Bart for a day or a week in order to save up for a clipper card. To pay an extra 0.50 per trip and 1 per round trip is incentive enough. Just seeing a price difference at all is	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	incentive enough. But doubling it would just be greedy.		
R_24rdA6UwCy2XVgZ	Bart needs to focus on behavior changing, and a larger surcharge is not a solution. The extra 50 cents shows that the surcharge is not disincentivizing people to stop using paper tickets. Why continue with a program that hasn't worked. Focus other revenue recovery, offer clipper booths at all stations (or ones with a high number of paper ticket purchases) and develop a mobile app like SFMTA.		Unknown
R_2Uci9Tw9NCNRrTx	Bart needs to have more clipper dispensing booths if they want people to use less paper tickets. Penalizing people is not good business. Behavior is changed with outreach, not penalization.	X	
R_NWlUp3CsMnqBJJL	By doing this, you're penalizing poor people. Please don't do that.	X	
R_2q2iG6Op6soONSN	Clipper card management is best with access to a computer and debit card, something that many people may not have access to. Penalizing them with paper ticket surcharges seems cruel		
R_3R7PGGRF9fhzI4y	Clipper cards, while more convenient, are not as accessible to people without computers, tourists, or lower-income individuals who ride BART infrequently. Especially for shorter train rides, why penalize paper-ticket users by \$1.00 each time over Clipper users?	X	
R_1nZvb1NjRKUNgCS	Clipper isn't ideal for my work expense reports		X
R_2WM5IVcElinElpn	Don't trust BART, why would I trust CLIPPER to do the right thing with the tools that they have? I have already had difficulties with clipper- Such as shutting off access to clipper card and stored cash if the Disabled pass expires. On limited means and having all of the funds put on clipper card frozen for a month or more while a clerical issue is resolved tells me that CLIPPER is as much of		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	a dysfunctional bureaucracy as BART. Now having problems with Clipper putting funds which have been withheld from pay check for transit posted to CLipper Direct.		
R_3m8fZVmelHSD08u	Enforce current fare encoders instead of increasing fees for paying users.	Unknown	X
R_1Fa1XVHpi8KFGRN	Everyone doesn't need a clipper card, and having someone pay an extra dollar because their ticket is made of paper doesn't make a lot of sense.	X	
R_3HSnSHMZC0oe8om	Fares are already too high and you're focusing on social programs that are not what you're here for. Stop punishing riders and be more fiscally responsible.	X	Unknown
R_5BzHQD14eFkYJsB	Fares should be same via PAPER or CARD.	X	X
R_bQr80oDAFiZQbBf	For sf being a tourist destination this would discourage tourist using bart	X	
R_pK4RKY971uv7Qwp	Give ample deadline to stop accepting paper tickets vs just increasing paper tickets. Also elderly not as likely to be as likely to jump on board w getting clipper card unless they use bart consistently	Unknown	Unknown
R_sSfNSyio2qjyhjz	Give everyone a clipper card		
R_24iOuyUkuBrKnsZ	Give me a break, no way	Unknown	
R_22CStWpymvDJcZc	Going off the last increase the service, cleanliness, helpfulness of staff and general desire to ride bart has decreased...I see no improvement from the last increase so o totally oppose another increase!!!	X	
R_3E9xLSDqQio53Mg	How about a free ride day or month, to make up for the bullsxxx we have to put up with on a daily basis while riding BART  Dirty and late trains, dirty stations and on and on, more money for what?  What a joke, how about the directors actually ride BART with commuters and talk to people instead of filling out stupid questionnaires	Unknown	Unknown
R_1Q9Jys9rQmm8fzk	I already explained on the previous page.	X	
R_2f7nBgZxT4NX8jp	I am concerned about those who cannot obtain a Clipper card for any reason -- those who are less able to organize their lives in	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	such a way to obtain and keep a card. They are a more vulnerable population.		
R_8p5nvugVUQk4fx7	I am using paper tickets ? because it is more convenient and easier for me	X	
R_vP24f90RGpzJSg1	I believe this punishes riders who don't have access to the internet or who are older and don't understand how to navigate this system. I think if Bart makes these changes, they should have representatives in stations who are there to help people sign up for Clipper.		
R_33eW99KFIqo3LcJ	I can't afford a clipper card, so this will make it worse —even more expensive to ride BART	X	
R_WcUuPm9JHfIMGFH	I disagree also with this as there shouldn't be an increase to either clipper or paper tickets. The riders use the same system and there is no need to discriminate the rider for not having a clipper.	X	
R_2ZWgbK55LTKPmwa	I do not believe the paper tickets should cost more, given that some riders might not have the requirements to necessary to obtain a clipper card (i.e. a bank account and linked debit cards). In order to maintain accessibility paper tickets should cost the same.	X	X
R_6ETty3b8WtjqaRz	I have \$120 every 2 weeks taken out of my paycheck for pre-tax Commuter Checks. If applied to Clipper, I can't get the high value amount. I do NOT want to use Clipper for parking because I don't trust the current system with any of my accounts. So, I use paper in the am for fare & parking and Clipper in the pm. Either way I'm screwed because I have to pay the extra amount for paper. The only way I can get the high value amount is to mail the Commuter checks in & so far \$240 has been lost somewhere in the mail or at BART.		
16th14	I make very little	X	
R_3D6kHPtJYKYQ1fk	I prefer paper since it's one less card to carry around after using the service.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1IM0gptaaxUgPVA	<p>I presume that some significant fraction of those riders are out-of-town riders or riders who only use BART once every few years; these riders will never switch to Clipper. That means BART will never be able to eliminate paper tickets with its current system.</p> <p>Getting a Clipper card is a bit of a hassle now. BART would have more luck if there was a way to conveniently buy a Clipper card (or a disposable card that worked on the clipper readers) at the station.</p> <p>Likewise, if Clipper cards could be shared, a local could pay for out-of-town guests without needing to buy paper tickets.</p>		
R_2t57VcMkaGgotIU	I really don't know where your increases are going to stop. The bart is not looking good for you to increase this much	X	
R_1MQzfCprg5MFT9W	I refuse to use clipper because I do not want my movements tracked. If you increase this surcharge, I simply will not use Bart anymore.		
R_2Cy6UJEANTPvcQa	I think the surcharge should be 50 cents, not one dollar. This represents the difference in the cost between the paper tickets and Clipper. Also, there are many people who ride BART intermittently and should not be charged over and above the real cost to provide them with a paper ticket.		
R_3p9jWGoOclxunjq	I think there should be better ways to incentivize Clipper card without punishing people for using paper tickets, and \$1 surcharge is a lot.		X
R_siEIWEjwPIHi4Jb	I think this is too high of an increase. It should stay as is	X	
R_yCTjjodgPuYxtpD	I travel to San Francisco maybe 3-4 times a year at the most. It's too much of a hassle to keep track of all my family's clipper cards for so little use. If you had an app that scanned a bar code or QR code, then it would be worth my while because I'll always have it.		
R_3huqd2nqv0Llcp	I use both because With the paper I pay for parking at entrance and I exit. When returning I use clipper card. With the clipper I can not pay for parking at the entrance unless you give this type of usage to the clipper card.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_UJxRFakzEwZDKr7	I use the clipper card. Occasionally I forget my card and have to purchase a ticket. Why should I be penalized? I also have guests that come into town that use BART. They should not have to pay more.  In LA the TAP card is available to purchase at the station.		X
R_5hgTgF1cwK1r6MN	I will not support this if the the 15% of paper ticket users are elderly or don't have access to internet.	Unknown	X
R_2D1agGBeo9gCttS	I would only support this if ALL bart stations sold clipper cards during ALL operating hours. There should also be a method to only put the exact fare on the clipper card, just like a paper ticket. Otherwise it's an unfair burden on people who can't afford to have extra dollars and cents wrapped up in a clipper card when that money could be going to a next meal.		
R_2Ea822ojsP24ce7	If BART is pushing to use Clipper card then Riders should get it for free for the first time. For a visitor who wants to visit for a week or two, BART is indirectly pushing Riders to use clipper even though there is no use of card for users later.	Unknown	
R_3I47csFKVPpVK80	In my experience, more low-income residents use paper cards than higher-income residents, so to support the successful transition to Clipper cards only I would put more emphasis on outreach and education rather than raising rates. I also work for an org that serves youth, and we prefer to have paper tickets because we don't necessarily want to buy a clipper card specific to each young person we serve, it's a bit of a logistical nightmare to do that when you work with 300+ young people a year.	X	
R_3R478oU9nCrlezC	instead of increasing the cost on paper tickets, why not just eliminate them completely? Only offer clipper cards. it will make the process of entering BART much quicker.	Unknown	
R_RWbzsguJTXUQ0DL	Instead of squeezing this segment of users, if BART actually cared about making the most of the investment in the smart card system, simply don't offer paper tickets anymore like	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	other advanced transit systems around the world.		
R_pyFZMr6M1UIOYTv	It disproportionately affected working class people	X	
R_2tmNhpKiOVXadzA	It does not cost \$1 to issue a paper ticket. Do not penalize occasional riders who live in the area. And do not penalize out of towners	Unknown	
R_1liVAigfNvmp25d	It doesn't make sense that people should be paying more for a ticket just because they don't have a Clipper Card. Think of travelers from other countries who may either be on a budget or are here for the first time.		Unknown
R_1m06V9ABwgGMCSJ	It is already expensive enough.		
R_1QmVVaJ6w5ty2SA	It is morally wrong to charge people a penalty for using paper tickets. If you want people to switch, give them a clipper card. Quit selling paper tickets and inform people of an end date for their use, but dont charge a penalty.		
R_2WSUoERwmr33ko0	It is not fare.	X	X
R_21AK4bjEFh1JuNg	It is very difficult to find local vendors for the clipper cards without going way out of our way.	Unknown	
R_1n1qmERhyCZ0yq8	It makes it more expensive for tourists or those who have no need for a clipper card. It leads to more plastic waste.	X	
R_C3tTu7YpmCWS64x	It should be taken away not increased	Unknown	
R_Td2Xiyrh1Lxv21z	it should be the same, what about tourist or other people who're visiting or don't want to get a Clipper card.	X	
R_2Yb9K3Eyy7XcTif	It should cost same - wether use clipper card or paper.	Unknown	
R_9ERHLpF0jcjuKpr	It think 50 cents is just right for those getting tickets whenever they only need to ride Bart.	X	
R_3PX0jxZ9GvKL9fa	It unfairly burdens people who use cash or do not have a bank account.		X
R_10I6vxnpaCLuWut	It's an option your company provides so why charge extra for it? Doesn't make sense	X	
R_s4KBh1qTRxbH6PT	It's nonsense to add a surcharge to paper tickets that have been a fixture of the Bart system forever.		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3m94STjgSgqw4CS	It's too hard to live on minimum wage in the Bay Area. Low income should ride cheaper/free. The paper surcharge is a tax on those who don't ride frequently.	X	
R_10WhvufH8GXbyTE	Just another way for BART to gouge its passengers!		
R_1QKM4wvUNmloYEj	Just phase out paper tickets entirely if you're going to charge that much		
R_2VKHEsVkEDfRapt	Just stop selling paper tickets! Most other transit systems sell you a transit card on the spot for a small deposit. This sounds like a way to squeeze more money from tourists and infrequent riders	X	
R_30pmZ4g8J4umEzk	Keep it at 50 cents	X	
R_d4IO5VP940T4JR7	lots of part time riders who use parking spaces have to use paper tickets		
R_1f9LgUozgpCf1il	Make all riders pay their fair share. Don't use paper tickets as a way to make more money. Bart needs to make itself accessible. Find the riders who don't pay and fine them!	X	
R_2f107RaEovgeklx	Mal servicio??No al recargo *Bad Service? No to the surcharge*	X	
R_2QtuGblW052IvEo	More bull s**t! Extra charge for a PAPER ticket, yeah that is expensive?? If you recall that is all you could use for years.		
R_UKHqKCCykBsCh8Z	Most people that use the paper ticket probably don't use Bart as much so there is no reason for them to get a Clipper card. Why should we punish them for this? I strongly oppose paper ticket surcharges.	X	
R_Wdu9Zr9g8iLXeX7	My family and I will all be using ClipperCards.	X	
R_31WzryJzTDA6MxR	No		
R_2diits4fV6JPTch	No	X	Unknown
R_24odlMsRGrY3gzk	No more cash, figure out how to make the system work with what you get	Unknown	
R_7WDJCP4PFuLnmQV	No more taxing the poor		
R_1ezVzad8vCBpUls	No new surcharges! Focus on fare cheats!		
R_1eri19EmIN9LHaT	No Surcharges. Make everyone pay their fair share!	Unknown	X
R_V3iUQeSVRtSUqWJ	No surcharges. This does not stop gate jumpers. Enforce the gates and make everyone pay for the rides.	X	Unknown
16th2	No tengo ninguno *I have none*	X	
R_1gggIN1rqmsR7X5	No tiene sentido *Makes no sense*	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2TC9g9WmUA2meSA	No way	X	
BP1	Not every one has time to get a Clipper card some folk work 24/7/365	X	X
R_2wbDs6oOxChPNW3	Not every one is accustom to use of new things. Consideration must be given to others not used to these type or used to the older things--	X	X
R_3IQMjKKsVwVPJQe	Not everyone can afford a clipper card. Yall are hella inconsiderate LMAO		
R_1DppsZKLlij7hMc	Not everyone has the ability to get a clipper card.	Unknown	
R_3qfl0KE4wW2mcjj	Not everyone has the means to secure a clipper card for various reasons. To make it mandatory would reduce riders and potentially limit rider access to lower income communities.		Unknown
R_2e5c4u7xTUKMlKm	Not everyone rides Bart often enough to use a clipper card. Raising by 50 cents more wont do anything to make people get a clipper card.	X	
R_2345jzE2i47wNWo	Not everyone takes the train every day and purchasing a clipper doesn't make sense for everyone. Some people may be visitors, some may occasionally use Bart. \$1.00 penalty seems rather harsh and anything within 50 cents is acceptable.	X	X
R_Xlj6rJeqWkpIKLn	Not everyone uses Bart everyday and schools like seniors in high school and college takes Bart for field trips which would be unfair to those people		X
16th12	Not everyone wants/needs a Clipper card; therefore why make them continue to obuy more?	X	
R_2SdWyM390vGjM4x	Not faire	X	
R_1dm3AwusvOBGYji	Not giving people a choice is ridiculous		
R_3gNI8rSG4DOGzn8	Occasional riders of the system should not be punished by paying higher fares. The \$0.50 surcharge is already too much.		
R_XuGdiYDr8VheX1T	Once again.....this unreasonably impacts lower income and folks in need! How much does that sc**p of paper cost, really?		Unknown
R_3h5fQUT8Ulu2ZS7	Oppose given that there is no information provided on who the riders are who use paper tickets, which is needed in order to	Unknown	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	understand the impact of this massive price increase.		
R_2cjFwIPtfunioioF	Paper is biodegradable. Plastic is not.	X	
ED1	Paper tickets don't usually/regularly for the holder to use the next available turnstile Clippers do.	X	
R_OvEhMEf60pfki7T	Paper tickets is what bay area residents are accustom to!!	X	
R_1Ckh790e5IAGNIN	Passenger already paid subcharge for that	X	
R_2zZqRIJRMoFwC0b	People should be able to pay however they please. Clipper is a tracking system as much as a fare payment system and people should be able to decline to participate without penalty.	X	
R_1ltaxP6ecySm0Q5	People should have the option to use paper tickets without being penalized too much, especially if there is a technology barrier for debugging if something goes wrong.	X	Unknown
R_dhx7iZGW7vZs46d	People shouldn't be penalized for fare payment type. It encourages fare evasion.	X	X
R_BQ7AGVFGGr8e0mXv	People still on paper tickets are more likely to be lower income, this increase could be devastating.		
BP7	People that are poor and low income, don't have access to online services or clipper knowledge. I still don't have a clipper card and would like one, but I work 9-5pm and its hard to make time.	X	
R_1mKn1trZfBwaxc7	People that tend to use paper tickets are teens, tourists, parents, and folks that don't use BART that often. Why are you penalizing them even further?	X	
R_1DqhBZvCJOoV17I	People who don't use clipper tend to be those who don't have access to banking services. Unless free clipper cards are given out like tickets, and until every station can accept cash clipper refills, this is simply a regressive tax on the poor.		
R_UrvvQUNzWPsJzAB	people who survive paycheck to paycheck need to budget and just pay for one ride at a time. So they wouldn't be able to afford a clipper card. If you want to phase out paper tickets, clipper cards should be made free of charge.	Unknown	X
R_1li1WbikueH3uM1	Poorer people use paper tickets. Sure, punish them even further.	Unknown	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_BXjK3KT00Roqcnf	Price of riding BART is already too high with added \$1.00 surcharge is unreasonably high.	X	
R_10DaAY9zIDrE7wA	Public transportation should be free	X	
R_2Vdr9ZFs6EV4G4q	Punish occasional riders?		
R_2BzmPQP8Q9lfNro	Rather than punish paper ticket users (tourists/out of towners/youth/elderly) you might consider making clipper cheaper as an incentive to help switch people over rather than making paper tickets more expensive.		
R_332Lcv2bu09usFC	Regardless of speed, single use tickets are very much needed for one time riders, tourists and seasoned commuters who need a quick fix when having lost their clipper. Seasoned commuters are not barts only cutomers.		
R_25sx8fTn0KkwvpZ	Release reports on cost of paper tickets and or run psa on how using clipper can save the environment. When is bart going to start doing something to enrich and empower the vast community it serves?	X	X
R_1mKsdmQkpzu8T6Z	Remove cost penalties to using mass transit, add a gas tax to pay for BART		
R_1F1B8oiFyTNyRE6	Ripoff for poor people.	Unknown	X
R_3Ebfc4G1g2uzUYG	Same as before, lots of cojones on BART to ask for any increase when the experience of riding BART gets worse and worse	Unknown	X
R_3M4mTLRugDBH5zB	See my prior comment about potentially impacting already disadvantaged populations. Who uses paper tickets most? What was the impact when London switched to the Oyster card as the only payment system? Speaking of London, how much would it cost to implement NFC payment as an alternative to Clipper (saving the cost of the card replacement).		Unknown
R_2S0TMphKrpQjpc	See previous comments	Unknown	
R_2CChwd1joEK1u0c	Seems unfair to those that visiting or can't set up auto pay to the card	X	
R_3NQzt6eWW1ouI2z	Some of us prefer the paper ticket and it's unfair to penalize us more.		
R_veF79WP8UjMvKbb	Some people cannot afford a clipper card. This is unfair to those who do not have access. Please find a better solution.	X	
R_3PXARNNjcA8RoiD	Some people do not wish to use a clipper card	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_3dJQoKqzjuH1U9y	Some people don't have a clipper card because they don't use public transportation as often as others who own a clipper. I think it's unfair to charge them more for barely using these transit options that accept clipper.	X	
R_el228piMjwaK91f	Some people may forget their clippers or not know about them. Increasing it to \$1 is unfair and an inconvenience. The 50 cents are more reasonable.	X	X
R_2Sqo7xNbha4eNsg	Some riders don't take BART often enough to buy a clipper card. The surcharge is ridiculous as fare prices are already way too much.	Unknown	X
R_1Hi3dOII1zDl8jv	sometime you just forget your clipper card and need to buy a 1 time use ticket. I support encouraging Clipper card usage due to convenience, integration to company benefits, and bulk fare discounts, but it doesn't see fair to charge more for 1 time tickets.		X
R_yDuZCC2RTTrpnUJ	Stop penalizing people who don't have a credit card and can't get clipper.		
R_21511uo0PDULcqK	Stop penalizing riders who use paper tickets. Haven't you lost enough business already from fare evaders and Lyft/Uber?		
R_1eLDHJD0lGYKqL4	stop punishing poor people		
R_1EgmSkHlx49GYff	Stop taking from the people who can barely afford bart.	X	X
R_2YPWXXkXMfL3bMs	Surcharge is not needed. Bart needs to make all riders pay for their rides. Enforce proof of payment. Surcharges won't matter if people don't pay anyway.	X	
R_2sR2re2nLOt8VoZ	Sure why not screw those who rarely use the system  But no, figure it out how to run your system cheaper  How about you don't blow cash on useless capital projects? Consider the downtown berkeley project, stairs can't be used because they are slippery, running a year plus late in completion. All users want is a reasonably priced system that runs well and is clean and safe.	Unknown	Unknown
R_OJ9yaJNK0UG1gat	That is ridiculous.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2wbtIjml83rkU91	That seems outrageous and the difference could be made up in other areas, eg. raising prices on trips to the airport.	X	
R_3iyy5f9rBft2EUJ	That's just rude		
R_6M96PDQMikzK76h	That's too much money for a small piece of paper.	X	X
R_1FQVyiWNsp2mLyA	That's like a tax on poor people who might not have credit cards or want to have a balance on a card.		
R_74biAmoBMhyX2b7	The \$1 surcharge should apply to new tickets issued from machines. Not on tickets where people have them already. Not fair.	X	
R_3M3EkDwkQC3UxyG	<p>The Clipper card is currently *more expensive* than the paper ticket! People are using paper tickets because they're either:</p> <p>A) Tourists only in town for a short trip. It doesn't make sense to buy the more expensive \$3 clipper card if you're only going to load money on it less than six times (six reloads being the number of times it takes for the paper ticket to stop being a good deal).</p> <p>B) Too poor to buy the Clipper card.</p> <p>Raising the price of the paper tickets does little to encourage people to use Clipper cards if the people you're trying to incentivize don't have enough money to buy the Clipper card. If you *really* wanna incentivize everyone, make the Clipper cards cheaper than the paper tickets and ultimately phase them out all together!</p>		
R_3RpAYN6W57doX5F	The Clipper card use will never be at 100%. The San Francisco Bay Area has tourist and travelers who have no need to purchase and keep Clipper cards. Furthermore, for those with memory problems (elderly, dementia) losing Clipper cards is a constant meaning that using paper tickets is more convenient for them. Charging an extra \$1.00 for paper tickets will only hurt local Bay Area residents. We must be satisfied with the high percentage of 85% who do indeed use Clipper cards. Trying to reach 100% is unrealistic.	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_11bY79ePKfvMI3c	The difference in price is too punitive. Just get rid of paper tickets altogether. Or set the price based on the incremental cost it takes to process paper tickets.	X	Unknown
R_SE40tPC5GoOESM9	The face value or cost should be equal, no matter what format of the tickets, paper or clipper card.	X	X
R_R5g5feoL6UdwSfn	The people who buy paper tickets might just be traveling once (ie to the airports) or can't afford the \$3 to load clipper plus the fare to ride. This would affect tourists, the disabled, the poor, and the homeless disproportionately. This is a bad idea.		X
R_WdIBAhSUGfrP2nf	The people who don't use Clipper probably do it because they're already poor or precariously housed. No need to punish them more.		
R_2YgG4EF04Xbxhp0	The people who need to use cash, don't have credit cards or want to be anonymous should not have to pay more to use the service. Running the Clippers service and processing credit card payments must have at least the same overhead as managing a paper ticket process.		
R_2wsg09p7iadBFBk	There are folks that may only use BART a few times and a Clipper Card seems like a commitment and not necessary for a one time or infrequent user.	Unknown	
R_3r2hoMDibsEncdz	There are lot of occasional travellers and penalising them just because they don't have a clipper card is un-necessary bias and puts them to disadvantage. May be gates accept ion paper tickets can be restricted but I don't support penalising people buying tickets the conventional way.	X	
R_10P2PKjqZJIw6fB	There are many one time users who go for paper ticket	Unknown	
R_1jTwfPos9uDvUxV	There are many visitors that need to buy paper tickets. And others that do not have cc or debit cards. We need options to pay in different ways and not taxing the poor.	X	
R_31yJeldVwcC7Jif	There are occasional riders who don't want to have the hassle of keeping track of a clipper card. It may make sense to transition into mobile fare system instead	X	Unknown
R_3PHKsiy2u0t0IQp	There are times when people are using Bart not for commuting and should be afforded	Unknown	Unknown

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	same fare all across for those one off trips around the Bay Area.		
R_0SuEi7GSyQ7SFVL	There is a large population of riders who don't know about clipper or understand the benefits. Bart could be doing a better job at helping new riders, older riders, and non-English speaking riders understand what clipper is and how to use it. A lot of people I encounter on my rides don't know where to access one or how to load one.	X	
R_2saS4LaJNxUq9cJ	There shouldn't be a surcharge for paper tickets. Fares are high as it is.	X	Unknown
R_2B5KPFwozjaPPyG	There's little to no parking or public transportation to BART out here in Antioch / Pittsburg. Therefore I almost never use BART like I did in other cities and don't have a clipper card as I am forced to drive. If I did use BART, why should I be penalized with a paper ticket surcharge for horrible transportation planning?		X
R_u4SX1p6tuE050j7	Think about the tourists, they don't need clipper for just one ride. It's unfair for them and people who rarely use BART.	Unknown	
R_8xoTf3Kr4n69ABz	This demonstrates a lack of respect for all riders, especially those not interested buying in to yet another card.	Unknown	
R_9o7NFJqhnR0QVID	This discourages tourists and locals who don't ride very often.		
R_1kIC7Ywv8K89q3B	This disproportionately affects low-income Bart users and is using unfounded efficiency reasons to restrict access to Bart to more privileged users.	X	
R_1EaH8jekCR92oCp	This increase seems too drastic considering that a Clipper Card costs \$3.00 for initial set-up	X	Unknown
R_3psdhpejoiXum6N	This is discrimination against the poor who can't get a clipper card.		
R_3q4KyTtlzqsNI3r	This is punishing tourists and locals who don't ride BART very often. Clipper cards hold several dollars per rider in escrow for eternity, which is like a free loan. This surcharge is excessive.		
R_2BhXh0FbKtvnEXE	This is ridiculous. A 50 cent fee is enough to deter riders. This is a penalty.	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_yCIBVvihwuzTG6d	This is unfairly punitive and regressive, particularly because riders are unable to buy Clipper cards at your stations due to your glacial pace of infrastructure investments and general deprioritization of rider convenience.		
R_24HIrIoA3RfNZcd	This isn't practical for the people who aren't frequent bart riders. They shouldn't have to pay more for a paper ticket when they have no use for a clipper card.	X	
R_2CwtmjoF9B4L1XO	This makes no sense what about visitors and occasional bart riders. Just plain not fair.	X	
R_3R2ZTbt0P0DZU3a	This penalizes people who do not have cash on hand or credit card to front load the card.		X
R_2tkZDrvKd5qI57K	This penalizes poor people that don't have access to bank accounts or credit cards. They still have to work.	X	
R_2PuiPa3bMhdp9uZ	This penalizes the people that need help the most.	Unknown	
R_3qWEF1e73viatLV	This penalizes those that cannot use clipper or those from out of town. Clipper is an abomination of a program. The fact that cards are not easily refundable, easily transferable is lame.		
R_1EhfcBJ8QpjExel	This proposal is extremely problematic. Individuals using paper tickets are least likely to have the funding to purchase clipper cards for \$5/each. At a minimum, the cost of a clipper card should be dropped to \$1 if this proceeds.	X	
R_24wxLgLKVFtjVFC	This seems like a worthy goal but a bad way to do it. Clipper cards arent exactly easy to obtain and the impact of this policy seems like it would fall mainly on low income users whose neighborhoods don't have places to purchase Clipper cards.		
R_OerpSBT3doEI2Hf	This seems like both a social equity issue (poorer Bay Area residents are more likely to need to buy paper tickets) and a soak-the-visitors strategy that verges on offensively priced. Make clipper cards free for any Bay Area resident , change a nominal cost for non-residents, and THEN raise the paper ticket fare. But don't raise it without providing easier access to clipper cards.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1nPJ0njVNfskA5L	this STRONGLY disadvantages occasional user of BART and those who are visiting our city, or people who forget or temporarily lose their Clipper card. A \$1.00 surcharge can be the equivalent of a 50% increase on a short ride at the regular ticket price, which is really highway robbery when you think about it. DO NOT DO THIS!!!		
R_T1PM1C2qsOecZK9	This surcharge should be eliminated to promote occasional ridership.		
R_3UBVFLmYwLKMNgZ	This surcharge would likely disproportionately affect lower income, unhoused populations who for various reasons do not or cannot purchase Clipper cards.		
R_2ZlzdA4AfuQzyTb	This system is a tax on the poor and tourists. The bay area invested in a system that was destined to fail.		
R_3Pcw0uLEkwIqavW	This will mostly punish tourists. Bart is already expensive enough		
R_03WTnZDviaoNrhv	Those who don't ride often or don't have a clipper card should not be penalized and pay even more money.	X	
R_1Cj5U48dh5Fq8PU	too expensive already	Unknown	
R_2bKnaIrm9rdgWj	Tourists don't need a plastic card. Or people using the system just once or twice. It's wasteful and punitive to people who can't spend the money on a card up front		
R_2X0Dz7mWXIBLEYD	Unless there is more outreach to bring awareness to clipper and perhaps free clipper cards to low income people then it's punishing those that may not be able to pay for a clipper out of pocket	X	
R_31hMszzUGUSbeA9	Unless you give free Clipper cards, one time users will have no choice but to pay the extra paper ticket surcharge.	X	
R_1jClc75okHvpOOE	Until Bart can make Clipper efficient and allow for paying for parking and tickets within the same system (not two separate companies with different payment systems) and allow adding extra fare left on paper tickets to our Clipper cards (DC Metro has had all these things for 20 years). Then punishing people who can't use their Clipper or tourists etc is not fair.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_308CPLM64HUQGIB	Until clipper cards are free with no minimum to load and can be used for multiple pax on one card, and are available on demand in all stations, there should be no surcharge.		
R_8jkik2Pyhjsv4f7	Useless if you do not keep out fare cheats.	X	
R_1QEp35VWRjOiQ00	Very occasional riders should not have to purchase the Clipper card. Visitors using BART from the airport are already charged extra for airport access, and there is no way to obtain a Clipper card ahead of the trip. This further discourages the use of BART to get from the SFO to SF and East Bay.		
R_BKaWfZdlm2Py5Pj	We have to welcome visitors to use Bart. Not fair for those who want to use Bart once in a while.	X	
R_T6CqCxEvw4iQH97	What about the people who don't have the ability to connect to your clipper program? Is as if they are penalized for not having either the knowledge of how to access the program or the time due their socio economic situation to do all that requires to obtain a clipper.	X	
R_2zqqBR0kgWYKy9L	WHAT ABOUT TOURISTS I was okay with paying the large fee to purchase a "clipper card" in Chicago but also their fares are LOW.	X	
R_70qUgmgh9O4XFbH	While I see the benefits of the one fare system, I worry that hiking the charge to \$1 will unfairly hurt those 15% of riders using a paper ticket who I will guess are lower income riders or out of town riders who do not use Clipper cards at all. I would recommend keeping the 50 cent surcharge for paper tickets.		X
R_3lcNOVqgl9kMKfu	While I support a Clipper only system because of all the reasons stated above, I think BART should conduct research to find out who the 15% are. Are they mostly tourists? Elderly individuals who don't know how to use the Clipper system? Non-english speakers who dont understand the language/system? Knowing exactly who the 15% of paper tickets are will help better inform this strategy. Otherwise we risk further burdening those already burden by the system.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_AaZELM6OH5sADND	Who uses paper tickets? (1) Visitors to the area who decide to use BART rather than other available modes of transportation. And (2) the ultra poor, who can't afford the charge for a clipper card or to have their limited funds sitting in a clipper account. This surcharge will not encourage either of these groups to get a clipper card.	X	
R_22JNxCvByy1A1zh	Why are you forcing clipper cards onto people?	Unknown	
R_1IgbSQj8064NdKJ	Why do those people not have clipper cards? Are you making the poor pay more?	Unknown	
R_r3bWznm54MjYZUd	Why do we need another surcharge? There is already one. If that isn't working, we need to look at changing behaviors with other offers, such as a mobile app to pay for rides.	X	
R_6liYcU50JpT8Ulr	Why does bart need to make more money when it is losing money on people who jump the gate. Make them pay. An extra fee on tickets doesn't matter for people who don't pay anyway. This is unfair to paying customers. Bart needs to enforce proof of payment.	X	
R_1locVe4JMjhzYsX	Why don't you give people other options? Why penalize visitors (who don't have Clipper cards) and low income people?		
R_3kLNEijucT7UYdU	Why don't you make Clipper more easy to obtain as an incentive? Individuals should be able to buy clipper at any station at any time. Other transit systems (Boston T, Medellin, Colombia metro) have moved completely away from paper tickets by making a shift to always/everywhere available smart tickets...	X	Unknown
R_CfgI79T3KH83P2h	Why is there no app available given this is tech central?	X	
R_3M58zbFpscDqdHi	Why punish tourists and one-time users of Bart this way? Most regular commuters use the Clipper anyway.	X	
BP4	Why should I pay more for a ticket	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2OPkY3rDIxSW7zc	<p>Would only support a surcharge to paper tickets if:</p> <ol style="list-style-type: none"> <li>1. free clipper cards were available all the time at all of the BART stations, instead of having to pay to get blank clipper card.</li> <li>2. include a free clipper card with the first purchase at a machine selling clipper cards</li> <li>3. I very much appreciated the fact that I could go and get a free clipper card when they were distributed last time, but many people do not have that option due to work schedule limitations, or other family obligations (plus you have to pay a fare to get to the place to pick up a clipper card), so please encourage people to turn in their paper tickets and give them a free clipper card if at all possible.</li> </ol>	Unknown	
R_sidfclqzMfhsIN3	Yes For one part I believe in recycling eliminate paper usage but do people that don't use Bart everyday every week per say this seems unfair.	X	Unknown
R_3fcv1DzWZVJh1UX	Yes, what a rip-off by BART.		
BP6	Yes, you need to improve your lousy service before	X	
R_2CPvFRKzOVUtf6	You are already adequately punishing non-regular riders and discouraging them from becoming regular riders. No need to further discourage them.		
R_3q0INHwTocw87zz	You are discriminating against people who are not using the clipper card many people do not want to use this form to pay with many people do not need to use a clipper card and should not be charged because they are using paper		
R_2eb8VDFrCOqtc8z	You are making it harder for people who already cannot afford to take the train.		
R_0055GlxhseNWIV	You are making people buy clipper cards by bulling then into it. Either phase out BART tickets all together or leave it alone.		
R_2s6FemDtIPnvWzZ	You can just offer clipper	X	
R_6Gcb54J7r3nijT3	You charge \$3 for clipper, you charge \$1 for paper... That's not right. Either take the clipper fee off the table, or don't increase the paper ticket more.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1hNpMIOza4OZOE	You should be grateful to have riders instead of drivers.	X	X
R_ea3AQYgg4S8KSdj	You should develop a mobile app to allow non-frequent riders to pay for their fares. This is a short-term fix and is not a real solution to stopping paper tickets.	X	
R_21hWMRRB5GPZ9FY	You should let people decide whether they want to use paper or clippers. We are always being hostage by bart! How about those who don't usually take bart- they are subjected to a higher fare because they don't have clipper!	X	
R_2xYmngBR1wdtF2j	You should want people to ride the system not penalize them for a one time ride. The could be a tourist.		
R_2ykJULw8rS3J8uj	Your current practice of charging people more to use paper tickets discriminates against poor people, who are less likely to be able to afford Clipper cards and to have the debit or credit cards needed to add value to Clipper cards. BART is going to get sued for violating its riders' civil rights.		
R_32LOat7ePmDnk8l	Ypu end up hurting tourists and occasional riders.		
R_3NJP89u2g6jwUym	收曬所有罰款先好加價啦！*Receive all the fines and increase the price*	X	
R_1H8DyClOPF5FWAF	Has a study been done to determine what barriers might exist to using clipper cards for some users and whether those barriers are related to socioeconomic status? If it is harder for low income people to use Clipper and then you are also charging them more, then I strongly oppose paper ticket increases.		X
R_3ls3GG5QrUjtKr2	I don't know if I support this or not because I don't know why people still using paper tickets do so. If they have a good reason, then maybe it doesn't make sense. Has research been done on this?		
R_1LLHuke302sMp7x	I don't know much about clipper cards but I don't believe visitors should have to pay more marginally for a paper ticket, if that makes sense. I'm a resident of the bay so i think it may make sense for me to pay for the clipper rather than paper but altogether, awareness of clippers need to be the focus before raising prices or people are just gonna feel forced into it. Kinda like Apple getting rid	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	of the headphone jack in their iPhones, you know?		
R_3I4t7UkIVGthvhH	I don't use paper so it doesn't affect me to well however i still wouldn't want everyone else to be subject to price increase	X	X
R_DpYOUJS8GqipVZv	I don't have information about clipper card use for low income riders. If the rate increase disproportionately impacts low income riders I don't support it. I support low income riders having equal access to the discounted clipper card. I'm not sure if that is currently the case.		
R_2dZaE5ZNWfM2HLO	I use clipper card already, but why the steep increase for paper tickets?	X	
R_3qlmEhyfFmusvUX	I would want to find out how many of these riders are visitors/tourists before making this determination. It seems unfair to level this fee on tourists/visitors.	X	Unknown
R_1BSoxOnE4Ytn9j2	no		
R_1lmEcejSQA7OV1N	Not using paper ticket anymore	X	X
R_24271Ano4kQ6j1c	Who are the people currently using paper tickets? Are they just tourists and technophobes? Or are there reasons why people who are homeless, people with inconsistent incomes, or other vulnerable populations might need to buy ad hoc fares? I hope you've studied your user base and made sure you understand the existing use cases for paper tickets before trying to take them away.	X	
R_2YDlGtK3gVjUJAR	Who is still using paper tickets and why - are these people without access to credit cards?		
R_WxhBtoT1ojwTmvv	Who uses the paper tickets? As long as this is mostly affecting tourists rather than low income users, I would support it.	X	
16th4	I usually lose lots of things, so losing a Clipper card vs. bart ticket. I really don't know.		
R_1f2w2QRWxGuhyS9	No increases till you Fix the Gates.		X



# Appendix PP-E: BART Fare Program Postcard



## BART WANTS TO HEAR FROM YOU!

BART is studying fare options to help fund key capital projects and system improvements.

Come tell us what you think at the following BART station events:

<b>Pittsburg/Bay Point</b> Tuesday, February 26 7:00-9:00 AM	<b>Fremont</b> Tuesday, March 5 7:00-9:00 AM
<b>Balboa Park</b> Wednesday, February 27 5:00-7:00 PM	<b>16th Street Mission</b> Wednesday, March 6 7:00-9:00 AM
<b>Fruitvale</b> Thursday, February 28 5:00-7:00 PM	<b>El Cerrito del Norte</b> Thursday, March 7 5:00-7:00 PM

Take the survey online Feb. 26–Mar. 15, 2019 at [bart.gov/faresurvey](http://bart.gov/faresurvey)

If you need language assistance services, please call (510) 464-6752. **한국어** 필요하신 분은, 610-464-6752로 문의하십시오. **Kung kaibangan** mo ang sulong ng mga serbisyo ng wikha, palitawagan ang (610) 464-6752. **Nếu** quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (610) 464-6752.



## ¡BART QUIERE CONOCER SU OPINIÓN!

BART se encuentra estudiando las opciones referentes a las tarifas a fin de ayudar a encauzar fondos a proyectos de capital clave y mejoras al sistema.

Díganos qué piensa en los eventos que se llevarán a cabo en las siguientes estaciones de BART:

<b>Pittsburg/Bay Point</b> Martes 26 de febrero, 7-9am	<b>Fremont</b> Martes 5 de marzo, 7-9am
<b>Balboa Park</b> Miércoles 27 de febrero, 5-7pm	<b>16th Street Mission</b> Miércoles 6 de marzo, 7-9am
<b>Fruitvale</b> Jueves 28 de febrero, 5-7pm	<b>El Cerrito del Norte</b> Jueves 7 de marzo, 5-7pm

Responda la encuesta por Internet del 26 de febrero al 15 de marzo de 2019 en [bart.gov/faresurvey](http://bart.gov/faresurvey)

Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.

## BART 希望聽取您的意見!

舊金山灣區捷運處 (BART) 正在研究票價備運方案，以期籌資幫助進行重要基本建設工程和系統改善工程。

請到以下 BART 捷運站參加活動，讓我們知道您的想法：

<b>Pittsburg/Bay Point</b> 2月26日星期二上午7:00 – 上午9:00	<b>Fremont</b> 3月5日星期二上午7:00 – 上午9:00
<b>Balboa Park</b> 2月27日星期三下午5:00 – 晚上7:00	<b>16th Street Mission</b> 3月6日星期三上午7:00 – 上午9:00
<b>Fruitvale</b> 2月28日星期四下午5:00 – 晚上7:00	<b>El Cerrito del Norte</b> 3月7日星期四下午5:00 – 晚上7:00

若要了解更多關於票價和外展活動，並進行線上問卷調查，請上網站 [bart.gov/faresurvey](http://bart.gov/faresurvey)。

如需語言協助服務，請撥電 (610) 464-6752。



# Appendix PP-F: Multilingual Newspaper Ads

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# Sen. Kamala Harris Confronts Critics on Her Black Heritage

NEW YORK (IANS) - U.S. Sen. Kamala Harris, who is of Indian and Jamaican descent, has directly confronted critics who questioned her black heritage, her record of incarcerating minorities as a prosecutor and her decision to marry a white man.

In an interview Feb. 11 with New York-based The Breakfast Club radio, the show's hosts asked the California Democrat to address a series of derogatory memes that

have circulated on social media, CNN reported.

One of the memes cited a meme that said Harris is "not African American" because her parents were immigrants born in India and Jamaica and she spent her high school years in Canada.

"So I was born in Oakland, and raised in the U.S. except for the years that I was in high school in Montreal, Canada," Harris responded. "And look, this is the same thing they did to (former President) Barack (Obama). This is not new to us and so I think that we know what they are trying to do."

"They are trying to do what has been happening over the last two years, which is powerful voices trying to sow hate and division, and so we need to recognize when we're being played," Harris said.

One of the hosts followed up by asking Harris how she responds to people who question the "legitimacy of your blackness."

"I think they don't understand who black people are," Harris replied. "I'm not going to spend my time trying to educate people about who black people are. I'm black, and I'm proud of being

black. I was born black. I will die black, and I'm not going to make excuses for anybody because they don't understand."

Harris became the first Indian American and the second black woman to serve in the U.S. Senate when she took office in 2017.

A former California state attorney general, Harris also said that she makes no apologies for pursuing violent criminals to keep communities safe, but added that she wished she could have done more to effect change.

Harris said the criminal justice system is deeply flawed but makes no apologies for pursuing violent criminals.

The senator was also asked about criticism she has faced on social media for marrying a white man, CNN said.

"Look, I love my husband, and he happened to be the one that I chose to marry, because I love him - and that was that moment in time, and that's it," Harris said. "And he loves me."

Last month, Harris officially kicked off her 2020 presidential campaign from her hometown Oakland.



U.S. Sen. Kamala Harris, D-Calif., who recently announced her candidacy for the presidential election in 2020, has confronted critics who questioned her black heritage, her record of incarcerating minorities as a prosecutor and her decision to marry a white man. (Twitter photo)

She is part of a rapidly expanding Democratic White House field that includes Sens. Cory Booker, Kristan Gillibrand and Amy Klobuchar. Also expected to join the race is Vermont senator and former presidential candidate Bernie Sanders.

## Kshama Sawant To Run for Reelection To Seattle City Council



Kshama Sawant, Indian American city council member in Seattle, Washington. (Twitter photo)

### India-West Staff Reporter

An Indian American city council member in Seattle, Wash., Kshama Sawant, Jan. 24 announced her intention to seek a third term.

A socialist, Sawant became the first incumbent to jump into the city's pivotal 2019 elections when she made her announcement.

"To make Seattle the kind of city that working people in our community need... we need more, not fewer, elected representatives like myself," she said, according to a Seattle Times report.

Three District 3 challengers have registered campaigns: non-profit executive Beto Yares, pot-shop owner Logan Bowers, and neighborhood activist Pat Murakami, according to the report.

Speaking to reporters at Saira Ethiopian Cuisine, a Central Airst restaurant threatened by redevelopment, Sawant described the 2019 elections as a struggle between wealth and people power, the Times said.

Business leaders will spend big to help one of her opponents this year, like they did in 2015, predicted the council member who garnered national attention when she initially won office as a socialist in 2013, the report added.

"Who runs Seattle? Amazon and big business or the working people?" asked Sawant, who lost a battle last year for a per-employee tax on high-grossing companies to address homelessness, according to the publication.

Union, immigrant, community and religious leaders who stood with the incumbent Jan. 24 said they would seek to keep her uncompromising votes on the council, the report noted.

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- Wednesday, March 6, 7-9am..... 16th Street Mission
- Thursday, March 7, 5-7pm..... El Cerrito del Norte

Take the survey online Feb. 26-Mar. 15, 2019 at [bart.gov/faresurvey](http://bart.gov/faresurvey)





畢竟共事兩年，是他唯一獲獎的原因。  
 紅人隊目前戰績6勝6敗，理論上來說仍有  
 季後賽機會；實際上要靠這兩名四分衛征戰，  
 其實機會相當渺茫了。

## BART 想聽取 您的意見！

BART 現正徵求您對捷運處建議低收入乘客乘坐 BART 時，每程車費獲享八折優惠的意見，有關建議為地區試驗計劃的一部份，為低收入人士提供公交折扣優惠。

請於以下 BART 舉行的車站活動，前來告知我們您的想法：

2018 年 12 月 12 日 星期三早上 7:00 至 10:00 ... Pittsburg/Bay Point BART

2018 年 12 月 13 日 星期四 晚上 6:00 至 9:00 ..... Coliseum BART

2018 年 12 月 18 日 星期二早上 7:00 至 10:00 ... 16th Street Mission BART

2018 年 12 月 4 日至 31 日內，請上覽至  
[bart.gov/discountsurvey](http://bart.gov/discountsurvey) 填寫線上調查。



의 판단에 관한 문제였다. 그러나, 이번에는...  
 리엔티나 부어노스아이레스 620 일...  
 장회의 임종을 마친 후 대령은 미...  
 난 다음 순방적인 뉴질랜드로 향하...  
 는 공군원에게서 가진 기자회견회...

## BART는 여러분의 의견을 듣고자 합니다!

**BART는 저소득층 교통비 할인을 위한 지역 시험 프로그램의 일환으로 저소득층 승객들에게 매 승차 시 20%의 요금 할인을 제공하는 제안에 대해 여러분의 의견을 듣고자 합니다.**

**BART** 역에서 진행되는 아래 행사에 오셔서 여러분의 생각을 말씀해 주십시오.

- 2018년 12월 12일, 수요일, 오전 7-10시 ..... Pittsburg/Bay Point
- 2018년 12월 13일, 목요일, 오후 6-9시 ..... Coliseum
- 2018년 12월 18일, 화요일, 오전 7-10시 ..... 16th Street Mission

2018년 12월 4일부터 31일까지 [bart.gov/discountsurvey](http://bart.gov/discountsurvey) 에서 진행되는 온라인 설문 조사에도 참여하세요.



admitir su campaña a miembros de Supervisores de San Francisco sin ocultar sus preferencias sexuales y en 1978 cuando la ciudad californiana aprobó una ordenanza que protegía

homosexuales gay, el como arquitecto gay, levantarse y dejar que ese mundo lo sepa", dice Milk en la grabación. "Eso haría más para acabar con los prejuicios de

Harvey Milk ganó notoriedad en la década de 1970 al lanzar su campaña a la Junta de Supervisores de San Francisco sin ocultar sus preferencias sexuales. ©GLAAD

## ¡BART QUIERE CONOCER SU OPINIÓN!

BART quiere conocer su opinión sobre su propuesta de ofrecer a los pasajeros con bajos ingresos un descuento del 20% en las tarifas por cada viaje en BART, como parte de un programa piloto regional para ofrecer descuentos en el transporte público.

Venga y díganos qué piensa en los eventos que se llevarán a cabo en las siguientes estaciones de BART:

Miércoles, 12 de diciembre, 7-10am.....Pittsburg/Bay Point BART  
Jueves, 13 de diciembre, 6-9pm.....Coliseum BART  
Martes, 18 de diciembre, 7-10am.....16th Street Mission BART

Responda la encuesta por Internet entre el 4 y el 31 de diciembre en [bart.gov/discountsurvey](http://bart.gov/discountsurvey)



# BART MONG MUỐN ĐƯỢC LẮNG NGHE TỪ QUÝ VỊ!

BART đang tìm kiếm ý kiến đóng góp của quý vị đối với đề xuất áp dụng giảm 20% giá vé cho hành khách thu nhập thấp mỗi lần sử dụng BART như là một phần của chương trình thí điểm khu vực về giảm giá vận chuyển dành cho hành khách có thu nhập thấp.

Hãy tới cho chúng tôi biết ý kiến của quý vị tại các sự kiện trên BART sau đây:  
Thứ Tư, Ngày 12 tháng Mười Hai, 2018, 7-10 giờ sáng... Pitsburg/Bay Point BART  
Thứ Năm, Ngày 13 tháng Mười Hai, 2018, 6-9 giờ tối... Coliseum BART  
Thứ Sáu, Ngày 16 tháng Mười Hai, 2018, 7-10 giờ sáng... 16th Street Mission BART

Quý vị có thể điền khảo sát trực tuyến từ ngày 4-31 tháng Mười Hai, 2018 tại [bart.gov/discountsurvey](http://bart.gov/discountsurvey)



Những điều nói dối truyền thông và hệ Đan Chủ (1) Đoàn hành chỉ toàn đàn trẻ con. Thực tế đại

vi nghèo khó, bị quấy nhiễu bởi bọn tội phạm. Cửa ai San Ysidro ở gần thành phố San Diego là cửa ai lớn nhất Hoa

Ước ra đời vào tháng 9 năm 2016 có tên là "The U.N.'s Declaration for Refugees and Migrants" (Tuyên ngôn của Liên

# Appendix PP-G: BART Social Media Posts

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02.21.19

**BART seeks feedback on fare issues; survey & in-station events planned**

**BART WANTS TO HEAR FROM YOU!**



BART is studying fare options to help fund key capital projects and system improvements.

Come tell us what you think at the following BART station events:

- |  |  |
|--|--|
| <b>Pittsburg/Bay Point</b><br>Tuesday, February 26<br>7:00-9:00 AM | <b>Fremont</b><br>Tuesday, March 5<br>7:00-9:00 AM               |
| <b>Redwood Park</b><br>Wednesday, February 27<br>5:00-7:00 PM      | <b>16th Street Mission</b><br>Wednesday, March 6<br>7:00-9:00 AM |
| <b>Fruitvale</b><br>Thursday, February 28<br>5:00-7:00 PM          | <b>El Cerrito del Norte</b><br>Thursday, March 7<br>5:00-7:00 PM |

Take the survey online Feb. 26-Mar. 15, 2019 at [bart.gov/faresurvey](http://bart.gov/faresurvey)

Photo credit: BART. BART is studying fare options to help fund key capital projects and system improvements. For more information, please call (415) 622-8200. BART is a public agency and is subject to the California Public Access Act (CPAA). For more information, please visit [www.bart.gov/foia](http://www.bart.gov/foia).

**News**

News Articles

02.21.19 News Article

**Sign Up for News Alerts**



Stay up-to-date with News Alerts sent by email or text.

[bart.gov/news/alerts](http://bart.gov/news/alerts)

BART has launched an online survey and a series of in-station outreach events aimed at gathering feedback on our fare program.

**January 2020 Fare Increase**

To help fund the BART system's extensive capital needs, BART has a fare increase program that calls for small, regular, less-than-inflation increases every two years, with the next increase of 5.4% scheduled for January 1, 2020. For a short trip like Downtown Berkeley to 19th St./Oakland, the Clipper fare will increase by 10 cents, and a longer trip like Antioch to Montgomery will increase by 40 cents. Paper ticket fares will continue to cost more than the Clipper fare. All new revenue from this fare increase goes to BART's highest priority capital needs including new rail cars, a new train control system to provide more frequent service and an expanded maintenance facility.

**BART Fare Increase Program**

BART's current fare increase program, which calls for small, regular less-than-inflation increases every two years, expires in 2020. BART is considering extending this program so that fares would increase in 2022, 2024, 2026 and 2028 by an estimated 3.5% in each of these years, based on current inflation projections. Revenue from the 2022-2028 increases is proposed to help fund new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of the expanded service.

**Paper Ticket Surcharge Increase**

Currently BART trips made with paper tickets cost 50 cents more than BART trips made with Clipper cards to encourage riders to use Clipper and optimize the Bay Area's significant investment in the regional transit smart card. BART is considering increasing the paper ticket surcharge to \$1.00 to incentivize the 15% of riders still using paper tickets to switch to Clipper. BART's maintaining one fare payment system is more efficient and cost-effective, and Clipper card customers enter and exit BART more quickly, using fare gates that are more reliable when they just process Clipper cards.

**In-Station Events**

Please join us at an in-station event or fill out the survey starting Feb. 26. Our staff can help you with any questions at the in-station events, and the survey form will give you more information about all the options being considered. Your feedback is important to us.

**Online Survey**

Take the survey online at [www.bart.gov/faresurvey](http://www.bart.gov/faresurvey).

The survey closes March 15th.





# Appendix PP-H(a): E-Mail Invitation Survey Demographic Summary (For Information)

**E-mail Invitation Survey Demographic Summary: All Respondents (N=568)**

Minority Status	95% of Survey respondents answered this question	Sample Size
Minority	53%	286
Non-Minority	47%	255
<b>Total responses</b>		541
Ethnicity	95% of Survey respondents answered this question	Sample Size
White	47%	255
Black/African American	9%	46
Asian or Pacific Islander	23%	124
Hispanic, Latino, or Spanish	12%	66
Other, non-Hispanic	4%	22
Multi-racial	4%	24
American Indian	1%	4
<b>Total responses</b>		541
Low income Status	96% of Survey respondents answered this question	Sample Size
Low-income	18%	99
Non-low-income	82%	446
<b>Total responses</b>		545
Annual household income	96% of Survey respondents answered this question	Sample Size
Under \$25,000	9%	47
\$25,000 - \$34,999	9%	47
\$35,000 - \$39,999	4%	22
\$40,000 - \$49,999	5%	29
\$50,000 - \$59,999	8%	45
\$60,000 - \$74,999	11%	59
\$75,000 - \$99,999	13%	71
\$100,000 or more	41%	225
<b>Total responses</b>		545
How well is English spoken?	100% of survey respondents answered this question	Sample Size
Very well	96%	548
Well	3%	17
Not well	1%	3
Not at all	0%	0
<b>Total responses</b>		568

\*Note: due to rounding, percentages may not add up to 100%, sample size dependent upon the number of respondents that answered each survey question. Not all questions were answered on many surveys.

\*\*Low-income and non low-income percentages factor in both household size and annual household income, so this sample size includes only respondents that answered both of these survey questions.

# Appendix PP-H(b): E-Mail Invitation Survey Public Comments- January 2020 Fare Increase (For Information)

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Legend	
	Support
	Conditional Support
	Did Not Comment
	Don't Support
	Miscellaneous

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_32Xw1fCSqQOw1Nk	A fare increase as minimal as that will benefit BART infrastructure and riders.		
R_a9tpE9FUmhpnzeV	Any increase in fares near the rate of inflation seem totally reasonable. Please continue to consider sustainable measures to raise money like fare increases, taxes, and state appropriations. And avoid unsustainable measures (like bonds and other debt)!	X	
R_1odVwTka1oCtyNg	As long as it contributes to the Bart system	X	X
R_0iheozUGLE75bBT	As long as it goes to making Bart better, I am all for it. Would love to see the timeline to getting this initiatives complete.		
R_3Nw9kEZMoH4x1iE	As long as the capital is used to improve rider experience and maintain employee morale	X	X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2xVvh1dwtGPqhZU	As long as the money is reinvested into the BART system, I believe it is a positive move.	X	
R_2R9vuoJR7jA1n3y	As long as there is oversight on how the money is spent, then I think it is acceptable.		
R_2roxnjRBBILRyXK	As long as we will see reasonable and timely improvements in the bart system I would be in favor of the increase.		
R_ZrQljcoQ24qGbg5	companies must increase their costs to follow the economy. anything less than \$1 won't be noticed by many and isn't asking much.		
R_2dyEIPvtHXoruUP	Do it! BART needs the money.		
R_3nVIPHz3ffwpPeR	Fair	X	
R_2CkomYFlk2lFHwf	Fair enough	X	
R_1DBU4h8xPDt4d9n	Fine		
R_2AKYS4mKaji2Hw6	I agree	X	X
R_3P7yOobvj90W0DG	I am in favor of a fare increase if that's necessary for BART to keep up with maintenance and service.	X	
R_1kFdI70yff2Y9Cw	I am not concerned		X
R_2bjXnID0d9ptkql	I am ok with the increase	X	
R_3CQqMehYSvJuWNX	I do not mind the increase since I use clippers. People shouldn't be angry because they do have the option of a lower priced fare if they buy a clipper card.	X	X
R_29ufSIR7euFqSRK	I don't have an issue with the fare increase, it's a fast and convenient way for me to visit SF and my relatives accessible by BART.	X	
R_1CrbZn4FV004xwP	I don't like that BART keeps increasing its fare, but I will deal with it if it means that it's improving overall in terms of more frequent service and better maintenance.	X	
R_1eyKH4v2lf3wZg4	I support it.		
R_9ET4Ux030c9HAJP	I support the increase because I believe these improvements are needed.		
R_yOx87UrSmME8nGp	I think it is a reasonable increase	X	
R_DTCZscG31sS5aMx	I think it makes sense.		
R_2ygsNbur1x4LyLT	I think it's a fair increase, as long as expansion is also in those priorities.		X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_25SDTpgON0010MC	I think that this change is necessary. Many people will probably not like it, but it does need to be done. The paper ticket costing more is also necessary in order to help reduce waste and things like that.	X	
R_22QVgxWhSXYevi3	I think that would be acceptable considering that they are improving the facilities. It's money misuse that is not acceptable. It will also deter people who don't have money from riding the BART.	X	
R_yUUiT0mkLQq2Hrr	I think this is fine, but I would anticipate clear delivery on what this increased revenue will benefit BART passengers.	X	
R_pSrBxgES4FvMZgZ	I would prefer no increase but I understand the reasoning	X	
R_1r6pcbv5i081rtj	I would very happily pay more per ride if the improvements to BART are tangible!		
R_2v8RLQgz1XBUwvQ	If inflation is rising, it is fair for prices to rise with them.	X	
R_qKqJCDnyjga1D5T	If it means new cars and more frequent trains, I'm very sympathetic to this increase.	X	
R_WcFQqiBwhY3AbL3	If more revenue is what BART needs to improve the system, I have no issues with it. We need BART 100% fully functioning!	X	
R_RgbYgTfnU0SkOyt	If the increase is for new rail cars, train control system, more service and maintenance including the ones inside the rail cars, it is a yes for the increase. I just hope the cleanliness inside the rail cars will be maintained.	X	
R_2rZWInabY6nCaBW	I'm never a fan of increase but every body have to get paid some way.	X	X
R_3GBVQsxQ8YIQF2s	Increase is overdue		
R_VXqu9GJkvaqdP7H	It appears to be fair		
R_DOigu3RTnu8zLEd	It is ok	X	X
R_2ZX0A96yizWY5Iv	It is probably necessary and now that you are cleaning up the trains and station as well as having increased the police presence It should be an appropriate time to increase the fare. Your escalator at the Powell Street station is much too fast and dangerous		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3pukVi11PFxTeFS	It seems like a steep jump, but the system is in dire need of improvements. I would like to see that money put towards visible improvements to cars, tracks, and the frequency of scheduled trains.		
R_DeE2wLmMFIDxfSR	It seems reasonable	X	
R_cCsmPdj40kzpDR7	It sounds fair.	X	X
R_V3Wn906xnL4FqM1	It sounds very reasonable. Thanks for explaining it.		
R_Dw30hDRVkcK7IwF	It's always hard to see a fare increase, but inflation is real and I believe BART does go up slower than inflation so that's good.		
R_2ZjHyfMqj6ryu3	It's fair. Developing high-rises in violation of city zoning to fund your pensions is not fair.	Unknown	
R_UEnC9JXDBX7wnC1	It's fine		
R_1GNBbSS13vw4keh	Muy bien. *Very good*	X	X
R_1diyuc8oiXiOw4v	No comment. I understand the need for the increase.	X	
R_2bVj49TUdyYccJA	No comments. This sounds like a reasonable increase to me.	X	
R_2CstYD8v6NHJkgx	No objection (approve)	X	
R_085pn421SkPaKIP	No one likes fare increases, but understandable.	X	
R_3L5RgVKE2lO83AT	No one likes increases, but if the extra money is really used to improve things, it's worth it.		
R_2f8KGYjemXnO3bd	No problem		
R_3dStn9b0LU8i50V	No problem about the increase as long there would be a better service ahead	X	X
R_2wQzwlA0srNoPcD	No problem with increase.		
R_3HU0ZAoQQGq4CX4	No, I think it's a good idea to upgrade the BART system	X	
R_ZxBWuWic2GofLlI	No, so long as fare increases are backed by visible, measurable improvements in service.	X	
R_6rolcoyWyZOiYFj	No, this is fine.		
R_22zVvscvIRjw04L	No. That seems to be a fair number.		
R_2WAzBrlrnUaamqb	No. I understand the need.	Unknown	X
R_23UISZgs4qBgZFw	no...it sounds very reasonable		
R_1erzhRT1RgNtKy8	Nobody likes fare increases but I think we can all agree that they need to happen if it's improving the system overall.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_slipI4TeGpoEs5r	Nope, it is still cheaper than driving your own car!	X	X
R_eWKVSWY0pdBn88p	not a big deal	X	
R_2dY1WJqcqs6SPf0	Ok	X	X
R_1gT1mHBBH0MZYke	Please do what you have to to keep BART in good working order.		
R_3FQyw4nV5ywwxKn	Seems appropriate to me.	Unknown	Unknown
R_8G5wvtfRNF2LIuB	Seems fine to me, more funds for better service. Cleaner cars and stations please!		
R_2wB09wFZ58HTHBD	Seems like the system could use a huge capital influx to address systemic issues, aging infrastructure, and increased ridership. Gaining revenue from other sources seems necessary	Unknown	
R_3h0e6RfHoHrXfo1	Seems more than reasonable an increase to me.	X	
R_3CCamwvwRLTrYoQ	Seems reasonable		
R_2z8Vvz1DTXta1F6	Seems reasonable		
R_3QXB5gl3XbK24Op	Seems reasonable	X	
R_2CqAScofWrpoPX3	Seems reasonable		
R_1duy3N6MYx543IV	Seems reasonable.		
R_2WvbCUZdKi0WoTh	Sounds fair		
R_C3T1vllzmNG0pXP	sounds fair	X	Unknown
R_1rC76T9THpXEB4r	Sounds fair as long as we have more than 3 months notice	X	
R_2xIWDQ1PJP8UXIS	Sounds fine. Very important to catch up on maintenance and modernize system.		Unknown
R_1LzmxsKDiLq6uTL	Sounds good	X	
R_ugZP7n03zHN1jG1	Sounds good to me		
R_1K8f0SKcqkatUaP	Sounds reasonable	Unknown	
R_1hz349wDb0g7MeQ	Sounds reasonable		
R_1JL9FokTKkQg9Q9	Sounds reasonable to me.		Unknown
R_1pEVPaWi5RnkJkh	Sounds reasonable.		
R_1lbJYstlyGn2KpM	Sounds reasonable.		
R_27HV4dgF2ifQJ7Q	Sounds reasonable.		
R_2f8rhVk1GmAxywM	Sounds reasonable.		
R_3HvNntyloKmp5Q3	That seems reasonable. I particular like more frequent service.		
R_2TuyLkCO5GRYVxD	The amount sounds reasonable		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_TmV3PsWyqbyjzK9	The fare increase is necessary, though I wish it could be accompanied by more trains arriving more often.		
R_A4fqar7Z0JX1bQl	The money is needed and the increase is modest. I'm fine with this.		
R_2YmEN60erbIXErf	This appears to be a reasonable amount.		
R_8GKWEd9UPmHrzgt	This fare increase seems reasonable and acceptable.		
R_2XhcWmtm0eLGwzP	This increase seems reasonable.	Unknown	
R_3kBcqVuHlhnWXY	This is fine.		X
R_r7v4ZDxdPajWCml	This seems reasonable to me.		
R_1OYJRuu9AEfypqu	This seems to be a reasonable fare hike.		
R_2WYlSnatPVLX1C1	This small increase seems ok.	X	X
R_2WPEu4wSc1ZA1kK	This sounds fair.		
R_UzNPVXjigBmaoY9	To keep the system from getting antiquated we need to pay for updating BART	X	
R_21EDMknNEaj9zFp	Yes good idea	X	X
R_eGagTcwAaXJth0l	Yes on increase	X	
R_ODAdcdYfCaix9Pb	没有, 我觉得非常应该。*No, it think it would be good*	X	X
R_11XEQyDGLfcxgYO	5.4% increase is too much. Should be increased about 3%	X	
R_3qqHvH84yDSYyZI	A percentage of this increase must go to enforcement and punishment of those who don't pay fares. If it doesn't those abusing the system are abusing us, the law abiding citizens.		
R_3JyCSURrepD7nfg	Although I understand the need to generate revenue for O&M costs, the cost of living here is already overwhelming for many of us, especially those of us who have been here our entire lives and are resisting being pushed out by rich outside gentrifiers. Public transportation costs make these services inaccessible to so many people. How else can you find BART's needs? How can you offer discounted rides to folks who really need it? Consider implementing a need-based discount fare program instead of paying ineffective and intimidating cops to ticket or arrest fare evaders instead of realizing		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	that there is a good reason many cannot pay your fares.		
R_1MWMMe8rSqYiAoNy	As long as the increase also goes to safety on BART. I never feel safe anymore riding on the trains.		
R_3hr0JvXu45lyq59	As long as there are more trains more often then this is fine. But, I am getting tired of getting on the train at 7:30am and by the time we get to Lafayette we are crammed into the center isles and you can't even turn without snagging on someone elses bag, etc.		
R_ypwWXq8Kfx05xKx	As long as this secretly isn't padding people's bonuses, I've got no problem with it. Use the money wisely!		
R_3g0EqMNkCYb5rbc	As long as you can increase service to Millbrae I'm happy.	X	
R_2RPISgZnDyq9V03	Bart has been getting more and more expensive over the year and I have not seen any immediate improvements to the cars, the frequency or the quality of the rides. I am skeptical to think that a fare increase will really do much more or it will take so long that we don't see any improvements.	X	
R_2ARUP3iiPumDFh2	Before you do another fare increase, you need to stop fare evasion and improve the work ethic of BART employees.		Unknown
R_BKF84hCmzt8ldlv	Better to have smaller increases annually - combining two years into one increase is more of a shock to folks with limited income.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_Dc3pbkLUDAUkZ9v	Clean the trains first, get rid of homeless first and sanitized the whole train. Beffore train start a new route check for homeless and smell your train!	X	X
R_3RkooUVA5UJFdJz	Current bart fare is already a little burden for low-income people.	X	X
R_3NQDQIkZp7ACogE	Don't like it, but it doesn't limit me. If the fares increase then fsa caps needs to increase too.	X	
R_aeYEYRxzEr07cyd	Expected. Yet would like to see improvement in the number of trains available during rush hour. No plan in place for that????		Unknown
R_2TLb9UVGPSNJzkK	Fare increase is inevitable as part of system expansion but I think ride quality which includes security/safety, cleanliness are more important than anything else	X	X
R_TcvuQU8UF8u8hKp	Fare raises should be linked to COLA and that means that raises should be less than 5.4%		
R_2SoFdg1pKZkEBy	For daily commuters from the East Bay to SF, it already costs around \$12 a day. An increase is going to be difficult for some people to sustain.		
R_2YhTzLGqt3viFxH	Hopefully some of the money can be used towards more safety on stations and trains.		
R_1rqqMe95Vv8haJD	how about spending the money on clean bathrooms and security		
R_2YllZ73s09R7RPO	I agree with the increase but we need to make sure that people below the poverty line have access to discounted programs.	X	X
R_2CQwaAUK3Dv0y2x	I already take casual carpool in the morning, even though BART is more convenient, to save money on my transport costs, so this would affect me. I would probably still choose to take BART though.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3g0NhluZU1oHdMB	I am a senior on a fixed income and I have no car. I think 2% is more equable. Only the 1% are getting richer, the folks on your great trains are not. Thanks for asking. Most people don't care what an old schoolteacher thinks anymore it seems. When we get universal health care we will all have more to add to the communal pot.		X
R_2EHkIzalzBZRR12	I am ok with it though would be nice if the new trains came to the airport and if the increase is used to help deviate fare abusers too		
R_AKCCnI5FPvODtnj	I am opposed to it until there are more trains, most new trains are on line, and crowding is a lot LESS.		
R_2WVvk1sHFp2yXZQB	I am willing to pay more if necessary for BART to continue long term and to improve safety on BART.	X	
R_27khBFmMRVEs3Dq	I approve of the change. But it would be better to get a part of this capital from taxing private car ownership, which is the major cause of congestion, and extremely inefficient.	X	
R_30vU0evUQbZeTex	I believe longer trips should only be raised by 20 cents. It's already expensive enough to go to the city from Pittsburg/Bay Point headed into the city	X	X
R_1d4eseqKRScRhji	I do actually , I'm okay with the decision that's being made as long as clipper prices remain lower then the ticket price then I can't complain however why is it that we always gotta pay extra for stuff but most times are needs are not met	X	
R_2Bm1tnCD7GwhkqP	I do not mind the date increase as long as future increases include coverage of expenses to enhance safety in Bart stations and trains with officers and also elimination of homeless and cleaning of the trains. I have to ride Bart so the increase isn't the issue. It's the atmosphere in the stations and trains that is disgusting. Along with rowdy and loud	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	passengers and the train operators act like they don't know what's doing on!		
R_2bP3fsmiQbJhdgh	I do not mind the fare increase but BART's ability to collect fares needs improvement	X	
R_1doSSUIG16gIXEV	I feel fortunate to be able to afford these increases. For some who rely on BART for long daily commutes, it may present a hardship. I would feel happier about the increases if I could feel safer on the trains and in the stations.	X	
R_W6T2ucxmLKTBeEN	I feel that an increase is worth it if it will result in increased frequency and quieter cars!		
R_2uX2JfXgzgfSQ04	I find it difficult to approve of fare increases at a time when I feel the safety and cleanliness of the system are more of an issue than they have been in all the years I've been riding BART.		
R_cMv4Atl9nHdnzMZ	I get it, but it sucks since several times I've decided to lyft back home instead of bart (N. Berkeley -&gt; 24th/Mission) because it's only a few dollars extra. Hard to compete against VC money but d*mn.		
R_A5IfLhiyfV10wA9	I haven't felt safe on BART for about 2 years now. It used to be I would only take BART in the daytime, now it's very few and far between at all.  I would happily take BART more often if the money went to improve safety.	X	
R_570IsY2bGL8dpnP	I hope before you increase the fare, improve first cleanliness of the old trains. When are we gonna the new trains. Prevent using pot on the train.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2fjrZWuBYy9V5mW	I hope this is matched with increased efforts to reduce fare evasion. I commute from Daly City to Berkeley for work 5 days a week, so this fare increase will impact my commuting costs. It is frustrating to see people jumping over barriers or walking through emergency exit gates on almost a daily basis.		
R_31mHdUvdmyV8pSa	I know fares go up every other year. I know they're supposed to be below inflation, and maybe the problem here is that I don't know what the inflation rate is, but a 5.4% increase seems very high (I'd expect around 2-3%). Additionally, it's disappointing to see service headways get cut with the latest schedule change and to see fares go up.		
R_2cod7aMccVylvgM	I know that money is needed to make things better or more efficient but there needs to be a better method to get everyone to pay. Those of us who pay are paying more and more while people still get away with not paying the fare.	X	
R_3mkQUQNV9uNG40c	I prefer that the fare increase occurs every five years.	X	
R_3FPQNu4xzkRgS20	I really don't mind the fare increases as they are moderate. My concern is the cleanliness of the train cars. My trip home from SFO to Antioch a couple of homeless riders dedicated and urinated on the floor. The smell was unbearable!	X	
R_br5auxYRbI2G0wh	I see no reason why not to increase the regular tickets, however, tickets for the elderly and students should not increase at all. Seniors already live with a restricted budget and should not have this affect them.	X	
R_2c6nJjuXTuuyDbJ	I support fare increases if it means that the services will improve. In particular, I am most concerned about the cleanliness of the trains, which I think is one of the main reasons that more people do not take BART.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_W2UoSCsijzGIUt	I support public transit. Although not desirable increased fares for maintenance (non-salary) needs is inevitable. The \$0.50 more for paper seems very regressive tax like.		
R_2pYy35JxxYVVPa7	I think any increase will be poorly received. I understand the need but there are complaints regarding BART cleanliness and safety and the trend of getting worse.		
R_2zvxGGKb0CK980v	<p>I think as long as you continue to show improvements then the increases seem fair. The important thing here would be to showing the value and where that money is going.</p> <p>IE - more new trains during rush hour on horrible routes. It blows my mind that we continually see new trains on routes with smaller usage than the routes with incredible usage. It feels like honestly no one at Bart actually uses or takes Bart from any of the market locations during rush hour. My challenge would be for everyone at bart to take bart from civic center to embaradero during rush hour. Watch the trains and watch the people. You'll see how the new cars are critical during these time periods and when you have a new train on a route which isn't full (Warm Springs, Richmond, Etc) vs the yellow lines (Anticoh, Pittsburg, etc) it's frustrating. Yes all routes are important and everyones trip is important but when the yellow line is packed to the gills vs Richmond and Warm Springs where the trains are not packed at all ... it makes zero sense.</p>		
R_3Glmuh24m2V2WAF	I think Bart is continuing to raise rates without taking measures against people sleeping on the seats, eating in the cars, begging, peeing on the station, being aggressive, ranting. ...this needs to be dealt with, then I would consider paying extra monies. My Bart trip is one of the lowest parts of my day.		X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_pimOYPvJaRFlqvL	I think it is necessary but it also affects X people who rely on BART to get around.	X	
R_cYAuqxPRCKqyF3P	I understand a need to increase fares on occasion to meet needs/upkeep, etc. Please keep in mind that people's income does not increase, for some, or minimally for others. Seniors are on fixed income so keep an eye on costs for them.	X	
R_1hGNYD5BoxkzEwt	I understand costs increase over time. Fare jumpers need to be policed more efficiently		
R_3nAfyW9d4BPkTDK	I understand maintenance and frequent services requires money. However, I don't feel safe on BART or the stations so I chose not to use it. If you want to increase revenue, you need to increase ridership. More safety, more police presence, cleanliness (more clean up of needles, garbage, etc.) and less people freaking out on the train.	X	
R_DO87YlwnNXzTLs5	I understand that the fare needs to keep going up to pay for things but it's when the stations/trains feel so dirty and unsafe to keep paying more.	X	
R_1kRXWbavYotAHoC	I understand the need for fare increases, and this is minimal, all told. I understand you have to pay for services, and if you expect improvements, those have to be funded somehow.  I do wonder if it is possible to avert this by cracking down on fare evaders--I know this accounts for a significant loss to BART. Is it possible to crack down on this and therefore reap more fares without raising fares on those of us who do pay without more investment than is possible under the current budget? Have options been explored?		
R_AjndeeCeMGpQHVT	I understand the need for fare increases. Scheduling them every 2 years seems more like a tax than a legitimate increase. Keep it up and you will drive people into their cars.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_31seVFEuwHzjDza	I understand the need for more money, but the cost for a trip from the ends of the BART line into the city seems excessive already. How frequent would the trains be in comparison to the frequency of trains now if there is a fare increase? What kind of sucks about the transit system is that it feels so much more expensive to use than just using cars, in addition to not being very time-effective either. If one of these two factors could be guaranteed to be better than driving, I feel like more people would use BART.	X	
R_uw9fUrILDj2uFnr	I understand the need for occasional increases, but I don't like the idea of regular increases. In 4 years, longer trips will increase by nearly a dollar. Individuals and families of modest means are having to move further and further out of San Francisco and need affordable transport to jobs. The poorest bear the brunt of the increases.		
R_3hcp0uT4C2c3coK	I understand the need for this, and support this initiative because I think that investing in public transit is essential for an urban area's continued growth and success. However, I am wondering if an alternative is to increase tolls on the bridges for people who commute by car.		
R_1MN939iWdaN74SX	I understand the need for upgrades, considering the age of track, and the year the system was 'open to traffic,' but I think you're losing support with riders. Those new rail cars were ordered some time ago, and I almost NEVER see them. It's a bit ridiculous that it takes so long to put them through QC/QA, etc. Other than that, additions like the Oakland Airport extension, need to be put through the ringer. \$6 for a one-way trip? When will this project ever recuperate it's cost? I just passed through Oakland airport yesterday, and was longing for the \$3 shuttle trip that was there before. Fare increases may be necessary/inevitable, but I have to question where the money is actually spent.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_3ERNUDILgsdN4mf	I understand the need to increase but the trains are gross/ the stations are gross/ agents are rude and nothing is done to fare invaders!	X	
R_1ieMPXMhazi50nC	I understand the need to raise fares to keep up with system costs. But this also puts a strain on lower and middle income riders. BART should think about raising parking proces before raising transit fares		
R_1eRD80GsU3R1qo6	I'd grudgingly go along with it. Transit should be subsidized more, to make it more attractive than driving. But until that happens, we'll have to live with periodic fare increases.		
R_2QuCWzZuCFCdZ3g	If increased fares provide clean cars and security on trains I'm all for it.	Unknown	Unknown
R_0w7kKZkAGkiRlvj	If riders see improvements to Bart then the fare is fine. Currently the cost is high compared to the level of service, constant delays, dirty trains, fare jumpers, crime, overcrowding, etc.... I believe money should go to new trains, but please do something more about people not paying fares, I really see it almost every day.	X	X
R_237ic7O9NnGCEdN	If the changes mentioned above are actually being implemented, then it must happen. If not, forget about it.		
R_1lyEvaOqb8WPFPe	If the fare increased can help make my Bart rides cleaner and safer at any time of the day or night, I'm all for it.	X	
R_33pYZZSLkRVbuYe	If the increased fares translate to better service, then great. If not, it feels like passengers are being taken advantage of.		
R_3J3guE0WrWD7Lv7	If the new revenue if not divert to pay raises this would be acceptable.	X	
R_1ezyktEnzd06vIL	If there were ways to make it non-regressive (assistance programs for low-income riders) I would feel better about it. I am happy to support the needed-system upgrades, but I wish more funding came from automobile drivers and taxes on luxury vehicles.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1ez7zh5bv9k9RnR	Improve the Bart experience before increasing costs - the escalators are always broken - none of the new cars are enroute to SF and there is trash all over the trains interior		Unknown
R_2fEcxNMP4Ts5PL2	In comparison to other transportation options (mostly private options, ie. Uber/Lyft), BART is still a heavy discount. So, in that light, this increase is acceptable. BUT, BART is a public transit option, and I'm concerned for the individuals priced out of SF/Oakland/SJ (urban bay area) to Antioch, etc. They will feel the brunt of this increase given their longer rides... The inequality grows...		
R_2xW31Wh9Hb4wPYu	In my opinion, the fare increase should be a flat amount. If it's getting increased by 10 cents then every price should be increased by 10 cents and not by the distance.	X	X
R_3e4vwMaSdTRcoPR	Increasing fare is okay but BART should improve on it's services. Most of the trains are old and gets delayed very frequently. I wish the frequency of trains in Warmspring-Dailiy City route should get increased.	X	
R_10uX6dRG7E2OrXV	Increase the fare as much as needed to make BART not the worst part of my day. Spend the \$ on fare evaders and reliable toilets!!		
R_sp08olOnuVCQ0Mx	Increasing fares to specific destinations makes sense. Please keep in mind to be efficient with how money is spent on improvements, expansions, and operating the system. Fares are already pretty high as is. It would be disturbing to find out money has been mis-spent.		
R_2TsLI7dH18qeQn6	Instead of raising all prices, raise prices during rush hour by 20% and keep other prices the same.		
R_qV1MUOJdIZlek1j	It *should* come out of the general fund vs charging X users but I support public transit.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_8HZ8wwgtc7pFxsJ	It is helpful to understand the timeline of these types of improvements. For example, Bart is increasing fares to bring you X new trains on the X line to be deployed in month. Then we can be excited for the rising fare. Does expanded maint facility mean cleaner trains? THAT would be AWESOME!!	X	Unknown
R_AHcPSfh4IL67WKd	It is within a reasonable increase except for those who have X.		
R_2ysINQ8S2asxENQ	It isn't a dramatic increase and I am for the supporting BART as it's become an essential part of the bay, but I fear BART doesn't take into consideration the amount of users who use the service daily and depend on it. For an everyday user, ten to forty cents is a dramatic increase. It's unfortunate that BART refuses to create membership programs or week to monthly passes. In every other major city I've ever been to, these services existed.	X	
R_2VPxMfanCATMyel	It makes sense to have smaller increases for shorter trips, but to be honest I've had to reduce my BART rides into the city to volunteer for a non-profit organization because it's getting expensive for me and I can no longer deduct the fare. It is not your fault.		
R_wMInI9KD1YTbzqN	It really depends on whether there ends up being a X ticket of some sort. Right now, about 15% of my take-home income is spend on BART, which seems like quite a lot to me.		X
R_2yqR1UNyO8SWBZ7	It seems a little high. I think you should focus on weeding out unnecessary spending on employees or overtime		
R_stKEQhZeZLpWkVz	It sounds fair. If you consider parking rates in SF plus gas plus bridge fare, Bart is a pretty good bargain. I'm not sure how they figure inflation, but it feels like prices are going up more than 2% a year. Could you work something so that \$\$\$ spent on public transit could be tax deductible? Maybe in California if not U.S.?		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2Y4VRKBnJA8mk9s	My issue isn't the fare increase, as long as it's minimal, it's increasing fares on trains that aren't clean, safe or reliable, and too crowded.	X	
R_2U3mupZTxpFvN2G	My typical ride is from Concord to Montgomery, which is a pretty long commute (45-60 minutes). I would like to know if this fare increase, and investment in capital upgrades, would also mean there would be more train cars available, or run more frequently, so I don't always have to stand for 60 minutes to work, and again back home. I rarely find available seats. I think the amount of increase is tolerable if the rider experience is going to be improved, either by making the trains, safer, cleaner, more reliable, or more comfortable.		
R_1Dp8d4XZFJzsTQF	no comment other than with costs for everything increasing it seems that a 2.5 percent or maybe 3 percent increase might be more easily absorbed by commuters who have a more limited income		
R_3NZYXMi5aj7i3Ve	No problem with the increase. I have had some concerns about salaries. they have been generous, so hope there is no increase.		
R_3fHT0fTGmDlrNoU	No. As long as it doesn't affect clipper card holders that are most likely locals like myself. I do hope that the fares will decrease over time for those that aren't clipper card holders at some point in the future. It would also be nice to have a college ticket price for those that are over 18.	X	
R_2tkTRGFFoCVabX3	Not happy about it but I understand.		
R_3000IHLUchiI3UI	Not sure why frequent service can't be provided now. The increase sounds quite substantial.	X	
R_12LLiD22xd151ZD	Not that I have a problem with necessary fare increases, but I would preferred to see something done about the many getting away with complete fare evasion.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_bg7WWtol82KqweJ	Okay for me, BART should look at increasing equity pricing for X riders		
R_31T0Rnc81rW02Qz	Planned increases seem to be in line with expectations. Increased revenue should be used to make BART stations a better place as well. Specially around San Francisco stations.	X	
R_plBhwXNswF2Xz2N	seems fair. would it be smarter to do it in smaller increments though? Increase by 2.7% on Jan 2019?		
R_D8Z33J8qt8dv70J	Seems like an appropriate amount of change. I hope we increasing are enforment of pay evasion as well though.		
R_2amXVPuilly8BkR	Seems ok. But between parking and rate increases the average adult is paying more tha. \$10 a day.		
R_1TtuFMS9rLKu4ZX	Seems reasonable Adds up over time though		
R_SC2KRzDsOc9Viud	The 5.4% increase seems higher than the inflation rate...i do not understand the math. Generally, rate increase is not a badbor good thing, it all depends on what the extra money is spent on		
R_2eOqj5oZ8YvuVtY	The fare increase is a bit much and I feel that the fare was increased just recently . Why not catch gate-hoppers and use the fines to fund the capital needs.	X	
R_2ceePvxkYUqJWr9	The fare increases sound reasonable, but will definitely add up for a person regularly commuting a long distance.  Also, isn't CPI nationally 3% and SF's 4.5%? Are you making up for time from when you last raised fares?		
R_2ce0tZ7Aaeyhvy6	The increase doesn't seem too drastic, however as a commuting college student the slight increase will definitely add up.	X	X
R_2U9JlvjflzVhbfX	The increase is reasonable for the short trips. It is difficult for me to judge if the increase is reasonable for the longer trips. I am one of those who will be affected by that increase and my costs will increase by about \$16.00 per month.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_33qYJqgics166N2	the increase of fare is something I would agree with only if more train carts will be added during rush hour along with more police	X	
R_1j04tAcesIrb1Hi	This is a difficult question, I think that with the fare increase, BART should advertise any option available to get discounts on BART fares, like tax incentives for example.	X	
R_tPqnuY82MsVmZ4l	This is a reasonable rationale. I'd like to see a bigger discount for daily long distant autoloader riders like me, also partnerships with organizations like Stanford's agreement with Samtrans/Caltrain/VTC etc may help defray your capital costs. Also look at providing weekday and commuter discounts.		
R_2qrto6cXp1oSPoH	This seems reasonable; however if you stop the fare evaders you would probably see a 1% or more increase in revenue.		
R_1gcE37KOA2x12L5	This sounds good in theory, but how do we BART customers know for sure that the goals will be met (new cars, more frequent service, more cars, etc.)? And how soon would those various goals be met? I would not like a fare increase if it won't actually end up benefitting me.	X	X
R_1hDLNF6RftHYk5f	Too close increases together - every 2 years is too often.		
R_yUW08PJ7keq0p6F	we have had fare increases in the past and the trains are dirty. I put my bag down once without looking and it then smelled like human feces. I would be more supportive if BART takes seriously reforms to make the trains cleaner	X	
R_2dvj29eCIHGTuuR	While I think getting people onto BART and out of cars is a high priority, I understand that BART needs capital for improvement. If this cannot be gotten thru regional funds (since fewer people on the road benefits all, it really should be government funded..), then I would be OK with it		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1F38MsQo4orfzPW	Worth it if trains have less homeless people sleeping in them		
R_2tKbhRrUdopriuC	Would be hard for commuters but generally tolerable for occasional Bart riders.	Unknown	
R_1QFNeBfbVWiPgoU	No	X	
R_W6C7SJGPMESoFDH	No		X
R_AmtdBhqoVxzei53	No		
R_RRG9gCCxChRSdUt	No	X	X
R_VVzcMKLXYWXJNcJ	No		
R_3lbZgzT2df6ZcUP	No		
R_231UunvodRuUxK0	No		
R_2zYHQvVaZ2O8pvm	No		X
R_vv0U0vEqEsPcRdn	No		
R_vD2SlueL6lmdKSZ	No	X	
R_3iVx6VK0iKeetO3	No		
R_1oFN8MlRTDiEsnL	no	X	
R_3NvUHMxEpjoyFSq8	No	X	X
R_2zT7RbTKezykpVP	No	X	
R_3fTdgmPlx5uz3sZ	NO		
R_3EFtWCgtFond5Am	No	X	
R_2CvbelmFB1j7gmb	No		
R_2f3OpFe6Hr6vG1l	No	X	
R_1hALnGdBGN4mFhS	No		
R_8IZKHAMvBz7v7qx	No	X	X
R_5gyVUv6mJs2INFL	No	X	
R_8waEOqyV3Digtgd	No comment		
R_10DCEYco31R99V8	No comments		X
R_1QLwflfHnYTn4AE	No.		
R_Y5ij2BeuvxNoiOd	No.	X	
R_30cbG2noADBtAn9	No.	X	
R_1kS0AmxqrzUquU6	No.	X	
R_3KviXBF2njrUjFw	none		
R_2TOb3sH530sKQ7i	None.	X	
R_1IRk3UqUBRpvv66	nope	X	
R_8e5xuZU06fmrNXH	Nope	X	
R_uy7dmb73cQlkosp	A BIG NO FOR FARE INCREASE. THE TRANSPORTATION COSTS ARE ALREADY HIGH IN BAY AREA ALONG WITH ALL	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
	OTHER COSTS INCREASING. WE NEED A RESPITE ON THIS!!		
R_3JgtcoVobliK6ij	Actual clipper card holders should not be penalized for the fare evaders. There should be better gates for entrance	X	
R_2Qxlf8SifUsEXp	All scheduled fare increase should be canceled until it is independently verified that Bart's overall operations are running as financially efficient as possible. All expansion and the associated additional system cost should be paid for by a disproportionate tax to those new areas for not joining the system sooner. Everyone should not pay for the shortsightedness of the few.	X	
R_114WBmIEUvIYA9q	Always a fare increase. It gets more and more expensive just to get to work.		Unknown
R_3MaHYlr8JfPZlm0	as riders we do not have a choice but is certainly unfair. We demand cleaner trains and more police presence. The amount of homeless people riding on trains and taking over seats while they sleep is out of hand. The smell of their filthy clothes is hard to take on people's sensitive or weak stomachs. I hate to sound harsh since it is not the fault of these mentally ill or drug addict people to be out on the streets! but they abuse the riding system for others and they commit crimes as well.	X	
R_30dhmVxx22b7hXL	Bart already cost an arm and a leg to ride. And I have no choice because I need to use it to get to work. I spend \$50+ a week just to get to work. That's not including parking fees at the station. I've never paid so much for public transportation, anywhere. Chicago, New York, Asia, Europe, all charge less for the use their subways and trains. The quality of the ride is not worth the hike, it's not worth the fee now! I am already not a fan of the Bart, raising fares will force me to quit my	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	job in the city. It might even force me to move out of the area.		
R_OHg9aWw0ff098Dn	BART doesn't need to raise fare's - they need to negotiate better salary contracts with the unions. The employees and the administraiton level are the most overpaid and under worked employees ever.		
R_swp4osMcrYerGtv	BART fares is already expensive considered the quality of service, safety and cleanliness. BART's expense should cut and improve service, safety and cleanliness.	X	
R_1CpBDunnFAMFi9I	BART has become filthy, dangerous, and disgusting. I take up to 15 rides a week on BART and have for many years and have seen the system decline and become an embarrasment to the bay area. There should be fare decreases until the state of BART improves. FILTHY, DANGEROUS, and STINKY! If there were any other way for me to get where I need to go I wouldn't go near BART ever again. I feel held hostage by the system and the inadequate management of the system.	X	
R_3F50eQof2c1Qutj	BART is already costly, and this will be the second increase in as many years. Plus, 5.4% is not "less than inflation." I got a 1.9% increase this year. Also, the paper ticket "penalty hurts the poor and elderly, since they typically are not tech savvy and/or don't have online access that is required for clipper cards.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2AGvRLFp3UonAjd	Bart is already incredibly expensive, compared to other major city. If you add on how crowded and old the trains are, it is astonishing to think you would want to raise it more. Finally, I wish there was a monthly rate, that would allow for unlimited travel.		
R_1r2fWsg2mWf4du1	BART is already one of the MOST expensive public transit systems in the world, and you want to UP the fares AGAIN!!! It is ridiculous!! You are making it so that the average person can't ride it with any regularity. You need to run BART like the subway system in NY or Chicago.		
R_eEYZl3FutNAQkKJ	Bart is already prohibitively expensive and the trains are disgusting. The fares should absolutely not increase.		X
R_1Cx0wuOUKcyV9H6	Bart is already so expensive that lower income rider have a hard time using bart. I dont see where this money is going in BART. The cars are nasty, to many drug users and crazy people on bart. And it's just not safe.		
R_1C1KNNgFkXyOUL3	Bart is already too expensive. I don't agree with more fare increases.	Unknown	Unknown

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_UX96cypY6UIKkGl	<p>Bart is already too expensive. Systems like the subway in New York which are far more reliable, have far better hours and far better service have significantly less cost.</p> <p>The cost for me to get to work has drastically increased over the last 2 - 3 years making it less than desirable to work in San Francisco.</p> <p>I'm currently paying close to \$20 a day to travel to and from work (including the ridiculous parking fees) to spend most of my time standing.</p> <p>Adding insult to injury is the new trains that have significantly less seats and hold significantly less people comfortable. People do not want to pay these type of prices and stand.</p> <p>Bart is completely out of touch with it's ridership and seems to only care about its profits.</p> <p>You are pricing yourself into a corner where it will actually be MORE cost effective to drive from areas like Concord to San Francisco than it would be to ride your system. I can get early bird parking for about \$20 a day in the FiDi. With the constant increases, you will be parity with parking + toll + gas very quickly making your system close to obsolete.</p>		
R_2ScpfF5zA4kegws	BART is already too high.	X	
R_0TxrpWKQzk2W9Sp	BART is already unreasonably expensive. With 2+ people it's cheaper to drive into SF and pay a single toll than it is to pay round trip BART fare. And my car is more comfortable, is the temperature I want, and I'm not physically pressing my body against strangers. Why pay you for the service when it's such an unpleasant experience?	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2sTH7fhgaXWnfyy	BART is expensive as is. As a college student who often takes BART this small increase will definitely affect me negatively. I constantly see people not pay to use BART (hoping over fare gates, etc.) and it is very frustrating that myself along with other paying BART riders will have to pay the fare increase while others do not. It is hard to fathom why BART is looking to expand when they cannot control they stations that they have already.	X	X
R_21GJBFK3JcUi73V	Bart is expensive as it is.	X	
R_qEdp3LHeGZGlPEd	Bart is expensive enough and with no option to buy kids tickets at all stations. It cost me more than 40 dollars to take 4 kids into city from hayward		X
R_1QbjucPzhnODdZy	bart is getting to expensive		X
R_PtSgvXZ4mh94pln	Bart is so expensive already. Between that and the parking cost it's cheaouer to drive		
R_2rBBao8jxPhhMje	Bart keeps raising fares and the service is not improving at all. I see homeless people on trains and druggies shooting up almost every single day and never see any Bart Police around.	X	
R_Dq1mkVwY7MFXd2V	BART should try to get funds from the State budget and not burden commuters.	X	
R_2dyxXNuPCzQugWZ	BART use will be increased due to increased freeway traffic jam. I wonder if the volume of passengers increase with justify the need for BART's financial requirements.	X	
R_26exYWkSxzPvThB	BART's fares are already incredibly high. There has to be another way to figure out how to manage the transit system's finance and budget. For those of us who do not make 6-figures, this increase will hurt us a lot.	X	
R_1DTotCqmQNG5hsp	Before any fare increase, BART needs to earn back the loyalty of customers. FIRST do your best to make BART safer, cleaner, dependable, and timely.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2w13FxBK5Fh0Rdxd	Considering the crowdedness in the Bart compartments during the peak hours and hardly any room to breathe, this increase in fare doesn't justify.	X	
R_3qTJPNddBaVxHVN	Despite claims that increases go to bettering BART, stations are filthy, elevators and escalators constantly broken, drug use and filth on trains. Fares are already costly.	X	X
R_2VQikTAisV9Ksts	Disappointing as Bart is my sole means of transport to work... I obly wish my wages increased 5.4% to match		
R_w1TIbtWjGcd0WWt	Don't do it	Unknown	Unknown
R_1mrwcpnlNTIn3Me	Don't do it unless it's going to extending Khris Davis	X	
R_2xDbfxZBBRfahn4	Don't do it.	X	X
R_27pdGxSKEaYzrXO	Don't raise fares. Catch fare cheats! Raising fares will increase their number. Make the fare gates like NYC. Don't make us pay for other people's ride.	Unknown	
R_3kOeJvgqSEHe4ab	Fare increases are the most regressive way to fund public transit because it burdens the folks who generally have the least means. We need more economic capture, surcharges on businesses in economic development corridors, bond measures, etc. Let's explore every available option -- as I'm sure BART directors are doing already, right?! -- and minimize fare increases. Or maybe introduce a new fare tariff; for example, something like those who qualify for public assistance pay the reduced senior fare...		
R_24oQw6nVapi4vol	fares and parking keep increasing while the quality of service keeps getting worse. BART has some sort of delay everyday, and huge homeless problem.	Unknown	
R_b9JypfbDlfQIAFz	fares are too high right now, no increase is needed. Financial responsibility needs to be in place first.		
R_1Nepxr1ivmluexc	Getting cheaper to drive almost		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2XbovjLe4m4xK13	Honestly the bart fare is slightly higher than most people's preference. Since the traffic is so bad people are preferring bart even though the cost for fare is more expensive then driving. This will add more traffic on the road	X	
R_3HI8yTMPcWHwRvH	I already pay 10\$ a day for Bart. I feel this is getting a bit too much. Long distance should be cheaper		
R_2YnYrW0ifhZ63nL	I am against this issue. I understand that due to an increase in public use and the deterioration or maintenance of trains an increase in revenues is always the first thing that comes up. If resources were allocated to increase rider theft which are substantial, BART would recoup all that and then have more that the necessary funds to get new/more trains.	X	
R_11A9KhUTo5TmlmF	I am annoyed with fare increases in general when I see fare evaders jump the gates right in front of me. It makes me feel like I am subsidizing their fares. London has high gates that are hard to jump. Berlin/Munich has fare checkers that you can tell just boarded the train because all the fare evaders rush for doors.	X	
R_3g65rpK2iCZ13ad	I am opposed to this fare increase. There is already reduced service hours and asking riders to pay more is not okay. We should look into recovering lost revenue from the riders who don't pay at the gates. We should look into advertising as well to help cover the difference between Measure rr funds and operating budget.	X	
R_1q9QetuWfd3Dy5m	I am personally tired of the fair increases. They BART system is already expensive. The public still doesn't see the improvements. It is frustrating to see fare increases and a poor service.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1jIFA9a90FZDn77	I am very disappointed to hear this as I feel the fares are always increasing. I have to use Bart five days a week to commute from the East Bay into the city, which means I pay over \$2K annually. Parking is almost non-existent now as Bart had removed parking lots from by nearest stations San Leandro and Coliseum and sold the lots to be turned into apartments. I feel like I do not feel any positive impact of the previous fare increases...I rarely see any of the new trains, Bart police are never to be seen, and the trains/stations are dirtier than every and feel less safe over the past 8 years I've been riding daily.		Unknown
R_24vJUCBbegKx1t2	I cannot believe BART fares are going to go up again. The rates are outrageous. The trains go to very few areas relative to the size of the bay area, there is no monthly pass, and the trains stop running at an unreasonable hour. Bay area transit in general is a joke- there are so many different systems that all have different rates, passes and times. It's a shameful part of living in the bay area.		
R_eP6JudXf15ZDR3r	I can't afford any increases. The cost of living here in the bay area is already through the roof. !	X	
R_2VDav4ecdc5oQpW	I DO NOT support any more increases. Where does it all even go? Dirty stations, overridden with transients, drugs ON trains, needles in seats, URINATION AND DEFECATION ON THE FLOOR, old trains, air not working on trains, etc.  I pay and deal with fare hikes almost every year and I don't see conditions improving.	X	
R_ROetvphYY8aih4l	I don't like it, but have little choice in the matter as a commuter that depends on BART.	X	
R_eUQvw8gvldz5zRn	I don't see any justifications for increase when elevators are filthy, Escalators are 50% working, Bart trains are dirty.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2xJ0wShDc39x0aY	I don't think BART should be made more expensive. People will evade fares if it isn't in their budget. There are ways to make BART cheaper to ride, this making it more accessible to the people it serves.	X	X
R_wZxgv1K0WYStKWB	I don't think the prices should be increased because they have already been increased and if bart is too expensive it will limit access to people.	X	
R_1JKQqQTgngr9uSE	I dont agree with fair increase focus should be teaming up with Local authorities to staff each city with local police to crack down on safety and fare evaders fine and having evaders (misuse of discount cards as well) pay their share will recover shortfall.	Unknown	
R_2thVa3hsqWb2G9d	I don't agree with the fare-by-distance structure at all. It financially penalizes those who live farther from city centers who have to commute to higher paying jobs. While I understand that the BART infrastructure may not be able to support a flat rate for all riders, like the NYC subway, I would prefer that to increasing the fares incrementally. There actually may be an increase in ridership if this was made. Further, companies that retain employees who live in the metro Bay Area should be contributing more to public transportation through a commuter tax, again... like NYC.	X	X
R_2bJpMkZTz8L4FVg	I don't think the fare should increase at all	X	X
R_1K2x8711bQma7GU	I don't understand why BART needs to keep increasing its fair because the system and service gets worse every year. The early morning commute is horrible because there are always delays which causes me to arrive late to work at least 2 to 3 times a week. The cars are dirty and there's always homeless people sleeping on the trains. The seats are dirty and the trains always smells. I see fare evaders every day and hardly ever see anyone getting fined for it. To be honest, if I could afford a car, I	X	X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	would never step one foot into the nasty and disgusting Bart.		
R_2tLRxTkWKl1Iru	I feel like you'd make more money by ensuring all those people who don't pay at all pay their fare. It's annoying to see people constantly hop the fare gates while I'm over here paying everytime and now I have to deal with a fare increase. I can only assume this will lead to less people paying.		
R_2QSrKTssJH1TJy6	I feel the fares are high and not competitive with other systems like the subway in New York. I think you need to re organize the spending. The union is protecting lazy people who earn too much for their jobs. How about doing away with dependents passes. I know of a lot of fraud. Station agents don't check dependents passes		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1kLhKzFFI59d09y	I find it very difficult to support a BART fare increase when prices are already high. Even with the Clipper card, it costs me nearly \$10 a day to commute to the city for work. And on top of that BART parking is exceptionally difficult forcing me to be at the parking lot by 7 am which gets me to work more than an hour early. And I just read an article about how people "sublet" their permits to others for parking while someone like me languishes on the waiting list. In two years I have moved only a couple hundred spots on the lists and am still in the 1800-2000 range at both Lafayette and Orinda. And according to the article, BART knows about the improper subletting of passes, but does nothing about it. So some couple in their 60s who doesn't commute anymore makes a healthy 50% profit on its pass, while I am forced to get to the lot extra early for my real commute, and BART won't do anything about it? And there is discussion about building housing over BART parking lots? And I live in an area where there is no other public transit for me to get to BART? And NOW you want me to pay MORE for BART? That seems unfair and ridiculous.		
R_PCotDea2N4qpFBL	I have been consider for awhile weather it may be less expensive to drive than pay for parking andride bart. More increases may lead me to abandon bart altogether.	Unknown	
R_Uyl4eZDZVKUlh5f	I have issue when the fact the trains are too packed, and have yet to even been in the new train, ac often is a problem, and homeless take up a number of seats. Why not control and fine people not paying instead.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3ozJ6BEmR3paFfQ	I have yet to see the capital improvements that have been promised by BART as a result of the previous increases. Most of the trains in service are the older trains, trains are consistently dirty, and the system is still unreliable. At this point, I would be surprised if riders were still in approval of the fare increases.		
R_2Wx28ToURhXvGVz	I hope BART doesn't increase the senior rate		
R_1GOKse5r7TFx3qV	I just think BART is already so expensive, and it's the most expensive for people with less income who can't afford to live closer to the city. If the Bay Area wants to decrease use of cars, why is it cheaper for me to drive into the city than to ride BART? Increase bridge toll fairs, not BART prices		X
R_3EpbJTIIsqsK1J3	I of course would not like an increase, especially since I current travel daily and cost is over \$11.00, of most of the time I have to stand and hope for the better I will not fall in crowded trains. Bart is consider a higher increase than even a COLA amount, which not all employers provide. It would be better if BART can provide gradual increase perhaps 2.7% year one and the following year 2.7 to meet the need.	X	
R_pGBYyq5Th1AUZu9	I really don't like the increased costs for the daily commuter and X. The rate for the seniors is very cheap and would merit an increase. I don't like the idea that BART employees get free tickets, hopefully, they are declaring this as income, as the benefits for employees are way too generous. Cut back on some of the benefits for Employees...there will still be people lining up for jobs.	X	
R_A0A47h7o0OEVX45	I say NO. Already I am charged \$3 for BART - AND the trains are TOO SHORT. I am having to stand WAY too much.  Just this morning the 7.06am RICHMOND		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	train from BAYFAIR was a 5 car train - it should be 6-8 cars.		
R_3ETlrfe6tNmxvzj	I think BART is expensive enough especially for those that have to travel to other cities for work. I hope money can be diverted from other sources or require that companies pay that increase, especially those companies along the BART route.		
R_2s4uKUui1QIny8o	I think for people who already have to take Bart every day in the morning and night adds up quickly even if the clipper is cheaper it still adds up. I think the increased fare will be bad for a lot of people especially students who already don't have a lot of money to pay for Bart.	X	X
R_1E57TXKgvdqnbIF	I think for those that pay fully day in and day out and not see much improvement it's upsetting. Another increase that shows what? Inconsistent usage of new trains? The issues with fare evaders still not resolved losing thousands daily. What's next increasing for parking as well?	X	X
R_2Sly1nqfkmc5WZw	I think it is ridiculous to propose fare increases when the escalators are continually broken, stairwells and train stations full of pee, and station agents either physically absent, mentally absent, and/or rude and unhelpful. Fix those problems first, then you might have some standing ground to increase prices	X	X
R_9preYe3dtNnJztD	I think it odd that BART fare increases regularly greatly exceed the rate of inflation. Also, the fare increases would be much more palatable if the trains were not so overly crowded. While I don't consider myself "disabled," standing for 40 minutes on a train becomes quite painful. I don't understand why BART can't run enough trains. While I understand crowding at peak commute		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	times, I often can't get a seat at 10 am or 6:30 pm.		
R_d05rGsJwSsFKH6x	I think it's unfair to continue to increase the price givin Bart is not open in the early morning commutes	X	X
R_1i9ZLuozLQ0yySZ	I think that another fare increase is ridiculous especially since trains are still dirty, there has been less frequent service and although BART promises that new rail cars and frequency will increase, I haven't seen any changes made by BART to remedy any of the above issues so far. Another fare increase on top of the one we were subjected to in 2018 doesn't make any sense.	X	
R_2w1gWemZk17aLM8	I think that to the fare increase is unreasonable and unfair riders use public transportation to save money and help the environment. Increasing the fare While continuing to provide sub par service will not incentivise people to continue taking public transportation. In fact it will most certainly inspire writers such as myself to carpool with others use Uber or taxis and ultimately use their own private vehicles for transportation	X	
R_10PeP0KIWTwtPPQ	I think the fare is way too high compare the service Bart provided, less security, less comfortable, less cleanness ... but keep increasing the fare, which does not make sense. Where does the money go? Profit, employee benefit...?!	Unknown	Unknown
R_2xXe71ouKSejcSJ	I think this fare increase is BS, especially after what you guys did to the people taken away the 4 a.m. train which by the way costed me my job, and I have quit riding BART since.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3CDV61aRtQmcqDB	I thought the bond measures that were voted on and approved were earmarked for capital needs? I'm frustrated that my fare increases and every week I see fare evaders walking through the turnstiles without a word for the booth attendant. Why don't you eliminate the booth attendant jobs to cover the cost of the nebulous capital needs since Bart is paying for these people to watch their phone all day.		
R_2YlGuvYVx0MoTYB	I use a disability clipper card ... every time you raise the fares, the less I use your service. I already pay for an AC Transit pass, and the cost of taking the bus to SF is much less than taking BART albeit BART is more convenient.		
R_3Jl38mVOQOFtyRm	I would love to see funding pulled from elsewhere instead of directly from riders. BART is already pretty pricey.	X	
R_1dMRPs81KNxlQ1z	<p>If I actually saw any of these changes I would be more interested in this and supportive of it. So far I see fewer not more bart police, no ticket inspectors, increased numbers of homeless people or less mentally stable people on the trains.</p> <p>I've seen the new trains once, I've seen the promise of wifi but no follow through. The improvement of the Downtown Berkeley Station appears to be taking years. I'm no longer interested in fare increases for negligible differences.</p>		X
R_2TLe05fM08kRFqy	<p>in General the BART faire increase is unfair to the Elderly, Students and Disabled.</p> <p>I currently use RED Tickets as I am Disabled and I qualify under that program. I pay just \$9 for \$24 worth of Discounted Rides. CLIPPER does NOT offer the RED, GREEN, or Orange discounted tickets. CLIPPER only offers cash value or HVT for a 6.25% Discount, pay \$45 for \$48 in Rides or \$60 for \$64 worth of RIDES, I do NOT call that a Discount. I WILL BE TRAVELING ON</p>	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	BART LESS and using lower cost BRT - Bus Rapid Transit to get around as AC Transit is LESS EXPENSIVE for NON TRANSBAY Trips.		
R_1fkfiWDNzdWjrg9	Instead of increasing fares BART needs to do a better job at catching fare invaders. I see at least 10 people on my average around trip not pay their fares. Many of these people also break other rules on bart.		
R_pSompf7wWcw0dG1	Is something in your water? I don't like it at all. Bathrooms are filthy or always closed. Lack of security, feels unsafe whenever you step foot into a station. Perhaps address those things before asking for more money. What is my ticket fare paying for? It's certainly not for the these basic necessities.	X	
R_barboSTWzNSDiud	It is a bummer for those of us who rely on BART for our commutes to work and events. While it sounds small, it adds up. Not all of us are on techie salaries. :(	X	Unknown
R_1E6SKcG9gwqz2Wz	it seems unfair and classist for the fares to be higher for people who take longer commutes which also happens to be where there are more affordable housing markets.		
R_3NJx7S1RaROV2aj	It should not increase as there are people for whom the existing ticket fare is too much	X	X
R_2UfHFmvS0qoMZIH	It would be good to maintain the current price, as there was close to 30% hike in ticket price since 10 years.	X	
R_3noS6y8yr8z6Oqx	It's INSANE that an increase is being considered. BART is already one of the most expensive public transit systems in our nation —and it's the jankiest of them all. Before any increase, how about getting the "fleet of the future" put that we've been promised for years now.		
R_1q54Et8TW3PYAr3	It's unfair because the Bart's are still never on time. there are panhandlers bothering riders. Needles from drug users on the floors. Over priced and unsafe	X	X
R_W29jfwHIGK2klQR	It's already expensive	X	X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_wYoQPM3Nd588TFT	its ridiculous. if you are a student you should ride for free. regular adult fare should at least be around \$30-40 per month. Seniors pay \$20 per month. the whole bay area is becoming extremely, almost, criminally expensive! in Luxemburg public transport is for free. in many European countries you don't have to mortgage your house to pay to get to work.	X	X
R_116AhClq27mYysp	Just that I wish there was a way to avoid increases. Maybe there is more incentives BART can do for the community. For some it may really be a hardship and driving makes sense cuz they have kids to pick up etc.. so more incentives!		
R_DhLbiQOjLN0UgA9	Look. No matter how much you increase, who is the one paying for poor service. THERE is no Guarantee that there is a seat every time I board a train? However I just paid for a seat? For the cost of fare? I should get a seat. For the cost of parking? I should get a seat? I pay out for 1 day .. just one day round trip, my daily cost is 14.50 that's just Bart? there has to be some kind of way to weed out the cost and down grade by doing away with poor employee service. Wage cuts for those who do not do their best in good service.	X	
R_2SrarIGI2e153cU	lots of fare evaders, yet the people who actually pays have to pay more.	X	
R_1dhKrvbbpvCla1M	My employer never gives cost of living increases so why do you? Seems like value is inflated.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1LdrchaSFQATWth	Next you'll be raising the parking, Then the parking ticket fees. When will it end? You need to find other ways to cut cost within your agency before you come with your hand out trying to squeeze the working poor. I ride the train everyday pay my fare like I'm suppose to, and not once have I been ask for proof of payment. I see people hopping the fare gate on a regular while your fare inspectors stand together just talking, and not doing what their paid to do. Start there, and try to recoup some money from that loss of revenue. How about not letting the unions strong arm you with the threat of striking unless you give in to their demands and try saving some money in what you pay out in wages. Your 40 cent increase will cost me about 200.00 a year extra. It might not be a lot to you, but it's a lot to my family. So no, I don't agree with your increase, it's too high.	Unknown	
R_3MDrERqo7tLe5fr	No fare increase	X	
R_DeMuGKobhpr5MPv	No increase period !	X	
R_2VmRtIPnt9eZnwn	no no no . Are you sure these raises are not for union members!		Unknown
R_tKz75AzQaFG5zNv	No, hopefully by the time you guys increase it too much I'll have a car. Don't y'all make enough money now though?	X	X
R_qCHLFjpteBijaq5	Not a fan	X	
R_xl9Y1Wn6H7GrLJn	Not cool it seems like the fare goes up every 6 months	X	X
R_1hEU01ZIDZSaKfc	Not pleased about the increase which could likely be avoided if you ensured that EVERYONE who uses BART PAYS THEIR FARE.		
R_oY8ugagbfBeX7rj	Obviously, I would prefer not to have a increase. 5.4% is pretty steep.	Unknown	Unknown
R_3g6ohlznXFInxLG	One word "greed"	Unknown	Unknown

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1o55TS7Mr8GkNf0	<p>People who need the lowest fares are the people who live far away from the city! The ones who can afford a 40 cent increase are the people who can afford to live in the city.</p> <p>I live farthest away in order to save \$\$ and I am being penalized for trying to save money and for not being able to get a reasonable wage.</p> <p>In short I don't like the fare increase.</p>	X	
R_3KJYr9NWndsDAKB	<p>Please don't increase BART fare it high enough.</p>	X	
R_231wuTg0TehdANW	<p>Previous strikes and fare increases have not shown any improvement in cleanliness on the bart cars. The Richmond Fremont line seems to be the worst... disappointment in not improvements after fare hikes or strikes</p>	X	
R_2bOBnyiCegCsTM5	<p>Public transit should be publicly funded. The fare is already too high. Tax the rich to subsidize BART.</p>		
R_2DY0krExGT4QMzj	<p>Should not be done</p>	X	
R_1Q005EvP2ycETVz	<p>So I don't understand why I pay when you let homeless, people that jump the rail, some woman who carry's her child asking for money and some nude woman ride the Bart. I've seen the workers just sit their and not say anything. Perhaps if the Bart employees do their jobs (AND GET OFF THE THIER PHONES) If these bums payed we wouldn't need an increase. Problem solved. You ask our opinions but your still going to increase the price wheather we all say or not.</p>	X	
R_2QA338DJcEGqqB5	<p>Stop increasing prices for people who actually pay and start cracking down on people who don't pay</p>	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2tbNaZnSrCSMuVO	That really sucks for someone who is a student in the city who lives in the east bay. When I was still in school in SF when ever Bart fair went up it was hard to keep up with how much I was spending because I was a full time student and could have a job because of 2 hours I spent on Bart a day and spending 6-8 hours at school. I understand that it is important for upkeep on Bart but Bart also doesn't do that great with keeping things working sometimes.		X
R_200cxW4n50qaLLU	The current cost plus parking is already too expensive. It's cheaper to drive to work than to take Bart.	X	
R_2y3ZLMdLWfoEbZ6	The fare increase is unfair for the services that us customers receive. BART continues to run trains that smell awful, often ridden with urine/defecation, weed smell and homeless people. I've been riding the SF - Antioch (yellow) line for the past 30 months and it's disgusting, to say the least. BART authorities have done nothing to reduce the number of homeless people that continue to board the train, taking up at least 2 rows of seats. Or the number of people that continue to smoke onboard a train and on platforms.	X	
R_yWvc6cBjxDdXX2x	The fare is already to high.	X	
R_b0Bu603EX1WyyzL	The fares are already too high, especially considering that the service is less than ideal.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3GqeqrMtasB5w92	The increases are unwarranted - just a part of BART's greed. I pay approx. \$3,000 or more a year for my commute on BART (this includes parking). The cars are filthy with a putrid stench, often there is urine and vomit on seats and floors not to mention crazy people ranting and raving - around all the commuters that are just trying to get to and from work. The BART police usually have 2 or 3 officers watching the fare gates to see who they can catch jumping a small fare while when the parking lots are dark after work there is no officer to be found as you walk to your car. The elevators are more than filthy and more than 50% of the time they are out of order. The stations in the "nicer" neighborhoods are better maintained and when I've complained on the comment card, BART's response is that it is because of the filthy people those "bad" areas service. Where does the money go!!!!	X	
R_VKjPB5Zw6DMNsAx	The service is already too pricey for the quality of the ride - frequent problems with regular service and an untenable weekend schedule do not justify my paying more and yet I have no other choice in how I commute since I don't drive and live 2 miles from Caltrain.		
R_2EoxGcmAK3dfu3p	There shouldn't be one. Bart is very disgusting and you barely get to be comfortable on it due to the homeless sleeping on there and smelling terrible	X	
R_TnEmZ5QQnZpwONb	Think the fair is a lot already		
R_reyIY7kCBGH7kYh	This increased fare will definitely negatively impact college students who don't have discounted clipper cards because of their school, so it seems unfair as they will have to pay more.	X	X
R_yK4nsQpoqqZCVQ5	This is bulls**t! Public transportation is supposed to be accessible, affordable and convenient. Right now, Bart is alienating riders and pushing them more and more towards driving. There are so many	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
	SINGLE riders on the road, everyday especially during rush hours.		
R_2zu0XvipxVmhAdp	This is not acceptable. Bart is so crowded and not comfortable to ride in additions to the delay problems & homeless in the trains. It is already too expensive for the value.	X	
R_3Ec18RtG0g70007	This is ridiculous. The trains are disgusting; why aren't all of the lines using the new trains yet? The stations are filthy...especially in the East Bay. The trains consistently run into problems and have caused delays for me when I have needed to get to an appointment. The trains are rickety and old. If you are going to increase the fares, you better d*mn well clean up the trains and the stations - it's out of control. You haven't kept up with the times - the population in the Bay Area has exploded and San Francisco is populated with some of the biggest Tech companies in the United States. And your technology is 30 years behind.		
R_C2KWpkjs7hboYwx	This makes it harder for students and low-income students to afford the fares. There may be an increase in fare evasion which could result in lower revenues for the entire BART system.	X	
R_2WT1I51ipk4jHLb	Too expensive already	X	
R_7aOIXKtPoDLksoN	too high rate for people to afford	X	
R_3n0lol4L8UVbIof	Until BART is able to get it's rampant fare dodging problem under control to enable the system to receive full fare potential, I categorically oppose any fare increases. I see fare evasion daily. Daily. Please get this issue under control first before you continue increasing fares for those who pay.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2zMWRFJsEHSKNXB	Until you begin in forcing fare collection, I don't think most people will support fare increases. There are so many places were people enter and exit Bart without paying fares, and it's unreasonable to ask the rest of us to make up for the loss.	Unknown	
R_3iO4Fn7F4f4Xxoc	We are getting less for more. I pay more to ride without an increase in services.	X	
R_3DhHtfwonLKQnVL	We pay enough for BART as is. The cost of living is already high enough and it's already too expensive to commute. Increasing fares is just cruel and insensitive. As a native to the Bay Area it's a slap in the face that I can't afford to live where I work. To have to pay over \$75 a week for commuting is a huge financial burden increasing this cost would make things even worse for me and my family. I sincerely hope you all will keep the rates the same or even lower them. I've been faithfully riding bart since I was a teenager and the continual increase in fee's do not make me feel appreciated as a valued customer.	X	
R_1hZ24U7DVn69NOt	When I go to NYC I can travel anywhere in the city for \$5.50. Here a longer trips are very expensive already and should not be raised.		
R_2v2L4NWFfCHI91S	While I understand the necessity of price increase for the listed updates and continued modernization, the increase in frequency of cars needs to be addressed now. It doesn't seem acceptable to increase fare now and deliver on all advancements in the future. By then we'll be well into another fare increase for more future work. There must be increased service now. The current commute sardine can out of the city is a public health and safety nightmare.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1QbUg3XL9cgsr7R	Why are we not going after fare evaders? Wouldn't the citation revenue and increase in folks paying their fair share help with revenue? I find it absolutely ridiculous that I pay my fare each time I ride BART, only to see gate hoppers on my way in and out of the stations, homeless taking up multiple seats to sleep and store their stuff, panhandlers asking for handouts all along the way, and about a third of the time, I don't even get a seat. And now you want more money from me?		X
R_26lmNW0QC1nkQf8	Why can't you simply make everyone who rides BART pay the correct fare now? Do you realize how many people crash through the fare gates every hour? I think if you could find the human and technological resources to do that, you wouldn't have to punish (!) law-abiding fare-payers with ever-higher rates. Making everyone pay their fair share will reduce the amount of litter and waste on the trains. I oppose the increase. It may be possible to sue BART when station agents treat fare-evaders preferentially.	Unknown	
R_40G0AArCPesXnO1	why do I have to pay more just so Bart can become better? Doesn't the state fund BART?	X	X
R_1mOVNfZGEvPCU3q	With all these increases, it's almost cheaper just to drive my car now.		
R_3n2dXKctFQ3URlg	Yeah, increasing the fare for public transit does nothing to encourage its use. If we want to encourage people to use BART and spare the air, and as packed as it gets, increasing the fare is not fair. Please from a public systems perspective, is this really necessary? Studies show that people who use public transit are often lower income, and that is who it will impact a lot, such as commuting students.		X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_TpB61uVmgUeXQDn	Yes I traveled from Monday thru Saturday from Balboa Bart to Pleasant hill Bart already expensive. I see homeless people in the Bart sleeping during commute time. Next going home a lot of people when get off at Bart station jumping over the fence and agent does not do anything!! Not fair I worked to far paying for my fair someone getting free ride what's up with that.	X	X
R_1pG5ZAXDn4AhWV9	Yes, are you going to improve the service? I find it already expensive for its poor quality.		
R_57HtCdCZSNF5ND	Yes, because with the fare increase, there are still no improvement in terms of BART quality and arrival time.	X	X
R_10xHujJOQ1DyWtG	Yes, the current fare are pretty high already. I need to take BART from Dublin/Pleasanton to downtown San Francisco Monday through Friday, the total cost is \$12.60. It is about \$277.20 a month, and that is already exceed the monthly tax free transit allowance by federal.	X	
R_3erH4tfdJBpzqUa	Yes, the fares keep going up but have not seen any Improvements on Bart.	X	Unknown
R_3FOIJRIYk6xQaPd	yes, this is big problem because it constantly goes up as well as parking. plus bart sometimes has delays and some trains are full and musty which i think there is other issues that should be resolved prior to increasing rates.	X	X
R_280mbf1xqGDtqRZ	Yes. What happened to the 1.3 Billion dollar bond for capital improvements that the voters gave you? Second, when are you going to update, upgrade and locate new disability elevators in the center of the 5 City Bart stations in SF? You should be ashamed making disabled people use dinky, outdated, SERVICE elevators from the 60s and 70s, located all the way st the end of the platforms in isolated scary areas. This should have been a priority and having not done something before now makes me wonder if you will wisely		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	spend any more money for capital improvements.		
R_3qPEsX0r6ye51ro	Yes. I don't think we should have these increases for such a sub-par system. Instead of increasing fares, you should focus on collecting revenue from fare beaters. For example, put Bart tag machines around the elevators and make it easy for people who ride the elevators to pay. Muni does it, why can't bart? Also have attendants not be so lax on overt fare evaders. I see them all the time as I myself am tagging out and it's seriously frustrating. And why are the top off machines inside the turnstyle areas cash only? NO ONE carries cash these days. Just make it accept credit cards and allow people to add as much fare to their cards as possible. All these stupid restrictions you have in the system just make it harder for people to use Bart, and increase the instance of fare evasion.	Unknown	
R_XLekn17sj5Xh05r	You are out of your mind. A fare increase when you are doing a horrible job of keeping the system free from fare evasion and safe from harm by individuals in the Bart system who have jumped the gates! Absolutely not until you fix the whole paid area safety and well-being of paying riders!		
R_1IARPKMn2z2ux9w	You charge too much for dirty stations and bathrooms if your even allowed to use the bathroom all you to is take and take what are you giving back	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_tM5UEKFN4uyJ0wF	You need to clean up the cars and have better security before you even think about charging more.	X	X
R_3ptAgUHt0I7bsIM	You need to start catching the fare evaders so that you may not need to increase the fees - when they go up they go up too much at one time! Catch the fare evaders! I see multiple people evade the fare gates every single day! Station agent isn't even paying attention! They should be watching, especially at peak times (rush hour) when lots of people are exiting/entering.		
R_3iCiQ6zTVgn9VYB	Your fares are to high for the service you provide and lack of safety		
R_ZlNYewqJ5Z3cdf	不要调高票价，多鼓励更多人搭捷运。 *Don't raise the fare and encourage more people to take BART*	X	X
R_1JcQ43WrRk8vsrG	我是工薪族, 由PLEASANTON 去 DALY CITY. 一天要花\$13. 你們在BART工作的就高人工, 我在美國電子工程大學畢業都沒你們人工高呀, 我們薪水也沒有一年升5%, 你們就加加加. 但車內毒品和無家可歸者橫行, 他們一定沒交車費, 我們怎受得了呢? *I am from one of the working group. I spend \$13 everyday going from Pleasanton to Daly City. You guys that work at BART earn high salary. Though I graduated from a US university with an Electrical Engineering degree, I do not have the high earnings that you have. Our salary does not increase 5% annually. In your case it keeps increasing all the time. However, drugs and homeless people are everywhere in your cars and system. They must not have paid the fare. How can we tolerate this?*	X	
R_3oFu4tj5PIyGDfD	1) Please update all the detailed spending breakdown after 2020. 2) Have a third-party oversee the budget plan. 3) we all want a better commute BART system and make each other count on his end.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_1DPfjNpDnuMxrTX	All what I need is more security,no homeless and more supervision to the people that is not paying to ride the BART.	X	
R_2Ck3Yuvx6Ll1wL9	Already ticket fares are more It would be good to bring monthly pass kind of in Bart	X	
R_b25sA0nt6JS1spH	Aren't the new rail cars already paid for?	Unknown	Unknown
R_3shTLL2GuoaFdaG	BART is by far the highest public transportation cost in the country with the least amount of choice. What further compounds the high cost is the limited train schedule and short trains, meaning we are packed in like sardines paying a high fair for a ride that doesn't measure up. It means we'll try to find other ways to commute.		
R_tPyIAZDoCE90Hnj	Bart is probably the most expensive urban metro system in US and world. From BWI, SEA, PDX, and PHL airports to downtown is around \$4 but here you need a second mortgage. I'm retired and so glad I don't ride bart regularly anymore.	X	
R_2Va9L3g2D0cdDEd	Bart should enforce every rider to pay their fair share	X	
R_3KMV5x8JGxwaeOx	Bart should enforce people not paying for tickets.	X	X
R_2Ed9tHe0FuS7s9H	Bart Stations areas at as Powell, 16th and 24th Street, West Oakland continue with low maintenance, garbage and even broken glass, and no many security officers, most of the time none.	X	
R_2WBI2VR9vNsLTmi	Can fare increase be kept under 3%. Because that is how much our salaries increase at max.	X	
R_2R4UNLXy3GC3Jh0	Charging more for paper cards makes sense to encourage a dedicated user-base.	X	
R_YalqdefxpBjShix	comment	X	
R_3HTYleRzw6YxOMt	Consider a flat amount increase that's the same irrespective of distance traveled. Lower income families tend to live further away from San Francisco and your scheme affects their pocketbooks more than wealthier families who live closer to SF.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1PdUmyLJoX60qD6	Does Bart think they will still have the same amount of riders with another increase?	X	X
R_2ASZgFztCbtnZQc	How is 5.4% less than inflation???	Unknown	
R_3Ib0HKh59pSKJyP	How much do you need to encrease to build long urinals and stalls within the BART structure? It it pitiful to have toilets closed on BART property and to sell beverages and food on its premises.	X	X
R_3RrPLfb65S7QDDY	How much will the increase impact MUNI A fares? I would prefer youth fares stay the same. For families with multiple kids, the impact is high over the course of a year.		
R_2YkU6TOhmeq9aMO	I agree that the paper ticket fares should continue to increase, maybe try increasing only slightly on clipper, would attract more people to buy it and in return have less wait time when entering/exiting Bart Stations.	X	X
R_3CQnNbwNYbGFRVS	I can't help suspecting that these fare increases are really required to cover pay increases agreed to by management after the last BART strike.		
R_2sciMjf4PI0ypU2	I don't take Bart on a regular basis so I don't have a clipper card. Why do I have to pay more for an occasional ride?		
R_2zr9RvwzcTfl3Yv	I don't think the increase should apply to high value BART clipper purchases. There has to be some incentive.  Also your distance model is awful. A monthly flat fee would be preferable.		
R_DLXoeZzkXlvPjeV	I dont agree with the difference in fair prices between clipper and paper tickets. Prices should be left the same across the board. Increasing fairs are making causes hardship on riders who may not have the financial resources available.	X	
R_OQoTZt90NptFfPz	I hate that paper tickets cost more than clipper cards. It seems very unfair.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3NFbAh28Zfut56l	I hate the new trains because of the very loud and unnecessary announcements. It is like someone stabbing your ear with an annoying American accent. I also hate to extremely loud incoming train announcements in the Concorde area. Paying extra money to put up with extreme sensory torture is obviously not worth paying money for. I feel deeply insulted buy your new trains and wish I could spray paint them		X
R_3fH0unAYVdgImso	I hope they increase safety security and cleanliness on your trains and stations.		X
R_1QyZsXeNk4zihc8	I really hope to see the new rail cars more often and better service soon.	X	X
R_SHGKDbFimYtCm1H	I remember when Bart settle the strike Bart employee they promised no fare increase until 2012 ok but they lies to the Bart customer on television	X	
R_27gmIvR5g8j390M	I think Bart is over priced but convenient. I take Bart to work everyday.	X	X
R_2E4NvSqjcTSUyV4	I think that this has a lot to do with fair evaders and this is how you guys word it because you know that PAYING CUSTOMERS will not put up with the homeless, drug addicts or gang bangers people are starting to get together and protect eachother	X	
R_3LipXT3Fc3lgpAX	I think the fare system should be more progressive (i.e. raise the default fare even higher and give students, elderly, low-income, etc. special rates). I'm sure you're already doing this to some extent, I am not the target audience for any progressive pricing	Unknown	
R_2dDWiXJ2b7Nlkiy	I think there needs to be a more secure way of handling the people who don't pay fare.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1LYHqK38bTs2mrf	I thought that the funding source for these capital needs was from the recent bond. With labor contract negotiations on the horizon, perception of past conduct means that labor union workers will take months to fix escalators and other equipment, cause general public misery and inconvenience and a board of directors who will not take action to bring an end to the stranglehold the unions have on the system.		
R_2Xojw6wUy1XMN5o	I thought the measure passed by the Bay Area a couple of years ago paid for the new trains.	X	
R_PBNLjP3VAcgfKSd	I wish BART would adopt a similar public transport system as that of Chicago or New York: a set fare regardless of distance.	X	
R_3k7FAG9IT2eBN01	I'd like to see intentional experimentation to understand how this affects ridership. BART fare is high, and, of course, I would prefer to see higher subsidies to the system, rather than fare increases; we need an expanded system with high ridership, not incentives for people to take private vehicles. We should also see clearer packages to get people on BART, such as family fares (including to the airport, which can cost \$40 or more for a family - way more than an Uber).		
R_svQLKh2MGUpHxlf	it seems like you ask for surveys and even if i say i do not agree with the fare hike, you do it anyway.	Unknown	X
R_1OV1mLWw7nUfsiM	It's dirty and too many fare jumpers.		
R_239mZsmuvFWLZ0f	Many of the problems with BART are systemic Bs are now going to be resolved by throwing money at the problem. BART police stand around while mentally ill/intoxicated riders harass others. How will a rate increase change that? The people at the helm of BART need to RIDE BART. Not once or twice, but regularly and at varying times of day and night!!	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1F2jlrz1TBGNLQq	Most Bart stations and the surrounding areas are dirty. Homeless people urinate and defecate in the station and on the trains. People are now smoking on the trains. Most of the trains are outdated. The cars are usually crowded. Where is the money going? Also, Why is Bart charging people more for paper tickets?	X	
R_sUwDvQ0H4NYJLAR	Need to update stations. As well as the performance on fare kiosk . Many times the machines are not working.	X	
R_1gwQJWTrquJbuzh	No - it will be more expensive but I don't think I have any power over it.	X	
R_1Ijea0SM6f0pIVj	No as long as the clipper prices remain at a discount i have no comments about fare increases.	X	X
R_3Jl07ZNEa0omwpv	no it will likely happen		
R_1DBeSucYe0lux5v	no, but thank you for finally making the Clipper card more attractive by raising cost of paper tix		
R_3I5n2zsndlgEEo0	None, other than it would be nice to see business and taxes put more towards public transportation, like other countries do -- but I know that's not our current reality. :)		
R_1CCoZVgniN6W6Lj	One price for using the whole system. My employee who works in SF, and lives in Lafayette, drives to work! Why? Faster, CHEAPER, SAFER.		
R_3QDIUevI5BCYQbp	People who rides Bart are not the same group who's income is closely corresponding with the inflation rate. In fact, if you only increase Bart fare when minimum wage increases, it would be more fair.	X	
R_1ewSDyVuTk9q3a1	Please if u going to may fare go up can u do it on new years only	X	X
R_2CIAdiYcfnGoiaZ	Price increase effects a lot of us like me who travels all 30 days from el cerrito to sfo airport. There was an increase in 2019 already and another increase in 2020 is too difficult to survive. Charging extra to paper tickets than clipper cards sounds reasonable.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3nOvJ5gz0crE2c8	Sigh.		
R_3PQYMH1MsZ2hJYb	Since BART is a public transportation service run by the government, its goal should be if the equitable transportation of all people in the Bay Area. In support of this goal, they should adopt a need-based fare system to better serve communities based on their income levels, and not just increase fares across the board. This is the best way to ensure that everybody who uses BART is paying an amount that they're comfortable with.		
R_1flqzzCIYvleqlv	The basic issue is how much people want to pay in direct fares to avoid costs associated with traffic and attempts to accommodate it. Extensions of the system and tie-ins to other mass transit systems are a critical part of BART's reason for existence.		
R_3lQP1w1RqQcXUP0	the clipper card increase should be less and the paper card ticket increase should be greater		
R_1KwBs66ePwPMYII	The increased price for paper tickets targets the disenfranchised and lower income users of our public transit. How about making the clipper price more expensive so the more affluent customers pay a slight amount for the convenience of auto loading etc.		
R_UrKuYZCF6skX1ip	There are continued increases in our fares, but not an increase in the quality of services received, or any discounts for those that need to use BART daily. While 10 cents may not affect me personally, I think it will impact a lot of families that are very strict budgets and do not get any employer assisted commuter benefits.	X	
R_1j98iDGHfhUnYGX	There is always increases in the fare in order to run the organization. Thanks for the creation of the Clipper Card for seniors on a fixed income. It enables me to visit friends more often along the BART route.		
R_37wEXJBojOALQSR	What happens to funds from the current fares, taxes we have been paying since 1973, federal and state funding?		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3MFsvw7UMrhd2zH	When talking about this you might want to also include a section about why keeping these fare increases below inflation is a good thing. Some people might not understand it well or at all, and therefore it won't resonate.		
R_qEfwz1f1aGi4A8x	Where did the money go that was part of the transportation bills from the last 2 elections. And don't you still get money from property taxes?		
R_tLK8Xg6uKuru0g1	Why every two years?		
R_25znl5gkXKg097D	Why there is not Bart subscription? Why insist on not offering a monthly/annual that would guarantee genuine stability and predictable revenues from large segments of riders?		
R_3QMd2pN7gksepuC	Will any of these increases go into employee salaries?	X	X
R_1dN9dsuilvZ2huQ	Will this increase apply to discounted cards, i.e. student cards that kids use to get to school.	X	
R_3KPANCrrOIKhx3U	With ridership at all time highs, perhaps a better strategy is to save money now for future capital expenses.		
R_3jUKJt3UqmEvNPY	Yeah	Unknown	Unknown
R_2X7qULJgrLIMju3	yes -- it would be nice to have a special fare if the BART is used 4 times in one day. Sometimes I need to make several round trips in one day and it becomes expensive when I have to do this often for work.		X
R_12auUggNofj7aMh	Yes, BART is getting increasingly more expensive. I think there should be some kind of monthly pass or restructure the high-value package to be of better value to riders.	X	
R_31yAR1llz3kHwl2	You should explain where you're becoming more efficient and reducing costs as well I would imagine these go hand in hand. Increase is 40 cents but would have been 50 cents but we're more efficient here		
R_2dHmWUiW9c9VF1U	You should have more discount fares for poor people. BART is too expensive for the working class.		

# Appendix PP-H(c): E-Mail Invitation Survey Public Comments- BART Fare Increase Program Survey (For Information)

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Legend	
	Strongly Support
	Somewhat Support
	Neutral
	Somewhat Opposed
	Opposed
	Don't Know
	No Answer

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low- Income
R_1ewSDyVuTk9q3a1	“I like to pay taxes. With them, I buy civilization.” - Oliver Wendell Holmes Jr. Do I really like to spend money on things like this? No, not really. Do I understand the NEED to spend money on things like this? YES I DO		
R_3mkQUQNV9uNG40c	Again, I support you buying new train cars and expanded service but please also increase the frequency that you clean the trains. We can’t rely on people to clean up after themselves, which causes others to be repulsed.		
R_W6C7SJGPMESoFDH	Anything to get more frequent trains to Dublin and Fremont		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2CkomYFlk2lFHwf	As long as the finances are thoroughly researched and deemed appropriate, fare increases are reasonable as it benefits passengers.	X	
R_1gT1mHBBH0MZYke	As operating costs increase with inflation, riders should pay more.	Unknown	Unknown
R_9ET4UxO3Oc9HAJP	BART is very important to me and I want to see it continue to improve so I am willing to pay the increase for that improvement.		
R_2ZB1rYsNy4c0Bm6	BART needs to be less expensive so that less people will use it. Overcrowding is dangerous.		
R_1JRsfstkiCiLxq	Bart needs to improve quality		
R_1F2jlrz1TBGNLQq	Bart needs upgrades		
R_1hz349wDb0g7MeQ	BART revenue should correspond with cost-of-living increases for employees and increases in maintenance expenses. We want BART to be safe for everyone to ride.		
R_3pukVi11PFxTeFS	Because the current older cars are nasty, dirty and stink. Hopefully the fare raises will help with having more BART police officers available on the trains, so we can feel safe.	X	
R_1QyZsXeNk4zihc8	can't have quality BART if there's not enough money	Unknown	
R_3QXB5gl3XbK24Op	Costs do go up and this seems a fair way to recover those increases over time.		
R_2c6njjuXTuuyDbj	Costs increase. Fairs should increase with costs.		
R_1JL9FokTKkQg9Q9	Effective and reliable rapid transit is important to ease traffic congestion and induce people to live outside the city. It must be coupled with a regional housing plan.		
R_ugZP7n03zHN1jG1	Even to maintain service you need to increase price to match your cost. I would hope that ones alot of these big capitol improvements are done, the increases may be smaller		
R_WcFQqiBwhY3AbL3	Everything needs maintenance and improvements over time. Funds are needed to do that.	X	
R_2dHmWUW9c9VF1U	Gotta have money to keep things working		
R_3P7yOobvj90W0DG	I am sure it is necessary for BART to keep up.	X	
R_3CQqMehYSvJuWNX	I feel like this would limit the homeless problem on trains. I'm sure homeless would have limited access to clipper cards and limited access to increase fares. It would keep bart	X	X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
	trains more accessible for those who actually need BART		
R_AKCCnI5FPvODtnj	I support the extension. BART is crucial. But it should also be funded by traffic congestion caused by private cars, driving just one person at a time.	X	
R_31mHdUvdmyV8pSa	I support the increase, BART needs to adopt a base price that works for daily or monthly use.	X	
R_DTCZscG31sS5aMx	I support the increase, but I would like to see more emphasis on keeping homeless people off of the cars, cleaner cars, and more security measures. If I have to change cars 3 times to avoid an unbearable stench and people sleeping on cars, then I don't feel that improvements are being made with this money.		
R_1PdUmyLJoX60qD6	I support this because the old trains definitely got to go, and better control systems are always needed.	X	X
R_svQLKh2MGUpHxlf	I support this increase. If you increase the cleanliness of the trains they are very dirty and some seats are tore.	X	
R_yUUiT0mkLQ2Hrr	I think it is important to include security measures as well.	X	
R_1kRXWbavY0tAHOc	I think it's important to continually invest in our public transit system!		
R_25SDTpgON0010MC	I think new trains are definitely necessary. The current ones are dirty and tend to break down somewhat frequently.	X	
R_2bJXnIDOd9ptkql	I think the prices should be in line with the inflation so that you can manage the facilities better. The other important thing to look at would be the net increase in customers per year to see if they are offsetting the inflation and if so Bart can do a much lower increase	X	
R_3HTYleRzw6YxOMt	I would still prefer kids fares stay low, or have very low increases. For families with multiple kids, any increase is multiplied.		
R_wMInI9KD1YTbzqN	I would support it. In addition to taking the Bart, I also take the ferry. A roundtrip ferry ride is more expensive, however the ferry experience is cleaner, safer, and more comfortable. I am in a financial position to pay more for a better experience, and wouldn't mind doing that for Bart if the rider experience was going to improve.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2xIWDQ1PJP8UXIS	I'd like to see better trains, more security, and less people, upping prices should help all of these		
R_1rC76T9THpXEB4r	If it will make Bart more reliable I'm all for it	X	
R_8waEOqyV3Digtgd	If this fare increase will definitely improve more frequent service and more bart trains, then this fare increase seems like a worthy cause.	X	
R_2WYISnatPVLX1C1	If we know the plan of increases we can budget for it.	X	
R_2U9JlvjflzVhbfX	Increases in labor, maintenance, and security are needed; which all cost money.		
R_2XhcWmtm0eLGwzP	Inflation is inflation. Prices have to go up.		
R_TcvuQU8UF8u8hKp	It would be easier on a persons pocket.		
R_3dStn9b0LU8i50V	It's a great service and cheap in comparison to other transportation.		
R_1eyKH4v2lf3wZg4	It's important to keep up with maintenance, technology and comfort.		
R_W6T2ucxmLKTBeEN	It's inflation. Obviously you have to keep up.		
R_2TuyLkCO5GRYVxD	It's needed, and you need to keep up with inflation.		
R_Dw30hDRVkCk7IwF	It's reasonable. I recognize that money is fungible, so don't make irrelevant claims about where the money will be used.	Unknown	
R_2dyEIPvtHXoruUP	Mass transit infrastructure development is critical for the Bay Area. Whatever means necessary to pay for it.		
R_2ZX0A96yizWY5Iv	More frequent trains would be welcome!		
R_UzNPVXjigBmaoY9	More safety and improvement	X	
R_2bVj49TUdyYccJA	No objection (approve)	X	
R_2WAzBrlrnUaamqb	public transit like BART is a necessity in a sprawling urban area, and is quite affordable for many (but not all) commuters		
R_3kBcqVuHlhnWXY	Public transportation is critical for the Bay Area. Definitely support.		
R_27HV4dgF2ifQJ7Q	Seems reasonable to keep up with costs, but I'm surprised it's below inflation.		
R_ZrQljcoQ24qGbg5	Some of the trains are old and would benefit from a facelift or replacement. As an individual who uses BART regularly (twice a week) I have no problem helping support the funding of upgrades, that help me with my commute.		
R_27Q2cfOyxfczDa	Sounds fair	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1dtLEWXQoSQY4fv	The increase seems fair, given where the \$\$ is slated to be applied.		
R_23UISZgs4qBgZFw	The system has become so busy, repairs and maintenance add up. This is the only way to keep on top of it.	X	
R_Ap326zzPabELZYZ	The system is old and needs updating so a fare increase is reasonable.	X	
R_2dY1WJqcqs6SPf0	To offset concerns about regressive taxes, perhaps expand programs to subsidize for low-income groups.		
R_2amXVPuilly8BkR	We desperately need upgrades. If you don't improve the system you will lose riders.		
R_3ptAgUHt0I7bsIM	we do need to share the burden on the end of the day.	X	
R_2EHkIzalzBZRR12	We have to pay for the trains if we want to use them	X	
R_3iVx6VKOiKeetO3	We need to fund the system		
R_1ez7zh5bv9k9RnR	Well, the fares are not expensive enough to address the MAJOR problems.		
R_RRG9gCCxChRSdUt	YES - capital expenditures to avoid deferred maintenance and to make upgrades to the system are necessary. BART is the the vital necessity and core of the mass transit system around the Bay Area.		X
R_1OV1mLWw7nUfsiM	Yes I am bart rider so I like this program ,every years please add some bart and make bart ready. Thank you	X	
R_1pEVPaWi5RnkJkh	You have "got to do what you got to do"?		
R_3Ib0HKh59pSKJyP	You need new trains and to upgrade the stations. They are filthy		
R_3KPANcrrOlKhx3U	You need to keep up with inflation to be solvent. But you need to be fair too. You need more discounts for poor people/youth.		
R_21EDMknNEaj9zFp	坐Bart方便了我的日常生活。 *Riding BART is convenient for my daily life*	X	X
R_2VPxMfanCATMyel	Again, seeing improvements for passenger safety, clean and reliable trains.	X	
R_2TL05fM08kRFqy	agreed that a fare increase for transit improvements is necessary, just want there to be an equitable enactment of it.		
R_cYAuqxPRCKqyF3P	As I noted, I understand services need to be funded somehow, particularly if we expect improvements and much-needed adjustments for increased ridership.		
R_1LzmxsKDiLq6uTL	As long as it is based on inflation, makes sense.	Unknown	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_r7v4ZDxdPajWCml	As long as the increases aren't to much it should be ok.	X	X
R_2Ed9tHe0FuS7s9H	As long as there is transparency about the improvements resulting from the fare increases, I'm in support of paying more for improving Bart service.		
R_Wju2TnkjryG17X	assuming fare increases are genuinely used to support/improve/expand service.	X	
R_SC2KRzDsOc9Viud	BART cannot ignore the reality of inflation and the fare increases are necessary.		
R_cCsmPJ40kzpDR7	BART could be a lot better (cleaner, safer, timelier) I'm all for whatever it takes from us riders to get it there.		
R_0w7kKZkAGkiRlvj	BART drivers have a very high salary. There will be worry that the increase will fund their salary. The Bay Area riders are already unhappy when they go on strike leaving people struggling to get to work. Many of those people don't even make close to what their salary is.	X	
R_1hALnGdBGN4mFhS	BART infrastructure must be maintained for safety, expansion, and hopefully innovation. This requires funds.		
R_TmV3PsWyqbyjzK9	Bart needs to be careful that it is not pricing itself too high. Higher prices lead would-be users to pursue other transportation methods with competitive pricing.		
R_A4fqar7Z0JX1bQl	Based on the information you are providing me in the survey, it sounds as if this fare increase is reasonable and acceptable, but I don't know if I have all the information about all the possible funding sources that Bart needs for the future. In other words, I doubt that I have all the contextual information necessary to be able to make an informed in judgment about this fare increase.		
R_2z8Vvz1DTXta1F6	Cost of everything else goes up, don't know why Bart wouldn't. BUT, must keep improving safety, cleanliness of stations and trains, and running on time without so many delays.	X	
R_3hcp0uT4C2c3coK	Fare increases are a necessary evil, until taxpayers see the wisdom of subsidizing mass transit.		
R_2R9vuoJR7jA1n3y	Fare increases are unavoidable to keep the system in good shape.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_238hWy4gEv8cL0G	Fare increases seem necessary, but it's already expensive for those of us not earning much. Cheaper than a car, but it still adds up to a whole lot. Paying \$14 a day to get to and from school is already hard to manage. SFSU partners to offer a discount, but ALL students should receive one.		
R_3GBVQsxQ8YIQF2s	For continued support, we must see the improvements, especially more frequent trains		
R_V3Wn906xnL4FqM1	Generally support but would like to see more reduced or free options for low or no income people, disabled and students. Fortunate people like myself can and should subsidize our fellow citizens.		
R_2ysINQ8S2asxENQ	Honestly, I think BART should be "non-profit." Does California State Government subsidize BART? Is the state subsidy increasing at the same rate?		
R_1jIFA9a90FZDn77	I appreciate having BART as an option to commute, but the fares are higher than in other places I've lived like Boston. The system in Boston was also more reliable with less breakdowns and delays with greater frequency of trains.	X	
R_3HvNntyloKmP5Q3	I don't want the cost of BART fares to increase, but we do need more trains and more frequent service		
R_10DCEYco31R99V8	I don't want to see fares go up because it is expensive to travel in the bay but I would rather have a plan vs. arbitrary increases.	X	
R_vD2SlueL6lmdKSZ	I hope it will help fund for better service, better train cars and extending to more cities	X	
R_12LLiD22xd151ZD	I hope we can get more funding from other sources as well but I understand increases are normal based on inflation.		
R_3jUKJt3UqmEvNPY	I know upgrading an old system like BART takes money and I appreciate the efforts already in place to keep BART running on time. I've seen systems like the DC Metro totally fall apart due to lack of maintenance, and I actively see BART working to prevent that. I would support continuation of this program.		
R_3Jl07ZNEa0omwvpv	I like the fact that fares would increase at less than the rate of inflation.	X	
R_ZxBWuWlc2GofLlI	I support an increase if it helps fund more frequent service and other improvements to the system.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2fEcXNMP4Ts5PL2	I support extending BART's current fare increase program, if there is proper fiduciary oversight.		
R_237ic709NnGCEdN	I support it as someone who can afford to pay the nominal amount to sustain a needed transportation service. For low-income riders, this fare seems very high. Taxes on uber and lyft or other services that compete with the service should pay into its funding		
R_8GKWEd9UPmHrzgt	I support it because the bart system needs expansion and maintenance		X
R_3oZT5pY3IFswTWm	I support raising fares to fund improvements. Is it possible to not raise (or raise at a lower rate) fares for children and seniors?		
R_1ezyktEnzd06vIL	I support so that can get better facility. We want Cleaner, Safe, Faster, More Frequent BART.	X	
R_D8Z33J8qt8dv70J	I support some fare increase, but the amount increase is too much. the "less-than-inflation" claim is also misleading. Based on published studies, the projected US inflation is around 2% annually, so you are raising fare AT inflation.	X	
R_1TtuFMS9rLKu4ZX	I support the program to the extent that I would like to see a huge improvement in the rail cars, I would like to see a new train control system. BART needs a drastic improvement. However, as a commuting college student the increase will add up and it is not beneficial for me personally at the moment as college is already expensive within itself.	X	X
R_3fvBDVekLxFUFYe	I support the program, but can you give a breakdown of how the money is going to be allocated. You may increase by 10 cents, but is that going to help the logistics of moving people more efficiently?	Unknown	
R_br5auxYRbI2G0wh	I think cleanliness and safety should be a higher priority than more frequent trains		
R_A5IfLhiyfV10wA9	I think it would be great to invest in new rail cars		
R_2CqAScofWrpoPX3	I think it's needed.		
R_2ygsNbur1x4LyLT	I think it's only fair as costs rise, but I'd like to see a low income clipper card be introduced as well, so it doesn't price out certain folk, or limit the frequency of their ability to travel.		X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3dSrx36eWL0gdLK	I understand BART needs money to make continuous improvement for the System is over 40 years old. BART fare has always been more expensive than other public transportation for the same distance. With increase of fare, would ridership decline? I think you should put money on improving the entrance and exit gates. I have seen people avoid paying. Since no BART employees are there to catch them, these people essentially encourage more people to jump over the gates. Those who follow the rules continues to pay more to subsidize these people.	X	Unknown
R_2yqR1UNyO8SWBZ7	I understand that as a transportation system - regardless of whether it is a "public service" entity or not - it does cost money to run and that those costs increase overtime in order to maintain the overall infrastructure of the system and maintain and improve equipment (cars) integrity and performance so although "art is asking for money again" is a familiar complaint from some percentage of commuters, myself included, I recognize the importance and necessity of maintaining a well run, dependable system. It may be that although it's not a popular opinion I'm sure within the BART corporate structure, it would be nice to see upper mgmt. absorb some of the cost by way of taking slightly lower salaries or salary increases		
R_1rqqMe95Vv8hajD	I understand that BARTs costs are going up, but it should consider providing more accessibility to low-income riders.		
R_Ant3p37DTIk8JJ7	I understand the need for maintenance and improvements and also feel it's already expensive for many people		
R_pSrBxgES4FvMZgZ	I understand the need to fund the Bart system. How is this different from the measure we just passed to fund the Bart system?	X	
R_1odVwTka1oCtyNg	I use BART everyday and as long as the increase in fair contributes to the system, then I can support it	X	X
R_2ceePvxkYUqJWr9	I will support it, but I think all the information on how this money will be spent must be available to the public.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3LXxrSeoS306RE5	I would support as long as the trains are cleaner, and it feels safer to be in the train station and trains.	X	
R_2Bm1tnCD7GwhkqP	I would support like the increases if used for noticeable improvements and extension of service.	X	
R_1r6pcbv5i081rtj	I would support this program if we saw improvements. I have seen and ridden on the new rail cars, which are fantastic, but there are still a lot of negative pieces to the experience of riding BART that need tending to.		
R_DOigu3RTnu8zLEd	I would support this program. It is worthwhile having this transportation as long as you keep it safe and well run.		
R_bOBu603EX1WyyzL	I'm understanding that fares will stay the same. And I'm fine with current rates but more for same distance travel will put unneeded stress on myself and people I know.		
R_0iheozUGLE75bBT	I'd love to see Bart improve, so if that means extending the fare increase program, I am for it as long as we see where the money is going and understand when these improvements will be in place. Transparency is key to getting support here.		
R_ODAdcdYfCaix9Pb	If enforcement of payment and punishment like banning individuals from the system was actually done		
R_12auUggNofj7aMh	If it is for the benefit of the passengers and personnel, I support it.	X	
R_2SBHKqcOysOsDU5	If it would lead to more frequent train service and more safety on trains than I would support		
R_BJrnaLd2W3udp5L	if riders support improvement of their public transportation, support through adequate funding is normal.	X	
R_2CvbelmFB1j7gmb	If the fare increase would actually result in more frequent service and possibly expanded service, then I would strongly support the increase. However I think that there should also be reduced price options available for those who cannot afford the increase.	X	
R_Wope66GYGWdSbwI	If the money goes towards improving Bart then I support	X	
R_3iO4Fn7F4f4Xxoc	If these funds went to keeping the trains and stations clean, more security in the system, ways to reduce fare evaders and panhandlers on the trains, and have more trains running during heavy transit times, I would be for it.		X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3CQnNbwNYbGFRVS	I'm fine with maintaining it. Less than inflation increases are necessary for people closer to poverty and this seems like a good way to handle it.		
R_2v8RLQgz1XBUwvQ	Inflation is always rising so should prices so that Bart isn't losing money. If they lose money it will affect cleanliness and accessibility.	X	
R_2Bna3Evcf3PP5iO	It becomes expensive to even take public transportation	X	
R_8e5xuZU06fmrNXH	It is so expensive to commute here, but BART is still a better deal than MUNI and BART needs the money. Contra Costa county needs to contribute more to BART.		
R_1EaQhY4hXNCqQ89	it seems like it would be helpful to get it established in everyone's minds that fares go up in regularly scheduled intervals and in predetermined increments. i was not aware of this fare increase schedule until now.	X	
R_3FQyw4nV5ywwxKn	It's needed to keep up with demand and increase system revenue		
R_3s6VjeKC62uDzwl	It's expensive, but I feel like it's needed to help improve BART	X	
R_2w1gWemZk17aLM8	It's hard to keep up on a disability income when everything keeps going on. Perhaps you can not raise people who live on disability income?		
R_3FVWBzr8NVIId5ro	Money is needed for improvement and I'm willing to support that as long as the increases aren't too drastic.	X	
R_2qrto6cXp1oSPoH	See my answer to the first question		
R_plBhwXNswF2Xz2N	See my previous comment		
R_aeYEYRxzEr07cyd	See previous note on limiting raises to COLA		
R_2wBO9wFZ58HTHBD	Seems necessary.	X	
R_1lbJYstlyGn2KpM	Seems reasonable.		
R_1duy3N6MYx543IV	somewhat support. i just worry about low-income riders who need BART to get to work/school/social support locations and who don't always get increases in their financial support. \$0.50 per ride for even short rides can really add up over a month.	X	Unknown
R_3000IHLUchiI3UI	support - new cars are necessary		
R_239mZsmuvFWLZ0f	Support if used for new trains more police		X
R_tPyIAZDoCE90Hnj	Support it as long as it is under the % age of average increase in our salaries	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2pYy35JxxYVVPa7	The BART has issues in capacity right now, and it needs more funding to upgrade its capabilities but at the same time there should be more subsidies from private or public sector and not just relying heavily on increasing the fare.	X	
R_1DBeSucYeOlux5v	The cars need upgrading and more of them		
R_3QDIUevI5BCYQbp	This depends on the availability of other revenue streams and the political climate.		
R_3fTdgmPIx5uz3sZ	Upkeep, expansion are both necessary. Cost to commute is growing and has made finances difficult for some commuters.		
R_3Glmuh24m2V2WAF	want to see a better effort to reduce fare jumpers		
R_1ltOt4hRLPexHes	We all dislike fare increases but you need to keep the system up-to-date.		
R_3CCamwvwRLTrYoQ	We expect an equal or better experience.		
R_uw9fUurlLDj2uFnr	We should be making transit cheaper and more accessible, however I understand the need to keep up with inflation and these fare increases are pretty modest, so somewhat support them but believe BART should focus on raising parking fees before raising transit fares		
R_yOx87UrSmME8nGp	You should be able to keep up with inflation to cover operating costs and future improvements	X	
R_3e4vwMaSdTRcoPR	again, it should come out of the general budget, or specifically from automobile taxes; bridges, registration, gas, etc. vs making the poor pay for it.		
R_3NZYXMi5aj7i3Ve	As I commented before - if the fare evasion is properly addressed then those of us being honest shouldn't have to carry the financial burden.		
R_3FPQNu4xzkRgS20	As we are painfully aware it is expensive to live here. I would suggest you confirm if it is a bell curve for cost of living increases or bi-modal and therefore effect people disproportionately.		
R_2TLb9UVGSPNJZkK	BART does need to do infrastructure improvements, and those are needed improvements, but between bond measures and fair increases already done, it is a hard sell to do more.		
R_3RdVxtPcqzyQbfb	Fares are getting higher and higher hope that it helps the system	X	X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1flqzzCIYvleqlv	How are existing funds used and what hasn't a capitol reserve been in place?		
R_1eRD80GsU3R1qo6	I am not sure about supporting it. Based on the reason stated above, the additional increases will be new rail cars and system improvements. It doesn't consider the health and safety of the commuters.	X	
R_3HU0ZAoQQGq4CX4	I can neither support or oppose until I can see what improvements BART attributes past fare increases to.	X	
R_2QA338DjceGqgB5	I dont see any others ways/options to get revenues for the maintenance of the bart system.	X	
R_2UfHFmvS0qoMZIH	I like system improvements and new rail cars and anything that helps BART better and more efficient. But i'm for free or very cheap public transport. Especially, if you are a student. I was spending \$100 per month on bart! i am a student. sometimes i didn't have money and had to get places.	X	X
R_bg7WWtol82KqweJ	I understand the need to maintain the cars and tracks. But Bart wages are excessively high. And watching the station staff play on their phones and nothing more makes these increases seem unjustified		
R_OQoTZt90NptFfPz	I want to know where is all the money that Bart is making house on Bart property ok	X	
R_2cod7aMccVylvgM	I will fully support this when Bart functions 24 hours a day. It's baffling to me that, like Cinderella, you have to head home before midnight or you're stuck.	X	
R_2bP3fsmiQbJhdgh	I would like better service, but I already find it expensive to ride Bart.		
R_3NQDQIkZp7ACogE	I would support if Bart spend to improve on rider safety and ride quality	X	X
R_SZD7fj36Z7Xq5RT	If fares are truly going to be used toward improvement of the BART system, I have no problem with the increase.	X	
R_3ozJ6BEmR3paFfQ	If the increases are needed to run the BART system, then it is okay, but if to add to the benefits for the employees, then NO...	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2eOqj5oZ8YvuVtY	if you increase fare, BART needs to make sure to have a faster response time to incidents that occur in which police are needed. For example I reported an incident as train was leaving Civic center yet police did not respond till after passing San Leandro station, in addition decreasing the amount of syringes found on Bart trains. if fare increase but everything as of now stays the same than no I do not agree	X	
R_3Nw9kEZMoH4x1iE	Im not against it, but I am not a fan of the new rail cars. I think refurbishing the existing cars would be more cost effective.	X	X
R_2zr9RvwzcTfL3Yv	Increase safety security and cleanliness?		X
R_1FsSGFHCjfdtwD6	Make the program more efficient	X	
R_8IZKHAMvBz7v7qx	No comment		X
R_28Ombf1xqGDtqRZ	Not confident that Bart will manage their budget appropriately to ensure promised import will take place.		Unknown
R_1ieMPXMhazi50nC	not sure if the actual improvement will occur.		
R_1pG5ZAXDn4AhWV9	only if we can have other issues resolved. it should also be fair the community	X	X
R_3ERNUDILgsdN4mf	See my previous comments	X	X
R_30vUOevUQbZeTex	See previous comments	X	
R_3ETlrfe6tNmxvzj	See response to first question.		
R_3KMV5x8JGxwaeOx	The increase is not necessary . People would be driving to work or carpool if less cheaper means.	X	
R_b25sA0nt6JS1spH	the problem is the individuals who do not pay for bart and ride for free, that could possibly make up the 5.4 percent.	X	X
R_AjndeeCeMGpQHVT	There needs to be better decision making on where the money is spent.	X	
R_1MWMMe8rSqYiAoNy	You haven't really released the new cars that are already being tested... Those should be in use before you talk about more new cars...  New cars don't do anyone any good if they are sitting at the service station... Well, maybe they just provide job security for the people servicing them...		
R_eGagTcwAaXJth0l	5.45 inflation increase doesn't sound reasonable. Should be about 3%.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_AHcPSfh4IL67WKd	Again, I don't think it's fair to pass the burden on to customers when they have suffered through pretty bad conditions at Bart for many many years. I think you should look at your spending and where you could cut corners. Combining job duties to make everyone more valuable and efficient? Other country's are much more Effie than and clean and cheaper. Look into what they are doing that you are not		
R_eEYZl3FutNAQkKJ	Already too high	X	
R_2WBI2VR9vNsLTmi	At some point it's just going to be too expensive	X	X
R_2U3mupZTxpFvN2G	Bart has somewhat cleaned up the stations of homeless but there is still a long way to go. It feels unjust to increase the fare when the product you provide is so unpleasant most days.		
R_2Ck3Yuvx6LI1wL9	Bart is already expensive. Why not focusing on having everyone pay their fair share instead?	X	
R_2rBBao8jxPhhMje	Before any fare increase, BART needs to earn back the loyalty of customers. FIRST do your best to make BART safer, cleaner, dependable, and timely.		
R_2y3ZLMdLWfoEbZ6	Between the cost of housing, cost of living and cost of commuting - you are only helping to drive people to move out of this city. If things don't change soon, I'll be leaving too - who can afford to stay here???? I make more than twice the national FAMILY average income and I still can't feed my family regularly. This city and its costs are infuriating.		
R_31seVFEuwHzjDza	Clean trains or install the new trains and I'll support	X	
R_3qPEsX0r6ye51ro	Costs are already too high. Catch the fare evaders and get your \$25 million that you state you are losing every year! I want to ride BART for free also, but I don't because I am a law abiding citizen and until you figure this out, you will have problems and we shouldn't have to pay more to compensate for that!		
R_1CxOwuOUKcyV9H6	Do not raise rates, it's already too expensive. I shouldn't have to budget \$20 just to park at BART and take the train round trip to work.	X	
R_DO87YlwnNXzTLs5	I actually think fares based on distance are unfair to the poorest Bay Areans. I'd like to see the Bay Area considered one community. I'd also like to see greater coordination between the Bay Area's multiple transit organizations.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1Nepxr1ivmluexc	I am annoyed with fare increases in general when I see fare evaders jump the gates right in front of me. It makes me feel like I am subsidizing their fares. London has high gates that are hard to jump. Berlin/Munich has fare checkers that you can tell just boarded the train because all the fare evaders rush for doors.	X	
R_2YnYrW0ifhZ63nL	I do not feel any positive impact of previous fare increases in service or safety.		Unknown
R_22QVgxWhSXYevi3	I feel like it would be easier to hike it all at once.	X	
R_24oQw6nVapi4voI	I get that Bart needs money. But I feel the government should finance it more as it keeps the roads clear		
R_3noS6y8yr8z60qx	I often hear people in community saying that Bart could do more to keep noise down, safety up, and have well trained police (Oscar Grant), with the money that is generated now. Is there a way to be more transparent? I should say that I do not research BART.		
R_1i9ZLuozLQ0yySZ	I oppose because I think BART mismanages their employee costs and expenses. BART paid a janitor \$180K to sleep on the job in a supply closet and no one was held accountable. Stop asking for more money and show that BART has enterprise risk management protocols in place.		
R_2Va9L3g2D0cdDEd	I see the reason but most people (16-28) view BART as a growing cost that will encourage less ridership if price were to increase. Though it is the only rapid transport system, the dip in riders won't be too large.	X	
R_2TsLI7dH18qeQn6	I support funding to the BART program and understand the need to raise fair do to inflation but this is frequent and unfortunate for anyone who uses the service regularly. If BART provided discounted services for long term investors then I would feel better about this, but BART's roll out of new services, lines and cars is slow.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3nOvJ5gz0crE2c8	I support unions. However, our fares appear to be going towards high paying positions that do not require a college degree. I found a dirty needle on the BART station floor, plus people nodding in the elevators, urine, and people shooting heroin in the station. And yet BART employees are monitoring the elevators that are not the busiest or the dirtiest. The clipper machines are old and the add fare machines require people to add only the amount owed for that ride, and then they have to go to another machine to add more funds to their clipper card. If you are going to increase the BART fares, they need to go towards something different than what is listed in the survey.	X	
R_sp08olOnuVCQ0Mx	I think another source of funding needs to be found. Individuals on fixed income are an increasingly part of the population. Transportation is a necessity for most people. Public transportation needs to stay inexpensive for all people.		
R_2bOBNyiCegCsTM5	I think if Bart can get people to trust them that things are going to get better then the program should continue but if Bart can't keep things working in small way or keeping Bart clean then they don't deserve the extra money.		X
R_1laxv14ekIU3yVW	I think it's too high already		
R_1KwBs66ePwPMYII	I think that BART needs to show and be more transparent with the money and where it is going.		
R_3GqegrMtasB5w92	I understand the need for BART's improvement, but I'm a college student that has to waste almost \$20 everyday just to get to school. There are no discounted clipper cards provided for me by my school or BART and I don't want to have to pay more than I already am.	X	X
R_10PeP0KIWTwtPPQ	I want BART to have funding to make improvements but not from riders.	X	
R_2dyxXNuPCzQugWZ	I would support ONLY if real, observable, empirical changes happened from now til 2022	X	X
R_3L5RgVKE2I083AT	I'd want to start seeing some tangible improvement to the passenger experience before signing on to so many future increases.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_TnEmZ5QQnZpwONb	If BART is going to increase the fares - they should provide better service, cleaner trains and stations, and better security. The trains are so foul and as a regular rider on the train, I am so tired of how disgusting they are. Also the ridiculous level of unacceptable behavior on the trains is out of control. Why aren't their BART officers regularly riding in the cars?		
R_1Dp8d4XZFJzsTQF	Increase ins fare is quite frequent vs improvement of services.	X	
R_3Jl38mVOQOFtyRm	It doesn't do the public any service by constantly increasing fares. Basically, you offset, any pay increase the public hopes/prays to receive to offset inflation.	X	
R_DLXoeZzkXlvPjeV	It feels like the costs are increasing at a much higher rate than BART is improving.	X	X
R_1GOKse5r7TFx3qV	It is hard to be able to afford even a small BART increase right now unless my paychecks increase as well.		
R_qEfWz1f1aGi4A8x	It seems fair increases do not equate to better service or equipment.		
R_2E4NvSjtcTSUyV4	It's already pretty expensive to ride the train each day to work and I have an average commute compared to those coming from far away.	X	
R_231wuTg0TehdANW	It's insulting to keep paying more and more when people keep jumping over the BART turnstiles and riding for free. The more people do it, the more other people do it.	X	
R_UrKuYZCF6skX1ip	Monies need to address more station agents escalator maintenance		
R_37wEXJBojOALQSR	No one likes a price increase, especially since I am a student	X	X
R_2RPISgZnDyq9V03	Not for capital costs. BART needs to improve cleanliness, safety (and perception of safety), and rider comfort.		
R_Dq1mkVwY7MFXd2V	Not happy with overcrowded cars	X	
R_x9H2QoLBLlIG5mV	Paying more for bart makes me sad		
R_2xXe71ouKSejcSJ	Please see previous expansive answer		X
R_2xW31Wh9Hb4wPYu	Prices should rise by at least the same amount as inflation.		
R_oY8ugagbfBeX7rj	PST re hikes have not shown any improvements on cars or service	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3rIF5uQDTdyfnid	Rate increase yet delays are a daily occurrence. The new Bart trains are nice yet the older ones just get worse, and those are the ones 95% of us ride on. Taking seats out on the trains means more people and revenue; yet nothing has improved		
R_PCotDea2N4qpFBL	Same as before -- seems like that money should come from elsewhere. BART is already very expensive as a form of public transportation.		X
R_pGBYyq5Th1AUZu9	Somewhat oppose	X	X
R_1hZ24U7DVn69N0t	The Bart is already really expensive and inconvenient I don't understand why I would have to pay to fix that. It should be their responsibility to do better	X	X
R_3KviXBF2njrUjFw	the Board board need to man up and make some tough decisions. Deals made with Unions are going to bankrupt the system.		
R_3J3guE0WrWD7Lv7	The cost of riding Bart will become a burden to those who make less but have to travel far for work. Many people have to decide between housing cost and commute cost and in this economy with both of them rising, it'll make it harder for people to commute to work.	X	X
R_3MFsvw7UMrhd2zH	The fares have already increased a great deal in the past 2 or so years and even though I don't live in the Bay Area anymore, I know how it is to rely on BART as your only means of transportation to work or school when you're low income.	X	
R_1MwsMn0aCE3gJPz	The fee increase might make it difficult for people who struggle to use public transportation now due to the cost increase.		
R_qEdp3LHeGZGIPed	Try to get funds from the State government instead of putting the burden on commuters.	X	
R_2zMWRFJsEHskNXB	We continue to pay fare increases but are consistly waiting for updates, more frequent service, and modernized cars. They are coming to fruition much slower than the rate of fare increase.		
R_ypwWXq8Kfx05xKx	We keep granting money to BART from city propositions and still can't seem to make any improvements. I am unconvinced that increasing the fare and making it harder for lower income workers to pay for their commute to their jobs will at all improve the	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
	lack of trains, broken trains and poor quality of the rides.		
R_3fHT0fTGmDlrNoU	While added revenue is important, I would prefer changing the overall allocation of transportation resources to more broadly support transit and to reduce subsidy to auto use		
R_2fjrZWuBYy9V5mW	Will BART be transparent about where the additional fund gained by collection of additional fare be allocated? I want accountability within the organization and progress on goals.	X	
R_1Q005EvP2ycETVz	A fare increase without any improvement in quality of services and trains is not justified. No new trains have been added to the yellow line and the existing ones reek of marijuana, urine and defecation.	X	
R_1dMRPs81KNxlQ1z	Again, so many cities served by BART rely on it. Why should riders pay increases? Why can't companies that are located here chip in?	X	Unknown
R_swp4osMcrYerGTv	AGAIN...You charge WAY TOO MUCH compared to other systems throughout the country and the world.		
R_0TxrpWKQzk2W9Sp	alot of people get paid minimum wage so raising bart 0.50 more will effect alot of people		X
R_2EoxGcmAK3dfu3p	Already way too expensive for what I get.	X	
R_1j98iDGHfhUnYGX	Any changes to per-use fares should be tied to the offering of a true all-access subscription in the spirit of real public transportation and accessible ridership across the bay area		
R_2zvxGGKb0CK980v	Are there not other sources to tap that might help prevent these fare increases??? 3/9% each year thereafter is an exceptionally hefty amount!	X	
R_1C1KNNgFkXyOUL3	As I stated before BART is expensive as is. I frequently find myself feeling not safe on BART. I have seen people urinating in public, getting into physical altercations, not paying the fare, drinking alcohol on the train, and smoking weed on the train. I cannot support BART expanding to new areas before BART is able to make the stations they currently have open safe. It is not fair to put a financial burden on the paying BART users when they are already	X	X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
	subject to an unsafe environment. If BART were to expand at the current state it is at then it would only be expanding the unsafe environment riders already face.		
R_2dvj29eCIHGTuuR	As mentioned in the last comment, clipper card holders should not be penalized. In other cities their rail system is much cheaper for further distances. Put fares are ridiculously high already.	X	
R_2YkU6T0hmeq9aM0	Bart fairs have gone up drastically and causes a hardship for riders who do not have the financial resource.	X	
R_1I4WBmIEUvIYA9q	BART fares is already more expensive considered the quality of service, safety and cleanliness. BART's expense should reduce and improve the service, safety and cleanliness.	X	
R_24vjUCBbegKx1t2	Bart is dirty. People are standing. You need to increase frequency on commute hours. Your press release lady seem angry on TV.	X	
R_2sTH7fhgaXWnfyy	Bart is getting cost prohibitive		
R_3k7FAG9IT2eBN01	Bart is not maintaining its public infrastructure.	X	
R_1DPfjNpDnuMxrTX	Bart management buckles every time the labor contracts are negotiated. Such wusses!	X	
R_yWvc6cBjxDdXX2x	Bart needed improvements. The trains are very nasty ?	X	
R_2QxIf8SiIfUsEXp	BART needs to focus on reducing costs and improving your service before raising fares further. I would say the Directors and Administrators don't know what the word "budget" means.		
R_DUGMlvVgBnpCMAF	Bart needs to get its s**t together before increasing the fares. Cleaner trains, no homeless people sleeping all day on the trains, people shooting up, just to give a few reasons	X	
R_3CDV61aRtQmcqDB	BART should NOT EXIST anymore, what the Bar Area needs is a Inter-Urban Rail , such as the KEY SYSTEM. I hope BART goes bankrupt then TESLA takes over train operations. and provides a SUPERIOR, SAFER and Less Expensive solution to TRANSBAY and long distance service.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_W2UoSCsijzGIUt	Because the costs keep going up and I do not see any improvement in the service. It is dirty, smelly and crowded.		X
R_1E6SKcG9gwqz2Wz	Because there are so many riders and bart already costs so much bart should have enough money to maintain itself. With proper budgeting you don't need to charge riders so much	X	X
R_1IRk3UqUBRpvv66	Every two years inflation means in ten years paying almost taxi fare	X	
R_2xJ0wShDc39x0aY	Everything is already so expensive bart shouldn't be even more expensive this is some people only means of transportation	X	X
R_barboSTWzNSDiud	Fare is already too expensive, stop trying to exploit the public.		
R_2thVa3hsqWb2G9d	Fares are unaffordable already. Parking fee on top of it. I will take the bus instead		
R_3erH4tfdJBpzqUa	First of all less than inflation is such a lie. I want to know who's receiving a yearly pay raise of 4% everything other year? Bart doesn't deserve another penny until manage the fare evasion and homeless/drug problems on BART.  Also every manager/executive deserves a pay decrease in how poorly Bart is being run.		
R_57HtCdCZSNF5ND	Fix the disabled access elevators as I suggest first!		
R_2bJpMkZTz8L4FVg	For the reasons I already provided to the first question, I would oppose this. Fares are expensive, parking is abominable and BART does nothing about people who illegally sublet their passes when they no longer need them. And there are constant issues with homeless people and drug users on BART. And you want to make the average commuter who deals with all the horrible nonsense pay more? NO. Not fair.		
R_wN8Pk1Pb0XMKpX3	Funds don't seem to improve the service or ride.	X	
R_1K2x8711bQma7GU	Generate funds other ways like go after fare evaders, who ride on other people's dimes and extend paid parking to all hours bart operates. Commuters should not have to subsidize people who are going out to the city to eat go to games and such.	Unknown	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3RkooUVA5UJFdJz	How about enforcing payment instead of charging your honest customers more money? There are so many fare evaders and no one does anything about it.	X	X
R_2AGvRLFp3UonAjd	I actually like the old trains better. They are more comfortable. I'm on a new one right now and my face is squished to the wall. Seems like the old ones have mote space and seats.	Unknown	Unknown
R_3JgtcoVobliK6ij	I already expressed my thoughts in the previous comment section. It's too expensive already. I don't want more frequent services, I want an adorable form of transportation. Living in the bay area had sucked me dry financially.	X	
R_1mOVNfZGEvPCU3q	I am opposing because there has been inflation every year but I do not see any improvement in terms of bart quality. For the current older models of barts, there are no proper ventilation. There has been people passing out due to lack of ventilation within the bart especially during morning and night rush hours. At least increase the frequency of barts arriving during rush hour (specially those trains to Daly City/ SF or Warm Springs) to prevent people from pushing on each other and missing barts.	X	X
R_2sciMjf4PI0ypU2	I am poor and the bay area is expensive		X
R_2w13FxF5Fh0Rdx	I can barely afford to live here as is	X	
R_11A9KhUTo5TmlmF	I do not support a fare increase as the trains are already too expensive and for what the system offers.		
R_wZxgv1K0WYStKWB	I do not support a rate increase because how disgusting the BART system is. There's no police presence and I never feel safe on BART and I have to rely on this horrible transit system to get to and from work.	X	X
R_ROetvphYY8aih4l	I dont agree with fair increase focus should be teaming up with Local authorities to staff each city with local police to crack down on safety and fare evaders fine and having evaders (misuse of discount cards as well) pay their share will recover shortfall.	Unknown	
R_YaIqdefxpBjShix	I don't know why the BART board think it's funny to run a system that has many of its toilets closed, dirty, and too few, but expect paying and non-paying patrons to leave it clean while riding on it?	X	X

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R_3RrPLfb65S7QDDY	I need to see improvement before there are more increases. Services are flat since the eighties. Have you been to DC?!		
R_W29jfwHIGK2klQR	i oppose since this would increase fare evaders	X	
R_7aOIXKtPoDLksoN	I oppose this program because as a commuter it's already very expensive to commute weekly.	X	
R_10xHugJOQ1DyWtG	I oppose this program because it's already really expensive for people to commute to work everyday, for a very poor quality system. The trains are constantly overcrowded. There aren't enough escalators/stairs. The elevators are really slow. The trains don't run often enough in order to handle the massive volume of people who now ride the train. Before you talk about increasing fares in a vacuum of info, I'd like to see what the current budget is, where you get funding from, what % comes from ridership, and etc. Otherwise who knows how helpful what seem to be "minor" increases seem to be on people who are already taxed in living in an overpriced area.	Unknown	
R_uy7dmb73cQIkosp	I oppose until BART is able to show improvements in service and security.	X	
R_1q54Et8TW3PYAr3	I pay enough. I have been? due to the fact that we are all restricted on what we can use to get into the City of SF? our choices are close to none?	X	
R_2Wx28ToURhXvGVz	I personally have NOT had a wage increase in 2 years ... I say NO. AND you have fare evaders DAILY - I am PAYING for FARE evaders. I SAY NO!		
R_33qYJqgics166N2	I probably won't be living in the bay area by the time the improvements are in place (due to housing costs). I believe that public transportation increases disproportionately affect lower and middle income Bay Area residents, who already suffer high commute costs and long commute times because they can't afford to live near where they work.	X	X
R_reyIY7kCBGH7kYh	I strongly oppose because I commute between Berkeley and San Francisco for school and the costs are already expensive. The round trip cost is almost \$10. This is also a common complaint of my peers. They can't afford to take BART already because it's expensive.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2SIy1nqfkmc5WZw	I strongly oppose the extension of the fare increase program. The Bart is fundamentally flawed as it currently exists. The extension is more harmful than helpful it has extended Bart wait times and there are not enough trains to meet the current obligation let alone the new one due to the extension. bart cannot maintain the current stations, tracks, trains, and personnel that it has already. They should use the money they have to fix what's already broken not spend new money on newly created problems because things that should have been taken care of were not	X	
R_1C9qN1j0sAc1yC9	I strongly oppose this. Many people use BART for community to and from work/school/etc. on a daily basis. As it is, those costs add up to a large part of a paycheck for transportation costs.	X	X
R_3EpbdTIsqsK1J3	I think it's unfair for students and workers to have to pay more to get where they need to go.	X	X
R_1E57TXKgvdqnbIF	I think that the lack of maintenance and lack of frequent service has shown that fare increases have done nothing to improve these issues.	X	
R_tPquY82MsVmZ4l	I think the money is wasted. Every time this happens service does not improve. Trains always break down. The police are racist. Nothing changes	X	
R_2X7qULJgrLIMju3	I want to see major improvements in safety in trains (maintained trains, clean, safe from crime). You can't keep increasing these fares without showing the public something being done that is valuable to the riders.	X	
R_D8MZ3CfWGYuQuUp	I would agree to fare increase if it would include more fare inspectors		X
R_3oSbrijzbDV7aEP	I would only support these fare increases if I believed BART could actually get better. These rates seem excessive and I don't think Bart needs to be expanded any further. Bart needs to work better with Caltrain and other local transportation systems to serve the needs of bay area residents.	X	
R_2XbovjLe4m4xK13	I would oppose. If this was a short term solution, it needs to be as such. Bart asking for a fare increase when service hours are cut, trains still consistently run behind schedule during commuter hours seems like poor planning and an insult to riders.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2YllZ73s09R7RPO	If the EPA doesn't get its act together none of us will be around in 2028.		X
R_3DhHtfwonLKQnVL	If you want to allow a certain number of homeless people to ride the trains every day, give them some kind of vouchers. Don't let them board the trains, eat, drink, litter, beg, steal, harass others, take dope, party, make noise, watch porn, film porn, and commit sundry lewd acts -- or to ride trains for hours and hours without having a planned destination. Isn't that a more humane way to pay your expenses? Failure to address these issues will only increase the number of miscreants putting wear and tear on the trains without paying a fare.	Unknown	
R_2tLRxTkWK1Iru	Instead, in force payment, fine folks eating, and add cars to over crowded trains		
R_3JlwgybVdRfRHc	It doesn't seem that the fares are being used to service Bart train (cleaning) or patrol of Bart police for commuters and therefore a constant presence of homeless riders are most likely riding for free and inconveniencing paying riders of their stenchant inability to sit near them.	X	
R_3FOIJRIYk6xQaPd	It used to be 1.10 to go one station now it's 2.50 that's crazy	X	
R_1DTotCqmQNG5hsp	It's already so expensive	Unknown	Unknown
R_3F50eQof2c1Qutj	It's already expensive enough.		
R_116AhClq27mYysp	I've already explained myself.	Unknown	
R_26lmNW0QC1nkQf8	Let Bart police check rider for fair payment not riding it free !!! I am paying for increase fair and their not	X	X
R_DeMuGKobhpr5MPv	Like I said it doesn't work for me	X	X
R_eP6JudXf15ZDR3r	Making public transit inaccessible to the public seems like a terrible idea. Poor people rely on this mode of transport, don't devoid them of what already can be considered a financial burden.	X	X
R_gCHLFjpteBijaq5	Manage the money you make already better. My household spends \$640 a month to ride on a nasty filthy dangerous train.	Unknown	Unknown
R_yK4nsQpoqqZCVQ5	My commute is super expensive and Bart is not secure	X	
R_3iCiQ6zTVgn9VYB	need more supervision to people that never pay	X	
R_TpB61uVmgUeXQDn	No improvements on Bart	X	Unknown

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1q9QetuWfd3Dy5m	Not until bart riders truly see the positive impacts of increased fares will i support any more hikes. AT this rate, it costs me the same amount of time and money to drive to work which defeats the purpose of using public transportation, like BART , in the first place!	X	
R_27gmIvR5g8j390M	Now that the Board of Directors has realized that they are losing millions of dollars from poorly designed stations, with elevators outside the fare gates, why not wait until the corrective construction is completed and there is a true picture of actual income from the fare gates. My guess is that all these projections for need of these future increases are based on data utilizing the revenue of the faulty construction era.		
R_2VQikTAisV9Ksts	One hour out of every day's pay for a minimum wage worker from Antioch who works in San Francisco goes to BART. No wonder there are fare cheaters. Don't make it harder to have a life in the overpriced Bay Area.	Unknown	
R_3Ec18RtG0g70007	Oppose until fare evasion problem is addressed.		
R_3LipXT3Fc3lgpAX	Other cities (New York and Chicago) have a set fare regardless of distance.	X	
R_3QMd2pN7gksepuC	Our incomes don't necessarily adjust for inflation thus making BART fare increase less appealing to riders with limited income or seem just too expensive.	X	
R_3I5n2zsndlgEEo0	People's wage don't increase every two years, Bay bridge home doesn't increase every 2 years. So why would Bart tickets do? If you need. If you want a better future, you should make Bart for free can charge a premium for people who who commute but car but could ride Bart.	X	
R_b9JypfbDlfQIAFz	please see my first response	X	
R_1CCozVgniN6W6Lj	Please see previous answer re: "what you can pay" fares based on income. As an additional option to the current system of on-station ticket machines offering flat fare price, there should be an online system (run through Clipper) that lets folks apply for a pack of reduced price fares based on submitted documents that prove their income level. Once that is verified, they can then purchase reduced price fares commensurate with their income.		

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R_PBNLjP3VAcgfKSd	Please see previous comments.	X	
R_3MDrERqo7tLe5fr	Prices are already high enough. There needs to be another way to fund improvements.	X	
R_2YlGuvYVx0MoTYB	Prop R already gives BART money, as a home owner in Castro Valley I already pay BART. I haven't seen any improvements to the East Bay, though have a lot of same issues as San Francisco. My train are always crowded, have people taking extra seats, not paying fares dirty stations.		
R_200cxW4n50qaLLU	Read the 1st page of this survey. Why repeat what you already know. (in a nutshell - stop the greed you already get enough money - quit paying the fatcats and use the money you have. Get a better treasurer - get rid of the crooks)	X	
R_1JKQqQTgngr9uSE	Refer to my prior answer. It will only f**k over those who pay while more and more people don't pay. That issue needs to be addressed first.		
R_Uyl4eZDZVKUlh5f	Regardless I would be nice to pay a fare and have a seat on a train. Also a gradual increase would be better to consider other growing expenses in the Bay Area and assist individuals and families on fixed incomes.	X	
R_2ARUP3iiPumDFh2	See comment prior	X	X
R_30dhmVxx22b7hXL	See my comments for the last question.		
R_3oFu4tj5PIyGDfD	See my previous response. Overcrowding, limited schedule, limited destinations, & highest cost.		
R_A0A47h7o00EVX45	See previous comment. With parking and fare, commuting can be over \$20 a day, plus I have to pay and maintain a car to get to home station, AND pay for muni or lyft to complete my commute from destination station. And on the ride I am crammed in like a sardine, the escalators dont work, and there is piss everywhere.	X	X
R_217LrUK7H6UNqBT	Some of us aren't getting any increases to our salaries at the same rate. This incentivizes me to look for a job closer to home so I don't incur the costs.		
R_20VhtQl0zMQwGLs	Some people already cannot afford taking bart every day and if it increases it ma affect them.	X	X
R_1LYHqK38bTs2mrf	someone is over projecting these fares. if you really want to help solve the traffic issues, maybe stop raising these fares for a few years.	Unknown	X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low- Income
R_1mrwcpnlNTIn3Me	Taking BART is a necessary evil and remains the worst part of my day	Unknown	
R_3HI8yTMPcWHwRvH	That is all we hear from Bart fair increases. There is never a positive thing about Bart.	X	
R_wYoQPM3Nd588TFT	That percentage is over the inflation rate.		
R_3n2dXKctFQ3URlg	The current fare is very high already.	X	
R_3g6ohIznXFINxLG	The fare is too high. Public transit should be free and paid for by taxes on the wealthy.		
R_1r2fWsg2mWf4du1	The new cars suck. People do not want to pay your ridiculous prices and increases to stand for more than 15 minutes.		
R_3MaHYlr8JfPZlm0	The system needs to give back to the rider before they should consider an increase. The poor are being pushed further away and now pay more to get back to their jobs. BART has become a necessary evil in order to get around the bay area. I do not consider it an asset anymore. Filthy, dangerous, and disgusting.	X	
R_21GJBFK3JcUi73V	There are never enough Bart Police around and Bart still not as safe as it used to be.	X	
R_PtSgvXZ4mh94pln	Think about the riders who do not make a lot of money, have families to feed, and rent to pay. Fare prices are already ridiculously high. We are one of the highest in the nations and BART doesn't even offer a standard, monthly pass.	X	
R_1j04tAcesIrb1Hi	Too close. Every 2 years is too often.		
R_2ScpfF5zA4kegws	Too expensive now		X
R_2DY0krExGT4QMzj	Too expensive to take Bart & parking.	X	
R_2Xojw6wUy1XMN5o	Too much for a system that's late, dirty and doesn't stop fare jumpers.		
R_2SrarIGI2e153cU	Top heavy management reduce that first.	X	
R_2QsrKTssJH1TJy6	Until BART is able to provide proof of results stemming from the increased fares (e.g. rolling out the entire new fleet of cars that should have been put into use by now), and until BART can provide proof that these fare increases aren't going towards employee pay for overtime (as a result of poor planning regarding hiring, workforce management, etc)., I cannot support fare increases. There should be no more money until BART proves it is fiscally responsible. The trains are frankly an embarrassment at this point.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3g0NhluZU1oHdMB	Until we have enough trains, all and new trains are on line i stringly oppose fair increases. The trains to the EB are crowded even during non rush hour times, and there are no trains to Fremont after 7:45 pm — a disgrace. This is a major line.		
R_11XEQyDGLfcxgYO	Wages are not rising with inflation. Increasing the cost of living in the Bay Area will not help anyone and I predict it will cause more fare evasion than ever before.		
R_2WT1I51ipk4jHLb	We as riders are being taxed now on the promise of future improvements that may never come. I want immediate benefits for the increase not more promises of improvement, you don't wait on the fair increase it happens first and then we wait.	X	
R_9preYe3dtNnJztD	When we talk about the fare, we should think about the service it pays for. The service Bart provided is getting worse, less security, less comfortable, less cleanness ... but keep increasing the fare, which does not make sense. Also, comparing to driving, it's about the same even more expensive with paid parking at Bart station...	Unknown	Unknown
R_1dhKrvbbpvCla1M	why must there be increases every year		Unknown
R_3fH0unAYVdgImso	YOU GUY'S SUPPOSEDLY JUST GOT NEW CARS MORE SMOKING MIRRORS	X	
R_3shTLL2GuoaFdaG	You should improve funds administration, reduce expenses, making it more transparent and efficient, so could use extra funds, and even increased fare revenues in improving maintenance and security.	X	
R_2R4UNLXy3GC3Jh0	You've been raking in money since the 70s while letting your infrastructure fall apart and now riders have to make up for it? Bulls**t.	Unknown	
R_1IARPKMn2z2ux9w	对中低收入家庭不好。*Not good for low and middle-income families.*	X	X
R_tm5UEKFN4uyJ0wF	有人會支持加價的嗎? *Does anyone support the fare increase?*	X	
R_3IQP1w1RqQcXUP0	I'm not sure how to make this decision without understanding what happens if we DONT vote to extend the fare increase program. The upgrades sound great, sure, but what's the downside of not extending? Do we lose out on getting the train control system? How does BART prioritize what gets paid for in that		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
	scenario? Are there other avenues to getting funding?		
R_27khBFmMRVEs3Dq	I'm still giving it some thought	X	
R_10uX6dRG7E2OrXV	Is there a different fare increase schedule that gets put in place if customers oppose?	X	Unknown
R_eUQvw8gvIdz5zRn	It doesn't seem right to pull money from people who are already struggling while businesses continue to flourish and cause the very inflation we are seeking to address.	X	X
R_2tKbhRrUdopriuC	It seems that fare increases go to BART labor forces. They get raises much larger and more often than the vast majority of working people who use BART to get to work. We pay more so they get more; we take home less pay and don't have much to show for it.		Unknown
R_3KJYr9NWndsDAKB	You ask us this question but you will still increase the price.	X	

# Appendix PP-H(d): E-Mail Invitation Survey Public Comments- Paper Ticket Surcharge Increase (For Information)

Legend	
	Strongly Support
	Somewhat Support
	Neutral
	Somewhat Opposed
	Opposed
	Don't Know
	No Answer

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_uw9fUrILDj2uFnr	Absolutely support. BART should be doing everything possible to get away from paper tickets and promote clipper cards		
R_2YllZ73s09R7RPO	Anyone who hasn't got time to consider the difference in fare costs (other than tourists, bless them) will have the money to pay AT LEAST a DOLLAR.  If you REALLY WANT TO ELIMINATE THE PAPER (better Environmentally) charge \$2.00 surcharge. Publicize the ECO aspect of a long-sasting card.		X
R_2EHklzalzBZRR12	Anyone with rides BART can easily use Clipper	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1C1KNNgFkXyOUL3	As stated above it is faster to get through the fare lines when other BART riders have their clipper cards. Personally I have used my same clipper card for years and find it much easier than using a paper ticket. I used to lose my paper tickets, and consequently lose money, all the time. I feel it is more cost effective to use a clipper card as they are easier to hang onto.	X	X
R_sUwDvQ0H4NYJLAR	Clipper cards are easier to deal with	X	X
R_1eyKH4v2lf3wZg4	Clipper cards are so easy!		
R_pSompf7wWcw0dG1	Definitely helps to save some paper and reduces cost.	X	
R_3CQqMehYSvJuWNX	Everyone should be using a clipper card.	X	X
R_1ltOt4hRLPexHes	Everyone should be using Clipper by now.		
R_ugZP7n03zHN1jG1	Everyone should just be using clipper already anyways, its far superior. I would even go so far as to say you should just get rid of paper tickets and force people to get clipper cards no matter what.		
R_23UISZgs4qBgZFW	Everyone should own a card! Especially those who ride frequently.	X	
R_pSrBxgES4FvMZgZ	Fully support. It's a green initiative and the burden of the fare increase will fall on tourists.	X	
R_2w1gWemZk17aLM8	Go for it ... I think people should be charged more for crossing bridges without FastTrak too.		
R_37wEXJBojOALQSR	Good for the environment	X	X
R_22QVgxWhSXYevi3	Good idea because then people without Clipper Cards are wasting paper anyway, so they might as well pay.	X	
R_b0Bu603EX1WyyzL	I agree because paper tickets are used by visitors		
R_2ygsNbur1x4LyLT	I definitely agree with this, especially with the decreased paper use for environmental friendliness. I'd like to see paper tickets phased out all together with the possible exception of having some reserved for travelers, or introducing a traveler card.		X
R_2Ed9tHe0FuS7s9H	I got my whole family on Clipper - its easy and convenient. This will probably hit lower income families harder, but as long as Bart provides education around getting clipper, I think it makes sense.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_DOigu3RTnu8zLEd	I have a Clipper Card		
R_ZrQljcoQ24qGbg5	I have a lot of issues exiting the BART station when there is a mass of people and a lot of them are using paper cards because the computer has to process the difference.		
R_C3T1vllzmNG0pXP	I have noticed that systems in other cities are going this route, e.g. tap card in LA.		Unknown
R_3P7yOobvj90W0DG	I only use the CLIPPER card and I think it's a good idea to "force" people to migrate from the paper to the plastic card.	X	
R_3lQP1w1RqQcXUP0	I strongly support this — Clipper Cards also facilitate boarding for buses/ferries/etc across the Bay. But would BART consider making the initial purchase of a Clipper Card less, this lowering the bar to obtaining one? I imagine within the 15% of folks who don't use them there is a subset who can't pay the initial \$5 fee + the BART fare. Maybe if that dropped to \$3 or even free, if possible.		
R_3mkQUQNV9uNG40c	I support incentivizing people to use the clipper cards.		
R_3pukVi11PFxTeFS	I support this because printing paper wastes resources and BART could save money from not having to purchase paper for these tickets.	X	
R_2dDWiXJ2b7Nlkiy	I support this, and think that this charge will also generate revenue from non-Bay Area residents. Consider, also, giving % bonus similar to HVD but which can be loaded at machines, but in non-round increments. NYC does this and is able to keep the surplus.  That said, I'd like to see one card be able to be used for multiple people in a family so that we don't see a large surcharge encouraging people to take uber.		
R_2fEcxNMP4Ts5PL2	I support this. Clipper cards are easy to get. However the machines in the stations should sell clipper cards too. Consider upgrading the machines.		
R_2QDSvFC9ilkFxRW	I think BART should use one system only.		
R_1odVwTka1oCtyNg	I think getting people to use clipper cards is a good idea	X	X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1hZ24U7DVn69N0t	I think getting rid of the paper clipper card would be a great idea. I just worry how it will inconvenience others. I work at a school and we give paper BART cards to low income students. How would that change with this new policy?	X	X
R_3EpbdJTIsqsK1J3	I think it's a good idea because it could have good outcomes such as less waste and it's more efficient for all the riders who use the clipper.	X	X
R_0iheozUGLE75bBT	I think it's a good idea.		
R_25SDTpgON0010MC	I think this will make people realize how much better the clipper card is. There will also be less risk that someone loses a card compared to the ticket.	X	
R_2xW31Wh9Hb4wPYu	I think you should get rid of paper tickets entirely. They cost BART money by jamming the machines when wet.		
R_2w13FxFK5Fh0Rdx	If that's what it takes to get you guys your \$. Regular commuters are getting hit hard enough. One offs can pay more and it's also eco friendly	X	
R_2xIWDQ1PJP8UXIS	I'm all for prioritizing locals and commuters		
R_2pYy35JxxYVVPa7	It should help cut down the paper consumption.	X	
R_3dStn9b0LU8i50V	It will encourage clipper cards .		
R_3fH0unAYVdgImso	IT WILL GET RID OF THE SCAMMERS AS WELL, ALL FOR IT	X	
R_C2KWpkjs7hboYwx	Keep encouraging people to use clipper cards, and then eventually get rid of the paper ticket option. In two years, you should not have any paper tickets.	Unknown	
R_3qqHvH84yDSYyZI	Less frequent riders should pay more.		
R_yK4nsQpoqqZCVQ5	Less paper use	X	
R_3FQyw4nV5ywwxKn	Let's phase out paper tickets, this is a start to that. They are not environmentally friendly and a burden to print and restock in the machines.		
R_2bJXnID0d9ptkql	Local people who transit everyday with clipper should get preferential pricing	X	
R_3kbcqVuHlhnWXy	Love the Clipper card.		
R_3I5n2zsnldgEEo0	Make it \$10. And make clipper cards free.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_TmV3PsWyqbyzK9	Make using Clipper easier! The current clipper system is antiquated compared to that of other metro areas. If Clipper could be used to pay for more than just transportation and didn't require waiting ridiculous amounts of time to add money to the card, more people would be pleased with the system and happy to use it. Make it attractive to users!		
R_1DPfjNpDnuMxrTX	Many cities require plastic cards.	X	
R_2U9JlvjflzVhbfX	more control of ticket revenue, and the ability to cancel the clipper card make this ideal.		
R_3HTYleRzw6YxOMt	More impact to tourists, so please.		
R_1PdUmyLJoX60qD6	Need the extra money, plus as stated it would benefit everyone if more people switched to clipper.	X	X
R_eGagTcwAaXJth0l	No	X	
R_RRG9gCCxChRSdUt	No		X
R_239mZsmuvFWLZ0f	No problem...already use Clipper		X
R_2xVvh1dwtGPqhZU	Non regular and tourist are mainly the ones using paper tickets. It's only logical they are charged more.	X	
R_2yqR1UNyO8SWBZ7	Only comment is why in the world would any commuter NOT use a clipper card even if they commute infrequently.		
R_2c6nJjuXTuuyDbJ	Paper tickets are dumb. Move everyone to bart cards or touchless. Why can't I just pass my iphone over the scanner thing?		
R_eUQvw8gvldz5zRn	Paper tickets are extremely wasteful and shouldn't even be an option in a progressive metropolitan area like the Bay. Ban paper and remove the fee for purchasing Clipper cards.	X	X
R_301v4eKrPqKT0DW	Paper tickets are frustrating for everyone - especially when leaving the train. Please incentivize everyone to use Clipper.		
R_231UunvodRuUxK0	Paper tickets slow the system		
R_3g65rpK2iCZ13ad	People paying in advance deserve a little break. Thank you!	X	
R_1ez7zh5bv9k9RnR	same.		
R_ZEPvkMCKEeJ4ocF	Saves paper too	X	
R_31T0Rnc81rW02Qz	Screw the tourists...		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_238hWy4gEv8cL0G	So long as discounts for youth and elderly still exist.		
R_ZxBWuWlc2GOfLlI	Sounds good.		
R_A5IfLhiyfV10wA9	Sounds like a good way to incentivize using Clipper cards		
R_2Bm1tnCD7GwhkqP	Sounds like tourists would be using paper tickets, which would provide additional funds for BART	X	
R_1IRk3UqUBRpvv66	Sounds reasonable and save papers, trees	X	
R_3000IHLUchiI3UI	sustainability - it makes sense.		
R_1CrbZn4FV004xwP	The paper tickets are not good for the environment because people do not reuse them like Clipper cards, so I strongly support increasing the surcharge to \$1.	X	
R_3PQYMH1MsZ2hJYb	There isn't any reason for riders who use BART often to not switch to using the Clipper Card program. For those who ride BART infrequently, they may find the Clipper Card inconvenient or easy to loose. Instead of misplacing the Clipper Card, they may have to spend more per ride using the paper method.		
R_2uTIImvrHMw00ZcT	This is a good idea because it encourages people to use less paper.	X	X
R_D8Z33J8qt8dv70J	Totally agree. It is also more environmentally friendly.	X	
R_xl9Y1Wn6H7GrLJn	Unfair for out of town visitors.	X	
R_OQoTZt90NptFfPz	We already paying to much on Bart train with no police protection	X	
R_2TOb3sH530sKQ7i	Yes	X	X
R_UzNPVXjigBmaoY9	Yes on increase	X	
R_26lmNW0QC1nkQf8	Yes so riders will use clipper card!!!	X	X
R_3oSbrijzbDV7aEP	Yes, please make it easier to purchase clipper cards though, because people from out of town don't get easy access.	X	
R_3KPANCrrOIKhx3U	You should explore a 2 week and 4 week pass like most train systems in Europe have, that would make it more fair for tourists.		
R_1dN9dsuilvZ2huQ	You should make sure that lower income people have access to clipper cards without Paying the surcharge		
R_21EDMknNEaj9zFp	支持一下Bart, 因为实在太好了。*I support Bart because it is so good.*	X	X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2bVj49TUdyYccJA	\$1 is high, but I already own a Clipper card so no objection (approve)	X	
R_tPyIAZDoCE90Hnj	\$1 is little high. San Francisco will have lot of tourists, who would not be aware of Clipper. Then clipper card for purchase should be made free and we should be able to buy a new clipper card at any Clipper kiosk station	X	
R_33qYJqgics166N2	\$1.00 surcharge seems high, but I think it's worth it to incentivize using a Clipper card.	X	X
R_2ZX0A96yizWY5Iv	\$1.00 surcharge would negatively impact those who don't benefit from an employer provided commuter program or have access to a computer to set up automatic reloads (ie poorer folks).		
R_2dvj29eCIHGTuuR	Although I agree the paper cards should be more expensive, there are tourists, etc who do should not have to pay an extra dollar for that reason	X	
R_3hcp0uT4C2c3coK	BART should just get rid of paper tickets altogether, after a suitable notice period.		
R_1F2jlrz1TBGNLQq	Does not work for tourists		
R_1q9QetuWfd3Dy5m	doesn't impact me. I think if we can incentivize something that in theory is good for the environment, I support it.	X	
R_3jUKJt3UqmEvNPY	Go for it - DC Metro already totally eliminated paper tickets.		
R_1duy3N6MYx543IV	good for the environment. we need to find a way to incentivize tourists who are only here a brief time and don't see the value in buying a Clipper card.	X	Unknown
R_5gyVUv6mJs2INFL	good incentive to get a clipper card		
R_1JL9FokTKkQg9Q9	Has anyone studied the effect of this pricing system on tourism? Does BART encourage or market to tourists? How? Such a marketing program could increase revenue beyond what the paper ticket increase would do.		
R_24vJUCBbegKx1t2	How about an app?	X	
R_2TsLI7dH18qeQn6	I agree that reducing paper use is essential. It is a high increase but I agree with the idea.	X	
R_2UfHFmvS0qoMZIH	I am totally for less waste. Those so called paper tickets are plastic anyway. \$1.00 i think is a lot. People loose their clipper cards, having to pay \$1.00 would annoy me. Maybe also make a bart app and all you have to do is scan your phone to get in and out.	X	X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_bg7WWtol82KqweJ	I clipper		
R_2rBBao8jxPhhMje	I feel sorry for tourists as BART is already expensive enough!		
R_1K9bHOgQJziMGFo	I only use paper tickets when I forget my Clipper card, so this would only be an inconvenience during those times.	X	
R_stKEQhZeZLpWkVz	I support if you have more local stations selling the clipper card. I have one, but have friends who do not use Bart often and do not know how to get a clipper card.		
R_1QFNeBfbVWiPgoU	I support the use of clipper cards but tourists are going to be the most hurt by paper ticket increases		
R_2xXe71ouKSejcSJ	I support this but also think it should be cheaper to replace a lost registered clipper card if you're going to increase the cost of paper tickets this much		X
R_2cod7aMccVylvgM	I support this from an environmental point. Less disposable paper tickets is less waste. Clipper cards are the future. Eventually, it would be a dream come true to be able to pay with my smartphone.	X	
R_1kFdI70yff2Y9Cw	I think it makes sense for paper tickets to cost more. Cut down on waste!		X
R_2bjpMkZTz8L4FVg	I think this is a good idea. Just like everyone should have Fastrak on the freeway, everyone should use clipper cards.		
R_3MFsvw7UMrhd2zH	I understand the reason for it and I also support over charging tourists and gentrifiers.	X	
R_1rC76T9THpXEB4r	I use clipper card myself but sometimes find that I forget it at home. And in these cases \$1 extra per ride seems a bit excessive. Can paper tickets have a surcharge on the physical ticket rather than for each ride.	X	
R_1i9ZLuozLQ0yySZ	I use clipper so will be unaffected by this surcharge. However, I view this as another way to tax tourists.		
R_1ewSDyVuTk9q3a1	I want to get more people to use Clipper, but not too many more. As these are still the people you can squeeze with fees like this. If it's too great, too many will get Clipper cards. You need just enough to switch.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_10PeP0KIWTwtPPQ	I would support this more if clipper cards were sold at every station or more stations. Cards need to be more accessible if people will be penalized for not using them.	X	
R_2z8Vvz1DTXta1F6	If you can buy Clipper in all stations, otherwise unfair to visitors.	X	
R_2tbNaZnSrCSMuVO	Is there a way to subsidize programs for the underserved who cannot afford or do not have access to clipper cards?	X	
R_W6C7SJGPMESoFDH	It has been difficult to get the Clipper card as a senior user		
R_2thVa3hsqWb2G9d	It's going to hurt tourists. But I guess it's fair		
R_27Q2cfOyxfczDa	It's good, ecologically, but overrating them could have a negative impact for out of town visitors	X	
R_116AhClq27mYysp	It's a good idea to get rid of paper tickets.	Unknown	
R_3ERNUDILgsdN4mf	Just do away with paper Bart tickets	X	X
R_a04Xf58yYSpQ4xz	Make it clearer to paper ticket users how to obtain Clipper Cards.	X	
R_3PFBBEJlzjBRMpL	Make it easier to buy clipper cards	X	
R_V3Wn906xnL4FqM1	Make sure it is always possible to obtain clipper without requiring a credit card, giving up your privacy, or other restrictions that disadvantage people.		
R_3h0e6RfHoHrXfo1	Makes it hard on tourists		
R_1laxv14eklU3yVW	Makes sense, doesn't hurt the every day rider		
R_eP6JudXf15ZDR3r	Most people who live in the bay have clippers, so maybe a small increase on paper tickets can dissuade them from buying paper. Clipper is way more convenient.	X	X
R_2v8RLQgz1XBUwvQ	No need to waste paper, everyone should get a clipper card if they are frequent users.	X	
R_3noS6y8yr8z6Oqx	Only that for homeless and folks without internet access make sure it's easy and not internet based to get a clipper.		
R_x9H2QoLBLIIG5mV	Paper tickets slow everyone down		
R_W6T2ucxmLKTBeEN	Seems steep, but if it gets us tangible benefits that's one thing. I'm okay with out of towners subsidizing residents a bit since the bart / muni monthly passes aren't much better than just paying each time.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_A4fqar7Z0JX1bQl	There will always be some Bart riders who need to use a paper ticket, either because they are tourists or because they are from out of town. I am unsure of how much of an extra economic onus we should place on these riders with respect to those who possess a Clipper card.		
R_ypwWXq8Kfx05xKx	This will make it more expensive for visitors, but seems like a way to get bay area users to get clipper.	X	
R_br5auxYRbl2G0wh	This would affect travelers and tourists. Consider an "airport pass" with a flat fee to go to an airport stop that doesn't include a fee.		
R_2amXVPuilly8BkR	This would really hit tourists and new riders of BART hard.		
R_1MwsMn0aCE3gJPz	Using the clipper card is easy but what about the visitor who doesn't have a clipper to use and how easy will it be for them to get a clipper card to use while visiting the area.		
R_3nAfyW9d4BPkTDK	Would it be possible to just make ALL tickets reusable? Paper and Clipper card?	X	
R_10uX6dRG7E2OrXV	You can't completely eliminate since tourist and occasional riders use a paper ticket. If 15% is your goal then I wouldnt raise the surcharge.	X	Unknown
R_2CQwaAUK3Dv0y2x	Again if you can keep fare invaders out then sure		
R_ROetvphYY8aih4l	Clipper card dispenser should be available at all bart stations to encourage those with out or tourist to choose to buy a clipper card to avoid excess charges	Unknown	
R_3Jl38mVOQOFtyRm	Clipper cards should be free then.	X	
R_WcFQqiBwhY3AbL3	Everyone may not have the means to get a clipper.	X	
R_2wBO9wFZ58HTHBD	Go for it.	X	
R_2X7qULJgrLIMju3	I agree that Clipper cards are a good way to reduce paper and increase efficiency. However, this is really inconvenient for tourists and sucks if you forget your card.	X	
R_1Nepxr1ivmluexc	I almost always have my clipper card on me. I just sucks when I leave it in my other wallet and have to get a paper ticket.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_wMInI9KD1YTbzqN	I am concerned about what demographic this would have the most impact on. If senior citizens are the majority users still using paper, I would not want to inflict that burden on them. It would help to know who this would mostly impact.		
R_2SrarIGI2e153cU	I believe in less waste	X	
R_1JKQqQTgngr9uSE	I feel like the \$0.50 is a good price. A dollar is a little high per trip.		
R_SZD7fj36Z7Xq5RT	I have a Clipper card and have had one since day one. Don't really have an opinion about the paper ticket surcharge, however how will that affect tourists? Will tourists be forced to get a Clipper card or how about persons who only need to use Bart one time only?	X	
R_3JlwgYbVdRrRHc	I have no opinion on this matter since I have and use a clipper card.	X	
R_1gT1mHBBH0MZYke	I like the idea of charging a premium for using paper tickets, but am concerned that economically challenged riders without computers won't have access to Clipper Card technology. Why can't Clipper Cards be sold at all BART stations?	Unknown	Unknown
R_qEdp3LHeGZGIPed	I see a lot of people jumping the gates, especially at night. I am afraid increasing the paper ticket surcharge will only encourage this kind of behavior.	X	
R_27HV4dgF2ifQJ7Q	I worry about the people that aren't banked and it's cumbersome to add money on the machines. But in general, this feels like a good way to reward locals who use the system the most.		
R_3RdVxtPcqzyQbfb	If it helps all for it	X	X
R_3LipXT3Fc3lgpAX	If this happens, we need to make sure access to purchasing plastic Clipper cards are easily accessible.	X	
R_1DBeSucYeOlux5v	It may adversely affect those on minimum wage.		
R_1EaQhY4hXNCqQ89	it seems unfair to tourists -- i don't know how easy it is for them to get clipper cards. i know that when i travel it is irritating to be forced to buy into a transit system that I won't ever use again.	X	
R_svQLKh2MGUpHxlf	Many times the users of bart. Are not permanent user. It seams like they are	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	penalised for not been a regular customer. Not fair.		
R_2E4NvSqjcTSUyV4	Maybe just eliminate paper tickets altogether and provide clipper type cards even for one time users and see how much that would cost compared to the two type approach.	X	
R_2WAZBrlrnUaamqb	Maybe not such a great choice without an advertising campaign that pushes Clipper...		
R_TpB61uVmgUeXQDn	Mixed feelings	X	Unknown
R_oY8ugagbfBeX7rj	My concern is those who for whatever reason can not have a clipper card ... low income people maybe impacted more by this	X	
R_1KwBs66ePwPMYII	No		
R_pGBYyq5Th1AUZu9	No problem since I have a clipper card	X	X
R_3Jl07ZNEa0omwpv	No.	X	
R_231wuTg0TehdANW	Seems a bit pricey, but I use Clipper, so it wouldn't affect me	X	
R_2s4uKUui1QIny8o	Some people can't afford to keep a clipper card.	X	X
R_3QDIUevI5BCYQbp	The current requirements for Clipper appear to include having a credit card. This would tend to exclude some of the low income portion of your ridership.		
R_2WBI2VR9vNsLTmi	This is understandable. Trying to get less people to use paper tickets and more to get clipper cards	X	X
R_1MWMMe8rSqYiAoNy	This will make BART more money, But it will make people who ride BART less frequently (non-commuters) less likely to take BART as it continues to be more and more expensive... so for people who rarely ride BART, you'll risk losing their business, and there are a lot of people like that..		
R_2CkomYFlk2lFHwf	Tourists would suffer as they have no need for a clipper card	X	
R_2ysINQ8S2asxENQ	Well...I think this might discourage some folks from "trying" BART. Also, how far away are we from directly charging credit cards at fare gates? Maybe....make clipper card an even better bargain? I think I get \$64 for a \$60 autoloading. Maybe make it a \$65 autoloading?		
R_10DCEYco31R99V8	Who are the people that still use paper? Are they tourist, one time riders, youth or seniors etc....	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_24oQw6nVapi4voI	Won't change anything. Just more money from tourist		
R_2y3ZLMdLWfoEbZ6	You're essentially taxing visitors to the city and infrequent Bart riders - you're disincentivizing them from using Bart at all. Sounds like a stupid idea.		
R_2XhcWmtm0eLGwzP	\$.50 is enough to incentivize most people, but and \$1 is very inconvenient if I lose my clipper card or forget it.		
R_qV1MUOJdIZlek1j	A clipper card makes things easier, but why punish those doing it the hard way? To convince them to use Clipper? Which is more profitable for BART?		
R_3GBVQsxQ8YIQF2s	Can disproportionately affect lower income groups		
R_1QyZsXeNk4zihc8	Cash-based options are important for people who value their privacy. Taxing people who don't want to be in a database every time they take the train is a bit draconian. I appreciate the 50c surcharge since I do think paper tickets are wasteful, but I think the fee should be per-paper-ticket rather than per-ride. I also think there should be a way to obtain and reload a Clipper card anonymously with cash. If there is such a system already, then I support any and all surcharges that intend to reduce use of paper tickets.	Unknown	
R_1Qc2UPysLXEwOVj	Contrary to what we think, there are some folks out there who just don't have the immediate funds to spend on a Clipper card. Maybe offer discounted clipper programs to homeless/low-income folk who use the train regularly. Maybe offer a tourist BART card/ fare system with incentives to get tourist to use it (but they pay more).	X	X
R_cYAuqxPRCKqyF3P	I am concerned that a greater increase in the surcharge will discourage BART usage among these riders. Most who use paper tickets don't regularly use BART, so they don't feel the need to bother with a Clipper card. I understand wanting to encourage use of the Clipper card, but I also know that providing another reason to not want to bother with BART will only result in more people relying on driving or ride share,		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	rather than being more inclined to use BART and reduce congestion on the roads.		
R_A0A47h7o00EVX45	I do like the idea of less waste and faster processing times, but a dollar seems like a lot to pay for a little ticket, especially for those who dont ride the system very often, or maybe are buying a paper ticket because they dont have enough for a clipper card to begin with	X	X
R_12auUggNofj7aMh	I do not think all of the passengers are living in the Bay Area. Some of them are just here for a couple of days and are using the rail system.	X	
R_1dtLEWXQoSQY4fv	I don't know if it's fair to apply such a penalty to riders for whom it's very inconvenient to obtain a Clipper card, such as riders visiting from out of town, who will only use BART for a week or less.		
R_2QuCWzZuCFcdZ3g	I feel like the inconvenience of using paper tickets is punishment enough.		
R_27gmIvR5g8j390M	I personally use a Clipper Card, but wonder if the 15% of riders using the paper tickets are those who only use the system on occasion and wonder why they should be penalized. They are also part of the group paying all the bonds and taxes the same as those using the Clipper Cards.		
R_1GNBbSS13vw4keh	I think \$1.00 is too much for paper. What if the person lost or had their clipper card stolen? This mean they would have to buy a paper ticket for a day or two and \$1.00 is too much. Try to leave it the way it is now.	X	
R_3ETlrfe6tNmxvzj	I think it unfairly penalizes occasional riders. For example, a grandmother taking her grandchildren to a museum (as mine did when I was a child) would have to pay a substantial surcharge on the ticket if the child didn't have her own clipper card.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_8HZ8wwgtc7pFxsJ	I think the riders using paper tickets may be folks for whom shelling out even \$20 to get an initial Clipper card may be too much money at once. I want to keep public transit accessible to everyone.		X
R_1QLwflfHnYTn4AE	I think this is unfair to tourists and people visiting for a few days.		
R_2qrto6cXp1oSPoH	I think this penalizes the occasional rider and tourists and does not incentivize them to use BART		
R_2SBHKqcOysOsDU5	I use clipper and I oppose - it seems unfair to people coming from out of town or who may not have accessibility to clipper cards. Perhaps if Clipper cards were more accessible or sold at the station this would be more fair		
R_1kRXWbavYOtAHoC	I would have to have strong reason to believe that \$1 is enough to make that 15% of riders actually switch to Clipper, otherwise it's just an additional tax on the paper-card riders that does not lead to any behavior change. These paper-card riders could be habitual Clipper card users who forget their card, and are constrained to use paper cards. Or, they could face some other barrier to buying Clipper. I would just make sure that the fare increase on this group will be the appropriately targeted lever to see behavioral change.		
R_8e5xuZU06fmrNXH	If you are going to increase the surcharge, you may as well mandate a clipper card. BART needs tourist money and \$.50 is plenty.		
R_1flqzzCIYvleqlv	If you make it too expensive, folks will use Uber or Lyft		
R_237ic709NnGCEdN	I'm personally a clipper card user, but would want to know more about the user profile of non-clipper card carriers. Are there significant barriers to assisting people who regularly buy paper tickets? Or are they simply infrequent riders. Their level of affluence would heavily influence my support for a fee increase.		
R_33pYZZSLkRVbuYe	In reality, a lot of those people using paper tickets probably are not able to use Clipper for whatever reason: no bank/credit card, they are a tourist here for a short time, etc.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1m0VNfZGEvPCU3q	Increase can prevent people from using too many paper and being environmentally unfriendly. However, this charge is unfair for people who are one time Bart riders.	X	X
R_plBhwXNswF2Xz2N	Instead of penalizing paper tickets, make clipper more attractive by letting clipper users spend the \$3 clipper card cost on fare		
R_sp08olOnuVCQ0Mx	It is not a good source for sustainable funding for public transportation.		
R_3FPQNu4xzkRgS20	It is penalty for people without credit cards and bank accounts.		
R_8lZKHAMvBz7v7qx	It looks to much. I use senior clipper card, but I know that for tourists it is not fair to charge them more, because they will not be able to get a clipper card. It is also not easy to get a clipper card at first. One needs to go to transporting authority, stay in long line, and pay a fee for the clipper card.		X
R_Dc3pbkLUDAUKZ9v	It may be difficult for poorer people and tourists to get clipper cards. It's annoying to pay extra if you forget your card.	X	
R_2CstYD8v6NHJkgx	It's nice to have paper tocket backup since sometimes Clipped card doesn't work	X	
R_1r6pcbv5i081rtj	I've been a regular user of Clipper for a long time, but have found myself needing to purchase a paper ticket in cases where my balance hasn't updated very quickly after adding value online. I would oppose this because it can penalize even regular Clipper users due to the system itself not being quick to update. If a BART monthly pass was available or if Clipper added value was more immediate, I would think it's less of an issue.		
R_3CCamwvwRLTrYoQ	Many people only use Bart occasionally but they are important also so do not raiser their rates too much		
R_2uIF1X7d9CGmtSO	might affect lower income travelers, who cannot/don't know how to get clipper		
R_3HvNntyloKmP5Q3	More research should be done on why people use paper tickets. Is it due to language barriers? There should be outreach so that people understand the importance of using Clipper		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2R9vuoJR7jA1n3y	My guess is that most of the 15% still using the paper tickets are socially and/or economically disadvantaged in some way, which could make switching problematic. I would prefer that the cards be made even more accessible and free and that paper tickets just be phased out completely.		
R_2QA338DJcEGqqB5	No.	X	
R_3ozJ6BEmR3paFfQ	Not fair to those that have to use the paper ones, usually lower income.	X	
R_Dw30hDRVkcK7IwF	Paper tickets are important for people who don't want their movements to be tracked. Don't put a high price on privacy.	Unknown	
R_1QbUg3XL9cgsr7R	thats a lot for a piece of paper, some bart riders are once in a while, its not to blame them for not needing a clipper card daily.		X
R_3QMd2pN7gksepuC	That's kinda a high surcharge. What about accommodating visitors?	X	
R_3JgtcoVobliK6ij	The people using paper tickets have the reasons, like they don't have a credit card or bank account to link to the card. They 're the ones who will suffer most with the price surcharge. You're making the poor poorer.	X	
R_1OxHugJQO1DyWtG	The people who likely buy paper tickets are out of towners or people who ride the BART very minimally. You're just going to encourage the minimal riders to evade fares, and the out of towners to take an Uber, and further congest the roads.	Unknown	
R_3pnfvisoi2ag1Mq	there are a lot of people who dont use bart often and they may use it only once in a while to go to the airport or work in other parts and use bart once a month. It will be unfair to them.	X	
R_2VPxMfanCATMyel	There are people that visit this area and don't need a clipper card.	X	
R_r7v4ZDxdPajWCml	There are riders who only use bart occasionally. The surcharge would actually be \$2 for a round trip. If you want to incentivize people using clipper how about eliminating the \$3 charge when you first get a clipper card. The 50 cent surcharge should be sufficient.	X	X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_TnEmZ5QQnZpwONb	This is fine except what am I supposed to do when I need to pay for Parking? I can't used my Clipper card which then requires me to buy a paper ticket. How am I supposed to cover the Parking fee when I want to use my Clipper card? This is what I mean by BART's infrastructure and organization being out-of-date. The Bay Area is booming with Tech companies - isn't BART able to partner with one of them to bring it into the 21st Century?		
R_1CCozVgniN6W6Lj	This is in general a noble goal, but right now a fare increase is too punitive and regressive, as it would affect all riders regardless of their ability to pay. Instead, BART should increase the availability and ease of purchase of plastic clipper cards, as well as removing the initial \$10 purchasing fee. Right now you can order one online (too slow and hard for people without internet access or a constant address), or go to Whole Foods and Walgreens. Why not install Clipper machines in stations where you can purchase and stock a Clipper card with fare much like you can with the existing paper ticket. Many other cities already do this with plastic reloadable fare cards.		
R_slipI4TeGpoEs5r	This makes paper significantly more expensive than necessary (and doesn't really address the real reason), when there are valid use cases for this (forgot your clipper card or friend is visiting the area and only needs bart for one day). people will still use paper.	X	
R_2CvbelmFB1j7gmb	This might make it very hard for low-income people to afford either option. People would probably jump the gate more often. What if people can't afford a clipper card OR the higher paper surcharge?	X	
R_YRHOCD1cLQd2dSp	Using clipper is beneficial for frequent commuters as its much convenient.  Although I see its good for the environment to minimize the paper consumption, less frequent commuters should not be penalized (\$1 extra fare) for using the paper ticket and I think its unfair.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_8waEOqyV3Digtgd	Visitors or tourists might not want to buy clipper cards and this would be a deterrent to them using bart	X	
R_3fTdgmPIx5uz3sZ	Visitors to the area are penalized		
R_3iO4Fn7F4f4Xxoc	What about the travelers to our region? The bay area, especially Oakland and San Francisco, rely on folks who are staying briefly for either leisure or business. Those folks may only be here once, and to push them towards using a plastic card seems like it would drive those folks away from using BART. How many of the 15% are locals? Would it not make more sense to offer a discount or other incentive when you use Clipper for those folks?		X
R_3oZT5pY3IFswTWm	What kind of research have you done about who are the riders who use paper tickets? Are they low income riders? Do they receive paper tickets from school, work, or other sources that mean they do not CHOOSE to use a paper ticket, but that may be the only option?  To encourage the use of Clipper cards, please SELL THEM IN BART STATIONS and not just at drug stores!		
R_xEI9YK7VUQIIVWh	Why not use digital card?	X	
R_3DhHtfwonLKQnVL	Why penalize people who are willing to pay legitimate fares in any form for the benefit of fare evaders to whose crimes and thefts your agents and police routinely turn a blind eye? Why is your operation so lenient with criminals who commit all sorts of atrocities on the trains. I can understand compassion for the downtrodden and dispossessed, but this is too much! If you really care about such people, build shelters for them under your parking structures, ramps, and overhead tracks. Why burden honest people who have a conscience and want to do the right thing?	Unknown	
R_29ufSIR7euFqSRK	Why penalize ticket holders?	X	
R_1hDLNF6RftHYk5f	Would make it harder for out of town visitors and tourists that don't want to invest in clipper. Also unless clipper became more widely available, would be annoying	Unknown	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_Wju2TnkjryG17X	Would support increasing paper ticket surcharge IF Clipper card was fully supported at ALL stations. i.e. Clipper cards should be purchasable at every station, as well as reloadable.	X	
R_AjndeeCeMGpQHVT	You should stick with the \$0.50. Otherwise, you're starting to sound greedy. I have a clipper card, and everyone that passes through the gates in front of me have clipper cards. You'd have to expect some tourists not to have them, and be ok with it. Otherwise, you're just penalizing them just for being tourists. If you're coming from out of town just for a ball game, are you going to purchase a \$2 plastic clipper card (\$0 value), just to save \$1 each way, and just call it a wash, after a round trip? You then have YET ANOTHER plastic card in your wallet.	X	
R_2VDVfSj3pcQZ1pp	you shouldnt have to pay just cause you bought a paper ticket	X	X
R_1eRD80GsU3R1qo6	A \$1.00 increase will hurt the pocket of people who are not frequent riders of Bart. Please be considerate about it.	X	
R_3CQnNbwNYbGFRVS	A dollar? Each way? That is messed up. Not every low income person will be riding BART all the time, and thus might not have a clipper card. Penalizing these people because you are worried about "optimizing your investment in Clipper" seems draconian and insane. PLEASE don't do this.		
R_3erH4tfdJBpzqUa	Again why do you deserve more money for such a reason. You are forcing individuals to use clipper. You do not have that right. Fix fare evasion and the homeless issues or you don't deserve a dime more from riders.		
R_114WBmIEUvIYA9q	BART fares is already more expensive considered the quality of service, safety and cleanliness. BART's expense should reduce and improve the service, safety and cleanliness.	X	
R_1lbJYstlyGn2KpM	BART sells BART tickets to people to ride BART. Charging a strong penalty is wrong. Mabye 50 cents is a reasonable nudge to Clipper, but \$1 makes it seem that BART doesn't care about its customers.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3CDV61aRtQmcqDB	BART, here is the INSENTIVE for you, either you LOWER all Discount Tickets and lower Clipper prices and allow CLIPPER to use RED, GREEN, ORANGE Discounted cards. or I will BOYCOTT BART for 2019 going forward and I WILL PROMICE to talk to others and have them BOYCOTT BART as well. I will also Promice to use SOCIAL MEDIA , YOUTUBE in order to get mt message across to ALL COMMUTERS.	X	
R_2fjrZWuBYy9V5mW	Consider your client. The Bay Area attracts many tourists. Your "15% of riders" statistic will not be reduced with this increase.	X	
R_2dyxXNuPCzQugWZ	Disadvantages poor & low income	X	X
R_2VQikTAisV9Ksts	Disgusting!	Unknown	
R_PBNLjP3VAcgfKSd	Does this mean that tourists who don't have a clipper card will pay more? Go to Europe and ride the train!	X	
R_6rolcoyWyZOiYFj	Don't make it harder on people		
R_2WOSHy1aNd31AWB	Elderly are not as able to figure out how to maintain clipper card		
R_qCHLFjpteBijaq5	Eliminate them.....simple. But everything's always purposefully made difficult on that system.	Unknown	Unknown
R_barboSTWzNSDiud	FARE IS ALREADY TOO HIGH		
R_57HtCdCZXSND	Fix the disabled access elevators as I suggest first		
R_rkaJg8LwVy3k57b	Get rid of the ticket surcharge. 50 cents is too much.	X	
R_2RPISgZnDyq9V03	Harder on people with limited incomes.		
R_1dMRPs81KNxlQ1z	I am a clipper user and fan, but this penalizes folks who use paper tickets. Why not a discount for using clipper instead of a surcharge for using paper?	X	Unknown
R_3Ib0HKh59pSKJyP	I don't want to have to keep track of yet another card that I will only use occasionally		
R_3iVx6VKOiKeet03	I dont have access to clipper card services in Santa Cruz, travel to the Bay area for business and fun, but don't maintain clipper cards.		
R_2CqAScofWrpoPX3	I find the extra fee punitive. Especially at \$1.00 per trip.		
R_W2UoSCsijzGIUt	I have a clipper card...but raising paper ticket prices seems unfair to tourists and those who do not use the service regularly		X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2bOBNyiCegCsTM5	I think \$1 is too much. Especially for the people who can barely afford it. I know so many people that don't take Bart all the time but when they do it is still a lot for them. I think \$0.50 is a fair amount and raising it to \$1 may turn people away. Or make it harder for them to pay for Bart.		X
R_3fvBDVekLxFUFYe	I think 50 cents is enough, especially since paper tickets are reloadable.	Unknown	
R_DLXoeZzkXlvPjeV	I think anyone who regularly uses BART is already on a clipper card and those who don't use it regularly enough don't want to make that investment. Plus, if I forget my clipper card I really don't want to pay a \$1 to get a ticket for a ride or two.	X	X
R_2sTH7fhgaXWnfyf	I think it's crazy to charge for paper tickets.		
R_qKqJCDnyjga1D5T	I think the surcharge is unfair. Currently the gates mess up plenty with the Clipper system. Clipper is, on the whole, convenient to me, but the surcharge punishes those with less access to computers which Clipper is pretty dependent on.	X	
R_1OYJRuu9AEfypqu	I would like the paper ticket to continue to exist as an option, and not be penalized for using it.		
R_1hz349wDb0g7MeQ	In my opinion it is usually the infrequent rider who uses paper tickets, so perhaps unfair to add this "tax".		
R_2SIy1nqfkmc5WZw	It doesn't make sense under any circumstance to penalize an individual for using a paper ticket because it is convenient, as opposed to finding a location to purchase a clipper card. You don't have the right to force someone to purchase a clipper card, especially since there are one time Bart riders or just infrequent users	X	
R_SC2KRzDsOc9Viud	It is not reasonable to expect riders from out of town to have or obtain a Clipper Card, and so there will always be a need for the paper tickets. No amount of incentives will change that and the increase is unfair and may have the undesirable effect of discouraging people from riding BART.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_XLekn17sj5Xh05r	It is unfair to people without a Clipper card to uncharge them for a paper ticket. I know several elderly people who use BART and don't have Clipper Card. You are taking advantage of the elderly and the poor		
R_3L5RgVKE2lO83AT	It makes no sense to be penalized on the fare if you don't have a clipper card. The incentive should be on the convenience of the clipper card vs a penalty for not having one.		
R_2xDbfxZBBRfahn4	It would place an unfair burden on the occasional BART user. Many folks can't afford to have funds "held captive" in an account that they would use 2 or 3 times per year which makes the Clipper system unpalatable to them. Increasing the surcharge adds even more financial burden to them. You get screwed if you participate and you get screwed if you don't, you just want to make it worse.		
R_3g6ohIznXFINxLG	It's a tax on people who don't have money or tech knowhow.		
R_3oFu4tj5PIyGdfD	It's not a fair practice, especially to out of towners.		
R_2WT1I51ipk4jHLb	Its not fair to casual riders	X	
R_11XEQyDGLfcxgYO	Many low-income individuals do not have access to a bank account/debit card/credit card required to set up a clipper account. It is not fair to penalize people without resources with higher fares.		
R_2tKbhRrUdopriuC	Most people who use the paper tickets are occasional riders or out of town visitors, who don't need a clipper card. Why should they be punished?		Unknown
R_3iCiQ6zTVgn9VYB	need more supervision to the people that never pay	X	
R_DeMuGKobhpr5MPv	No	X	X
R_27khBFmMRVEs3Dq	No I don't	X	
R_Ap326zzPabELZYZ	No, I don't think it would be fair to try to increase those costs to try to get people to use Clipper instead.	X	
R_3nOvj5gz0crE2c8	Not all BART ticket machines offer the purchase of a card. Charging \$1 for a paper ticket is egregious as you already charge \$3 for a plastic card. Way overpriced.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1q54Et8TW3PYAr3	Not everyone can and do use Bart enough to get a Fast track card? I feel that the rich robbing the poor. I see some who really don't have the money to get on bart? and to add .50 to the ride? Come on now... let do a wage cut ? on useless Bart employees who are rude and mostly not available when they are needed? Like the female that sits at Hayward Bart every day at the Hours of 3:00 PM Rude Rude Rude... I asked for help Twice and her rude comments were foul!! so foul. and why she works there ? who knows .. collecting easy money	X	
R_2ZjHyfMqJ6ryu3	Not everyone has a clipper card!!		
R_1dhKrvbbpvCla1M	not realistic for visitors to bart		Unknown
R_1Dp8d4XZFJzsTQF	Not sure why the reason.	X	
R_30dhmVxx22b7hXL	Paper ticket surcharges impact the poor and elderly the most, since they are typically not tech savvy and/or don't have inline access that Clipper cards require. It's a very regressive fee.		
R_1JCQ43WrRk8vsrG	Paper ticket users should not be penalized. They are still paying to ride Bart.	Unknown	Unknown
R_UrKuYZCF6skX1ip	Penalizes the impoverished		
R_AKCCnI5FPvODtnj	People may have multiple reasons to not use Clipper. The surcharge should not discriminate on that. €50 is high enough.	X	
R_1pEVPaWi5RnkJkh	People purchasing paper tickets (ex: visitors to the area) most likely ride the system only occasionally and the increase would be punitive.		
R_1rqqMe95Vv8haJD	People who are visiting the city shouldn't be penalized.		
R_2dHmWUiW9c9VF1U	People who don't have stable lives for many reasons, who can't maintain a bank account or can't hold onto a clipper card for the long haul, should not be unduly penalized. 50 cents is already a substantial 'fine' for not using clipper. Better outreach is a better way to reduce paper ticket use.		
R_3MaHYIr8JfPZlm0	Poor folks who use the system intermittently will be affected most with this increase. Ripping off tourists and others who don't have a card is not fair and not how I want a public system to run.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_3KviXBF2njrUjFw	Poor people can't afford a Clipper card or the extra \$1.00. you have a problem with fare evaders, What that to increase? Add an extra \$1.		
R_1LzmxsKDiLq6uTL	Puts burden on casual riders and on my out of town visitors, SF is expensive enough without this	Unknown	
R_2TLLe05fM08kRFqy	requiring people to use a clipper card, while one can add money manually, puts riders who aren't connected to a bank account and cannot autoreload at a disadvantage		
R_1r2fWsg2mWf4du1	Single ride users should not be penalized for using single ride tickets or forced to purchase a clipper card at an additional premium		
R_swp4osMCrYerGTv	So, now you want to charge more for those that don't get "credit card" type of admission? So, again, you are trying to push out the average person that maybe doesn't have access to a Clipper card or getting a Clipper card.		
R_2zT7RbTKezykpVP	Some cannot afford an increase.	X	
R_2AGvRLFp3UonAjd	Sounds like you are trying to take away people's choices. A one time Bart rider doesn't want to pay \$3 for a clipper card. Basically, what you're doing is trying to force everyone to be like a robot and buy clippers.	Unknown	Unknown
R_3n2dXKctFQ3URLg	That is additional burden on the current transit expense.	X	
R_TcvuQU8UF8u8hKp	That is far too much to increase by.		
R_Uyl4eZDZVKUlh5f	That is ridiculous to pay an extra \$1.00 for a paper ticket. Sometime I miss place my clipper card, or we have visitors that want to tour. Why would I use public transportation if I will have to pay more than the others standing next to me on BART.	X	
R_tPqnuY82MsVmZ4l	That's going to have a negative impact on poorer communities.	X	
R_2ceePvxkYUqJWr9	That's making the commute more difficult for persons that have problems dealing with technology, I understand that using Clipper cards is more convenient for BART, but that's not the case with all commuters. BART should give more options to pay not less.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_yOx87UrSmME8nGp	The Bay Area has a lot of tourists who would not really want to buy clipper cards. Why penalize them? I think the surcharge should stay at current levels.	X	
R_1j98iDGHfhUnYGX	The distinction between paper tickets and clipper cards is completely artificial and not sustained by real advantages in using clipper, which this policy is also introducing artificially. Make clipper the only vector for a subscription and use of paper tickets will instantly drop		
R_20VhtQl0zMQwGLs	The fares shouldn't increase to encourage more people to use clipper. Some people only use bart 1-3 times a week and feel that it is unnecessary to have a clipper card. They should be the ones to choose, not the company.	X	X
R_3KMV5x8JGxwaeOx	The increase is too soon for next year. Wait for another 2 years.	X	
R_2CIAdIYCfNGoiaZ	The increased price for paper tickets targets the disenfranchised and lower income users of our public transit. How about making the clipper price more expensive so the more affluent customers pay a slight amount for the convenience of auto loading etc.		
R_2uX2JfXgzgfSQ04	The paper should be removed and have a clipper only policy. Maybe a kiosk to buy a clipper card (for \$1).	X	
R_3HI8yTMPcWHwRvH	The poor people that don't have a bank account or extra money are the ones that suffer the most. Or occasional riders. They won't want to ride a system that is very expensive. At this point is always cheaper to drive than to take Bart. And a Bart that is dirty and smelly.	X	
R_Dq1mkVwY7MFXd2V	There are people who rarely use Bart and it will be cruel to them.	X	
R_1hALnGdBGN4mFhS	There are still people who have literacy challenges and access to technology (and the skills) that may be a part of why not 100% of ridership is not using Clipper cards. This surcharge seems punitive and I strongly oppose it.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2zMWRFJsEHsKNXB	There is a fee to buy a Clipper Card. We are doing a disservice to lower Income individuals and those who don't use bart regularly or are travelling by expecting them to buy a clipper card or have to pay rate hike. Try making Clipper Cards free instead of penalizing paper ticket use.		
R_2XbovjLe4m4xK13	There is already a penalty to make riders use a clipper. Making it a larger penalty won't help. Bart should develop a mobile app for those that don't/can't use clipper. Samtrans and SFMTA both have a mobile app that allows riders to pay for rides. Bart should also attempt more outreach at stations to encourage riders to sign up for clippers.	X	
R_wZxgv1K0WYStKWB	There's been several rate increase since I've started taking BART and the service, cleanliness and the safety of the system has declined dramatically.	X	X
R_YalqdefxpBjShix	These increases hurt the visitors and the working poor, more than any other group who ride the system...and your BART board should be ashamed to run a public transportation system when so many of the toilets are closed and dirty.	X	X
R_3fHT0fTGmDlrNoU	This is an anti-Equity pricing strategy that would most impact the lowest income riders		
R_2Wx28ToURhXvGVz	This is NOT fair to those who still do paper. NO NO NO.		
R_2EoxGcmAK3dfu3p	This is not right!!!	X	
R_1hGNYD5BoxkzEwt	This isn't an incentive, it's punitive. Clipper doesn't work for everyone.		
R_3k7FAG9IT2eBN01	This seems illegal and I'm surprised it hasn't been challenged in court.	X	
R_1Cx0wuOUKcyV9H6	This will disproportionately hurt low income folks who can't get a clipper card in the first place.	X	
R_1j04tAcesIrb1Hi	Those 15% are not regular users and tourists. We already have a surcharge - that's enough. There is no way for those users get clipper card just for temporary use.		
R_VKjPB5Zw6DMNsAx	Why are you punishing riders just to line Clippers' pockets?!! That's whats happening here. Clipper cards, and accessibility to them and its online system, is classist and ableist.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_b9JypfbDlfQIAFz	why doesn't BART have an app that can be used instead? It can track, attached to bank accounts, eliminate both clipper and paper tickets, track customer use, etc. It's 2019 and BART acts like it's just an old train with old ideas. This is not progressive it's just reactive.	X	
R_3KJYr9NWndsDAKB	Why don't you hire more people to do their jobs and make everybody pay.	X	
R_2YkU6T0hmeq9aMO	Why dont BART get rid of the paper tickets altogether and make only Clipper the option. I dont think riders using paper bart tickets should be penalized.	X	
R_yWvc6cBjxDdXX2x	Why even charge a surcharge? Ppl can barley afford the fare	X	
R_1A9KhUTo5TmlmF	Why punish people for not using clipper? Why should people be forced to use this card?		
R_3NvUHMxEpyFSq8	Would unfairly impact low income people who aren't able to get a clipper card.		
R_2sciMjf4PI0ypU2	You are bastards		X
R_1K2x8711bQma7GU	You are penalizing those who do not have a credit card or computer access to set up a clipper account ,usually low income people.	Unknown	
R_3FOIJRIYk6xQaPd	You charge 3 dollars to get a clipper card if you want everyone to use it pass them out for free	X	
R_3RkooUVA5UJFdJz	You keep focusing on the wrong problems with your system.	X	X
R_1LYHqK38bTs2mrf	you like to nickel and dime people. maybe you should visit other countries to see how they charge. bart is so 50 years ago in operational ideas.	Unknown	X
R_1IARPKMn2z2ux9w	鼓励没问题，但相差太多不公平。*I understand the problem, but the difference is too unfair.*	X	X
R_1d4eseqKRScRhji	I would like to know the effect of this on low income househlds.	X	



Appendix 10h:

Silicon Valley Berryessa Extension Title VI

Service Analysis and Board Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**

300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,841st Meeting  
May 23, 2019

A regular meeting of the Board of Directors was held May 23, 2019, convening at 9:01 a.m. in the BART Board Room, 2040 Webster Street, Oakland, California. President Dufty presided; Patricia K. Williams, District Secretary.

Directors present: Directors Ames, Allen, Foley, Li, McPartland, Raburn, Saltzman, Simon and Dufty.

Absent: None.

President Dufty announced that under the provisions of the Rules of the Board of Directors of the San Francisco Bay Area Rapid Transit District, this was the time set to hold a public hearing on the final Fiscal Year 2020 Budget; Silicon Valley Berryessa Extension fares; BART participation in the Regional Means-Based Transit Fare Discount Pilot Program; Extension of BART's Productivity-Adjusted Inflation-Based Fare Increase Program between 2022 and 2028; and an increase to the magnetic-stripe ticket surcharge, that staff would give a brief presentation on the item, and that the meeting would then be opened for comments from the public.

Ms. Pamela Herhold, Assistant General Manager, Performance and Budgets; and Ms. Kate Jordan Steiner, Department Manager, Budgets; and Mr. Michael Eiseman, Department Manager Financial Services presented the item.

There being no public comment, the Public Hearing was closed.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of April 25, 2019 and May 9, 2019.
2. Amendment to Legal Services Agreement with Glynn & Finley, LLP.
3. Fiscal Year 2020 Proposition 4 Appropriations Limit.
4. Award of Agreement No. 6M5147, with Avenu Insights and Analytics, LLC, for Sales Tax Revenue Collection Services.
5. Award of Contract No. 15QN-110, Installation of Safety Barriers and Right of Way Fencing Systemwide.
6. Reject All Bids for Contract No. 15II-120, Station Emergency Lighting.
7. Invitation for Bid No. 9059, Brushes for Vehicle Traction Motors.

8. Authority to Submit a Grant Application to the California Department of Water Resources for Proposition 1 Funding for the Hayward Maintenance Complex Rainwater Catchment, Bio-Retention Basins, and Solar Wastewater Treatment Project.

Director Allen requested that Item 3-I, Lease with Caltrans for BART Employee Parking and Sublease a Portion of Excess Parking to the Metropolitan Transportation Commission, be removed from Consent Calendar.

Director Saltzman made the following motions as a unit. Director Raburn seconded the motions, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Duffy. Noes – 0.

1. That the Minutes of the Meetings of April 25, 2019 and May 9, 2019, be approved.
2. That the Board approve the amendment of this agreement with Glynn & Finley, LLP to continue its representation of the District to handle the Cal/OSHA Cab Windows matter as necessary.
3. Adoption of Resolution No. 5397, In the Matter of the Establishment of the Fiscal Year 2020 Appropriations Limit.
4. That the General Manager be authorized to execute Agreement No. 6M5147, with Avenu Insights and Analytics, to provide sales tax revenue collection services for a five-year period based upon a contingency fee of 20% determined by the amount of tax revenue recovered on open claims for the District, pursuant to the notice to be issued by the General Manager; and pursuant to Revenue and Taxation Code Section 7056, adoption of Resolution No. 5398, In the Matter of Authorizing Consultant Avenu Insights & Analytics, LLC (also known as MuniServices, LLC) to Examine Sales and Use Tax Records at the California Department of Tax and Fee Administration on behalf of the District.
5. That the General Manager be authorized to award Contract No. 15QN-110, Installation of Safety Barrier and Right-of-Way Fencing Systemwide, Phase III, to Golden Bay Fence Plus Iron Works, Inc. for the Bid price of \$899,493.45 pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures; and that the General Manager be also authorized to exercise the single Option for the Bid Price of \$163,130.52 for replacement of right-of-way perimeter fence and gate at CHB.
6. That the General Manager be authorized to reject all bids for Contract No. 15II-120, Station Emergency Lighting, and be authorized to re-advertise the work of this contract.
7. That the General Manager be authorized to award Invitation for Bid No. 9059, for the purchase of Brushes for Vehicle Traction Motors, to Mersen USA BN Corp., for the Bid price of \$508,888.80 including tax, pursuant to notification to be issued by the General Manager.

(The foregoing motion was made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

8. Resolved by the Board of Directors of the San Francisco Bay Area Rapid Transit District that proposal be made to the California Department of Water Resources to obtain a Round 1 Integrated Regional Water Management Implementation Grant pursuant to the Water Quality Supply, and Infrastructure Improvement Act of 2014 (Water Code § 79700 et seq.), and to enter into an agreement to receive a grant for the: BART Hayward Maintenance Complex (HMC) Rainwater Catchment, Bio-retention Basin, and Solar Wastewater Treatment Project. The General Manager of the San Francisco Bay Area Rapid Transit District, or designee, is hereby authorized and directed to prepare the necessary data, conduct investigations, file such proposal, and execute a grant agreement with California Department of Water Resources.

Consent Calendar report brought before the Board was:

1. Fiscal Year 2019 Third Quarter Financial Report.

Ms. Grace Crunican, General Manager, and Mr. Sean Brooks, Department Manager, Property Development presented Item 3-I, Lease with Caltrans for BART Employee Parking and Sublease a Portion of Excess Parking to the Metropolitan Transportation Commission. The item was discussed.

The following individuals addressed the Board.

Gena Alexander  
Sal Cruz

Director Li moved that the General Manager or her designee be authorized: (1) to enter into a five-year lease with Caltrans, with an option to extend the lease for an additional five-year period, for an employee parking area bounded by Fifth, Sixth, Oak and Madison Streets in Oakland commencing July 1, 2019 for an amount not to exceed \$477,740.00 for the first five-year term of the lease; and (2) to enter into a five-year year sublease with the Metropolitan Transportation Commission (MTC) for a portion of the Lease Area for approximately \$47,780.00, with an option for MTC to extend for an additional five-year period, pending BART's extension of its lease with Caltrans. Director Simon seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

President Dufty called for Public Comment. Ace Washington addressed the Board.

Director Simon, Chairperson of the Administration Committee, brought the matter of Fiscal Year 2020 Annual Budget, including the following items, before the Board.

- i. Fiscal Year 2020 Annual Budget.
- ii. Fares for the Silicon Valley Berryessa Extension.
- iii. Participation in a Regional Means – Based Transit Fare Discount Pilot Program.
- iv. Extension of the Productivity Adjusted Inflation -Based Fare Increase Program between 2022 and 2028.

v. Increase to the Per Trip Magnetic Stripe Ticket Surcharge.

Ms. Crunican; Mr. Ed Alvarez, Interim Chief of Police; Ms. Tamar Allen, Assistant General Manager, Operations; Ms. Herhold; Ms. Steiner, and Mr. Eiseman presented the item. The item was discussed.

The following individuals addressed the Board.

Gena Alexander  
Ace Washington

Discussion continued.

President Dufty announced that agenda items would be taken out of order.

Director Foley, Chairperson of the Engineering and Operations Committee, brought the matter of Next Generation Fare Gates, Conceptual Design before the Board. Ms. Tamar Allen, Assistant General Manager, Operations; Ms. Mitra Moheb, Manager of Engineering Programs, and Mr. Steven Dietrich, Principal Computer Systems Engineer presented the item. The item was discussed.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Survey Results for Fleet of the Future and Bicycle Accommodation before the Board. Ms. Crunican; Mr. Carl Holmes, Assistant General Manager, Design and Construction; Mr. Aaron Weinstein, Manager of Marketing and Research; and Ms. Maureen Wetter, Principal Research Project Analyst, presented the item. The item was discussed.

The following individuals addressed the Board:

Jon Spangler  
Alan Smith  
Dave Campbell

Discussion continued.

President Dufty announced that the Board would take multiple action items at once.

Director Saltzman made the following motions as a unit. Director Simon seconded the motions, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

1. That the Board approve the Silicon Valley Berryessa Extension Title VI Service and Fare Equity Analysis and Public Participation Report.
2. That the Board approve the Title VI Fare Equity Analysis for the Proposed 2020 Productivity-Adjusted Inflation-Based Fare Increase; Series 3, 2020-28, of the Productivity-Adjusted Inflation-Based Fare Increase Program; and Magnetic-Stripe Surcharge Increase and Public Participation Report.

3. That the General Manager be authorized to award Agreement No. 6M4639 to Accenture LLP, Agreement No. 6M4640 to Sjoberg Evashenk Consulting, Inc., and Agreement No. 6M4641 to Shalom, LLC to provide on-call professional services for Human Resources, each in an amount not to exceed \$1,000,000 pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.
4. That the General Manager be authorized to award Agreement No. 6M4651 to Accenture LLP, Agreement No. 6M4652 to InnoFin Solutions, LLC, Agreement No. 6M4653 to Sjoberg Evashenk Consulting, Inc., and Agreement No. 6M4654 to Slalom, LLC, to provide on-call professional services for the Operating Budgets Division, each in an amount not to exceed \$1,000,000, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.
5. That the General Manager be authorized to award Contract No. 15CQ-115, C25 Interlocking Renewal, to Proven Management Inc. of Oakland, CA for the Bid Price of \$9,869,643.00, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.
6. That the General Manager be authorized to award Contract No. 54RR-250 to DMZ Builders for Concord Yard Fire Protection in the amount of \$3,940,800.00, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures.
7. That the General Manager be authorized to execute Change Order No. 25 to Contract No. 04SF-140, Procurement of eBART Vehicles, with Stadler Bussanang, AG, to provide eBART vehicle spare parts inventory, in an amount not to exceed \$270,000.
8. That the General Manager be authorized to execute Change Order No. 004 for Contract No. 15EJ-171, 34.5 KV Cable Replacement M-Line MVS Switching Station and MTF, MSS, MPS and MTW Substations, with DMZ Builders Co., Inc. in the amount not to exceed \$3,900,000.00 and to extend the Contract completion date by 69 calendar days.

President Dufty announced that the Board would enter into closed session under Items 12-A (Conference with Labor Negotiators), 12-B (Public Employee Employment), and 12-C (Conference with Legal Counsel) of the Regular Meeting agenda, and that the Board would reconvene in open session upon conclusion of the closed session.

The Board Meeting recessed at 12:52 p.m.

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The Board reconvened in closed session at 12:55 p.m.

Directors present: Directors Allen, Ames, Li, McPartland, Raburn, Saltzman, Simon and Dufty.

Absent: None.

The Board Meeting recessed at 1:30 p.m.

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The Board reconvened in open session at 1:32 p.m.

Directors present: Directors Allen, Ames, Li, McPartland, Raburn, Saltzman, Simon, and Dufty.

Absent: None. Director Foley entered the meeting later.

President Dufty announced that there were no announcements to be made from the closed session.

Director Raburn brought the matter of Metropolitan Transportation Commission, Plan Bay Area 2050 Update before the Board. Mr. Holmes; Mr. Val Menotti, Chief Transit System Development Officer; Mr. Richard Fuentes, Manager of Special Projects; and Mr. Ken Kirkey, Integrated Planning Department Director, Metropolitan Transportation Commission, presented the item. The item was discussed.

Director Saltzman exited the meeting.

Director Raburn brought the matter of Agreements for General Environmental and Planning Services for BART Projects before the Board. The item was discussed.

Director Foley re-entered the meeting.

Director Simon moved that the General Manager be authorized to award the below listed Agreements to provide General Environmental and Planning Services in support of BART projects, in an amount not to exceed \$8,000,000 each, pursuant to notification to be issued by the General Manager. The awards are subject to the District's protest procedures and Federal Transit Administrations requirements related to protest procedures.

- i. Agreement No. 6M6136 to Arup North America, Ltd;
- ii. Agreement No. 6M6137 to Fehr & Peers;
- iii. Agreement No. 6M6138 to HNTB Corporation; and
- iv. Agreement No. 6M6139 to Raimi + Associates.

Director Raburn seconded the motion.

Director McPartland made a substitute motion to have a committee formed to review the potential projects. Directors Allen and Ames seconded the substitute motion.

President Dufty made a second substitute motion that the General Manager be authorized to award the listed Agreements to provide General Environmental and Planning Services in support of BART projects, in an amount not to exceed \$8,000,000 each, pursuant to notification to be issued by the General Manager, subject to the District's protest procedures and Federal

Transit Administrations requirements related to protest procedures; and that staff be directed to provide a presentation to the Board in July 2019 a list of capital projects and their values.

Director Simon seconded the substitute motion, which carried by unanimous electronic vote. Ayes – 8: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Simon, and Dufty. Noes – 0. Absent – 1: Director Saltzman.

Director Raburn brought the matter of Revisions to BART's Transit-Oriented Development Policy before the Board. Ms. Crunican; Mr. Holmes; Ms. Abigail Thorne-Lyman, Program Manager, Systems Development; and Ms. Kimberly Koempel, Principal Planner, Systems Development, presented the item. The item was discussed.

President Dufty brought the matter of Actuarial Report on Changes to Pension and Other Postemployment Benefits (OPEB) under Consideration by the District before the Board. Mr. Michael Jones, Assistant General Manager, Administration; and Ms. Diane Iwata, Human Resources Division Manager, presented the item.

Director Foley brought the matter of BART Silicon Valley Phase I Update before the Board. Ms. Tamar Allen; Mr. Holmes; Mr. Shane Edwards, Chief Maintenance and Engineering Officer, and Ms. Crunican presented the item. The item was discussed.

President Dufty called for the General Manager's Report.

Ms. Crunican reported on steps she had taken and activities and meetings she had participated in, ridership, upcoming events, the progress made during recent weekend closures, activities held during Take Our Daughters and Sons to Work Day, Police Department staffing numbers, Fleet of the Future Car availability, Clipper card utilization numbers, and outstanding Roll Call for Introductions items.

Ms. Herhold gave an update on ridership numbers.

President Dufty called for the Controller/Treasurer's Report.

Ms. Rose Poblete, Controller/Treasurer, presented the Quarterly Report of the Controller/Treasurer for the period ending March 31, 2019. The item was discussed. Ms. Herhold gave a brief update on pension reserve numbers.

President Dufty called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director Foley thanked District staff on his BART briefings, Ric Rattray and Val Menotti for assistance with the meeting with the Hillcrest neighbors of Antioch, Tim Chan for the MTAP Tour and Ariel Mercado for assistance with the Rebuilding BART presentation to the Marsh Creek Democratic Club.

Director McPartland reported he had attended the Workday Tour ribbon cutting, BART Police Citizen Review Board meeting, Fire Liaison Committee meeting, Tri Valley San Joaquin Rail Authority meeting, East Bay Municipal Utilities District quarterly meeting in Castro Valley, and Bay Area Mass Evacuation table top.

Director Allen reported she had attended the Northern Waterfront Forum in Antioch.

Director Ames reported she had attended the BART Police Citizen Review Board Meeting, and an Irvington BART Station briefing, and thanked the District Secretary's Office on their assistance with the BART Police Citizen Review Board recruitment.

Director Raburn reported he had attended the California Transportation Authority Legislative conference in Sacramento, American Institute of Architects East Bay Transit Oriented Development, and MacArthur Station Transit Oriented Development installation of panels.

Director Raburn requested the Board meeting be adjourned in honor of Walter Davis Miles who served over 50 years on the MacArthur Station advisory committee.

Director Li reported she had attended the Quality California Gala in San Francisco, Telegraph Hill Dwellers Transportation Committee meeting, and had spoke at the BART Employee Resource Group Asian Pacific Islander History Month Luncheon, and the San Francisco Council of District Merchants Association Gala, and had assisted with the Civic Center Station Salvation Army Harbor Lights program.

Director Simon reported she had attended the Office of Independent Police Auditors Regional Oversight Board meeting, and the Richmond ground floor merchants ribbon cutting. She thanked Val Menotti for his assistance with the Richmond community.

President Dufty reported he had attended a Salesforce Accessibility group meeting with District staff.

President Dufty called for Public Comment. No comments were received.

The Meeting was adjourned at 3:27 p.m. in honor of Walter Davis Miles.

Patricia K. Williams  
District Secretary

# Silicon Valley Berryessa Extension Title VI Equity Analysis and Public Participation Report

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May 2019



Prepared jointly by:  
CDM Smith and the San Francisco Bay Area Rapid Transit District, Office of Civil Rights



## **ADDENDUM: May 2019**

### Background

The Silicon Valley Berryessa Extension (Project) Title VI Equity Analysis and Public Participation Report (Analysis) contained herein was prepared for Board approval in June 2018. In accordance with Federal Transit Administration (FTA) Title VI Circular 4702.1B (Circular), *Title VI Requirements and Guidelines for Federal Administration Recipients* (October 1, 2012), the analysis of the service and fare plan was prepared six months prior to revenue service date, however, the revenue service date changed several times due to construction delays.

The current Project revenue service date is projected to be late 2019. BART staff has conferred with the FTA and although the Analysis was prepared based on an earlier revenue service date, the information contained is considered current and reflects the impacts on the proposed service. The following are some of the major changes that have occurred since the report was written. While these changes do not affect the results of the Analysis, they are still worth noting for informational purposes.

### Optimal Service Plan

At the time the Analysis was written, the full fleet of revenue vehicles were not projected to be available for project opening. Accordingly, staff developed three weekday and two weekend service plan options as an interim service plan that was presented to the public for input. Additionally, the public was notified that once there were enough revenue vehicles, the goal was to implement the Optimal Service Plan (Optimal Service) that was the most stable operationally with the most optimal service to existing and future BART riders.

This Optimal Service was displayed on a poster board at all of the Title VI outreach events. It is similar to the service plan that has been in effect at Warm Springs/South Fremont Station since September 2018. With the projected revenue service date of late 2019, the Optimal Service will likely be implemented.

None of the weekday or weekend service options included in the Analysis were found to have an adverse impact on minority or low-income populations.

### Santa Clara Valley Transportation Authority (VTA) Express Bus Routes 180 & 181

The Analysis has a travel time assessment section which compares the percent change in travel times for protected riders to the percent change in travel time for non-protected riders. The travel time assessment used the travel times between the two new SVBX Stations and Fremont Station because at the time the Analysis was written, there was no comparable existing transit routes that served the Warm Springs/South Fremont Station.

Accordingly, the public transport alternatives connecting the Milpitas and Berryessa/North San José Station areas with the rest of the BART system in June 2018 included two express bus lines operated by VTA: Line 180 and 181. As of May 2019, these buses have since been rerouted.

This change to the VTA bus lines 180 and 181, however, does not impact the travel time assessment because these travel times were compared to a comparable BART trip (also to Fremont Station) in the travel time comparison. Regardless of whether a passenger travels from, for example, Milpitas Station to Fremont Station or Milpitas Station to Warm Springs Station, the passenger will still have an overall time savings traveling on a BART train to a comparable VTA bus route.

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# Silicon Valley Berryessa Extension

## Title VI Equity Analysis and Public Participation Report

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### Executive Summary

Per the Federal Transit Administration (FTA) Title VI Circular (Circular) 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* (October 1, 2012), the San Francisco Bay Area Rapid Transit District (District), as the operator, is required to conduct a Title VI Service and Fare Equity Analysis (Title VI Equity Analysis) for the Silicon Valley Berryessa Extension's (Project or SVBX) proposed service and fare plan six months prior to revenue service. Accordingly, staff has completed this Title VI Equity Analysis for the Project's service and fare plan, which evaluates whether the Project's proposed service and fares will have a disparate impact on minority populations or a disproportionate burden on low-income populations based on the District's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy) adopted by the BART Board on July 11, 2013 and FTA-approved Title VI service and fare methodologies.

### Discussion:

The Silicon Valley Rapid Transit (SVRT) project, Phase I and II, is a 16-mile, six-station extension of the existing BART system into Silicon Valley. This study focuses on Phase I, the Silicon Valley Berryessa Extension, which will add 10 miles of new track south of the existing Warm Springs/South Fremont Station into Santa Clara County. The project includes two new stations, one in Milpitas (Milpitas Station) and the second in the Berryessa District of San José (Berryessa/North San José Station). Currently, the Santa Clara County area south of the Warm Springs/South Fremont Station is not served by the BART fixed guideway system; therefore, the Project is a new service.

### Proposed Service and Fare Plans:

Taking into account District-wide service needs and temporary car constraints, the District has analyzed the temporary service options described below. Maps of the service plan options are included in *Appendix A*. The Project stations will eventually be served by both the Green and Orange Lines for all hours during which those lines operate, once the new Fleet of the Future railcars are integrated into the BART system. Service options were presented to the BART Board for their initial input and consideration at the May 26, 2016 BART Board meeting, which was open to the public. The options were also presented to the public and community-based organizations for their feedback on these key service changes through an extensive and inclusive multilingual public outreach program.

Three weekday options and two evening/weekend options were analyzed for the SVBX temporary service plan. An option from each service category, weekday and evening/weekend, will be selected to provide temporary service. The options are:

Weekdays before 7PM:

- **Option 1:** Extend the Daly City/San Francisco-Warm Springs/South Fremont (Green) Line to Milpitas and Berryessa/North San José Stations. Extend Richmond-Fremont (Orange) Line to Warm Springs/South Fremont.
- **Option 2:** Extend the Richmond-Fremont (Orange) Line to Milpitas and Berryessa/North San José Stations.
- **Option 3:** Passengers board a BART train shuttle at Berryessa/North San José Station or Milpitas Station to travel to Warm Springs/South Fremont Station and transfer to a Green Line train to travel elsewhere in the BART system.

Evenings after 7PM and Sunday:

- **Option A:** Extend the Richmond-Fremont (Orange) Line to Milpitas and Berryessa/North San José Stations. [*Note **Saturday only:*** Warm Springs/South Fremont-Daly City (Green) Line and Richmond-Daly City (Red) Line service from 9am – 7pm].
- **Option B:** Extend the Daly City/San Francisco-Warm Springs/South Fremont (Green) Line to Berryessa/North San José Station. Re-route the Richmond-Fremont (Orange) Line from Richmond to Dublin/Pleasanton Station (Purple) Line. [*Note **Saturday only:*** Additional Green Line (South Hayward-24<sup>th</sup> St./Mission) and Red Line (Richmond-Daly City) service from 9am – 7pm].

When additional new cars go into revenue service and alleviate car constraints, the Project stations will be served by both the Green and Orange Lines for all hours during which those lines operate.

Regarding fares, staff proposes to apply BART's existing distance-based fare structure to calculate fares for the Project. For example, in 2018, a rider using Clipper to take a one-way trip to Embarcadero Station from Warm Springs/South Fremont Station pays \$6.75, while a Clipper trip to Embarcadero Station from Milpitas Station is proposed to cost \$7.50 (\$0.75 more), and from Berryessa/North San José Station, \$7.75 (\$1.00 more).

The fare structure for the SVBX stations was determined by the 2001 Comprehensive Agreement with the Santa Clara Valley Transportation Authority (VTA), which states that the proposed fares for the SVBX stations must be consistent with those in effect in BART's core system, and that VTA can request that BART establish a new fare surcharge on trips south of Warm Springs/South Fremont Station. VTA has not elected to implement this surcharge, so SVBX fares will be calculated using BART's existing distance-based formula with no new surcharge on trips south of Warm Springs/South Fremont Station.

## Title VI Service Equity Analysis Findings:

The Title VI Service Equity Analysis includes a demographic and travel time assessment of SVBX projected ridership compared to BART's systemwide populations. Pursuant to the District's DI/DB Policy, the determination is made as to whether adverse effects of a new service are disproportionately borne by protected populations.

The demographic assessment evaluates whether the projected riders benefiting from the Project's service are predominately minority or low-income when compared to BART's five-county systemwide population, based on American Community Survey (ACS) 2015 five-year estimates data. The assessment also evaluates whether riders who may be adversely affected by a service option are disproportionately minority or low-income.

Per the DI/DB Policy, adverse effects of a new service are borne disproportionately by protected riders when the difference between the new service's protected ridership share and the overall system's protected ridership share is equal to or greater than 10%. All service plan options, weekday and evening/weekend, provide a service benefit to the Project ridership. The demographic assessment showed that populations living in areas benefiting from the new service are 66.5% minority and 22.2% low-income; BART's five-county service area demographics are very similar, with a minority proportion of 62.4% and a low-income proportion of 24.8%.

The study determined that the service options would benefit minority and low-income populations similarly, and that only Option B would result in a service decrease as it includes a shortened Saturday-only Green Line which would no longer serve Daly City, Balboa Park, Glen Park, Union City and Fremont Stations. The demographic assessment of riders at these stations, however, showed that they were not disproportionately minority or low-income, as defined by BART's DI/DB Policy. Therefore, the demographic assessment found no disparate impact or disproportionate burden on, respectively, minority or low-income populations.

For the travel time assessment, BART's DI/DB Policy states that adverse effects of a new service are borne disproportionately by protected populations when the difference between the percent change in travel times for protected and non-protected populations is equal to or greater than 10%. The results of the travel time assessment show that the Project would benefit all populations, including minority and low-income, within the Project catchment area. With Project service, all populations are expected to experience an average time savings of 45 minutes from Berryessa/North San José Station and Milpitas Station to Fremont Station, a 72% reduction in travel time with the new service compared to existing express bus service. Very small differences in average travel times among minority and low-income populations were found due to the differing demographic makeup of the SVBX station catchment areas, but these differences were significantly below the DI/DB Policy's 10% threshold. Staff also found that travel times are not expected to differ significantly amongst riders for the proposed service options. Additional capacity is planned to be added to the Green and Blue Lines, which will lessen peak-period crowding. As a result, the study found that minority populations will

not experience a disparate impact and low-income populations will not experience a disproportionate burden regarding new service travel times.

For the travel time assessment, BART's DI/DB Policy states that adverse effects of a new service are borne disproportionately by protected populations when the difference between the percent change in travel times for protected and non-protected populations is equal to or greater than 10%. The results of the travel time assessment show that the Project would benefit all populations, including minority and low-income, within the Project catchment area. With Project service, all populations are expected to experience an average time savings of 45 minutes from Berryessa/North San José Station and Milpitas Station to Fremont Station, a 72% reduction in travel time with the new service compared to existing express bus service. Very small differences in average travel times for the Project were found among minority and low-income populations compared to non-minority and non-low income due to the differing demographic makeup of the SVBX station catchment areas, but these differences were significantly below the DI/DB Policy's 10% threshold. Staff also found that travel times are not expected to differ significantly among the proposed service options. Additional capacity is planned to be added to the Green Line and Blue Line (Dublin/Pleasanton to Daly City), which will lessen peak-period crowding. As a result, the travel time assessment found that minority populations will not experience a disparate impact and low-income populations will not experience a disproportionate burden regarding new service travel times.

#### Fare Equity Analysis:

The proposed Project fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. As BART's distance-based fare structure is unchanged, there is no disproportionately adverse effect on minority and/or low-income riders. In addition, these minority and/or low-income riders will enjoy the benefits of new rail service and improved travel times. Public input has confirmed this finding, as reported in the 2017 SVBX Survey, which had 2,150 responses. The remarks of the 33.3% of all survey respondents who provided comments on the proposed fares have been generally grouped into either "Support" or "Don't Support." A third category, "No Preference," includes the 66.7% of all respondents who left it blank or noted they had no comments. Approximately 97% of minority respondents either expressed support (48.1%) for the proposed fares or did not state a preference (48.5%). Approximately 94% of low-income respondents either indicated support (47.5%) or did not state a preference (46.7%). "No preference" can indicate neutrality or potentially some level of acceptance.

Since there is no adverse effect on riders, the study finds that the proposed Project fares would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

## Public Participation:

Staff conducted extensive and inclusive multilingual public participation for the Title VI Analysis. From September 19 through October 8, 2017, eight outreach events were held in the Project catchment area and throughout the BART system. Project outreach consisted of two components:

- Informing the Project community of the new service and the proposed fares, which have been calculated by applying BART's existing distance-based fare structure to this new service, and
- Performing outreach for the system-wide service plan options.

Attendees at outreach events could provide comments by completing a survey available in multiple languages. Additionally, input was sought from BART's Title VI & Environmental Justice (Title VI/EJ) and Limited English Proficiency (LEP) Advisory Committees and the Immigrant and Refugee Forum in Santa Clara County.

Survey respondents preferred Service Option 1. Support for this option included respondents from the Project area, as well as systemwide riders from other BART stations and locations. Overall, 54.0% of survey respondents preferred Option 1. Among minority respondents, 53.3% preferred Option 1, 32.4% preferred Option 2, 5.2% preferred Option 3, and 9.1% expressed no preference. Among low-income respondents, 47% preferred Option 1, 36.8% preferred Option 2, 4.6% preferred Option 3, and 23% expressed no preference. For weekend service, 53.7% of survey respondents preferred Option A. Among minority respondents, 34.6% preferred Option A, 46.8% preferred Option B, and 18.6% expressed no preference. Among low-income respondents, 46.4% preferred Option A, 36.7% preferred Option B, and 16.9% expressed no preference.

Regarding the proposed fares for the SVBX stations, 48.1% of minority respondents expressed support, 3.4% did not support the proposal, and 48.5% did not state a preference. Among low-income respondents, 47.5% indicated support for the proposed fares, 5.9% were not in support, and 46.7% did not state a preference. "No preference" as noted above can indicate neutrality or potentially some level of acceptance. A detailed summary of Project outreach can be found in the attached Public Participation Report.

# Section 1: Introduction

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The Title VI Service and Fare Equity Analysis for the Silicon Valley Berryessa Extension (Project or SVBX) evaluates whether the service and fare plan for the two new stations may disproportionately and adversely affect minority and low-income riders.

This study was conducted pursuant to the FTA's Title VI requirements and guidelines, including but not limited to, FTA Title VI Circular 4702.1B "*Title VI Requirements and Guidelines for Federal Transit Administration Recipients*" (Circular). This report determines if the new service and new fares proposed for the Silicon Valley Berryessa Extension would have a disparate impact on minority riders or place a disproportionate burden on low-income riders based on BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy).<sup>1</sup> While the Project is developed in coordination with the Santa Clara Valley Transportation Authority (VTA), per the FTA Title VI Circular, BART as the operator of the Project is responsible for conducting the Title VI Service and Fare Equity Analysis and presenting the analysis to its Board for approval.

In accordance with the District's adopted DI/DB Policy, for new service, a disparate impact on minority riders or a disproportionate burden on low-income riders will be found if (a) the difference between the Project's protected ridership share and the overall system's protected ridership share is equal to or greater than 10% or (b) the difference between the percent change in travel times for protected Project riders is equal to or greater than 10% when compared to the change in travel time for non-protected Project riders.<sup>2</sup> BART proposes to apply its existing distance-based fare structure to determine the Project's new fares. The proposed Project fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. Although the proposed Project fares would not result in a fare change under the DI/DB Policy, this Title VI Analysis includes Section 5, Fare Analysis Findings, which provides the demographics of Project ridership compared to BART's overall ridership and an equity finding regarding the proposed fare-setting.

<sup>1</sup> BART's DI/DB Policy was developed pursuant to the Circular, following an extensive public participation process, and adopted by the BART Board of Directors on July 11, 2013.

<sup>2</sup> Per the Circular, an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. In accordance with the Circular and BART's FTA approved methodology, staff evaluated potential adverse effects for new service "affected populations" which includes ridership for the new service and ridership for any existing lines whose service will change because of the new service.

This report includes the following sections:

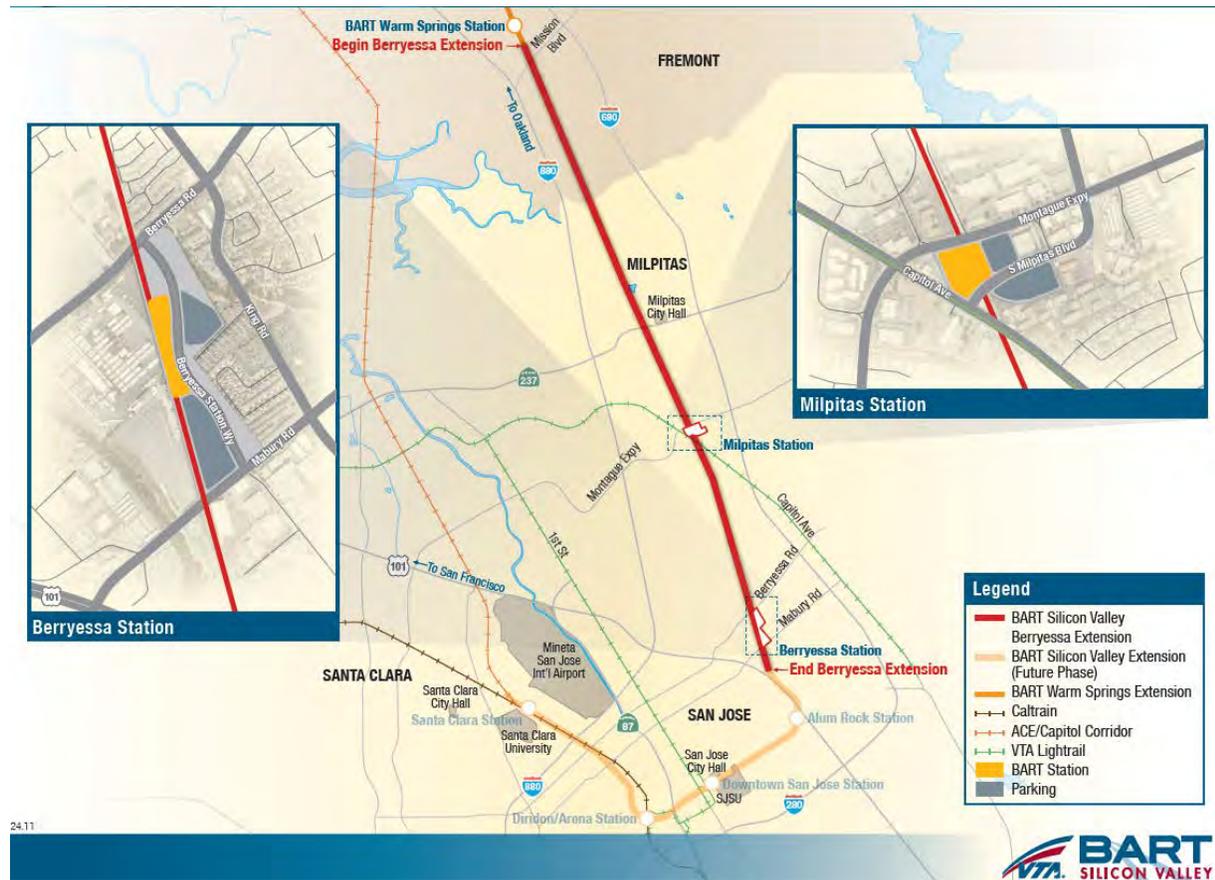
- **Project Description:** A description of the proposed Project service and fare plan, as well as a demographic summary of the Project area riders.
- **Methodology:** A description of the methodology used to evaluate the effects of the proposed plan on minority and low-income riders.
- **Service Analysis Findings:** A detailed description of the study's findings and conclusions regarding the Project's proposed service options.
- **Fare Analysis Findings:** A description of and equity finding regarding the proposed fare-setting.
- **Public Participation:** An overview of the public outreach efforts and a summary of public input received from riders affected by the Project's proposed service and fares.

Material provided in appendices includes proposed service options maps; proposed service options analysis; and travel time analysis detail.

# Section 2: Project Description

The Silicon Valley Rapid Transit (SVRT) project, Phase I and II, is a 16-mile, six-station extension of the existing BART system into Silicon Valley. This study focuses on Phase I, the Silicon Valley Berryessa Extension (SVBX or Project), which will add 10 miles of new track south of the existing Warm Springs/South Fremont Station into Santa Clara County. The Project includes two new stations, one in Milpitas (Milpitas Station) and the second in the Berryessa District of San José (Berryessa/North San José Station). Currently, the Santa Clara County area south of Warm Springs/South Fremont Station is not served by the BART fixed guideway system; therefore, the Project is a new service. A map of the Project is shown below in **Figure 1**. Together, the two new stations comprise the Phase I SVBX project, and this report analyzes the two stations as a single extension and new service.

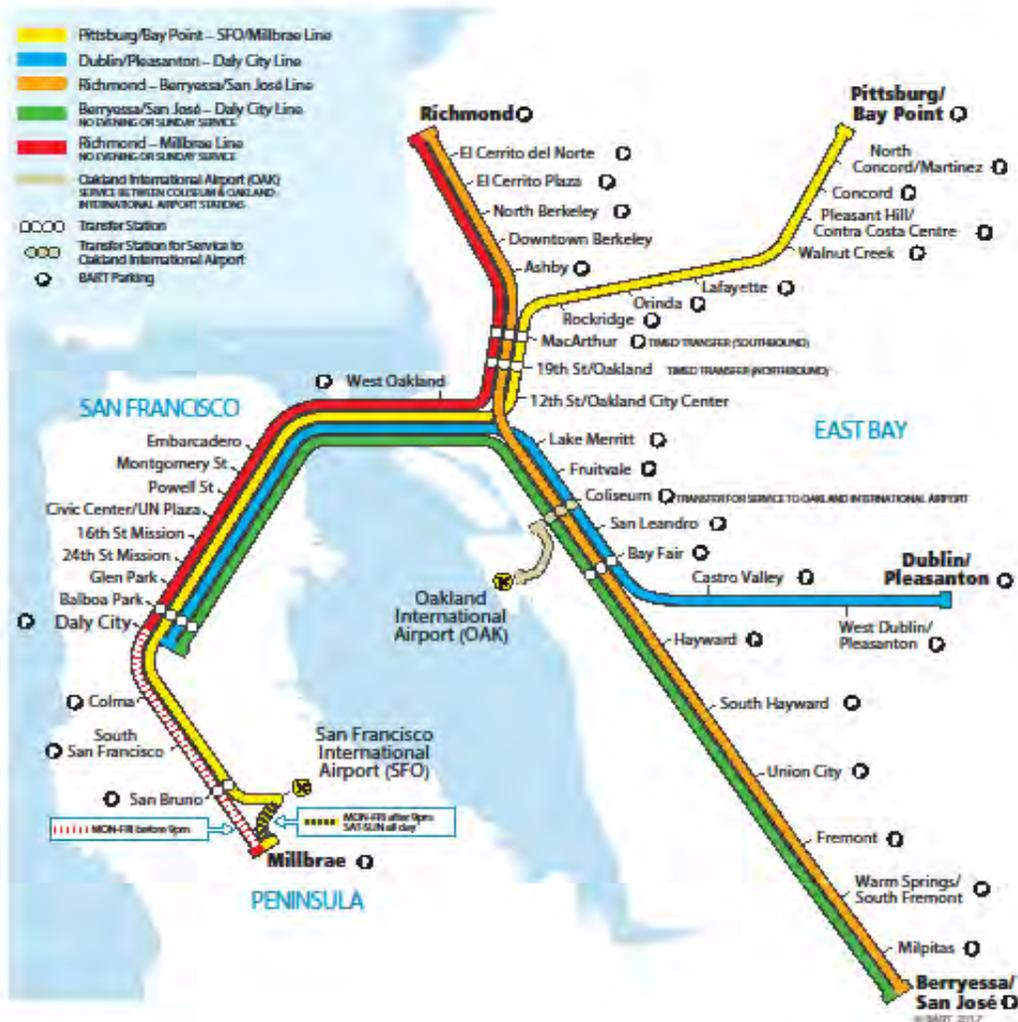
**Figure 1: Silicon Valley Berryessa Extension Project Map**



## 2.1 Project Service Options

As BART waits for the arrival of its new Fleet of the Future railcars, a temporary service plan will need to be implemented for the Project. BART has developed five service plan options to provide service to the Project stations, listed in detail below in **Table 1** and **Table 2**. Three options (options 1-3) pertain to weekday service before 7pm, and two options (options A and B) pertain to service in the evenings after 7pm and on weekends. Project stations will eventually be served by both the Green and Orange Lines for all hours during which those lines operate, once the Fleet of the Future railcars are integrated into the BART system (**Figure 2**). The service options were presented to the BART Board for their initial input and deliberation on May 26, 2016 at the BART Board meeting, which was open to the public. The options were then presented to the public and community-based organizations for their feedback on these key service changes through an extensive, inclusive multilingual public outreach program.

**Figure 2: Ultimate Project Service - Fleet of the Future Integration**



**Table 1: Silicon Valley Berryessa Extension – Weekday Service Plan Options**

	Option 1	Option 2	Option 3
Description	<ul style="list-style-type: none"> <li>Extend Green Line to Milpitas and Berryessa/North San José</li> </ul>	<ul style="list-style-type: none"> <li>Extend Orange Line to Milpitas and Berryessa/North San José</li> </ul>	<ul style="list-style-type: none"> <li>Short BART shuttle train between Warm Springs/South Fremont and Berryessa/North San José</li> </ul>
Green Line Service Change	<ul style="list-style-type: none"> <li>Service to Milpitas and Berryessa/North San José from 4AM to 7PM</li> </ul>	<ul style="list-style-type: none"> <li>No Change</li> </ul>	<ul style="list-style-type: none"> <li>No Change (Shuttle train serves route from Warm Springs/South Fremont to SVBX stations)</li> </ul>
Orange Line Service Change	<ul style="list-style-type: none"> <li>Service to Warm Springs/South Fremont from 4AM to 7PM</li> </ul>	<ul style="list-style-type: none"> <li>Service to Milpitas and Berryessa/North San José from 4AM to 7PM</li> </ul>	<ul style="list-style-type: none"> <li>No Change</li> </ul>
Service Increases	<ul style="list-style-type: none"> <li>Green Line service to Milpitas and Berryessa/North San José</li> <li>Two additional peak period Green Line trains</li> </ul>	<ul style="list-style-type: none"> <li>Orange Line service to Berryessa/North San José</li> <li>Two additional peak hour Green Line trains</li> </ul>	<ul style="list-style-type: none"> <li>Rail shuttle service to Berryessa/North San José every 15 minutes</li> <li>Two additional peak hour Green Line trains</li> </ul>
Service Decreases	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>None</li> </ul>

**Table 2: Silicon Valley Berryessa Extension – Evening and Weekend Service Plan Options**

	Option A	Option B
Description	<ul style="list-style-type: none"> <li>Extend Orange Line to Berryessa/North San José</li> <li>Saturday-only Green Line service to Warm Springs/South Fremont</li> </ul>	<ul style="list-style-type: none"> <li>Extend Green Line to Berryessa/North San José</li> <li>Reroute Blue Line to connect Richmond and Dublin/Pleasanton and designate as “Purple Line”</li> </ul>
Green Line Service Change	<ul style="list-style-type: none"> <li>Saturday-only Green Line service to Warm Springs/South Fremont</li> </ul>	<ul style="list-style-type: none"> <li>Extend Green Line to Berryessa/North San José and run both Saturday and Sunday</li> <li>Additional Green Line trains run between South Hayward and 24<sup>th</sup> St/Mission on Saturdays</li> </ul>
Orange Line Service Change	<ul style="list-style-type: none"> <li>Service to Berryessa/North San José</li> </ul>	<ul style="list-style-type: none"> <li>Orange Line is removed on the weekends</li> </ul>
Service Increases	<ul style="list-style-type: none"> <li>Orange Line service to Berryessa/North San José</li> </ul>	<ul style="list-style-type: none"> <li>Green Line service to Berryessa/North San José</li> <li>Direct service from south of Hayward to San Francisco evenings and Sundays</li> <li>Direct service from Dublin/Pleasanton to Richmond</li> </ul>
Service Decreases	<ul style="list-style-type: none"> <li>None</li> </ul>	<ul style="list-style-type: none"> <li>Shortened Saturday-only Green Line trains would no longer serve Union City, Fremont, Glen Park, Balboa Park, or Daly City Stations</li> <li>Transfer required when traveling to Richmond from south of Hayward or from San Francisco to Dublin/Pleasanton</li> </ul>

Additional analysis for the service options is included in the Proposed Service Options Analysis, *Appendix B*. For the assessments in this report, the differences between the options were determined to be minor, due to the fact that the assessments use catchment area demographics and rider survey data, which would not change between options. Only the potential decrease in frequencies at some stations in Option B is analyzed in the New Service Analysis (Section 4) by identifying the area demographics of affected stations. This Option B service decrease impacts areas outside of the SVBX catchment area, which is a different impact from all the other services options. Travel times are not expected to differ significantly between the options. Other than the demographic assessment for Option B, the Project is assessed in this report as a service increase, but not the individual service options as their differences under the assessments in this report are minor.

## 2.2 Project Proposed Fares

Staff proposes to apply BART’s existing distance-based fare structure to calculate fares for the Project. For example, in 2018, a rider using Clipper to take a one-way trip to Embarcadero Station from Warm Springs/South Fremont Station pays \$6.75, while a trip to Embarcadero Station from Milpitas Station is proposed to cost \$7.50 (\$0.75 more), and from Berryessa/North San José Station, \$7.75 (\$1.00 more).

The fare structure for the SVBX stations was determined by the 2001 Comprehensive Agreement with VTA, which provided that the proposed fares for the SVBX stations must be consistent with those in effect in BART’s core system, and that VTA can request that BART establish a new fare surcharge on trips south of Warm Springs/South Fremont Station. VTA has not elected to implement this surcharge, so SVBX fares will be calculated using BART’s existing distance-based formula.

### 2.3 Alternative Modes

The existing public transport alternatives connecting the Milpitas and Berryessa/North San José Station areas with the rest of the BART system include two express bus lines operated by VTA: Line 180 and Line 181. These express bus lines serve Fremont Station and will eventually be wholly or partially replaced by the Project. There is no comparable VTA bus service to Warm Springs/South Fremont Station, as VTA has continued its previous service to Fremont Station only. Two other VTA express routes serve Fremont station, 120 and 140, but these routes do not significantly overlap the future BART service and do not serve the Milpitas or Berryessa/North San Jose Station areas. Thus, VTA lines 180 and 181 to Fremont Station are the closest comparable existing transit service. The express buses do not make stops within walking distance of the Berryessa/North San José Station area, and require a connecting local service: Local Route 77 to Express Route 180 and Local Route 61 to Express Route 181.

Travel times to Fremont Station for both VTA and BART have been used for the travel time comparison (**Table 3**). The existing travel time on VTA express routes 180 and 181 is between 41 and 44 minutes between Milpitas and Fremont Stations and between 60 and 83 minutes between Berryessa/North San José and Fremont Stations. These travel times were estimated using Google Maps transit travel times between the SVBX future station locations and Fremont Station for the peak travel direction in the morning and afternoon. Travel times include time to transfer from local to express routes for the Berryessa/North San José to Fremont estimates.

**Table 3: Alternate Modes and Service Levels\*\***

#### 3a. Milpitas to Fremont

Service Parameter	Existing Service	Future Service (Project)
	VTA Express Route 180	BART
Fare as of January 2018	\$4.50	\$3.15*
Travel Time	Northbound (AM peak): 41 minutes Southbound (PM peak): 44 minutes	Northbound (AM peak): 14 minutes Southbound (PM peak): 15 minutes
Hours of Operation	Weekdays 6AM to 10PM	Weekdays 4AM to 12AM**
Headways	Weekdays 30 minutes	Weekdays 15 minutes Weekends 20 minutes

\*\$3.15 is the Clipper fare; fares paid with a magnetic stripe ticket will be 50 cents more

\*\*BART Saturday Schedule (6AM to 12AM) and BART Sunday Schedule (8AM to 12AM)

### 3b. Berryessa/North San José to Fremont

Service Parameter	Existing Service		Future Service (Project)
	Local Route 77 to Express Line 180	Local Route 61 to VTA Express Line 181	BART
Fare as of January 2018	\$6.75*	\$6.75*	\$3.50**
Travel Time***	Northbound (AM peak): 67 minutes Southbound (PM peak): 83 minutes	Northbound (AM peak): 60 minutes Southbound (PM peak): 74 minutes	Northbound (AM peak): 18 minutes Southbound (PM peak): 20 minutes
Hours of Operation	Weekdays 6AM to 10PM	Weekdays 5:30AM to 12AM Weekends 7:30AM to 12AM	Weekdays 4AM to 12AM****
Headways	Weekdays 30 minutes	Weekdays 15 minutes Weekends 20 minutes	Weekdays 15 minutes Weekends 20 minutes

\*\$6.75 fare is \$4.50 express fare plus \$2.25 surcharge for transferring from local bus to express bus

\*\*\$3.50 is the Clipper fare; fares paid with a magnetic stripe ticket will be 50 cents more

\*\*\*Existing transit service travel times to Berryessa/North San José include time to transfer between local and express routes

\*\*\*\*BART Saturday Schedule (6AM to 12AM) and BART Sunday Schedule (8AM to 12AM)

In 2016, VTA studied ways to redesign its transit network through the “Next Network” program. This plan both aimed to increase VTA system ridership and evaluated the VTA transit network to identify how it could be optimized with the addition of the new BART stations in Berryessa/North San José and Milpitas.

While the Next Network proposes significant service increases on some routes, the plan also includes service eliminations and consolidations in the network for areas with low population density and/or lacking a tendency to use public transit. VTA studied express routes that currently serve BART’s Fremont Station. In anticipation of the new service added by the Project, VTA has proposed discontinuing routes that currently connect to Fremont BART once the Project begins revenue service. VTA conducted a Title VI Service Equity Analysis of the proposed changes in its Next Network Plan. To see the detailed proposed service changes as well as VTA’s Next Network Title VI Service Equity Analysis, please visit <http://nextnetwork.vta.org/>.

## 2.4 Prospective Project Ridership

Prospective ridership must be considered when analyzing the potential effects of the Project on protected populations.

In accordance with guidance from the FTA Title VI Circular and BART’s FTA-approved Title VI service and fare analysis methodologies, BART develops demographic profiles for service analyses by using

American Community Survey (ACS) and/or US Census data. For fare analyses, BART uses ridership data from surveys.

**2.4.1 Definitions:**

The definitions and thresholds used in this report are as follows:

- **Minority Definition:** Pursuant to the Circular and federal guidelines, minority populations are defined as individuals who have identified themselves to be American Indian or Alaska Native; Asian; Black or African American; Hispanic or Latino; Native Hawaiian or Other Pacific Islander; some other race (non-white), or two or more races.
- **Low-Income Definition:** BART defines low-income populations as those who are at or below 200% of the poverty level established for households of different sizes by the Department of Health and Human Services (HHS) poverty guidelines. This assumption is more inclusive of low-income populations, accounting for the Bay Area’s higher cost of living. The 200% threshold is also consistent with the Metropolitan Transportation Commission’s definition. The combinations of household size and income that are defined as “low-income” are shown in **Table 4:**

**Table 4: 2016 Poverty Guidelines: Federal\* and the BART Service Area**

Persons in family/household	Poverty Guideline (Federal)	200% (BART 5-County Service Area)
1	\$11,880	\$23,760
2	\$16,020	\$32,040
3	\$20,160	\$40,320
4	\$24,300	\$48,600
5	\$28,440	\$56,880
6	\$32,580	\$65,160
7	\$36,730	\$73,460
8	\$40,890	\$81,780

\*For the 48 contiguous states and the District of Columbia  
 Source: U.S. Department of Health & Human Services

## Section 3: New Service Analysis Methodology

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Potential effects of the new service on minority and low-income riders are analyzed using the methodology described in this section. Pursuant to FTA Circular 4702.1B, BART staff developed a major service change methodology that was reviewed and approved by the FTA in May 2013 and January 2014. This methodology has been applied to the service options for the new Milpitas and Berryessa/North San José Stations, which have been analyzed together as the new, single SVBX service extension.

BART's Title VI service methodology is also consistent with BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy). The Board adopted this policy on July 11, 2013 following extensive public engagement that included staff presentations to the Title VI/ Environmental Justice and Limited English Proficiency (LEP) Advisory Committees as well as focus group meetings with local transportation equity advocacy groups.<sup>3</sup>

### 3.1 New Service Assessments

Pursuant to the FTA Circular and BART's DI/DB Policy, BART's New Service Analysis includes a **demographic assessment** and a **travel time assessment** for the Project. This section describes the methodology to complete these assessments.

#### *3.1.1 New Service Demographic Assessment:*

- **Description:** The New Service Demographic Assessment compares the proportion of minority and low-income populations projected to use the Project to BART's five-county minority and low-income populations.
- **Requirement:** Pursuant to the Circular and BART's DI/DB Policy Section 3(a), a demographic assessment is required for any major service change.
- **Data Used:** American Community Survey (ACS) 2011-2015, per guidance from FTA Title VI Circular, and BART's FTA-approved Title VI service analysis methodology.

<sup>3</sup> Additionally, the DI/DB Policy was posted on bart.gov and social media outlets such as Facebook and Twitter, and a corresponding webinar was available on BART TV via YouTube.

The steps followed to complete the demographic assessment are described below.

**Step 1: Identify the Data Source**

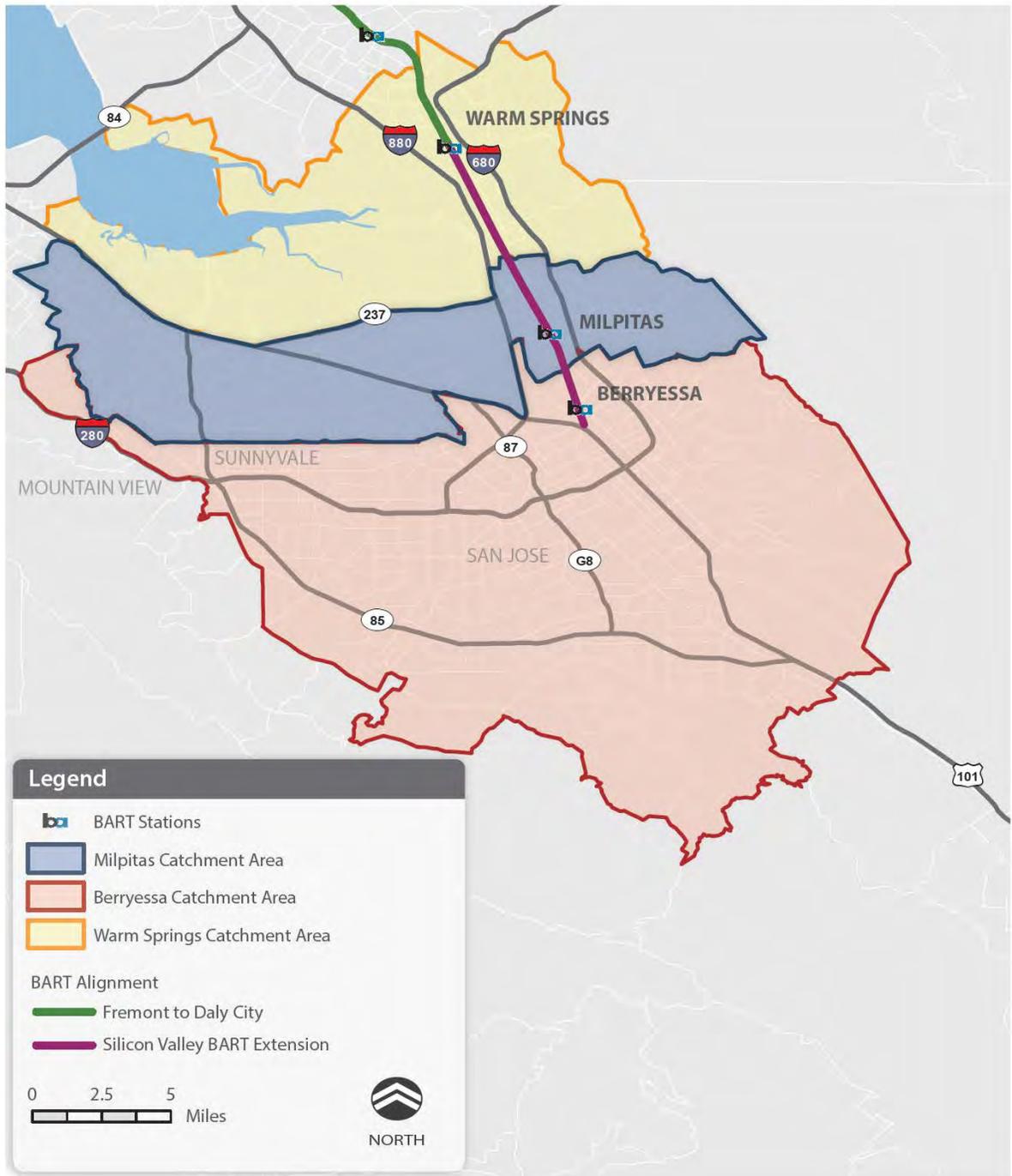
ACS 2011-2015 data was used to project potential riders using the Milpitas and Berryessa/North San José Stations. ACS 2011-2015 data provides population and demographic data at the census tract level in the Project catchment area.

**Step 2: Determine the Project Catchment Area**

Demographic data from the catchment area for the new service is required for a new service analysis. A catchment area is the geographic area from which a BART station draws its ridership. BART's goal in defining the Project catchment area was to determine where a majority of potential Project riders resides.

Catchment areas for the Milpitas and Berryessa/North San José Stations were estimated using the 2015 Warm Springs Title VI analysis, where the Warm Springs/South Fremont catchment area was extended 12.5 miles to the south of the Warm Springs/South Fremont Station location into Santa Clara County. To determine the Berryessa/North San José catchment area, this radius was shifted farther south to start from the location of the Berryessa/North San José Station, while the western boundary of the Warm Springs/South Fremont catchment area was widened, as the bay will no longer be a constraint to the west. The estimated Berryessa/North San José catchment area is similar in size to the catchment areas of previous and existing end-of-line stations, including Millbrae and Fremont. The Milpitas catchment area was estimated to include the area between the north border of the Berryessa/North San José catchment area and a point approximately one-third of the distance north to the Warm Springs/South Fremont Station. The location of this border reflects the fact that riders originating trips between stations should be more willing to drive farther in the direction they are traveling rather than backtracking to a station further from their final destination, even if it is closer to their origin location. **Figure 3** below shows these estimated catchment areas, which represent the potential pool of riders who may use the new service at each station.

Figure 3: Silicon Valley Berryessa Extension Catchment Area

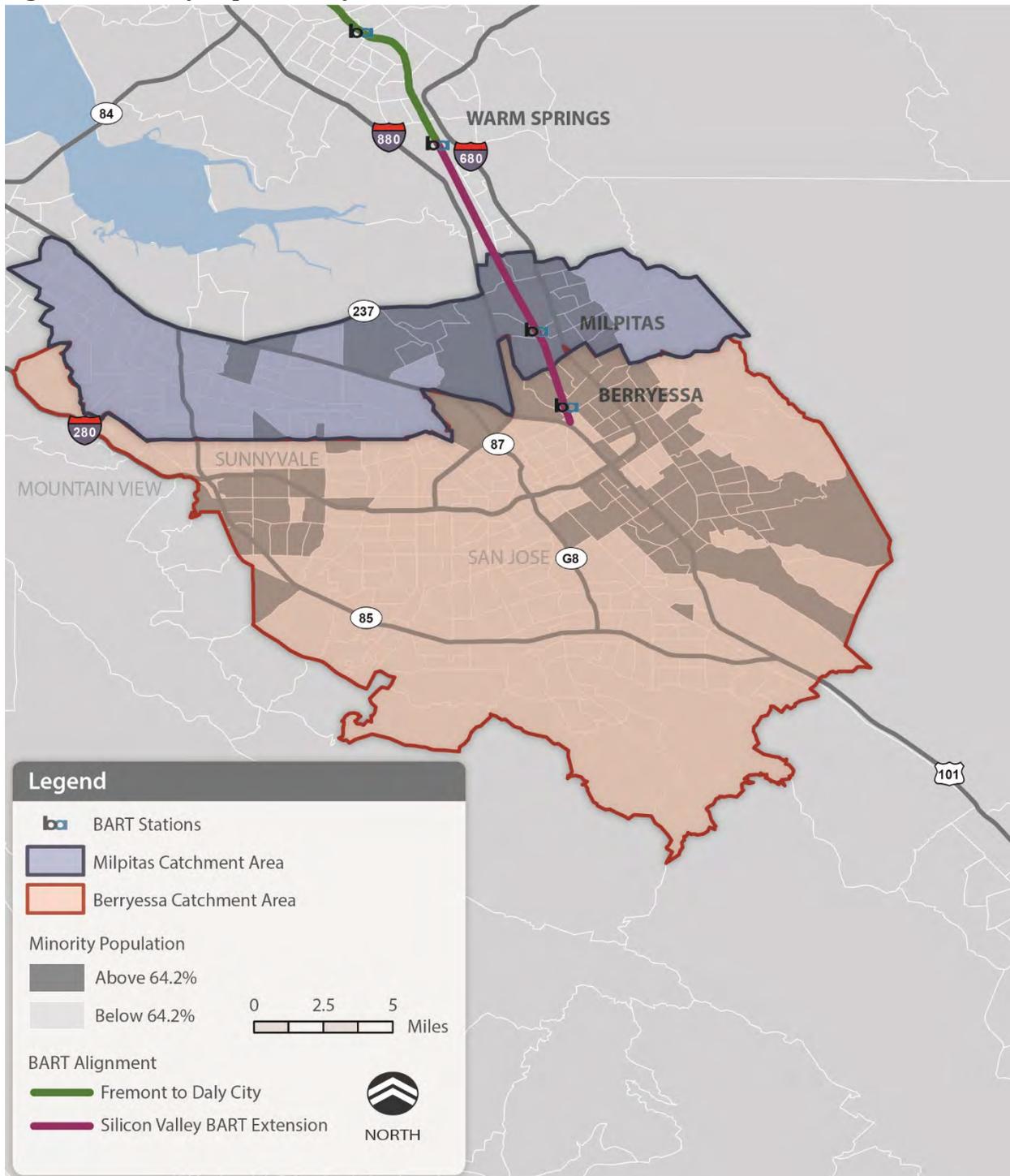


### **Step 3: Determine the share of protected populations for the Project catchment areas**

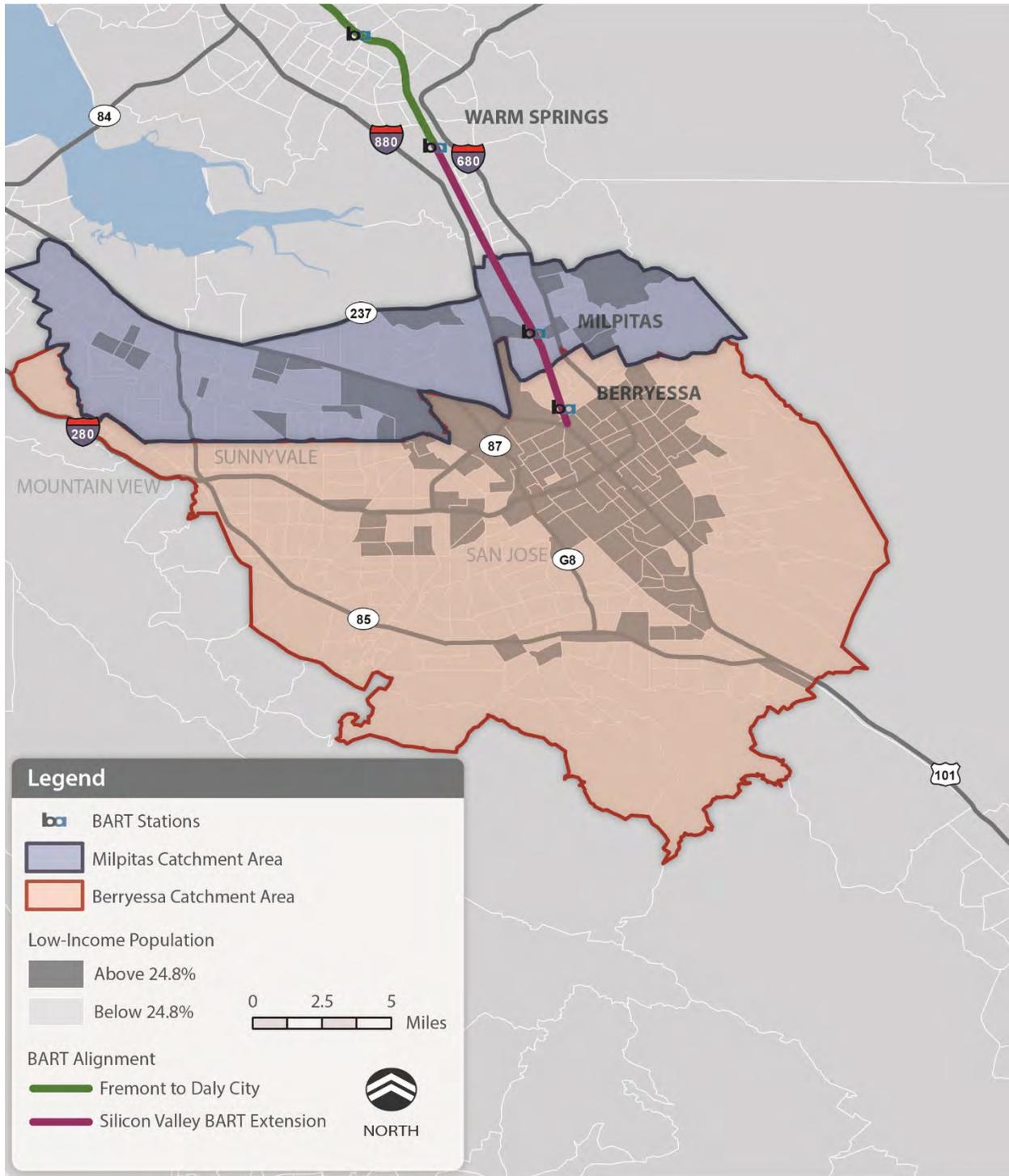
This analysis used BART's five-county service area definitions and thresholds for minority and low-income populations. Each census tract within the study area was analyzed to determine if the percentage of minority and low-income populations exceeded the five-county service area average based on the minority and low-income population definitions and thresholds defined in Section 2.4.1. **Figure 4** and **Figure 5** below display census tracts within the catchment area where the percentage of minority and low-income populations was greater than the five-county service area average percent minority or low-income population.

There is a concentration of low-income residents near the Berryessa/North San José Station and south into East San José. There are high concentrations of minority residents throughout each Project catchment area, as is the case throughout the BART service area.

**Figure 4: Minority Population by Census Tract in Catchment Area**



**Figure 5: Low-Income Population by Census Tract in Catchment Area**



**Step 4: Determine the share of protected populations in the BART service area**

An analysis of catchment area population data shows that prospective ridership for Milpitas and Berryessa/North San José Stations is estimated to be 66.5% minority and 22.2% low-income. **Table 5** shows the breakdown of protected populations in the five-county BART service area (62.4% minority and 24.8% low-income), the total Project catchment area, and the catchment areas for Milpitas and Berryessa/North San José Stations.

**Table 5: Project Catchment Area Demographic Breakdown**

	Minority	Low-Income
<b>BART 5-County Service Area</b>	<b>62.4%</b>	<b>24.8%</b>
Milpitas Catchment Area	64.3%	17.5%
Berryessa/North San José Catchment Area	67.4%	24.0%
<b>Project Catchment Area Total</b>	<b>66.5%</b>	<b>22.2%</b>

**Step 5: Apply BART’s Disparate Impact and Disproportionate Burden Policy**

Pursuant to the Circular, BART must evaluate impacts of a proposed new service by using its DI/DB Policy. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected service’s protected population (minority or low-income) share and overall system’s protected population (minority or low-income) share exceeds the 10% new service threshold set forth in the DI/DB Policy and so may result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

A 10% difference, however, is not considered to result in a disproportionate impact if the new service benefits protected populations. For this Project, affected populations include ridership for the new service and ridership for any existing lines where service will change because of the new service.

**Step 6: Alternative Measures**

If a New Service Demographic Assessment finds that minority populations would experience disparate impacts from the proposed service change, BART will take steps to avoid, minimize, or mitigate these disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority populations, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed major service change only if BART can show:

- A substantial legitimate justification for the proposed Project service change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

If the Assessment finds that low-income populations experience a disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the proposed new service.

### *3.1.2 New Service Travel Time Assessment:*

- Description: The New Service Travel Time Assessment compares the travel time between the Project stations and the existing Fremont Station before and after the new service for protected and nonprotected populations.
- Requirement: Pursuant to the Circular and BART's DI/DB Policy Section 3(a), a travel time assessment is required for any major service change and population data should be used for this analysis.

Data Used: ACS 2011-2015 and VTA Existing and Proposed (VTA Next Network Plan) Bus and Light Rail Schedules.

#### **Step 1: Identify the data source**

ACS 2011-2015 data was used to project potential riders using the Milpitas and Berryessa/North San José Stations. ACS 2011-2015 provides population and demographic data at the census tract level in the Project catchment area.

#### **Step 2: Determine the Project Catchment Area**

The project catchment area is the same as defined above in section 3.1.1 Demographic Assessment.

#### **Step 3: Determine the share of protected riders for the Project Catchment Area**

For this analysis, BART's five-county service area definitions and thresholds for minority and low-income populations are used (see Section 2.3). According to the ACS 2011-2015, 62.4% of BART's five-county service area population is minority and 24.8% is low-income.

For the catchment area surrounding the two Project stations, the ACS 2011-2015 data shows that 66.5% of the population is minority and 22.2% is low-income.

#### **Step 4: Determine the percent change in travel time, before and after the service change**

This assessment requires estimating the existing travel times and comparing them to the planned travel times from the Milpitas and Berryessa/North San José Stations to Fremont Station. Travel times for minority and low-income populations are compared to travel times for non-minority and non-low-income populations using weighted averages of protected populations in each station's catchment area.

Weighted averages are used because, as shown in **Table 5**, the percentages of low-income and minority populations for the two catchment areas are different. By weighting the travel times by the percentage of protected populations in each station's catchment area, the analysis can account for this difference. The travel time differences for each Project station were multiplied by the population in each station's catchment area, and then the sum of these two products was divided by the total combined population of the two catchment areas to estimate weighted average travel times. This calculation was done for both the protected and non-protected populations to allow the comparison of the two, with the results shown in **Table 10** on page 31.

Two VTA express bus lines, Line 180 and Line 181, provide the existing public transportation alternatives connecting BART's Fremont Station to the Milpitas and Berryessa/North San José Station

areas. These express bus lines will be wholly or partially replaced by SVBX once service commences. As Lines 180 and 181 serve only Fremont Station, it was not possible to analyze Warm Springs/South Fremont Station travel times. Thus, Lines 180 and 181 are the closest comparable existing transit service. Since express buses do not make stops within walking distance of the future Berryessa/North San José Station location, the travel times for this station include travel times on local bus routes plus time to transfer to the express route.

Google Maps’ transit directions were used to estimate the door-to-door travel times from Milpitas and Berryessa/North San José Station locations to Fremont Station for the existing public transport alternatives (including the transfer time between the local and express buses for Berryessa/North San José Station). All travel times for existing transit services are summarized in **Tables 3a** and **3b** on pages 14 and 15 above. To estimate one average travel time for each station, northbound and southbound travel times were averaged for each existing public transit route, and travel times for the two alternative transit routes to Berryessa/North San José Station were averaged. The northbound and southbound planned BART travel times were also averaged to estimate the future travel times to each station. **Table 6** shows the resulting average travel times used for the travel time assessment.

**Table 6: Existing and Planned Travel Times to Fremont Station (Average of Northbound and Southbound Times)**

	Existing Service (Express Bus)	Planned BART Travel Time
Milpitas Station to Fremont Station	43 minutes <sup>1</sup>	14 minutes
Berryessa/North San José Station to Fremont Station	71 minutes <sup>2</sup>	19 minutes

<sup>1</sup> VTA Express Line 180.

<sup>2</sup> Average of VTA Local Route 77 to Express Line 180 and VTA Local Route 61 to Express Line 181, including transfer time to express bus.

The percent change in travel time before and after the new service was calculated. Individually, minority and low-income riders will not experience different travel times compared to non-protected riders. However, when considering the two stations together for this new service analysis, the weighted average travel times for minority and low-income riders are slightly higher than the weighted average travel times for non-protected populations. This accounts for the fact that the protected populations are a lower percentage of the total population for the Milpitas Station than for the Berryessa/North San José Station.

**Step 5: Apply BART’s Disparate Impact and Disproportionate Burden Policy**

Pursuant to the Circular, BART must evaluate impacts of a proposed new service by applying its DI/DB Policy to determine whether the difference between the percent change in travel times for protected populations or riders is equal to or greater than 10% when compared to the percent change in travel time for non-protected populations or riders. A 10% difference, however, is not considered to be a disparate impact if the new service benefits protected populations. For this new service, affected populations include all residents in the catchment areas of the new stations.

**Step 6: Alternative Measures**

If this travel time assessment finds that minority populations experience disparate impacts from the proposed new service, BART will take steps to avoid, minimize, or mitigate these disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority populations, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed major service change only if BART can show:

- A substantial legitimate justification for the proposed Project service change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

If the assessment finds that low-income populations experience a disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the proposed new service.

## Section 4: Service Analysis Findings

The findings from the New Service Analysis indicate that the proposed Silicon Valley Berryessa Extension service will neither result in a disparate impact on minority riders nor will it disproportionately burden low-income riders.

### 4.1. Demographic Assessment Findings:

#### 4.1.1 Projected Ridership, New Service:

The New Service Demographic Assessment estimates the proportion of minority and low-income populations projected to be in the Project station catchment areas, as compared to BART's five-county service area minority and low-income populations. The demographic assessment evaluates whether the potential riders on the Project's new service are predominately minority or low-income when compared to BART's five-county system-wide population, based on ACS 2011-2015 data. The assessment also evaluates whether riders who may be affected by a service option are disproportionately minority or low-income. The results of this assessment are shown in **Table 7**.

**Table 7: Protected Share of Ridership**

	Minority <sup>1</sup>	Percent Difference <sup>2</sup>	Low-Income <sup>1</sup>	Percent Difference <sup>2</sup>
<b>BART 5-County Service Area</b>	<b>62.4%</b>	-	<b>24.8%</b>	-
Milpitas Catchment Area	64.3%	1.9%	17.5%	-7.3%
Berryessa/North San José Catchment Area	67.4%	5.0%	24.0%	-0.8%
<b>Project Catchment Area Total</b>	<b>66.5%</b>	<b>4.1%</b>	<b>22.2%</b>	<b>-2.6%</b>

<sup>1</sup>Values are expressed as a percentage of the total population.

<sup>2</sup>Compared to the existing BART service area.

The proportions of low-income and minority populations in the combined Milpitas and Berryessa/North San José catchment areas are similar to the five-county BART service area. The SVBX catchment area is 2.6% less low-income and 4.1% more minority than the five-county BART service area. The Berryessa/North San José catchment area has a larger low-income population than Milpitas, while the Milpitas and Berryessa/North San José catchment areas have similar minority population proportions. None of these percent differences between protected and nonprotected populations exceeds the DI/DB Policy's 10% threshold. Furthermore, all service plan options, weekday and evening/weekend, provide a service benefit to the Project ridership. Each service option will provide similar levels of service to the project stations, and thus are not analyzed individually for this assessment. As protected populations will benefit from the new service, they will not experience adverse effects from it. Therefore, the demographic assessment found no disparate impact or disproportionate burden on, respectively, minority or low-income populations.

4.1.2 Existing Line Ridership:

The demographic assessment of the New Service Analysis compares the proportion of minority and low-income populations affected by the Project’s service plan options to BART’s five-county service area. As noted above, all service plan options, weekday and evening/weekend, provide a service benefit to Project ridership. The stations with service increases benefit a predominately minority ridership that is similar to BART’s five-county service area.

The only service decrease among the proposed temporary service alternatives is the weekend Option B. This option includes a shortened Saturday-only Green Line which would no longer serve Daly City, Balboa Park, Glen Park, Union City and Fremont Stations. This would reduce the frequency of service at these stations. The demographics of riders in the catchment areas of these stations and the five-county service area are compared in **Table 8** below.

**Table 8: Population in catchment areas affected by Option B**

Area	Minority	Low-Income
BART 5-County Service Area	62.4%	24.8%
Catchment Area of Stations Affected by Option B	66.1%	31.3%
Percent Difference	3.7%	6.5%

Service Option B would result in a decrease in service, as mentioned in the above paragraph and **Table 2** and **Table 8**. However, where service decreases exist, percentages of minority and low-income ridership are similar to BART’s five-county service area and do not exceed the 10% DI/DB Policy threshold: the affected population is 3.7% more minority than the five-county BART service area and 6.5% more low-income. Therefore, the finding is made that protected riders will not experience a disproportionate adverse impact from Option B.

Additional analysis of the proposed service options can be found in *Appendix B*, for informational purposes only.

Per the DI/DB Policy, adverse effects of a new service are borne disproportionately by protected riders when the difference between the new service’s protected ridership share and the overall system’s protected ridership share is equal to or greater than 10%. In this case, protected ridership originating from the Project catchment area will not be adversely affected because the Project will provide better service, frequent headways, and travel time savings. Instead, Project ridership, which has minority and low-income proportions that are very similar to BART’s five-county service area, will enjoy new benefits as a result of the new service. Therefore, no disproportionate impact was found on protected populations because the new service will benefit, not burden, its protected ridership. Therefore, minority riders will not experience a disparate impact and low-income riders will not experience a disproportionate burden from the Project.

## 4.2 Travel Time Assessment Findings

The travel time assessment compares the percent change in travel times for protected populations or riders to the percent change in travel time for non-protected populations or riders. The travel time assessment uses travel times between the two new SVBX stations and Fremont Station because the comparable existing transit routes serve this station and do not serve the Warm Springs/South Fremont Station.

Estimated travel times for existing riders affected by the service change are compared before and after the new service, based on the proposed service plan. (See Section 2.2 Alternative Modes). The existing public transport alternatives connecting the Milpitas and Berryessa/North San José Station areas with the rest of the BART system include two express bus lines operated by VTA: Line 180 and Line 181. These express bus lines serve Fremont Station and will eventually be wholly or partially replaced by the BART extension. Thus, they are the closest comparable existing transit service. Travel times to Fremont Station have been used for the travel time comparison.

Details of the service characteristics of VTA routes 180 and 181, and connecting local routes are shown in **Tables 3a and 3b** on pages 14 and 15, and compared with the planned BART service characteristics between the two new stations and Fremont Station. These travel times were estimated using Google Maps transit travel times between the SVBX future station locations and Fremont Station for the peak travel direction in the morning and afternoon. The northbound and southbound travel times were averaged, and the two alternative routes from Berryessa/North San José Station were also averaged, to estimate the existing transit service travel times in **Table 9** below.

The existing travel time between Milpitas and Fremont Stations is 43 minutes, and the average existing travel time between Berryessa/North San José and Fremont Stations is 71 minutes, confirming that the new service would create a travel time improvement for all riders between the new stations and Fremont Station. Station-to-station travel times will not differ between the proposed service options, but some riders will experience additional wait time when transferring between the Green and Orange Lines. However, because the express bus lines currently terminate at the Fremont Station, passengers wishing to travel farther currently experience some transfer time as well. Differing wait times proposed in the service options tend to balance out between the Green and Orange Lines, as the two lines substitute for each other between the options. The service options are not analyzed individually for this assessment, as it was determined that the travel time differences would be small due to this balancing between the options (this is shown to be the case for vehicle loads in the Proposed Service Options Analysis, *Appendix B*). The service decreases noted above in Option B would result in decreased frequencies at affected stations, but would have only small effects on travel times for a limited number of people. Additional analysis of the proposed service options is included with this report in *Appendix B*.

**Table 9: Existing and Planned Travel Times to Fremont Station (Average of Northbound and Southbound Travel Times)**

	Existing Service (Express Bus)	Planned BART Travel Time
Milpitas Station to Fremont Station	43 minutes <sup>1</sup>	14 minutes
Berryessa/North San José Station to Fremont Station	71 minutes <sup>2</sup>	19 minutes

<sup>1</sup> VTA Express Line 180

<sup>2</sup> Average of VTA Express Line 180 and VTA Express Line 181, including local route access and transfer to express bus

In order to consider the combined effect of these two new stations that comprise the new service, the average travel times to each station (calculated above based on estimated travel times shown in **Table 3**) are combined for this assessment using a weighted average of the low-income and minority populations in the catchment areas of each station. For the low-income population, the travel time to Milpitas is multiplied by the number of low-income residents in the Milpitas catchment area, and the travel time to Berryessa/North San José is multiplied by the number of low-income residents in the Berryessa/North San José catchment area. These two values are summed and divided by the total number of low-income residents in the combined catchment areas to estimate the weighted average SVBX travel time for low-income riders. This calculation is repeated for non-low-income, minority, and non-minority riders as well as the total study area population. Additional details related to these calculations are included in *Appendix C*, including travel time assessments for the individual project stations, for informational purposes only. These calculations result in existing and planned travel times for the total population, protected, and non-protected populations, which provide the basis for the travel time assessment. **Table 10** shows the quantitative travel time assessment comparing existing and planned future travel times between Project stations and Fremont for minority and low-income populations.

**Table 10: Travel Time Assessment – Weighted Average Travel Times Between Project Stations and Fremont Station**

	Existing Transit Average Travel Time (min) <sup>1</sup>	Planned SVBX Average Travel Time (min) <sup>1</sup>	Time Difference (min)	Percent Change (%)
Total Population	63.01	17.60	-45.41	-72.07%
Minority Population	63.28	17.65	-45.64	-72.12%
Non-Minority Population	62.47	17.50	-44.97	-71.98%
<b>Difference between Minority and Non-Minority</b>	<b>0.81</b>	<b>0.15</b>	<b>0.67</b>	<b>0.14%</b>
Low-Income Population	64.71	17.90	-46.81	-72.34%
Non-Low-Income Population	62.51	17.51	-45.00	-71.99%
<b>Difference between Low-Income and Non-Low-Income</b>	<b>2.20</b>	<b>0.39</b>	<b>1.81</b>	<b>0.35%</b>

<sup>1</sup> Times are the weighted average travel times for trips between Fremont and Milpitas stations and Fremont and the Berryessa/North San José stations. The weighting is based on the percentage of the protected population in each station catchment area.

With the new service, riders on average will experience a 45-minute time savings between Project stations and Fremont, or a 72% reduction in travel time (see **Tables 3a and 3b** on pages 14 and 15 for reference as to how these travel times were determined). The results show that the Project would benefit all populations, including minority and low-income, within the Project catchment area.

Due to the difference in protected and non-protected populations in the SVBX station catchment areas, minority and low-income riders may experience slightly different average travel time changes after the new service is implemented: minority populations would experience an average travel time savings 0.14% greater than non-minority populations, and low-income populations would experience an average travel time savings 0.35% greater than non-low-income populations. These differences occur because the average travel times have been weighted by the percentage of the population in each station area catchment area as explained earlier in section 3.1.2. These differences do not exceed the DI/DB policy’s 10% threshold and are in the favor of protected populations. The results show that the Project would benefit all populations, including minority and low-income, within the Project catchment area. The travel time assessment finding is that minority populations will not experience a disparate impact and low-income populations will not experience a disproportionate burden with the new service.

The three service options will add new BART service at the new Milpitas and Berryessa/North San José Stations. Option 1 and Option 2 would also increase service at Warm Springs/South Fremont Station, as it would be served by both the Green and Orange Lines. Travel times will potentially change due to increased or decreased wait times for transfers required in the service options. On average, these changes will be small; as shown in the Service Options Analysis, *Appendix B*, wait time

increases on one line are associated with decreases on other lines. Option B would decrease service at three San Francisco stations and two East Bay stations, but this would result primarily in frequency decreases at these stations, and would likely have small effects on travel times.

### 4.3 New Service Benefits and Burdens

Based on the New Service analyses performed, the Project would benefit all populations, including minority and low-income populations in the surrounding areas. Minority and low-income populations will not only have improved access to transit (the new BART extension will add an additional transportation mode to Santa Clara County) but will also experience travel time savings. Headways will be reduced by over 50% (**Tables 3, 9 and 10**), and there will be enhanced service reliability due to consistent headways and the Project's being a new fixed guideway that is not dependent on road or traffic conditions, unlike alternative modes serving the area (**Table 3**).

Public comments collected by BART during its extensive and inclusive multilingual outreach between September and October 2017 support the findings that the new service would benefit, not adversely affect, all Project riders; these comments support the finding that there is no disparate impact on minority populations and no disproportionate burden on low-income populations.

Feedback was positive for the opening of the new Project stations. For example, comments received stated:

*"I would be so excited to have BART going from San Jose to San Francisco. Also I could board from san jose and visit family in pleasant hill area. Would make my life much better."*

*"I am so happy that it going to be extending"*

*"Just do it! We need BART to San Jose so badly! I would take BART to SF and to my parents home in El Cerrito if I could. I would gladly pay taxes to help support this effort."*

In addition, public comments received inquired about further extending the BART line past the new stations in Milpitas and Berryessa/North San José:

*"Extend train to San Jose Diridon"*

*"Please extend south from Milbrae to Cupertino/MTV, etc."*

However, customers did comment about the frequency of trains and crowded cars especially with the addition of the new stations:

*"It is great that bart is extending the service to the new cities. But the service level is still degrading. During commute hours people have hardly any space to even stand. Are we thinking to increase the number of trains or increase the number of parallel lines or other options which can reduce the pressure on bart."*

*"If you are extending to Milpitas or San Jose stations Please add more cars or increase the frequency of the bart to every 5mins or 7 mins bart"*

All comments throughout the analysis are transcribed as written by the survey taker. Survey respondents were diverse and represented protected populations. For more information on BART's Silicon Valley Berryessa Extension Title VI outreach, please refer to the Public Participation Report attached to this Equity Analysis.

In accordance with FTA Circular 4702.1B, BART's DI/DB Policy, and BART's FTA-approved service methodology, any major service change must be assessed using two separate analyses, a demographic assessment and a travel time assessment. Section 4 above satisfies both analyses requirements. The demographic assessment did not find a disproportionate adverse impact on protected riders. The travel time evaluation conducted compares the average travel times between the Project station locations and Fremont Station, and the average travel times with and without the Project that protected and non-protected riders would experience. The results of the travel time assessment show that protected and non-protected riders are anticipated to experience almost equal reductions in travel time with the Project service. Based on the results of these two analyses, the Project's new service will not result in a disparate impact on minority riders nor will it disproportionately burden low-income riders. Project service instead will provide a benefit by offering faster, more frequent service to Project riders, who are predominately minority.

## Section 5: Fare Analysis Findings

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This section begins with a description of the proposed fare-setting for the new service to Milpitas and Berryessa/San José Stations and goes on to provide the demographics of Project ridership and BART's system-wide ridership. Public comment on the proposed fares is also included as is information on alternative transit modes and fare payment types. The section concludes with an equity finding regarding the proposed fare-setting.

All fares used in this report are adult Clipper fares effective January 1, 2018; the adult fare for a trip made with a magnetic stripe ticket is equal to the Clipper fare plus \$0.50.

### 5.1 Proposed Fares for Milpitas and Berryessa/North San José

In accordance with the 2001 Comprehensive Agreement between BART and VTA, proposed fares for service between the Project stations and the rest of the BART system are calculated by applying BART's existing distance-based fare structure. No new surcharges are proposed to be assessed for trips to or from the Project stations. Thus, the Project fare-setting proposal would not be a fare change; it would not increase or decrease BART's distance-based fares. Additionally, while the proposed fares are new fares for new service, they have been calculated by using BART's existing distance-based fare structure as was the case for similar new service recently opened by BART, including West Dublin/Pleasanton and Warm Springs/South Fremont.

### 5.2 Data Sources for Ridership Demographics

This assessment uses data from the 2016 BART Customer Satisfaction Survey and 2011 WSX Title VI Equity Analysis to generate a demographic profile of existing BART riders.

The VTA 2013 Customer Survey data provided the share of protected riders for potential future Project ridership. VTA 2013 Customer Survey data was filtered to include only riders on express routes serving the current Fremont Station. This includes routes 180 and 181, analyzed as overlapping service in the above Travel Time Assessment, and express routes 120 and 140, which only partially overlap future BART service and do not serve the Milpitas or Berryessa/North San José Station areas, but still provide additional information about riders who may use the BART extension in the future. Ethnicity and income of riders from these surveys were used to determine the shares of minority and low-income riders on these lines. Low-income ridership was estimated using the BART low-income definitions, described below. Rider demographics from these bus lines have been used as a reasonable proxy for future ridership on the new SVBX service. However, it is possible that BART service will attract new riders who may differ from existing express bus riders. Additionally, the VTA survey data requires some adjusting to be compared directly with BART ridership data, as described in the following section.

### 5.3 Survey Findings: Demographics

This section provides the demographics of the Project area populations and BART’s current overall ridership for informational purposes. The VTA 2013 Customer Survey data was used for Project populations, and BART ridership demographics were obtained from the 2016 Customer Satisfaction Survey and the 2011 WSX Survey. as the Warm Springs/South Fremont Station opened in 2017.

#### 5.3.1 Minority

A “non-minority” classification refers to those who identified themselves in the survey as “white.” A “minority” classification includes the combined responses from all other races or ethnic identities. For informational purposes, the percentages are shown in **Table 11** below. VTA 2013 Customer Survey respondents using comparable express bus lines are 83.5% minority compared to 64.7% of existing BART riders who are minority, based on data from BART’s 2016 Customer Satisfaction Survey and 2011 WSX Title VI Equity Analysis survey.

**Table11: Survey Findings – Minority Riders  
(Percent of Total Ridership)**

	New Service Ridership based on VTA Bus Survey (Milpitas and Berryessa/North San José)	BART Ridership (Existing 4-County Service)	Percent Difference
Minority	83.5%	64.7%	18.8%
Non-Minority	16.5%	35.3%	

#### 5.3.2 Low-Income

To determine if a survey respondent is “low-income,” BART and the Metropolitan Transportation Commission (MTC) consider both the respondent’s household size and income level. Consistent with BART’s Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. Approximating 200% of the federal poverty level is done by considering both household size and household income.

**Table 12** below summarizes the household size and household income combinations that comprise “low-income” as shown previously in **Table 4**.

**Table 12: Low-income by household size – BART definition**

LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

As an example, a household of two or more people with an income of \$33,000 would be considered low-income. The eight income ranges used in the 2016 Customer Satisfaction Survey are the following:

- Under \$25,000
- \$25,000-\$34,999
- \$35,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$74,999
- \$75,000-\$99,999
- \$100,000+

The 2016 Customer Satisfaction Survey did not include Warm Springs Extension respondents, as that station opened in 2017. The data source for Warm Springs/South Fremont riders, the 2011 WSX Survey, did not ask respondents to identify their household size, and so WSX survey data cannot be combined with 2016 Customer Satisfaction Survey data to factor in the percentage of low-income WSX riders. Therefore, this analysis uses the 2016 Customer Satisfaction Survey for income information on current BART riders, with a finding that 26.4% of BART riders are considered low-income.

The VTA survey low-income analysis applied the 2016 Customer Satisfaction Survey low-income definition, which considers both income and household size. BART's \$50,000 to \$59,999 income category was not part of the VTA survey (see VTA income ranges below), and so all respondents of any household size making more than \$50,000 were considered non-low-income, in addition to the other income and household size categories considered non-low-income. **Table 13** shows the adjusted low-income by household size definition used for the VTA survey for this assessment. The low-income ridership percentage shown in **Table 14** below, however, remains representative as few VTA survey respondents (less than 4%) had incomes of \$50,000 to \$99,999 and a household size of five or more. The VTA survey income ranges are:

- Under \$25,000
- \$25,000-\$34,999
- \$35,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$99,999
- \$100,000-\$149,999
- \$150,000-\$199,999
- \$200,000+

**Table 13: Low-income by household size – Definition used for VTA survey**

Household Size	Household Income
1+	Under \$25k
2+	Under \$35k
3+	Under \$40k
4+	Under \$50k

For informational purposes, the results of the low-income rider analysis are summarized in **Table 14** below.

**Table14: Survey Findings – Low-Income Riders  
(Percent of Total Ridership)**

	New Service Ridership based on VTA Bus Survey (Milpitas and Berryessa/North San José)	BART Ridership (Existing 4-county Service excluding Warm Springs)	Percent Difference
Low-Income	40.0%	26.4%	13.6%
Non-Low-Income	60.0%	73.6%	

## 5.4 Survey Findings: Public Outreach

### 5.4.1 2017 SVBX Survey

The 2017 SVBX outreach survey gave respondents an opportunity to provide feedback about BART’s proposed SVBX fares. For more detailed information about the survey and public feedback, please refer to the attached Public Participation Report.

Question 10 of the 2017 SVBX survey asked respondents to provide any general comments about BART’s proposed fares for Milpitas and Berryessa/North San José Stations. The question included example proposed Clipper fares of \$7.50 between Embarcadero Station and Milpitas Station and \$7.75 between Embarcadero Station and Berryessa/North San José Station; these proposed fares are

respectively \$0.75 and \$1.00 more than the fare between Warm Springs/South Fremont and Embarcadero Stations.

Approximately 33.3% of all respondents provided comments to Question 10. 66.7% did not provide any comments (either leaving it blank or indicating they had no comments), which can indicate neutrality or potentially some level of acceptance.

Respondent remarks have been generally grouped into either “Support” or “Don’t Support.” A third category, “No Preference,” includes those respondents who left it blank or noted they had no comments. Among minority respondents, 48.1% expressed support for the proposed fares, 3.4% did not support the proposal, and 48.5% did not state a preference. Among low-income respondents, 47.5% indicated support, 5.9% were not in support, and 46.7% did not state a preference. “No preference” as noted above can indicate neutrality or potentially some level of acceptance.

Comments regarding the Project’s proposed fares included:

*“Any fare with BART is still so much more feasible (sic) than taking any other kind of transportation. No complaints from me!”*

*“Seems reasonable to charge fares that way, since that's the fare scheme for the rest of the system.”*

*“That is way too expensive. \$15 roundtrip to get into the city? The high ticket price will just encourage people to drive (especially if it's more than two people)”*

## 5.5 Alternative Transit Modes Including Fare Payment Types

BART operates a heavy rail system, which is the mode that will connect the new Milpitas and Berryessa/North San José Stations with BART’s Warm Springs/South Fremont Station, as well as an automated people mover that links the BART Coliseum Station and Oakland International Airport. Because Warm Springs/South Fremont is the current end-of-the-line station to which the new service will connect, proposed fares to/from Warm Springs/South Fremont are used for comparison purposes to VTA express bus fares, as shown in **Table 15** below.

The BART fares in **Table 15** are those paid for with the Clipper card; trips made with BART’s mag stripe ticket cost an additional 50 cents. Clipper fares are used in this analysis because more than 75% of current BART trips are made with Clipper as of January 2018, and this percentage is expected to grow as riders switch to Clipper to avoid the mag stripe ticket fee.

**Table 15: Local Cash Fare BART vs. VTA (Fares effective January 1, 2018)**

	Local Cash Fare	Day Pass
BART: Berryessa/North San José to Warm Springs/South Fremont, paid with Clipper	\$2.85*	NA
BART: Milpitas to Warm Springs/South Fremont, paid with Clipper	\$2.45*	NA
VTA Express Bus Fares	\$4.50	\$13.50**

\*Fares paid with mag-stripe paper tickets are 50 cents more per trip

\*\*Day pass is available only on Clipper

The proposed fare for a BART trip between Warm Springs/South Fremont Station and Milpitas is \$2.45, and the proposed fare between Warm Springs/South Fremont and Berryessa/North San José is \$2.85.<sup>4</sup> Each of these fares is lower than VTA’s cash fare of \$4.50 for express bus routes. BART does not offer a day pass, but four trips made with Clipper between Project stations and Warm Springs/South Fremont would cost \$9.80 (Milpitas) or \$11.40 (Berryessa/North San José), both of which are less than the \$13.50 VTA day pass.

**Table 16** shows the incremental fares proposed to be charged for trips between the rest of the BART system and Milpitas and Berryessa/North San José Stations.<sup>5</sup> For example, the Clipper fare for a trip between Embarcadero and Warm Springs/South Fremont is \$6.75 effective January 2018. The additional fare proposed to be charged to get the rider beyond Warm Springs/South Fremont Station to Milpitas Station is \$0.75, for a total fare of \$7.50. \$0.75 is the incremental fare for approximately 75% of trips, and \$0.70 is charged for the remaining trips.

The additional fare proposed to be charged to extend this trip from Warm Springs/South Fremont to Berryessa/North San José Station is \$1.00, for a total fare of \$7.75 between Embarcadero and Berryessa/North San José. \$1.00 is the incremental fare for approximately 75% of trips, and \$0.95 is charged for remaining trips. The nickel difference in these two cases is due to rounding to the nearest nickel, which is part of BART existing distance-based fare structure. Each of these incremental amounts is lower than VTA’s local express bus cash fare. VTA offers a 50-cent credit to the VTA fare for a rider transferring from BART to VTA.

<sup>4</sup> BART riders using a mag-stripe ticket instead of Clipper pay an additional \$0.50 per trip.

<sup>5</sup> BART’s East Bay Suburban Zone fare, which is equal to BART’s minimum fare for trips of 6 miles or less, is charged for some trips made in the East Bay suburbs that are over 6 miles and less than 13 miles. Fare-setting for Milpitas Station and Berryessa/North San José Station does not include, at VTA’s request, the East Bay Suburban Zone fare as these stations are not located in the East Bay. The trip between Warm Springs/South Fremont and South Hayward, Union City or Fremont is an East Bay Suburban Zone fare trip with a Clipper \$2.00 fare as of January 2018. The incremental fare to extend these trips to Project stations is greater than the increments listed in Table 13. For example, the East Bay Suburban Zone fare trip between South Hayward and Warm Springs/South Fremont costs \$2.00, and the distance-based fare between South Hayward and Milpitas Stations is \$4.10.

**Table 16: Incremental Fare**

	Fare
<b>BART to Milpitas Station</b>	\$0.70 or \$0.75 (Distance-based)
<b>BART to Berryessa/North San José Station</b>	\$0.95 or \$1.00 (Distance-based)
<b>VTA: Transfer from BART</b>	\$0.50 credit to VTA fare

Survey takers noted that the distance-based fare would be cheaper than driving or using other alternative transit in Santa Clara County:

*“I think the fares are reasonable and a much cheaper option in comparison to other forms of travel between these stations.”*

In summary, the proposed fares for trips between Project stations and Warm Springs/South Fremont, which are calculated using BART’s existing distance-based fare structure, will be less expensive than fares for existing transit alternatives.

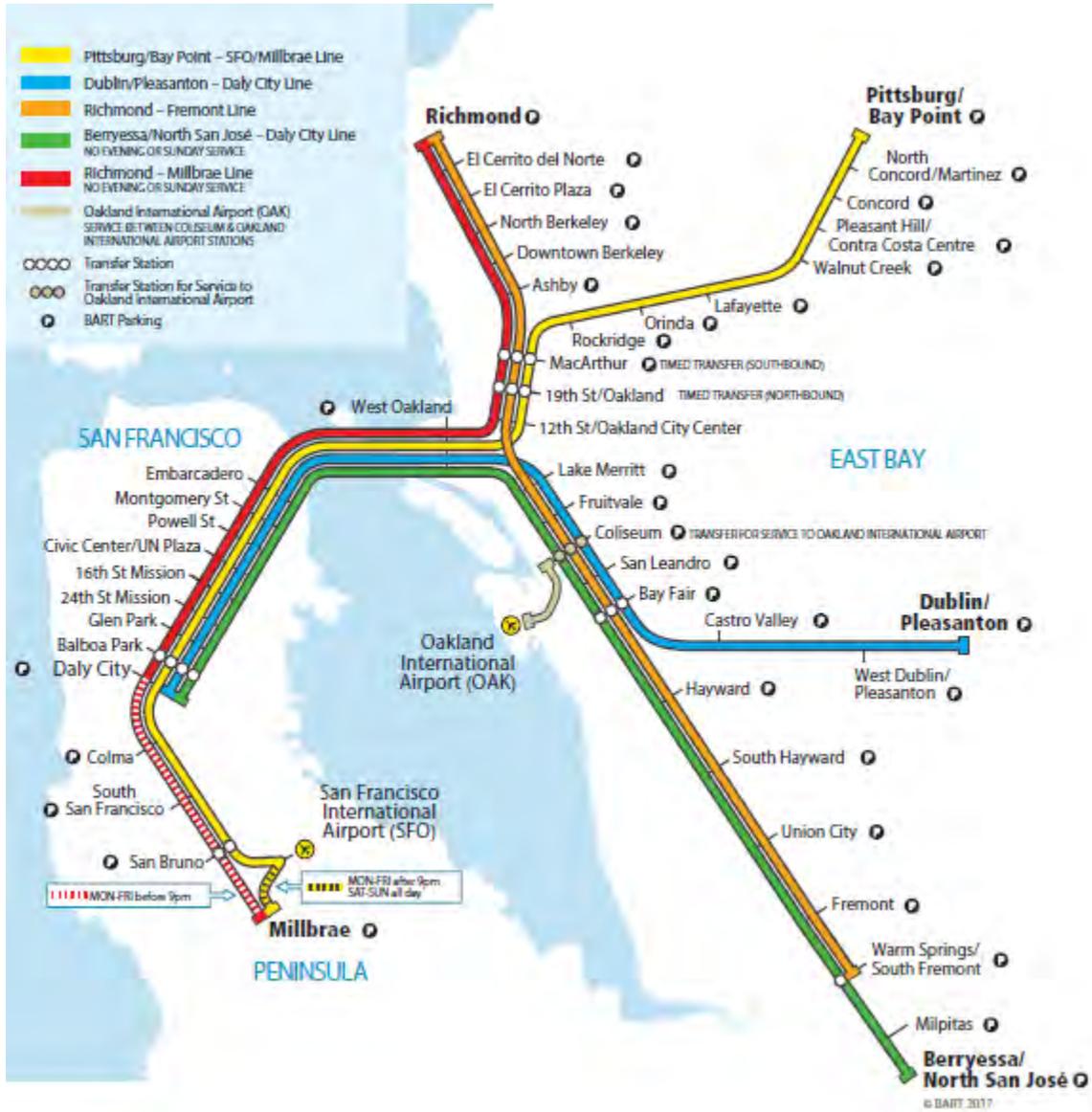
## 5.6 Equity Finding for Proposed Milpitas and Berryessa/North San José Fares

The proposed fares for Milpitas and Berryessa/North San José Stations would not change BART’s existing distance-based fare structure; BART’s distance-based fares would not increase or decrease. As BART’s distance-based fare structure is unchanged, there is no disproportionately adverse effect on minority and/or low-income riders. In addition, the same minority and/or low-income riders will enjoy the benefits of new rail service and improved travel times. Public input has confirmed this finding. Since there is no adverse effect on riders, the study finds that the proposed Project fares would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

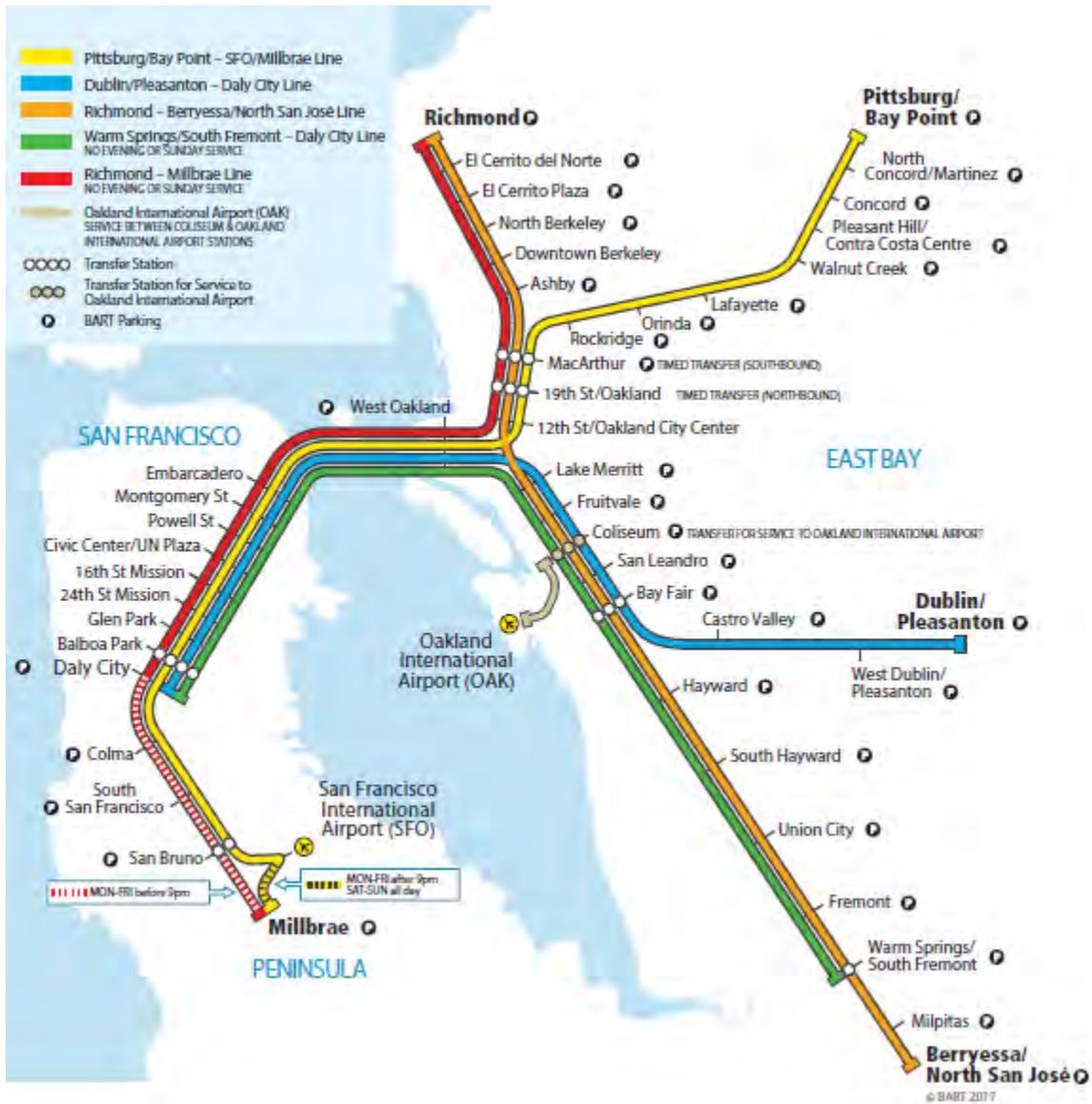
# Appendix A: Proposed Service Options Maps

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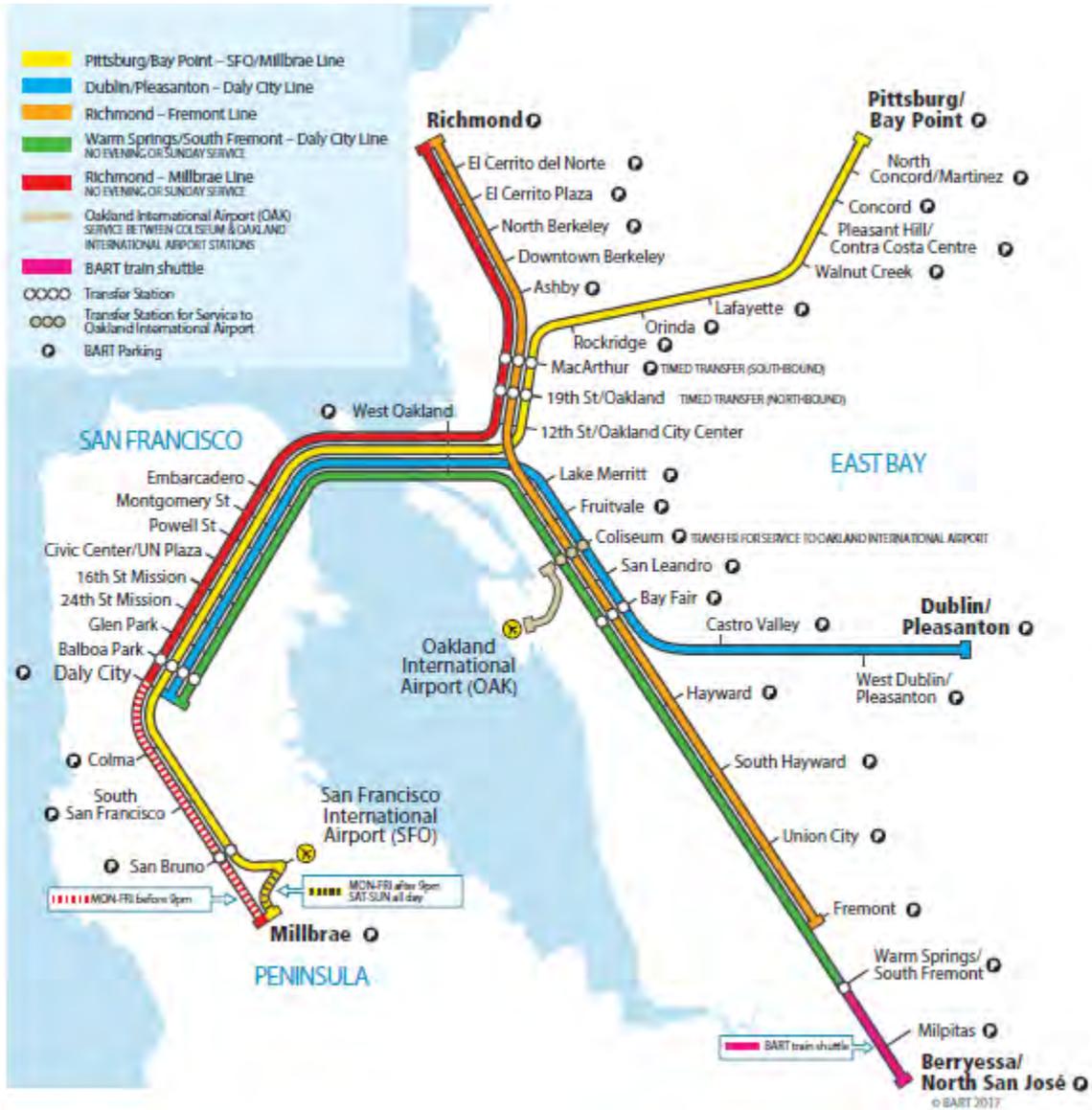
SVBX Service Option 1



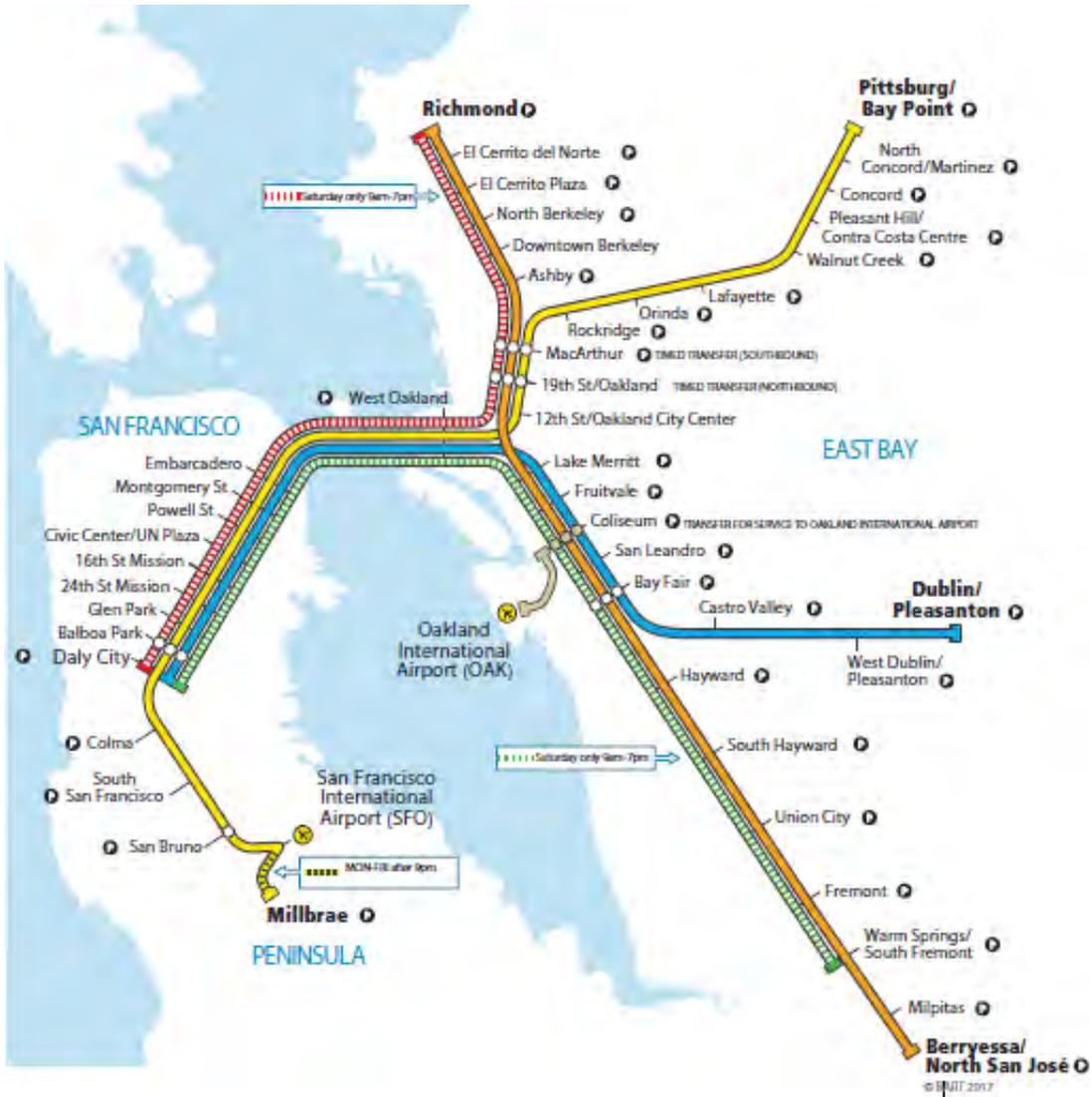
SBVX Service Option 2



SVBX Service Option 3



SVBX Service Option A



SVBX Service Option B



# Appendix B: Proposed Service Options Analysis

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As described in Section 1 of the SVBX Title VI Equity Analysis Report, BART has developed five temporary service plan options to provide service to the new Milpitas and Berryessa/North San José Stations as BART waits for its new Fleet of the Future rail cars. This analysis details the expected effects on wait times under each service option, and the vehicle loads resulting from the service options. This analysis is provided for informational purposes only, and is not used in the Title VI equity assessments.

The service options were presented to the BART Board for their initial input and deliberation on May 26, 2016 at the BART Board Meeting, which was open to the public. These options were also presented to the public and community-based organizations for their feedback on these key service changes.

The weekday options are:

- Option 1: Extend Green line to Milpitas and Berryessa/North San José Stations and extend Orange Line to Warm Springs/South Fremont
- Option 2: Extend Orange Line to Milpitas and Berryessa/North San José Stations
- Option 3: Short BART shuttle train between Warm Springs/South Fremont and Milpitas and Berryessa/North San José Stations.

These options describe the weekday service, from approximately 6 AM to 7 PM. The following assumptions are also made about all of these service options:

- Two additional peak hour trains would run along the Green Line during the peak hour. During the morning peak hour, these trains would travel between South Hayward and Daly City. During the evening peak hour, trains would travel between Daly City and the Project Stations.

There are also two independent weekend service options that have been analyzed:

- Option A: Extend Orange Line to Berryessa/North San José. Extend Saturday-only Green Line to Warm Springs/South Fremont
- Option B: Extend Green Line to Berryessa/North San José, remove weekend Orange Line service and implement new Purple Line service between Dublin/Pleasanton and Richmond. A transfer would be required when traveling from south of Hayward to Richmond or from San Francisco to Dublin/Pleasanton.

Option A is similar to current weekend service with the addition of service at the Milpitas and Berryessa/North San Jose Stations, while Option B would be a significant restructuring introducing a new line. Both options include Saturday-only supplemental Green Line trains, similar to service

currently operating on Saturday. Under existing weekend service and Option A, these trains run between Fremont and Daly City. Under Option B, these trains would only run between South Hayward and 24<sup>th</sup> St/Mission Stations, reducing service levels at Daly City, Balboa Park, Glen Park, Union City, and Fremont. These options are temporary measures as BART waits for its new Fleet of the Future rail cars.

### Affected Stations by Service Plan Options

	Option 1	Option 2	Option 3	Option A	Option B
Service Increase Stations	Orange Line to Warm Springs/South Fremont, Green Line to Milpitas and Berryessa/North San José	Orange Line to Warm Springs/South Fremont, Milpitas and Berryessa/North San José	Rail Shuttle to Milpitas and Berryessa/North San José	Orange Line to Milpitas and Berryessa/North San José	Green Line to Milpitas and Berryessa/North San José. Transfer no longer required between stations south of Bay Fair and San Francisco.
Service Decrease Stations	None	None	None	None	Decreased Saturday-only service Fremont, Union City, Glen Park, Balboa Park, and Daly City. Transfer required when traveling to Richmond from south of Hayward or from San Francisco to Dublin/Pleasanton

The selected service options will be temporary until BART fully replaces its fleet with new rail cars, at which point both the Green and Orange Lines are expected to be extended to Berryessa/North San José, with service at the same frequencies as the Fremont Station. This appendix evaluates the effect of the service options on vehicle loads and wait times. The service options will not affect station-to-station travel times, so the travel time differences between the service options will be due to differing wait times.

The three service options will introduce new BART service at the new Milpitas and Berryessa/North San José Stations. Option 1 and Option 2 would also increase service at Warm Springs/South Fremont, as it would be served by both the Green and Orange Lines. Weekend Option B could potentially decrease service levels at five stations due to the shortened Saturday-only Green Line. This service decrease is not analyzed in this appendix because only Sunday ridership is analyzed. Because Green Line service also replaces regular Orange Line service in this option, San Francisco passengers would still have a one-seat ride to most of the BART system, so effects are expected to be small and affect only a small number of passengers,

## Transfer Time

This indicator assesses the SVBX service options with respect to the transfer times for SVBX riders. **Tables B.1 and B.2** shows the transfer times expected at each transfer station between Berryessa/North San José and Lake Merritt for weekday and weekend alternatives.

**Table B.1 Weekday Northbound Transfer Times from Berryessa/North San José**

	Option	Transfer time at Warm Springs/South Fremont toward/from Daly City	Transfer time at Fremont toward/from Richmond	Transfer time at Bayfair toward/from Dublin/Pleasanton
Northbound	Existing	N/A	9 min	7 min
	Option 1	N/A	12 min	1 min
	Option 2	10 min	N/A	9 min
	Option 3	2 min <sup>1</sup>	12 min, plus 2 min at Warm Springs/South Fremont <sup>1</sup>	15 min, plus 2 min at Warm Springs/South Fremont <sup>1</sup>
Southbound	Existing	N/A	7 min	2 min (to Orange) or 10 min (to Green)
	Option 1	N/A	9 min	14 min
	Option 2	12 min	N/A	12 min
	Option 3	2 min <sup>1</sup>	9 min, plus 2 min at Warm Springs/South Fremont <sup>1</sup>	1 min, plus 2 min at Warm Springs/South Fremont <sup>1</sup>
Percent of SVBX riders required to transfer		52% <sup>2</sup>	17% <sup>2</sup>	4%

<sup>1</sup> Assumes that rail shuttle will be timed to meet Green Line at Warm Springs/South Fremont.

<sup>2</sup> 31 percent of SVBX passengers get off the train before the Green and Orange Lines diverge, and thus would not transfer at Warm Springs/South Fremont or Fremont in Options 1 and 2, but all passengers would have to transfer at Warm Springs/South Fremont in Option 3.

The transfer times in Option 1 are similar to the existing conditions, but the transfer times are slightly longer at 12 min. Option 2 has a shorter transfer time between the Orange and Green Lines than Option 1, but the largest percentage of passengers would have to transfer in this scenario. Option 3 would have transfer times slightly larger than Option 1, and would have an additional transfer required from the rail shuttle onto the Green Line trains. This transfer time is expected to add two minutes to the trip, and the act of transferring would be an additional burden to all SVBX passengers traveling further than Warm Springs/South Fremont.

**Table B.2 Weekend Northbound Transfer Times from Berryessa/North San José**

Option		Transfer time at Bay Fair toward/from San Francisco	Transfer time at Bay Fair toward/from Richmond or Pittsburg/Bay Point	Transfer time at Bay Fair toward/from Dublin/Pleasanton
Northbound	Existing	7 min	N/A	2 min
	Option A	4 min	N/A	20 min
	Option B	N/A	16 min	20 min
Southbound	Existing	5 min	N/A	1 min
	Option A	4 min	N/A	20 min
	Option B	N/A	15 min	3 min
Percent of SVBX riders required to transfer		56%	15%	4%

In Option A, the transfer time for passengers traveling towards San Francisco is smaller than the current transfer time towards San Francisco. In Option B, these passengers would no longer need to transfer, but a 15 to 16-minute transfer time would be required for Richmond or Pittsburg/Bay Point passengers. Additionally, for both weekend options, the adjusted schedule would result passengers traveling toward Dublin/Pleasanton just missing a train, and having to wait 20 minutes for the next train.

**Table B.3** demonstrates that service at the existing South Fremont/Warm Springs will be unaffected by the addition of the Project’s proposed new service as travel times to key destination stations will remain the same. Travel times are not expected to change for riders of *existing stations*, as a result of any of the proposed options.

**Table B.3: Service Options Impact on Current and Future Service at Warm Springs/South Fremont Station, Weekdays**

	Travel Time Before Project			Travel Time After SVBX		
	WSX to Embarcadero	WSX to Downtown Oakland (12 <sup>th</sup> St.)	WSX to Coliseum	WSX to Embarcadero	WSX to Downtown Oakland (12 <sup>th</sup> St.)	WSX to Coliseum
Service Option 1	52 min	42 min	32 min	52 min	42 min	32 min
Service Option 2	52 min	42 min	32 min	52 min	42 min	32 min
Service Option 3	52 min	42 min	32 min	52 min	42 min	32 min

## Vehicle Load

The SVBX Extension will result in an increase in ridership, projected to be around 2,500 new passengers during the morning peak hour alone. This may result in increased vehicle loads. Vehicle load refers to the number of passengers per car on the train, and is used to measure crowding. BART has established a goal of 115 passengers per car during the peak and 80 passengers per car during off-peak periods.

Vehicle loads were estimated using O-D ridership estimates for the morning peak hour, 8AM to 9AM using ridership projected to Fiscal Year 2018 (FY18). Riders that could board multiple lines to reach their destination were assigned to lines based on the relative frequency of trains from each line at that station (for example, if there are four trains per hour on both the Green and Orange Lines, 50 percent of riders going to destinations served by both lines would board Green trains and 50 percent would board Orange trains). All transfers were assumed to be made at timed transfer points, as detailed in **Tables B.1** and **B.2** above.

**Table B.4** shows the fall 2017 vehicle load on select segments based on average ridership during the peak hour for the Green and Orange Lines. As the Green Line nears the Transbay tube, the average vehicle load exceeds BART's capacity standard, with 142 passengers per car on the busiest segment between West Oakland and Embarcadero Stations.

**Table B.4 Existing AM Peak Hour Vehicle Loads (Fall 2017)**

Segment	Green Line	Orange Line
Warm Springs/South Fremont – Fremont	18	N/A
Union City – South Hayward	71	25
Fruitvale – Lake Merritt	129	72
West Oakland – Embarcadero	142	N/A
12 <sup>th</sup> Street – 19 <sup>th</sup> Street	N/A	61

Source: Fall 2017 Peak Hour Loads, BART.

The following assumptions were made in analyzing the ridership and vehicle loads for each service option:

- Under Option 2, San Francisco bound passengers from Milpitas or Berryessa/North San José will switch to a Green Line train at Warm Springs/South Fremont, and San Francisco bound passengers boarding at other locations will board the Green Line, or split between the Green and Blue Lines after Bay Fair in a similar pattern as Option 1.
- For Option 3, all SVBX passengers will transfer to the Green Line at Warm Springs/South Fremont, so that loads are very similar to Option 1.
- Although the additional peak hour trains on the Green Line will likely be less crowded than the trains that reach the end of the line because they are shorter, loads were averaged across all Green Line trains for simplicity.

- Options A and B were analyzed for Sunday service only, as ridership projections were provided for Sundays. This does not evaluate the effect of the segment with additional service on Saturdays.

### *Ridership Adjustments*

In addition to the above assumptions, the vehicle load estimates include assumptions about ridership changes as a result of the service options. The FY18 ridership projections used in the analysis assume the current system in which the Green Line is extended to Warm Springs/South Fremont Station. Option 2 and 3 would require additional transfers for passengers traveling to San Francisco, detailed above in **Tables B.1 and B.2**. Option 2 would not require a transfer for riders staying on the Orange Line, but would also result in increased wait times for Green Line passengers as the transfer would not be timed. This could result in decreased ridership due to both the increased travel time and the required transfer. Past research has shown that increased travel time has an elasticity of -0.6<sup>6,7</sup>, and that a transfer between rail lines is equivalent to 8 minutes of additional travel time<sup>8</sup>. Elasticity is the change in transit ridership that is estimated to occur given a certain percentage change in travel time, route miles or frequency. For example, a 50% reduction in travel time should result in a 30% increase in ridership (-50% x -0.6=30%).

To estimate the ridership changes for the alternative service options, an average adjustment was identified for several typical trips to represent groups of passengers:

- For San Francisco-bound passengers, travel times were estimated to Montgomery Station,
- For passengers traveling toward Richmond or Pittsburg/Bay Point, travel times were estimated to MacArthur Station.
- For passengers exiting between Warm Springs/South Fremont Station and Lake Merritt Station, travel times were estimated to Hayward.

For each of these sets of routes, travel time estimates were made from Berryessa/North San José, Milpitas, and Warm Springs/South Fremont Stations. The percent change in travel time compared to Option 1 for weekday alternatives and Option A for weekend/evening alternatives was multiplied by the elasticity of -0.6 to determine a ridership adjustment. For each origin-destination pair, an adjustment for both northbound and southbound travel was estimated, then these two adjustments were averaged to get a final adjustment that accounts for round-trip commutes. Thus, for each option, nine adjustments were calculated and applied to the corresponding ridership estimates. The percent change in ridership applied to Option 2, Option 3, and Option B are shown in **Tables B.5 to B.7**. As described above, the differences between the options are due to differences in the transfer times at stations along the route, which affect the overall route travel times. The service options are not expected to otherwise affect travel times.

<sup>6</sup> Kain, John F. and Zvi Liu. "Secrets of Success," *Transportation Research A*, Vol. 33, No. 7/8, Sept./Nov. 1999, pp. 601-624

<sup>7</sup> McFadden, Daniel. "The Measurement of Urban Travel Demand," *Journal of Public Economics* 3. 1974, pp. 303-328.

<sup>8</sup> Currie, Graham. "The Demand Performance of Bus Rapid Transit," *Journal of Public Transportation*, Vol.8. 2005, pp. 41-55.

**Table B.5 Option 2 Ridership Adjustments (percent change in ridership compared to Option 1)**

Option 2		Origin		
		Berryessa/North San José	Milpitas	Warm Springs/South Fremont
Destination	San Francisco	-18.5%	-19.8%	0.0%
	Richmond – Pittsburg/Bay Point	16.2%	16.2%	0.0%
	South of Downtown Oakland	0.0%	0.0%	0.0%

Note: Values represent the percent change in travel times for each station pair compared to Option 1, multiplied by an elasticity of -0.6.

**Table B.6 Option 3 Ridership Adjustments (percent change in ridership compared to Option 1)**

Option 3		Origin		
		Berryessa/North San José	Milpitas	Warm Springs/South Fremont
Destination	San Francisco	-9.2%	-9.9%	0.0%
	Richmond – Pittsburg/Bay Point	-8.1%	-8.6%	-27.3%
	South of Downtown Oakland	-18.5%	-21.5%	0.0%

Note: Values represent the percent change in travel times for each station pair compared to Option 1, multiplied by an elasticity of -0.6.

**Table B.7 Option B Ridership Adjustments (percent change in ridership compared to Option A)**

Option B		Origin		
		Berryessa/North San José	Milpitas	Warm Springs/South Fremont
Destination	San Francisco	9.4%	9.9%	11.0%
	Richmond – Pittsburg/Bay Point	-26.7%	-29.1%	-33.8%
	South of Downtown Oakland	0.0%	0.0%	0.0%

Note: Values represent the percent change in travel times for each station pair compared to Option A, multiplied by an elasticity of -0.6.

## Results

**Tables B.8 to B.12** show the estimated vehicle loads for each of the service options considered, based on the FY18 projected ridership and the above ridership adjustments due to transfers. Despite the increase in ridership, loads on the Green Line have decreased significantly due to the increase in service during the peak hour and decreases in off-peak ridership. In all three options, loads between West Oakland and Embarcadero Stations would average 116 passengers per car, much closer to BART’s standard of 115 passengers per car during the peak.

The main difference between the weekday options is seen between Warm Springs/South Fremont and Lake Merritt Stations, as SVBX passengers getting off at these stations will be on the Orange Line under Option 2, increasing loads on Orange Line trains and decreasing loads on Green Line trains. However, because this affects a relatively small number of passengers who get off the trains before the most crowded segments, this difference almost disappears by the time the trains reach Oakland.

**Tables B.8 through B.10** show the results for the three weekday service options. Option 3 loads are very similar to Option 1, as the shuttle is like an extension of the Green Line. In the results below, the SVBX shuttle is assumed to have the same number of cars as the Green Line (10 cars per train, four trains per hour). In order to meet the maximum vehicle load standards, the BART shuttle in this option would need to be four cars long (assuming four trains per hour).

**Table B.8 Option 1 AM Peak Hour Vehicle Loads (Average Passengers per Car)**

Segment	Green Line	Orange Line
Milpitas-Warm Springs/South Fremont	57	N/A
Warm Springs/South Fremont – Fremont	55	13
Union City – South Hayward	105	30
Fruitvale – Lake Merritt	107	74
West Oakland – Embarcadero	118	N/A
12 <sup>th</sup> Street – 19 <sup>th</sup> Street	N/A	80

Source: BART hourly average ridership projection FY18

**Table B.9 Option 2 AM Peak Hour Vehicle Loads (Average Passengers per Car)**

Segment	Green Line	Orange Line
Milpitas-Warm Springs/South Fremont	N/A	53
Warm Springs/South Fremont – Fremont	32	31
Union City – South Hayward	87	43
Fruitvale – Lake Merritt	102	78
West Oakland – Embarcadero	114	N/A
12 <sup>th</sup> Street – 19 <sup>th</sup> Street	N/A	83

Source: BART hourly average ridership projection FY18

**Table B.10 Option 3 AM Peak Hour Vehicle Loads (Average Passengers per Car)**

Segment	Green Line	Orange Line	Shuttle
Milpitas-Warm Springs/South Fremont	N/A	N/A	51
Warm Springs/South Fremont - Fremont	61	N/A	N/A
Union City - South Hayward	101	27	N/A
Fruitvale - Lake Merritt	105	73	N/A
West Oakland - Embarcadero	116	N/A	N/A
12 <sup>th</sup> Street - 19 <sup>th</sup> Street	N/A	79	N/A

Source: BART hourly average ridership projection FY 2018

Loads on the two Sunday service options are fairly similar, with slightly higher loads on the Green Line in Option B compared to the Orange Line in Option A. The load levels for the weekend service options A and B, listed in **Tables B.11** and **B.12**, are well below BART's off-peak standard of 80 passengers per car.

**Table B.11 Option A Sunday Daily Average Vehicle Loads (Average Passengers per Car)**

Segment	Orange Line	Blue Line
Milpitas-Warm Springs/South Fremont	16	N/A
Warm Springs/South Fremont - Fremont	19	N/A
Union City - South Hayward	35	N/A
Fruitvale - Lake Merritt	34	32
West Oakland - Embarcadero	N/A	41
12 <sup>th</sup> Street - 19 <sup>th</sup> Street	64	N/A

Source: BART hourly average ridership projection FY 2018

**Table B.12 Option B Sunday Daily Average Vehicle Loads (Average Passengers per Car)**

Segment	Green Line	Purple Line
Milpitas-Warm Springs/South Fremont	16	N/A
Warm Springs/South Fremont - Fremont	19	N/A
Union City - South Hayward	35	N/A
Fruitvale - Lake Merritt	45	20
West Oakland - Embarcadero	48	N/A
12 <sup>th</sup> Street - 19 <sup>th</sup> Street	N/A	50

Source: BART hourly average ridership projection FY 2018

Despite some ridership adjustments of up to 30%, the resulting changes in ridership and vehicle loads are fairly small. This may be because increases in travel times for one line were associated with decreases in travel times for the other line, resulting in some balancing of ridership changes.

Additionally, the increased travel times were due to transfers at Warm Springs/South Fremont and Fremont Stations, and thus only affected passengers using the three stations at the end of the line, a relatively small proportion of total BART ridership.

## Conclusions

This assessment compares service impact indicators across BART's service plan options. When considering how the Project impacts transfer times (and therefore travel times) and vehicle loads, the Project would not result in overcrowding, and the differences Option 1 would likely be most convenient for Project riders because the majority of riders have a destination located in San Francisco and would not have to transfer.

Results from the 2017 SVBX Survey (see SVBX Public Participation Report) indicate that 54% of respondents preferred option 1, compared to 33% support for Option 2 and 3.8% support for Option 3.

Feedback from the public supports that Option 1 is the preferred service option for Project riders. Comments from outreach events in the Santa Clara County area include: *"Option 1 is my choice for the weekday because the green line is a much busier line than the orange line and is well needed for those going to San Francisco. Basically, just an extension of the current weekday service of Warm Springs-Daly City, but now will be Berryessa-Daly City."* Additionally, staff conducted multiple outreach events throughout the BART service area including Dublin/Pleasanton outreach during the weekend to collect feedback from potentially impacted riders, as most impacts were estimated to occur during non-peak hours of service. Comments from these public outreach events and online surveys collected show that riders were also in favor of Option 1 as this Option would not result in a service decrease for three San Francisco stations: *"I think it's a good idea to go with option 1 because you get more business from there"* and *"Bus shuttles add a lot of travel time and defeat the purpose of this extension. Please avoid if possible."* (See SVBX Public Participation Report).

## Appendix C: Travel Time Analysis Detail

The following tables provide details of the travel time analysis for individual Project stations. The combined project travel time analysis is presented in Section 4.2 of the report.

**Table C.1: Milpitas Travel Time Assessment**

Milpitas	Existing Average Travel Time (min)	Future Average Travel Time (min)	Time Difference (min)	Percent Change (%)
Total Population	42.50	14.00	-28.50	-67.06%
Minority Population	42.50	14.00	-28.50	-67.06%
Non-Minority Population	42.50	14.00	-28.50	-67.06%
<b>Difference between Minority and Non-Minority</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>
Low-Income Population	42.50	14.00	-28.50	-67.06%
Non-Low-Income Population	42.50	14.00	-28.50	-67.06%
<b>Difference between Low-Income and Non-Low-Income</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>

**Table C.2: Berryessa/North San José Travel Time Assessment**

Berryessa/North San José	Existing Average Travel Time (min)	Future Average Travel Time (min)	Time Difference (min)	Percent Change (%)
Total Population	71.00	19.00	-52.00	-73.24%
Minority Population	71.00	19.00	-52.00	-73.24%
Non-Minority Population	71.00	19.00	-52.00	-73.24%
<b>Difference between Minority and Non-Minority</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>
Low-Income Population	71.00	19.00	-52.00	-73.24%
Non-Low-Income Population	71.00	19.00	-52.00	-73.24%
<b>Difference between Low-Income and Non-Low-Income</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00%</b>

**Table C.3** below shows the catchment area populations used to calculate weighted travel times for the project travel time analysis, which combines the individual station travel times detailed above.

**Table C.3: Catchment Area Populations**

Station	Total Population	Minority Population	Non-Minority Population	Low-Income Population	Non-Low-Income Population
Milpitas	405,938	261,002	144,936	70,020	331,195
Berryessa	1,042,140	702,690	339,450	247,200	780,753
<b>Total</b>	<b>1,448,078</b>	<b>963,692</b>	<b>484,386</b>	<b>317,220</b>	<b>1,111,948</b>





# Silicon Valley Berryessa Extension Title VI Equity Analysis PUBLIC PARTICIPATION REPORT

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March 2018





# Public Participation Report

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# Section 1: Public Participation Process

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## 1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted public outreach to provide the public with information about the new Silicon Valley Berryessa Extension (Project or SVBX) service to two new stations at Milpitas and Berryessa/North San José, and to solicit feedback on service options and proposed fare-setting. A key component of the Title VI outreach is to seek input on service changes and new fares from minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the new SVBX service. By doing so, BART ensures both consistency with its Public Participation Plan (2011) and efficiency in communicating with community members.

This section describes the SVBX Title VI public participation process and provides public comments on proposed service options and fare-setting as reported by respondents to a survey administered by BART. The survey was available at events and online in September and October 2017.

## 1.2 Outreach Events and Publicity

### *1.2.1 Outreach Events:*

BART hosted a series of outreach events with information tables where staff was able to speak directly with customers and communities that will be directly affected by the new SVBX service and its related service changes. Outreach for the Project consisted of informing the BART to Silicon Valley community of the new service and the application of BART's existing distance-based fare structure to this new service.

At the outreach events, the public was given information about service options and the application of BART's existing distance-based fare structure to SVBX service. Attendees could provide comments by completing a survey, which was available in English, Spanish, Chinese, Vietnamese, and Hindi. Copies of these surveys are in Appendix PP-A of this report. Attendees could also provide comments by filling out a blue comment card.

At the outreach events, customers received the following:

- A "Project Fact Sheet" handout with project information, travel times, facts about the new service, and facts about the major service changes and new fares associated with the new service;
- Poster-sized maps of the five service plan options and the new service alignment for the SVBX extension; and
- A survey so that customers could provide input on the service options and application of BART's existing distance-based fare structure as well as demographic data for BART to use in its Title VI analysis process.

BART sought the public’s input on the proposed SVBX service options and fare-setting at outreach events held at six BART stations, the Milpitas Library, and the San Jose Flea Market. Events took place between Tuesday, September 19<sup>th</sup> and Sunday, October 8<sup>th</sup>. Table 1 provides event locations, dates, and times.

**Table 1: SVBX Outreach Locations, Dates, and Times**

<b>Location</b>	<b>Date</b>	<b>Time</b>
<b>Fremont BART Station</b>	Tuesday, September 19, 2017	6am-9am
<b>Warm Springs/South Fremont BART Station</b>	Thursday, September 21, 2017	4pm-7pm
<b>Dublin/Pleasanton BART Station</b>	Saturday, September 23, 2017	11am-2pm
<b>Downtown Berkeley BART Station</b>	Tuesday, September 26, 2017	11am-2pm
<b>Montgomery BART Station</b>	Thursday, September 28, 2017	3pm-6pm
<b>Hayward BART Station</b>	Tuesday, October 3, 2017	3pm-6pm
<b>Milpitas Library</b>	Saturday, October 7, 2017	11am-2pm
<b>San Jose Flea Market</b>	Sunday, October 8, 2017	10am-1pm



Milpitas Library Outreach, Saturday October 7, 2017

At outreach events, current riders and potential riders who could use the new SVBX service provided input. Events were scheduled at various times, including the morning and evening weekday commutes, in an effort to reach the largest audience. Spanish, Chinese, and Vietnamese on-site interpreters were available at all outreach events. On-site interpreters were assigned to event locations based on the demographics of the surrounding area and frequency of contacts by language. The chart below shows the on-site interpreters available at each outreach event.

Outreach Date	Outreach Location	Interpreters
Tuesday: 9/19/2017	Fremont BART	Spanish Chinese
Thursday: 9/21/2017	Warm Springs/South Fremont BART	Spanish Chinese
Saturday: 9/23/2017	Dublin/Pleasanton BART	Spanish
Tuesday: 9/26/2017	Downtown Berkeley BART	Chinese
Thursday: 9/28/2017	Montgomery BART	Spanish Chinese
Tuesday: 10/3/2017	Hayward BART	Spanish
Saturday: 10/7/2017	Milpitas Library	Spanish, Chinese, Vietnamese
Sunday: 10/8/2017	San Jose Flea Market	Spanish, Chinese, Vietnamese

The surveys and project fact sheet were available in hard copy in English, Spanish, Chinese, Vietnamese, and Hindi at all outreach events. Postcards in English (front side) and Spanish and Chinese (back side) with the survey link ([www.bart.gov/SVsurvey](http://www.bart.gov/SVsurvey)) were distributed to riders who were unable to stop and take the survey in person. The postcards also had language assistance taglines in English, Spanish, Chinese, Korean, Tagalog, Vietnamese, and Hindi.

Additionally, the survey, project fact sheet, postcards, and project website link were available online at [bart.gov/guide/titlevi](http://bart.gov/guide/titlevi) for the public to view and provide feedback. The survey link ([bart.gov/SVsurvey](http://bart.gov/SVsurvey)) and surveys were posted online from September 13, 2017 to October 17, 2017 and were available in English, Spanish and Chinese, with other languages available upon request.

### **1.2.2 Publicity:**

Outreach events were publicized through print and online media, community organizations, and existing email lists (described below). The following publicity and outreach methods were used for this project:

- A multilingual flyer/factsheet in English, Spanish, Vietnamese, and Hindi (including reference to the availability of translation services for the meeting)
- Survey, flyer/factsheet, and outreach event postings on [BART.gov/guide/titlevi](http://BART.gov/guide/titlevi)
- BART website and social media announcements for notification of upcoming outreach events

- VTA website and social media announcements for notification of upcoming outreach events
- BART Passenger Bulletin in English (with standard taglines for more information in Spanish, Vietnamese, Chinese, Korean, Tagalog, and Hindi) at the following BART stations:
  - Fremont
  - Warm Springs/South Fremont
  - Dublin/Pleasanton
  - Downtown Berkeley
  - Montgomery
  - Hayward
- Advertisements in local print ethnic media including:
  - La Opinion de la Bahia (Spanish) – placed on September 17, 2017, September 24, 2017, and October 1, 2017
  - Vision Hispana (Spanish and English) – placed on September 9, 2017 and September 23, 2017
  - India West (English) – placed on September 15, 2017, September 22, 2017, and September 29, 2017
  - Viet Nam, the Daly News (Vietnamese) – placed on September 15, 2017, September 18, 2017, and September 30, 2017
  - Korean Times and Daily News (Korean) – placed on September 15, 2017, September 18, 2017, and September 30, 2017
  - Sing Tao (Chinese) – placed on September 15, 2017, September 18, 2017, and September 25, 2017
  - World Journal (Chinese) – placed on September 15, 2017, September 22, 2017, and October 2, 2017
  - Tri City Voice – placed on September 12, 2017, September 26, 2017, and October 3, 2017
- Email notice to BART's Title VI/Environmental Justice and Limited English Proficiency Advisory Committees with flyer and survey attachments
- Email notice of outreach events through BART and VTA Government & Community Relations departments to their local organization lists

## Section 2: Public Comments

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Informational handouts, postcards with the link to complete the survey online, and paper surveys were available to the public at outreach events, on BART’s website, and through other outreach efforts described in Section 1. This outreach effort resulted in 2150 survey responses (2103 online responses and 47 hard copy), with three surveys completed in Chinese and six surveys completed in Spanish.<sup>1</sup> All comments throughout this report have been transcribed as written by the public.

Respondent demographics are shown below in Table 2-1.

<sup>1</sup> Table 2-1 lists total 1823 responses. This value is less than total 2150 surveys received as 1823 of the responses provided demographic data.

**Table 2-1: Survey Demographic Summary**

<b>All Respondents</b>		
	<b>Percent*</b>	<b>Sample Size*</b>
<b>Gender</b>		
Male	72.4%	
Female	25.6%	
Another Gender	1.9%	
<b>Total</b>	<b>100%</b>	<b>1823</b>
<b>Ethnicity</b>		
White	56.0%	
Black/African American	4.2%	
Asian or Pacific Islander	32.6%	
American Indian or Alaska Native	1.5%	
Other or Multiple Race	9.1%	
<b>Total</b>	<b>100%</b>	<b>1813</b>
Hispanic, Latino, or Spanish Origin	11.9%	
<b>Total</b>	<b>100%</b>	<b>1811</b>
Minority	44%	
Non-Minority	56%	
<b>Total</b>	<b>100%</b>	<b>1818</b>
<b>Annual Household Income</b>		
Under \$25,000	6.9%	
\$25,000 - \$29,999	3.4%	
\$30,000 - \$39,999	2.8%	
\$40,000 - \$49,999	4.7%	
\$50,000 - \$59,999	6.0%	
\$60,000 - \$74,999	6.3%	
\$75,000 - \$99,999	13.0%	
\$100,000 and over	55.5%	
<b>Total</b>	<b>100%</b>	<b>1735</b>
<b>Income**</b>		
Low-income	20.1%	
Non-low-income	79.9%	
<b>Total</b>	<b>100%</b>	
<b>Limited English Proficient (LEP)</b>		
Yes	0.2%	
No	99.8%	
<b>Total</b>	<b>100%</b>	<b>1823</b>

\*Note: due to rounding, percentages may not add up to 100%; sample sizes vary between categories as not every respondent answered all survey questions.

\*\*Low-income and non-low-income percentages factor in both household size and annual household income.

## 2.1 Service and Station Usage

One purpose of the outreach survey was to get the public's feedback on how often they would use the new SVBX service and which of the two stations they would use.

### 2.1.1 Question 4:

Question 4 asked respondents:

*Do you plan to use the Milpitas and/or Berryessa/North San José Station? Select all that apply.*

Of the 2150 survey respondents, 31.0% said they would use Berryessa/North San José Station, 13.5% said they would use Milpitas Station, 29.1% said they would use both, and 26.4% said they would use another station.

### 2.1.2 Question 6:

Question 6 asked respondents:

*How often do you plan to use the new BART service to/from Milpitas and/or Berryessa/North San José Stations?*

There were 1,535 responses to Question 6, with the results shown in Table 2-2 below.

**Table 2-2: Service Usage Responses**  
Sample Size = 1,535

Options	Percent
5 or more days per week	17.0%
1 - 4 days a week	17.5%
1 - 3 days a month	30.2%
A few times a year	34.8%
Will not use	0.5%
Total	100%

Table 2-3 provides a breakdown of Question 6 survey responses by protected and non-protected.

**Table 2-3: Service Usage Responses by Protected and Non-Protected**

Responses	Minority	Non-minority	Sample Size	Total	Low-Income	Non-Low-Income	Sample Size	Total
5 or more days per week	62.6%	37.2%	261	100%	31.2%	68.6%	261	100%
1 - 4 days per week	56.4%	44.6%	269	100%	24.5%	75.5%	269	100%
1 - 3 days per month	43.0%	57.0%	463	100%	30.5%	69.5%	463	100%
A few times a year	45.7%	54.3%	534	100%	27.7%	72.3%	534	100%
Will not use	75.0%	25.0%	8	100%	37.5%	62.5%	8	100%

## 2.2 Service Options

One purpose of the outreach survey was to get the public’s feedback on SVBX service options.

### 2.2.1 Question 7:

Question 7 asked respondents:

*Which of the proposed service options is more suitable for your travel purposes weekdays before 7 pm?*

There were 1,962 responses to Question 7 as shown in Table 2-4 below.

**Table 2-4: Weekday Service Options Responses**  
Sample Size = 1,962

Options	Percent
Option 1	54.0%
Option 2	33.0%
Option 3	3.8%
No Preference	9.0%
Total	100%

Table 2-5 provides a breakdown of Question 6 survey responses by minority and low-income.

**Table 2-5: Weekday Service Options Responses by Minority and Low-Income**

Responses	Minority	Non-minority	Low-Income	Non-Low-Income
Option 1	53.3%	54.8%	47.6%	57.3%
Option 2	32.4%	33.8%	36.8%	31.2%
Option 3	5.2%	2.5%	4.6%	3.4%
No Preference	9.1%	8.9%	23%	8%
Sample Size	964	998	657	1305
Total	100%	100%	100%	100%

Most minority respondents (53.3%) and low-income respondents (47.6%) favored Option 1, which extends the Daly City/San Francisco-Warm Springs/South Fremont (Green) Line to Milpitas and Berryessa/North San José Stations. This was notably more than the 32.4% (minority) and 36.8% (low-income) who supported Option 2. Option 3 was selected by only approximately 5% of protected respondents, and a number of respondents argued against a shuttle, saying it was a major inconvenience. Sample comments are provided below:

*“Option 1 is my choice for the weekday because the green line is a much busier line than the orange line and is well needed for those going to San Francisco. Basically, just an extension of the current weekday service of Warm Springs-Daly City, but now will be Berryessa-Daly City.”*

*“Connecting directly to SF stations makes the most sense during commute hours given how many jobs are in that area.”*

*“A shuttle between Warm Springs and Milpitas/Berryessa is not preferred. It makes the new extension seem like a strange appendage to the BART system instead of fully integrated with BART.”*

**2.2.2 Question 8:**

Question 8 asked respondents:

*Which of the proposed service options is more suitable for your travel purposes evenings after 7 pm and Sunday?*

Question 8 received 1,962 responses as shown in Table 2-6 below.

**Table 2-6: Evening and Sunday Service Options Responses**

Sample Size = 1,962

Options	Percent
Option A	53.7%
Option B	33.1%
No Preference	9.2%
Total	100%

Table 2-7 provides a breakdown of Question 8 survey responses by minority and low-income.

**Table 2-7: Evening and Sunday Service Options Responses by Minority and Low-Income**

Responses	Minority	Non-minority	Low-Income	Non-Low-Income
Option A	34.6%	41.0%	46.4%	33.3%
Option B	46.8%	42.8%	36.7%	49.1%
No Preference	18.6%	16.2%	16.9%	17.6%
Sample Size	902	1009	681	1230
Total	100%	100%	100%	100%

Option B was the preferred option for minority respondents at 46.8%; this option would extend the Daly City/San Francisco-Warm Springs/South Fremont (Green) Line to Berryessa/North San José Station, and re-route the Richmond-Fremont (Orange) Line from Richmond to Dublin/Pleasanton Station (Purple) Line. However, some respondents expressed the opinion that Option B was too complicated and hard to understand. Option A, extending the Richmond-Fremont (Orange) Line to Milpitas and Berryessa/North San José Stations, received the most support from low-income respondents at 46.4%.

Samples of comments are below:

*“Adding a new route just for nights/weekends will be far too confusing for non-regular BART riders.”*

*“Option A is the best. It is much easier to just extend on the existing service rather than make it complicated with new maps and lines that will just make transfers more cumbersome like Option B. Thus, option A is the best as it is just like the existing service, except now the service will go to San Jose. Basically, just an extension of the current weekend service of Warm Springs-Richmond, but now will be Berryessa-Richmond.”*

*“On a related note, I see no benefit to Oakland/Berkeley/Richmond BART riders to rerouting the Richmond-Fremont line to become Richmond-Dublin. Please don't do it! The Dublin BART stations are not convenient to any destinations in that sprawling suburban area, they are only good for commuters who live there and drive to BART.”*

## 2.3 Distance-Based Fares

The proposed fares for SVBX service were calculated using BART's existing distance-based fare structure, with no new surcharges applied. As part of the Title VI outreach, the survey informed the public that BART would be extending its distance-based fare structure to the Project, provided sample proposed fares for BART service to the two new Project stations, and asked if survey respondents had any general comments about the proposed fares.

### 2.3.1 Question 10:

Survey question 10 asked respondents:

*BART plans to extend its distance-based fare structure for Milpitas and Berryessa/North San José Stations. For example, in 2018, a one-way trip to Embarcadero Station from Warm Springs/South*

*Fremont Station will cost \$6.75, while a trip to Embarcadero Station from Milpitas Station is estimated to cost \$7.50 (\$0.75 more), and from Berryessa/North San José Station, \$7.75 (\$1.00 more). Do you have any general comments about BART's proposed fares for Milpitas and Berryessa/North San José Stations?*

Approximately 33.3% of all respondents provided comments to Question 10; 66.7% did not provide any comments (either leaving it blank or noting they had no comments), which can indicate neutrality or potentially some level of acceptance.

Question 10 comments have been generally grouped into “Support” or “Don’t Support,” with a third category of “No Preference” indicating those who left it blank or noted they had no comments. Table 2-8 provides a breakdown of comments by minority and low-income.

**Table 2-8: Comments on Proposed Fares by Minority and Low-Income**

Comments	Minority	Non-Minority	Low-Income	Non-Low-Income
<b>Support</b>	48.1%	49.4%	47.5%	49.2%
<b>Don't Support</b>	3.4%	8.1%	5.9%	5.5%
<b>No Preference</b>	48.5%	42.5%	46.7%	45.3%
Total	100.0%	100.0%	100.0%	100.0%
Sample Size	600	506	358	748

Among minority respondents, 48.1% expressed support for the proposed fares, 3.4% did not support the proposal, and 48.5% did not state a preference. Among low-income respondents, 47.5% indicated support, 5.9% were not in support, and 46.7% did not state a preference. “No preference” as noted above can indicate neutrality or potentially some level of acceptance

A list of all comments is provided in Appendix PP-C. Below are sample comments:

*“Any fare with BART is still so much more feasible than taking any other kind of transportation. No complaints from me!”*

*“As a person with a good job, these fares are not a problem for me. My only concern is that there should be options for people with limited and/or fixed incomes. Public transit should be accessible to all, not just people like me who work for large Silicon Valley companies.”*

*“\$15 / day - 5 days a week is a lot of money. There needs to be some sort of monthly pass like everyone else has. Even if it was zone based like Caltrain.”*

*“As long as the distance-based charges are consistent across the system I'm fine with them and aren't only for this extension, I'm fine with them.”*

Of those that were in favor of BART applying its distance-based fare structure to the Project, many felt that the fares were fair, especially in comparison to other transit agencies in the area.

## 2.4 General Comments

The survey provided questions for the public to comment on specific service and fare-related questions as described above; however, some respondents provided general comments regarding BART. Samples of such comments are provided below:

*"The thing is, I don't want to drive to the city. I want to take BART and not be part of the pollution or congestion problem. Today, this requires driving all the way to Daly City, parking there, and catching BART in. I live in Santa Clara. That's just silly. In Paris I can get that far in 40 minutes via Metro to RER. If we're going to make public transit a real option, then let's get on it already."*

*"A lot of people travel from San Francisco/Peninsula to the South Bay. I live in San Jose and would much rather take BART from Berryessa to downtown SF instead of Caltrain (too expensive and slow). Having a direct line instead of having to transfer (regardless of time of day or weekend) would be exceptional."*

*"It is very important to consider free or discounted transfers to VTA light rail / buses. Transfers are a necessary part of a functioning transit network."*

*"Bart access to San Jose is critical to reducing environmental effects due to individual transportation in the Bay Area."*

Customers were excited about the opening of the BART to Silicon Valley and some expressed that taking BART was still the most affordable and convenient means of transportation.

*"Excellent - We needed this service many years ago. I am very happy with this new transportation." (translated from Spanish)*

General comments were mainly focused on continuing to extend BART to add convenience, increasing the size of the trains, and train reliability.

## Section 3: Advisory Committees

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### **3.1 BART Title VI/Environmental Justice (EJ) & Limited English Proficiency (LEP) Advisory Committees**

Staff presented a preliminary overview of the BART to Silicon Valley Berryessa Title VI Equity Analysis at a joint meeting of BART's Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees held on Tuesday, August 22, 2017 from 10:30am to 1pm in the BART Board Room, located at 344 20th Street in Oakland. The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting.

The LEP Advisory Committee consists of members of community-based organizations that serve LEP populations within the BART service area. The committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability. The Title VI/EJ Advisory Committee, which also consists of members of community-based organizations, ensures that the District is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions.

At the meeting, staff presented an overview of the Project, BART fares and fare media options, and service options. Staff distributed surveys in English, Spanish, Chinese, Vietnamese, and Hindi; postcards; and the Project Fact Sheet handout in English, Spanish, Chinese, Vietnamese, and Hindi.

Committee members had questions and comments about whether an analysis had been done on which populations were currently traveling along the proposed BART route. Committee members also had questions about whether the current bus routes along that corridor would remain intact, and what other agencies might do in response to the new BART route. Committee members noted that with the increased minimum wage in San Francisco, there may be more ridership on SVBX than expected among low-income workers. Members were supportive of the BART to Silicon Valley extension. Staff responded to the Committee members' questions and followed up with additional information as requested.

### **3.2 Refugee and Immigrant Forum of Santa Clara County**

Staff presented a preliminary overview of the BART to Silicon Valley Berryessa Title VI Equity Analysis to the Refugee and Immigrant Forum of Santa Clara County. The meeting was held on Wednesday, September 20, 2017, and was open to the public.

At the meeting, staff presented an overview of the Project, BART fares and fare media options, and service options. Staff distributed the surveys in English, Spanish, Chinese, Vietnamese, and Hindi; postcards; and the Project Fact Sheet handout in English, Spanish, Chinese, Vietnamese, and Hindi.

Meeting participants had questions and comments about whether low-income communities could afford to use the new BART service. They also asked about free Clipper cards and other ridership, and whether BART was doing an equity analysis. Staff responded to participant questions and followed up with additional information as requested.

# Appendix PP- A: Silicon Valley Berryessa Extension 2017 Surveys

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# New BART Service to Milpitas and Berryessa/North San José Stations

**Comments and Feedback** Please answer the questions below. Your answers will help us evaluate how well we're reaching the communities we serve. BART values your input. Information will be treated confidentially.

### USAGE OF BART

- Which BART station do you usually enter when making a trip from your home (i.e., your "home" station)?  
\_\_\_\_\_
- At which BART station do you usually exit the system (i.e., your "destination" station)?  
\_\_\_\_\_
- What time of day do you typically use BART? Select all that apply.  
 Morning  Afternoon  Evening  Late night
- Do you plan to use the Milpitas and/or Berryessa/North San José Station? Select all that apply.  
 Yes, Milpitas Station  
 Yes, Berryessa/North San José Station  
 Neither, I plan to use: \_\_\_\_\_
- How will you access the Milpitas and/or Berryessa/North San José Station? Select all that apply.  
 Walk all the way  
 Bicycle  
 VTA Transit bus  
 VTA Light Rail  
 Drive alone  
 Carpool  
 Get dropped off  
 Uber/Lyft/etc.  
 Taxi  
 Other: \_\_\_\_\_
- How often do you plan to use the new BART service to/from Milpitas and/or Berryessa/North San José Stations? Please check one.  
 5 or more days per week  
 1-4 days a week  
 1-3 days a month  
 A few times a year  
 Will not use

### PROPOSED SERVICE OPTIONS FOR MILPITAS AND BERRYESSA/NORTH SAN JOSÉ STATIONS

Note: For questions 7 and 8 use the maps shown on page 2 to select the option more suitable for your travel purposes.

- Which of the proposed service options is more suitable for your travel purposes **weekdays before 7pm**? Please check one.  
**Option 1:** Extend the Daly City/San Francisco-Warm Springs (Green) Line to Milpitas and Berryessa/North San José Stations.  
**Option 2:** Extend the Richmond-Fremont (Orange) Line to Milpitas and Berryessa/North San José Stations.  
**Option 3:** Passengers board BART train shuttle from Berryessa/North San José Station to Warm Springs Station.  
 Option 1  Option 2  Option 3  No Preference
- Which of the proposed service options is more suitable for your travel purposes **evenings after 7pm and Sunday**? Please check one.  
**Option A:** Extend the Richmond-Fremont (Orange) Line to Milpitas and Berryessa Station. [Note Saturday only: Green Line (Warm Springs-Daly City) and Red Line (Richmond-Daly City) service from 9am - 7pm]  
**Option B:** Extend the Daly City/San Francisco-Warm Springs (Green) Line to Berryessa Station. Re-route the Richmond-Fremont (Orange) Line from Richmond to Dublin/Pleasanton Station (Purple Line). [Note Saturday only: Additional Green Line (South Hayward-24<sup>th</sup> St./Mission) and Red Line (Richmond-Daly City) service from 9am - 7pm]  
 Option A  Option B  No Preference

(Optional) Do you have any comments on any of the options listed in questions 7-8?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### PROPOSED BART FARES FOR MILPITAS AND BERRYESSA/NORTH SAN JOSÉ STATIONS

- BART plans to extend its distance-based fare structure for Milpitas and Berryessa/North San José Stations. For example, in 2018, a one-way trip to Embarcadero Station from Warm Springs/South Fremont Station will cost \$6.75, while a trip to Embarcadero Station from Milpitas Station is estimated to cost \$7.50 (\$0.75 more), and from Berryessa/North San José Station, \$7.75 (\$1.00 more). Do you have any general comments about BART's proposed fares for Milpitas and Berryessa/North San José Stations?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### PLEASE TELL US ABOUT YOURSELF

- What is your gender?  
 Male  Female  Another gender: \_\_\_\_\_

NOTE: Please answer BOTH Questions 12 and 13.

- Are you of Hispanic, Latino or Spanish origin?  
 No  Yes
- What is your race or ethnic identification? (Check one or more. Categories based on US Census.)  
 White  Black/African American  
 Asian or Pacific Islander  American Indian or Alaska Native  
 Other (specify): \_\_\_\_\_
- Do you speak a language other than English at home?  
 No  Yes → Language: \_\_\_\_\_
- If "Yes" to Question 13, how well do you speak English?  
 Very well  Well  Not well  Not at all
- What is your total annual household income before taxes?  
 Under \$25,000  \$50,000 - \$59,999  
 \$25,000 - \$34,999  \$60,000 - \$74,999  
 \$35,000 - \$39,999  \$75,000 - \$99,999  
 \$40,000 - \$49,999  \$100,000 and over
- Including yourself, how many people live in your household?  
 1  2  3  4  5  6 or more
- Do you use a smart phone (can access the Internet, download apps, etc.)?  
 No  Yes

Please turn in completed survey to a BART representative. To complete this survey online please visit [bart.gov/SVSurvey](http://bart.gov/SVSurvey). If you have any questions please call (510) 464-6189.

If you need language assistance services, please call 510-464-6752.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki-tawagan ang (510) 464-6752.

통역이 필요한 분은, 510-464-6752 로 문의하십시오.

The maps below correspond to questions 7 and 8.

**Q7: Weekdays before 7pm**

**Service Option 1**



Direct weekday service from Berryessa/North San José to San Francisco

**Q8: Evenings after 7pm, Saturdays, and Sundays**

**Service Option A**



Direct weekend service from Berryessa/North San José to Oakland &

**Service Option 2**



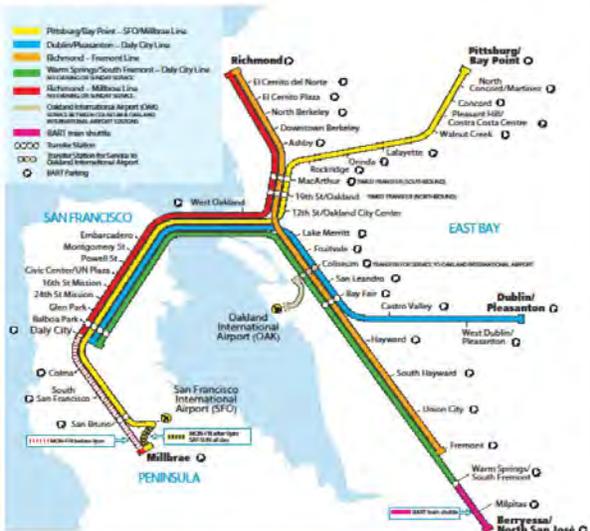
Direct weekday service from Berryessa/North San José to Oakland & Berkeley

**Service Option B**



Direct weekend service from Berryessa/North San José to San Francisco and rerouted service from Dublin/Pleasanton to Oakland & Berkeley.

**Service Option 3**



Passengers board BART train shuttle from Berryessa/North San José or Milpitas, weekdays before 7pm. All passengers transfer at Warm Springs/South Fremont (2 min. transfer)



# Nuevo servicio BART a las Estaciones Milpitas y Berryessa/North San José

**Comentarios y opinión** Sirvase contestar las siguientes preguntas. Sus respuestas nos ayudarán a evaluar que tan bien nos conectamos con las comunidades a las que servimos. BART agradece su participación. La información será tratada de forma confidencial.

## USO DE BART

- ¿Qué estación de BART usa generalmente cuando hace un recorrido desde su casa (es decir, la estación más cerca de su casa)?  
\_\_\_\_\_
- ¿En qué estación de BART suele bajarse de los trenes del sistema (es decir, su estación "de destino")?  
\_\_\_\_\_
- Normalmente, ¿en qué horario del día utiliza el servicio de BART? Marque todas las opciones que correspondan.  
 Mañana    Tarde    Noche    Altas horas de la noche
- ¿Tiene planeado usar las Estaciones Milpitas y/o Berryessa/North San José? Marque todas las opciones que correspondan.  
 Sí, la Estación Milpitas  
 Sí, la Estación Berryessa/North San José  
 Ninguna, planeo usar: \_\_\_\_\_
- ¿Cómo llegará a las Estaciones Milpitas y/o Berryessa/North San José? Marque todas las opciones que correspondan.  
 Caminaré todo el trayecto  
 En bicicleta  
 Autobús de VTA  
 Tranvía de VTA  
 Conduciré solo  
 En viajes compartidos en auto  
 Me llevarán en auto  
 En Uber/Lyft/etc.  
 En taxi  
 Otro: \_\_\_\_\_
- ¿Con cuánta frecuencia tiene planeado usar el nuevo servicio BART hacia/desde las Estaciones Milpitas y/o Berryessa/North San José? Por favor, marque una.  
 5 días por semana o más  
 De 1 a 4 días por semana  
 De 1 a 3 días por mes  
 Unos cuantos días por año  
 No las usaré

## PROPUESTAS DE OPCIONES DE SERVICIO PARA LAS ESTACIONES MILPITAS Y BERRYESSA/NORTH SAN JOSÉ

**Nota:** Para las preguntas 7 y 8, use los mapas que aparecen en la página 2 y seleccione la opción más conveniente para sus propósitos de transporte.

- ¿Cuál de las propuestas de opciones de servicio es más conveniente para sus propósitos de transporte en días hábiles, antes de las 7 p.m.? Por favor, marque una.  

**Opción 1:** Ampliar la Línea Daly City/San Francisco-Warm Springs (Verde) a las Estaciones Milpitas y Berryessa/North San José.

**Opción 2:** Ampliar la Línea Richmond-Fremont (Anaranjada) a las Estaciones Milpitas y Berryessa/North San José.

**Opción 3:** Los pasajeros abordan el tren rápido BART de la Estación Berryessa/North San José a la Estación Warm Springs.

 Opción 1    Opción 2    Opción 3    Sin preferencia
- ¿Cuál de las propuestas de opciones de servicio es más conveniente para sus propósitos de transporte después de las 7 p.m. y en domingo? Por favor, marque una.  

**Opción A:** Ampliar la Línea Richmond-Fremont (Anaranjada) a las Estaciones Milpitas y Berryessa. [Nota: Sólo en Sábado. Línea Verde (Warm Springs-Daly City) y Línea Roja (Richmond-Daly City), servicio de 9 a.m. a 7 p.m.]

**Opción B:** Ampliar la Línea Daly City/San Francisco-Warm Springs (Verde) a la Estación Berryessa. Redirigir la Línea Richmond-Fremont (Anaranjada), de Richmond a la Estación Dublin/Pleasanton (Línea Violeta). [Nota: Sólo en Sábado. Línea Verde adicional (South Hayward-24th St./Mission) y Línea Roja (Richmond-Daly City), servicio de 9 a.m. a p.m.]

(Opcional) ¿Tiene algún comentario acerca de alguna de las opciones descritas en las preguntas 7 y 8?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## TARIFAS DE BART PROPUESTAS PARA LAS ESTACIONES MILPITAS Y BERRYESSA/NORTH SAN JOSÉ

- BART tiene planeado extender su estructura de tarifas basadas en distancias a las Estaciones Milpitas y Berryessa/North San José. Por ejemplo, en 2018, un viaje de ida a la Estación Embarcadero desde la Estación Warm Springs/South Fremont costará \$6.75, mientras que un viaje a la Estación Embarcadero desde la Estación Milpitas costará un estimado de \$7.50 (\$0.75 más), y desde la Estación Berryessa/North San José costará \$7.75 (\$1.00 más). ¿Tiene algún comentario general acerca de las tarifas BART propuestas para las Estaciones Milpitas y Berryessa/North San José?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## PROPORCIONENOS INFORMACIÓN ACERCA DE USTED

- ¿Cuál es su sexo?  
 Masculino    Femenino    Otro: \_\_\_\_\_
- NOTA: Por favor conteste AMBAS preguntas, 12 y 13.
- ¿Es usted de origen hispano, latino o español?  
 No    Sí
- ¿Cuál es su raza o identificación étnica? (Marque una o más respuestas. Categorías en base al Censo de los Estados Unidos.)  
 Blanco    Negro/afroamericano  
 Asiático o de las Islas del Pacífico    Indio Americano o Nativo de Alaska  
 Otro (favor de especificar): \_\_\_\_\_
- ¿Habla en el hogar un idioma que no sea el inglés?  
 No    Sí → Idioma: \_\_\_\_\_
- Si respondió "Sí" a la Pregunta 13, ¿que tan bien habla inglés?  
 Muy bien    Bien    No muy bien    Nada
- ¿Cuál es el total de los ingresos anuales en su hogar antes de impuestos?  

<input type="checkbox"/> Menos de \$25,000	<input type="checkbox"/> \$50,000 a \$59,999
<input type="checkbox"/> \$25,000 a \$34,999	<input type="checkbox"/> \$60,000 a \$74,999
<input type="checkbox"/> \$35,000 a \$39,999	<input type="checkbox"/> \$75,000 a \$99,999
<input type="checkbox"/> \$40,000 a \$49,999	<input type="checkbox"/> \$100,000 o más
- Incluyéndose a usted mismo, ¿cuántas personas viven en su hogar?  
 1    2    3    4    5    6 o más
- ¿Utiliza un teléfono inteligente (puede acceder a internet, descargar aplicaciones, etc.)?  
 No    Sí

Entregue su encuesta completa a un representante de BART. Para llenar esta encuesta por Internet, favor de visitar: [bart.gov/SVsurvey](http://bart.gov/SVsurvey)

Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.

Los siguientes mapas corresponden a las preguntas 7 y 8.

**Pregunta 7: Días hábiles antes de las 7 p.m.**

**Opción de Servicio 1**



Servicio directo en días hábiles de Berryessa/North San José a San Francisco

**Pregunta 8: Noches después de las 7 p.m., sábados y domingos**

**Opción de Servicio A**



Servicio directo en fin de semana de Berryessa/North San José a Oakland y Berkeley

**Opción de Servicio 2**



Servicio directo en días hábiles de Berryessa/North San José a Oakland y Berkeley

**Opción de Servicio B**



Servicio directo en fin de semana de Berryessa/North San José a San Francisco y servicio desviada de Dublin/Pleasanton a Oakland y Berkeley.

**Opción de Servicio 3**



Los pasajeros abordan el tren rápido BART de la Estación Berryessa/North San José o Milpitas, en días hábiles antes de las 7 p.m. Todos los pasajeros transbordan en Warm Springs/South Fremont (trasbordo de 2 min.)



# 新增 BART 服務至 Milpitas 和 Berryessa/North San José 站

**意見與建議** 請回答下列問題。您的答案有助於我們評估我們的社區服務成效。BART 重視您的意見。問卷資料將會保密。

## BART 使用情況

- 您從家裡出發時，通常在每一個 BART 捷運站上車 (您家在哪一站)？  
\_\_\_\_\_
- 您通常在每一個 BART 捷運站下車 (您的目的地在哪一站)？  
\_\_\_\_\_
- 您通常在一天中什麼時候搭乘 BART？選擇所有適用選項。  
 上午  下午  晚上  深夜
- 您計劃用 Milpitas 和/或 Berryessa/North San José 站嗎？選擇所有適用選項。  
 是，Milpitas 站  
 是，Berryessa/North San José 站  
 皆否，我計劃使用：\_\_\_\_\_
- 您將如何使用 Milpitas 和/或 Berryessa/North San José 站？選擇所有適用選項。  
 全程走路  
 騎腳踏車  
 VTA 公車  
 VIA 輕軌鐵路  
 自己一個人開車  
 汽車共乘  
 他人接送  
 Uber/Lyft/其他  
 計程車  
 其他：\_\_\_\_\_
- 您計劃多常使用新的 BART 服務往返 Milpitas 和/或 Berryessa/North San José 站？請勾選一項。  
 每週 5 天或更多  
 一週 1-4 天  
 一個月 1-3 天  
 一年幾次  
 不搭乘

## MILPITAS 和 BERRYESSA/NORTH SAN JOSÉ 站 服務選項提議

註：對於問題 7 和 8，請使用第 2 頁所示的地圖，選擇更適合您行程的選項。

- 哪一個服務選項提議，更適合您平日晚上 7 點前的行程？請勾選一項。  
 選項 1：延長 Daly City/San Francisco-Warm Springs (綠) 線到 Milpitas 和 Berryessa/North San José 站。  
 選項 2：延長 Richmond-Fremont (橘) 線到 Milpitas 和 Berryessa/North San José 站。  
 選項 3：乘客搭乘 BART 火車在 Berryessa/North San José 站到 Warm Springs 站的穿梭巴士。  
 選項 1  選項 2  選項 3  沒有偏好
- 哪些提議的服務選項，更適合您晚上 7 點後和星期天的行程？請勾選一項。  
 選項 A：延長 Richmond-Fremont (橘) 線到 Milpitas 和 Berryessa 站。【請注意，僅限週六；服務時間為上午 9 點至晚上 7 點的綠線 (Warm Springs-Daly City) 和紅線 (Richmond-Daly City)】  
 選項 B：延長 Daly City/San Francisco-Warm Springs (綠) 線到 Berryessa 站。重新安排從 Richmond 到 Dublin/Pleasanton 站 (紫線) 的 Richmond-Fremont (橘) 線。【請注意，僅限週六；服務時間為上午 9 點至晚上 7 點的綠線 (增開) (South Hayward-24 St./Mission) 和紅線 (Richmond-Daly City)】  
 選項 A  選項 B  沒有偏好

(自由選擇) 您對問題 7-8 中列出的任何選項有任何意見嗎？

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## MILPITAS 和 BERRYESSA/NORTH SAN JOSÉ 站 BART 票價提議

- BART 計劃為 Milpitas 和 Berryessa/North San José 站延用以距離為基礎的票價結構。例如，在 2018 年，從 Warm Springs/South Fremont 站到 Embarcadero 站的單程費用將為 \$6.75，而 Milpitas 站到 Embarcadero 站的估計費用為 \$7.50 (增加 \$0.75)，從 Berryessa/North San José 站到 Embarcadero 站則為 \$7.75 (增加 \$1.00)。您對 BART 為 Milpitas 和 Berryessa/North San José 站的票價提議有任何總體評論嗎？  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 請告訴我們一些有關您的資訊

- 您的性別？  
 男  女  其他性別：\_\_\_\_\_

請注意：請回答 12 和 13 兩個問題。

- 您是西班牙語裔、拉丁美裔或西班牙裔嗎？  
 否  是
- 您屬於什麼族裔？(可勾選一或多項。分類以美國人口普查為依據。)  
 白人  黑人/非裔美國人  
 亞洲或太平洋島民  美洲印第安人或阿拉斯加本地人  
 其他 (請註明)：\_\_\_\_\_
- 您在家是否講英語以外的語言？  
 否  是 語言：\_\_\_\_\_
- 若 13 題回答「是」，您的英文程度有多好？  
 很好  好  不好  不會說
- 您的稅前家庭年度總收入為何 (美元)？  
 \$25,000 以下  \$50,000 - \$59,999  
 \$25,000 - \$34,999  \$60,000 - \$74,999  
 \$35,000 - \$39,999  \$75,000 - \$99,999  
 \$40,000 - \$49,999  \$100,000 或以上
- 包括您自己在內，您家裡住了多少人？  
 1  2  3  4  5  6 或更多
- 您是否使用智慧型手機 (有上網、下載應用程式等功能)？  
 否  是

請將問卷填好並交給 BART 代表。若想上網填寫問卷，請造訪：  
[bart.gov/SVsurvey](http://bart.gov/SVsurvey)

如需語言協助服務，請致電 (510) 464-6752。

以下地圖對圖例 7 和 8。

圖例 7：平日晚上 7 點前

服務選項 1



將 Berryessa/North San José 的平日服務導向三藩市

圖例 8：晚上七點後、週六、週日

服務選項 A



將 Berryessa/North San José 的週末服務導向奧克蘭和柏克萊

服務選項 2



將 Berryessa/North San José 的平日服務導向奧克蘭和柏克萊

服務選項 B



將 Berryessa/North San José 的週末服務導向三藩市，並且將 Dublin/Pleasanton 的改裝服務導向奧克蘭和柏克萊。

服務選項 3



平日晚上 7 點前，乘客搭乘 BART 火車在 Berryessa/North San José 或 Milpitas 的穿梭巴士，所有乘客在 Warm Springs/South Fremont 轉車（轉車時間兩分鐘）



# Dịch Vụ BART mới đến các Trạm Milpitas và Berryessa/Bắc San José

**Nhận Xét và Phản Hồi** Vui lòng trả lời các câu hỏi ở dưới. Các câu trả lời của quý vị sẽ giúp chúng tôi đánh giá hiệu quả tiếp cận các cộng đồng mà chúng tôi phục vụ. BART đánh giá cao ý kiến của quý vị. Dữ liệu sẽ được bảo mật.

## SỬ DỤNG DỊCH VỤ BART

1. Quý vị thường vào trạm BART nào khi đi từ nhà quý vị (có nghĩa là trạm "khởi hành" của quý vị)?  
\_\_\_\_\_
2. Quý vị thường xuống trạm BART nào (có nghĩa là trạm "đến" của quý vị)?  
\_\_\_\_\_
3. Quý vị thường sử dụng dịch vụ BART vào thời điểm nào trong ngày? Chọn tất cả các lựa chọn thích hợp.  
 Buổi sáng  Buổi chiều  Buổi tối  Buổi tối muộn
4. Quý vị có dự liệu sử dụng Trạm Milpitas và/hoặc Berryessa/Bắc San José không? Chọn tất cả các lựa chọn thích hợp.  
 Có, Trạm Milpitas.  
 Có, Trạm Berryessa/Bắc San José.  
 Không sử dụng trạm nào, tôi dự liệu sẽ sử dụng: \_\_\_\_\_
5. Quý vị sẽ đến Trạm Milpitas và/hoặc Berryessa/Bắc San José bằng cách nào? Chọn tất cả các lựa chọn thích hợp.  
 Đi bộ đến tận nơi  
 Đi xe đạp  
 Đi xe buýt VTA Transit  
 Đi xe điện VTA Light Rail  
 Lái xe một mình  
 Đi xe theo nhóm  
 Nhờ người lái xe chở đến  
 Uber/Lyft/v.v...  
 Taxi  
 Cách khác: \_\_\_\_\_
6. Quý vị dự liệu sử dụng dịch vụ BART mới đến/về từ Trạm Milpitas và/hoặc Berryessa/Bắc San José thường xuyên như thế nào? Vui lòng đánh dấu một lựa chọn.  
 5 ngày một tuần hoặc hơn  
 1-4 ngày một tuần  
 1-3 ngày một tháng  
 Vài lần một năm  
 Sẽ không sử dụng

### CÁC LỰA CHỌN DỊCH VỤ ĐỀ NGHỊ CHO CÁC TRẠM MILPITAS VÀ BERRYESSA/BẮC SAN JOSÉ

Lưu ý: Đối với câu hỏi 7 và 8, sử dụng các bản đồ ở trang 2 để chọn lựa chọn phù hợp hơn với mục đích đi lại của quý vị.

7. Trong số các lựa chọn dịch vụ đề nghị, lựa chọn nào phù hợp hơn với mục đích đi lại của quý vị các ngày trong tuần trước 7 giờ tối? Vui lòng đánh dấu một lựa chọn.  

**Lựa Chọn 1:** Nối dài Tuyến Đường Daly City/San Francisco-Warm Springs (Xanh Lục) đến các Trạm Milpitas và Berryessa/Bắc San José

**Lựa Chọn 2:** Nối dài Tuyến Đường Richmond-Fremont (Cam) tới các Trạm Milpitas và Berryessa/Bắc San José.

**Lựa Chọn 3:** Hành khách lên xe lửa hai chiều chặn ngắn từ Trạm Berryessa/Bắc San José đến Trạm Warm Springs.

 Lựa chọn 1  Lựa chọn 2  Lựa chọn 3  Không có lựa chọn ưu tiên
8. Trong số các lựa chọn dịch vụ đề nghị, lựa chọn nào phù hợp hơn với mục đích đi lại của quý vị các buổi tối sau 7 giờ tối và Chủ Nhật? Vui lòng đánh dấu một lựa chọn.  

**Lựa Chọn A:** Nối dài Tuyến Đường Richmond-Fremont (Cam) tới Trạm Milpitas và Berryessa. [Lưu ý chỉ áp dụng cho ngày Thứ Bảy: Tuyến Đường Xanh Lục (Warm Springs-Daly City) và Tuyến Đường Đỏ (Richmond-Daly City) phục vụ từ 9am - 7pm]

**Lựa Chọn B:** Nối dài Tuyến Đường Daly City/San Francisco-Warm Springs (Xanh Lục) đến Trạm Berryessa. Điều chỉnh lại lộ trình Tuyến Đường Richmond-Fremont (Cam) từ Richmond đến Trạm Dublin/Pleasanton Station (Tím). [Lưu ý chỉ áp dụng cho ngày Thứ Bảy: Tuyến Đường Xanh Lục bổ sung (South Hayward-24<sup>th</sup> St./Mission) và Tuyến Đường Đỏ (Richmond-Daly City) phục vụ từ 9am - 7pm]

 Lựa Chọn A  Lựa Chọn B  Không có lựa chọn ưu tiên

(Không bắt buộc) Quý vị có nhận xét gì về bất kỳ lựa chọn nào trong các câu hỏi 7-8 không?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### GIÁ BIỂU DỊCH VỤ BART ĐỀ NGHỊ CHO CÁC TRẠM MILPITAS VÀ BERRYESSA/BẮC SAN JOSÉ

9. BART dự liệu sẽ mở rộng cơ cấu giá biểu theo khoảng cách của cơ quan đối với các Trạm Milpitas và Berryessa/Bắc San José. Ví dụ, trong năm 2018, giá biểu cho chuyến đi một chiều đến Trạm Embarcadero từ Trạm Warm Springs/South Fremont sẽ là \$6.75, còn chỉ phí ước tính cho chuyến đi tới Trạm Embarcadero từ Trạm Milpitas là \$7.50 (nhiều hơn \$0.75), và từ Trạm Berryessa/Bắc San José, \$7.75 (nhiều hơn \$1.00). Quý vị có nhận xét tổng quát gì về giá biểu đề nghị của BART cho các Trạm Milpitas và Berryessa/Bắc San José không?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### VUI LÒNG CHO CHÚNG TÔI BIẾT VỀ QUÝ VỊ

10. Cho biết giới tính của quý vị?  
 Nam  Nữ  Giới tính khác: \_\_\_\_\_
- LƯU Ý: Vui lòng trả lời CẢ HAI câu hỏi 12 và 13.
11. Quý vị có phải là người gốc sắc tộc nói tiếng Tây ban nha, La-tinh hay người gốc Tây ban nha không?  
 Không  Có
12. Quý vị thuộc sắc tộc hay chủng tộc nào? (Đánh dấu một hoặc nhiều lựa chọn. Các hạng mục dựa trên dữ liệu Điều Tra Dân Số Hoa Kỳ.)  
 Người da trắng  Người da đen/Người Mỹ gốc Phi châu  
 Người Á châu hoặc Đảo Thái bình dương  Thổ dân châu Mỹ da đỏ hoặc thổ dân Alaska  
 Khác (ghi rõ): \_\_\_\_\_
13. Quý vị có nói ngôn ngữ khác không phải là tiếng Anh ở nhà không?  
 Không  Có Ngôn ngữ: \_\_\_\_\_
14. Nếu trả lời "Có" cho câu hỏi 14, quý vị nói tiếng Anh thông thạo tới mức nào?  
 Rất thông thạo  Thông thạo  Không thông thạo  Hoàn toàn không thông thạo
15. Tổng lợi tức hàng năm trước khi trừ thuế của hộ gia đình quý vị là bao nhiêu?  
 Dưới \$25,000  \$50,000 - \$59,999  
 \$25,000 - \$34,999  \$60,000 - \$74,999  
 \$35,000 - \$39,999  \$75,000 - \$99,999  
 \$40,000 - \$49,999  \$100,000 trở lên
16. Có bao nhiêu người sinh sống trong hộ gia đình quý vị, kể cả bản thân quý vị?  
 1  2  3  4  5  6 hoặc hơn
17. Quý vị có máy điện thoại thông minh không (có thể truy cập Internet, tải xuống ứng dụng v.v...)?  
 Không  Có

Vui lòng nộp lại bản thăm dò ý kiến đã điền cho nhân viên BART. Để điền bản thăm dò ý kiến này trên mạng trực tuyến, vui lòng tới trang mạng [bart.gov/SVsurvey](http://bart.gov/SVsurvey)  
 Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

Các bản đồ dưới đây là dành cho câu hỏi 7 và 8.

**07: Các ngày trong tuần trước 7 giờ tối**

**Lựa Chọn Dịch Vụ 1**



Dịch vụ chạy thẳng các ngày trong tuần từ Berryessa/Bắc San José đến San Francisco

**08: Các buổi tối sau 7 giờ, thứ Bảy và Chủ nhật hàng tuần**

**Lựa Chọn Dịch Vụ A**



Dịch vụ Chạy Thẳng vào cuối tuần từ Berryessa/Bắc San José đến Oakland & Berkeley

**Lựa Chọn Dịch Vụ 2**



Dịch vụ chạy thẳng các ngày trong tuần từ Berryessa/Bắc San José đến Oakland & Berkeley

**Lựa Chọn Dịch Vụ B**



Dịch vụ chạy thẳng vào cuối tuần từ Berryessa/Bắc San José đến San Francisco và dịch vụ được điều chỉnh lại từ Dublin/Pleasanton đến Oakland & Berkeley.

**Lựa Chọn Dịch Vụ 3**



Hành khách lên xe lửa hai chiều chặng ngắn BART từ Berryessa/Bắc San José hoặc Milpitas, các ngày trong tuần trước 7 giờ tối. Tất cả các hành khách nối chuyến tại Warm Springs/Nam Fremont (nối chuyến 2 phút)



# Milpitas तथा Berryessa/North San José

## स्टेशनों को नई BART सेवा

**टिप्पणियां तथा फीडबैक** कृपया निम्नलिखित प्रश्नों का उत्तर दें। आपके उत्तर हमें इस बात का मूल्यांकन करने में सहायता करेंगे कि हम जिन समुदायों को सेवा प्रदान करते हैं, उन तक हम कितनी अच्छी तरह से पहुंच रहे हैं। BART आप द्वारा दी गई सूचना को महत्वपूर्ण मानता है। जानकारी को गोपनीय रखा जाएगा।

### BART का उपयोग

1. **क्या आपने कोई नया कठोर समय या नया तरीका BART स्टेशन से प्रवेश करने है (अर्थात्, अपना 'घूँ' प्रवेश)?**
2. **क्या नया नया BART स्टेशन पर प्रवेश के नए तरीके हैं (अर्थात्, अपना 'पैसल' प्रवेश)?**
3. **विशिष्ट और परभाव दिन के लिए समय BART का उपयोग करते हैं? सप्ताहो के बारीक बारी का विवरण बताएं।**  
 प्रातःकाल  दोपहर  संध्या  देर रात
4. **क्या आप Milpitas तथा/अथवा Berryessa/North San José स्टेशन का उपयोग करने की योजना बना रहे हैं? सप्ताहो के बारीक बारी का विवरण बताएं।**  
 हाँ, Milpitas स्टेशन  
 हाँ, Berryessa/North San José स्टेशन  
 इनमें से कोई नहीं, मैं इस स्टेशन का उपयोग करने की योजना बना रहा/रही हूँ।
5. **क्या Milpitas तथा/अथवा Berryessa/North San José स्टेशन तक ईंधन पहुंचें? सप्ताहो के बारीक बारी का विवरण बताएं।**  
 पूरा रास्ता पैदल चलने  
 साइकिल  
 VTA ट्रांजिट बस  
 VTA लाइट रेल  
 अकेले ड्राइव करने  
 कार साझा करने  
 कोई व्यक्ति आपको बहा तक पहुंचाएगा  
 Uber/Lyft/ऑरि  
 टैक्सी  
 अन्य: \_\_\_\_\_
6. **क्या Milpitas तथा/अथवा Berryessa/North San José स्टेशन का उपयोग BA RT सेवा का दिवसीय यात्रा का उपयोग करने की योजना बना रहे हैं? कृपया एक पर बारी का विवरण बताएं।**  
 प्रति सप्ताह 5 या अधिक दिन  
 सप्ताह में 1-4 दिन  
 एक महीने में 1-3 दिन  
 वर्ष में कुछ एक बार  
 उपयोग नहीं करेंगे

### MILPITAS तथा BERRYESSA/NORTH SAN JOSÉ स्टेशनों के लिए प्रस्तावित सेवा विकल्प

**टिप्पणी: प्रश्न 7 का 6 के लिए अपना जवाब देते हैं कि अधिक उपयुक्त विकल्प का चयन करने के लिए पूछें 7 पर तब तक विकल्पों का उपयोग करें**

7. **क्या विकल्पों पर ध्यान दें? कौन से प्रश्न, प्रस्तावित सेवा विकल्पों से वे की गयी विकल्प आपके जवाब देते हैं के लिए अधिक उपयुक्त है? कृपया एक पर बारी का विवरण बताएं।**

**विकल्प 1:** Daly City/San Francisco-Warm Springs (रीन) लाइन को Milpitas तथा Berryessa/North San José स्टेशनों तक बढ़ाना।

**विकल्प 2:** Richmond-Fremont (अरिन्ज) लाइन को Milpitas तथा Berryessa/North San José स्टेशनों तक बढ़ाना।

**विकल्प 3:** सार्वजनिक Berryessa/North San José स्टेशन से Warm Springs स्टेशन पर BART रेल शटल पर सवार हो।  
 विकल्प 1  विकल्प 2  विकल्प 3  कोई बरीयता नहीं
8. **क्या 7 कौन से यात्रा सेवा प्रदाताओं के रूप में जवाब देते हैं के लिए, प्रस्तावित सेवा विकल्प से वे की गयी विकल्प अधिक उपयुक्त है? कृपया एक पर बारी का विवरण बताएं।**

**विकल्प A:** Richmond-Fremont (अरिन्ज) लाइन को Milpitas तथा Berryessa स्टेशन तक बढ़ाना। (टिप्पणी - केवल अरिन्ज और रीन लाइन (Warm Springs-Daly City) तथा रैड लाइन (Richmond-Daly City) सेवा प्राप्त 8 से सार्व 7 तक)

**विकल्प B:** Daly City/San Francisco-Warm Springs (रीन) लाइन को Berryessa स्टेशन तक बढ़ाना। Richmond-Fremont (अरिन्ज) लाइन को Richmond से Dublin/Pleasanton स्टेशन (परत लाइन) तक री-रूट करना। (टिप्पणी - केवल अरिन्ज और अतिरिक्त रीन लाइन (South Hayward-24th St/Mission) तथा रैड लाइन (Richmond-Daly City) सेवा प्राप्त 9 से सार्व 7 तक)  
 विकल्प A  विकल्प B  कोई बरीयता नहीं

**(वैकल्पिक) क्या प्रश्न 8 से लिए गए किसी विकल्प के बारे में अपनी कोई टिप्पणी है?**

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### MILPITAS तथा BERRYESSA/NORTH SAN JOSÉ स्टेशनों के लिए प्रस्तावित BART डिजाइन

9. **BA RT अपनी पूरी-आधारित डिजाइन संरचना को Milpitas तथा Berryessa/North San José स्टेशन से सतत रूप से वाहवाड़ी सड़क के लिए वर्ष 2018 में, Warm Springs/South Fremont स्टेशन से Embarcadero स्टेशन तक की एक तरह की गलती का डिजाइन \$6.75 डॉलर या, जो Milpitas स्टेशन से Embarcadero स्टेशन की गलती का डिजाइन अनुमानित रूप से \$7.50 डॉलर (\$0.75 अंकित), तथा Berryessa/North San José स्टेशन से \$7.75 डॉलर (\$1.00 अंकित)। क्या Milpitas तथा Berryessa/North San José स्टेशनों के लिए BA RT के प्रस्तावित डिजाइन के बारे में क्या आपकी कोई प्रतिक्रिया है?**

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### कृपया अपने अपने जवाब बताएं

10. **अपना लिंग बताएं?**  
 पुरुष  महिला  कोई अन्य लिंग: \_\_\_\_\_
11. **क्या आप द्विलैंगिक, त्रिलैंगिक या त्रिलैंगिक पुरुष हैं?**  
 नहीं  हाँ
12. **आपकी पहली (या) बचपन भाषा (एनग्लिश) क्या है? (एनग्लिश के अलावा अन्य भाषा का विवरण बताएं। US जनगणना पर आधारित प्रश्न।)**  
 अंग्रेज/अमेरिकी अमेरिकी  
 एशियाई या पैसिफिक आइलैंडर  अमेरिकी इंडियन अथवा अलास्का के मूल निवासी  
 अन्य (बताएं): \_\_\_\_\_
13. **क्या आप घर पर अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं?**  
 नहीं  हाँ भाषा: \_\_\_\_\_
14. **क्या प्रश्न 14 का उत्तर 'हाँ' है, तो आप कितनी अच्छी तरह से अंग्रेजी बोलते हैं?**  
 बहुत अच्छे से  अच्छे से  अधिक अच्छे से नहीं  बिलकुल भी अच्छे से नहीं
15. **आपकी कर पूर्व वार्षिक कुल घरेलू आय कितनी है?**  
 \$25,000 से कम  \$50,000 - \$59,999  
 \$25,000 - \$34,999  \$60,000 - \$74,999  
 \$35,000 - \$39,999  \$75,000 - \$99,999  
 \$40,000 - \$49,999  \$100,000 तथा अधिक
16. **आपके बच्चे, आपके घर में कितने लोग रहते हैं?**  
 1  2  3  4  5  6 या अधिक
17. **क्या आप एक स्वयं-रोजगार करने वाले हैं (एक स्वयं-रोजगार करने वाले हैं, ऐसी प्रत्यक्ष प्रश्न करते हैं, नहीं)?**  
 नहीं  हाँ

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कृपया पुरा किया हुआ सर्वेक्षण किसी BART प्रतिनिधि को सौंप दें। इस सर्वेक्षण को ऑनलाइन पूरा करने के लिए कृपया [bart.gov/SVsurvey](http://bart.gov/SVsurvey) पर जाएं। यदि आपको भाषा संबंधी सहायक सेवाओं की जरूरत है तो कृपया (510) 464-6752 पर फोन करें।

नीचे दिखाया गया मानचित्र प्रश्न 7 एवं 8 से सम्बन्धित है।

**Q7: कार्यालयों को सार्व 7 बजे से पहले**

**सेवा विकल्प 1**



Berryessa/Worth San José से San Francisco को सीधे कार्य दिवस (डापरकेट वीकेंड) सेवा

**Q8: सार्व 7 बजे तक के बाद, बुनियात एअरविचार**

**सेवा विकल्प A**



Berryessa/Worth San José से Oakland & Berkeley को सीधे सप्ताहांत (डापरकेट वीकेंड)

**सेवा विकल्प 2**



Berryessa/Worth San José से Oakland & Berkeley को सीधे कार्य दिवस (डापरकेट वीकेंड) सेवा

**सेवा विकल्प B**



Berryessa/Worth San José से San Francisco तक सीधे सप्ताहांत (डापरकेट वीकेंड) सेवा और Dublin/Pleasanton से Oakland तथा Berkeley तक मार्ग बंदी गई सेवा।

**सेवा विकल्प 3**



प्रांतीय BART ट्रेन श्रृंखला पर Berryessa/Worth San José या Millbrae से कार्यालयों पर सार्व 7 बजे से पहले सवार होते हैं। सभी प्रांतीय Warm Springs/South Fremont पर हासफर होते हैं (2 मिनट ट्रांसफर)।

## Appendix PP- B: Questions 7-8, Proposed Service Options Comments

Response ID	Outreach Event Date	Language	Comments
1057	Online	English	There's no demand for extra trains other than the usual 20 min service off peak Saturday and Sunday and late nights
1654	Online	English	I would suggest if BART only extends one line, to also create a timed transfer for passengers for the other line (Richmond vs Daly City).
2094	Online	English	-Ideally BART should extend both lines to Milipitas and Berryessa. With only one line, passengers would have to wait up 15mins, and then if it's not the correct line, have to wait an additional 5-10 for a transfer somewhere.
788	Online	English	-You ask "8. Which of the proposed service options is more suitable for your travel purposes evenings after 7 pm and Sunday?", but the diagrams and descriptions of service talk about Saturday service as well. This is confusing.
	Online		(SFO to Fremont sometimes requires transferring twice)
335	Online	English	1. BART is already too packed with Warm Springs station and making it more inconvenient to commuters, and by adding more stations it will be even worse unless BART has plans to increase number of services between new station(s) and San Francisco
1701	Online	English	1. If the shuttle train option is used for weekday service before 7pm, would it be at all possible to extend both the green and orange lines down to Warm Springs? Definitely having to transfer at Warm Springs, and then potentially having to immediately transfer again at the very next stop in Fremont, would really suck.
698	Online	English	1. Remove seats from train to increase capacity.

	Online		2. I feel like I'm not understanding why all the rerouting in option 2 for evening/Sunday service is necessary. Naturally direct service to SF from San Jose would be great, but it seems like that would also be a lot of changes for people to cope with systemwide. The first plan has the benefit of simplicity.
	Online		2. Recently BART has become home to many Homeless people, hope BART can take action on this and make it convenient for regular commuters
	Online		2. Turn off heaters in packed trains.
	Online		3. Ban bicycles on trains during commute time
	Online		4. Fix arrival signs at Montgomery station
889	Online	English	A "BART shuttle train" between San Jose and Warm Springs sounds absolutely absurd. Integrate those two new stations into the system as a whole rather than using a stub train.
450	Online	English	A lot of people travel from San Francisco/Peninsula to the South Bay. I live in San Jose and would much rather take BART from Berryessa to downtown SF instead of Caltrain (too expensive and slow). Having a direct line instead of having to transfer (regardless of time of day or weekend) would be exceptional.
73	Online	English	A new service from Dublin/Pleasanton to Richmond would be a fantastic addition to the BART system. If possible, it would be amazing to have a cross-platform transfer at 19th Street from the SFO/Millbrae train to the Richmond train – going downstairs and back up at MacArthur is a real struggle for anyone with a bike, stroller, or wheelchair.
1932	Online	English	A shuttle between Warm Springs and Milpitas/Berryessa is not preferred. It makes the new extension seem like a strange appendage to the BART system instead of fully integrated with BART.
2025	Online	English	A shuttle is a terrible idea unless somehow magically both the Richmond and SF/Daly City-bound trains would both be waiting at Warm Springs for every single train that arrives from Santa Clara County.

1865	Online	English	A shuttle is a truly awful solution. Hopefully only included to make the others seem more reasonable.
	Online		A shuttle train is almost certainly the worst possible service plan, excet in the case of TEMPORARY planning indecision and a different service schedule being selected later.
1189	Online	English	A shuttle would be awful. Please extend either the Richmond or SF line, don't make us use a shuttle!
678	Online	English	A shuttle, are you kidding me?
826	Online	English	Add two lines serving San Jose extension - one from Richmond and one from Daly City/SF
599	Online	English	Adding a new route just for nights/weekends will be far to confusing for non regular BART riders
1454	Online	English	after 7pm richmond to berryessa works richmond to dublin works and before 7pm berryessa to colma have that be the last stop not daly city and make orange tickets available to college students and make possible to recycle old plastic dvd covers like the pper schedules this is more needed besides waste mangement there is a problem with these and they can be better purpose to the old tires you made new bart equipment other things the old dvd covers plastic need to be recycled melted to not end up in landfils so look into a recycle place and we will be talking about that again in the future your board needs to make riding bart better and every time you raise the price raise it only 2 to 5 cents not more and make all of these moves better they matter recycle he old dvd plastic covers to make new bart equipment fare gates other things that we can melt the old covers down to make new at bart that is a great idea
1081	Online	English	after hours shuttles are a terrible idea.

162	Online	English	all of those ideas are great bart when berryessa starts have the green be berryessa to colma (the last station) thats why have three tracks not daly city and make richmond to dublin pleasanton as shown on your map also with millbrae station have a richmon train and pittsburg that would stop at the airport you setup now does not work efficient this is better and have all berryessa trains stop at colma being the last stop your map and ideas are good bart so keep work going improving and do not increase the are by more than 4 or 5 cents this makes riding better
2058	Online	English	Alread too many people, not enough trains. If you continue to cram people on an old , dilapidated system, the whole thing will collapse!
274	Online	English	already no seats on train and now you will make it more congested. Change the seating or have more trains so people can sit youare packing people in like sardines with every new station. Have adequate parking at the station so people can drive to the lie toget a seat
	Online		Also consider 24th St - North Berkeley, nights and weekends.
	Online		Also I have no idea wha purposes a train shuttle would serve. That seems like a terrible idea.
	Online		Also, off topic - Can we have a Bayfair to Pittsburg Bay Point line so that yellowline trains can skip Downtown Oakland stops and have this line pick up all the yellow line passengers boarding from Downtown Oakland. When this line is in place, the yellow line can skip stops so that after West Oakland, the next station is Rockridge.
	Online		Also, there are some restaurants in the Milpitas area that my family enjoys. Currently we always drive to them. We will try taking BART+bikes together to Milpitasif the schedule from MacArthur is efficient. We are a one car family and we like using BART when it's convenient, e.g. to downtown Oakland, Berkeley, and SF.
	Online		AND
1896	Online	English	Any Intra-East Bay Trips should focus on at least 8 cars at all times.

808	Online	English	Any option that doesn't include a direct Richmond-Berryessa train all day every day would be confusing to riders (since the system is designed for direct timed transfers to/from the Richmond-Fremont line), and add unnecessary delays for changing trains.
462	Online	English	Any way you guys can charge a bit more for express trains from transfer stations directly to SJ and/or SF from Dublin area.
321	Online	English	Are shuttle services between just a couple of stations efficient? Does that take trains away from the main routes to serve the shuttle routes? The Richmond (red) line is perpetually overcrowded as it is, with 5 or 6 car trains the norm. Which line will be cannibalized to provide trains for the shuttle route? There aren't enough trains to serve all lines as it is.
45	Online	English	Are there any proposed options for Dublin/Pleasanton?
234	Online	English	Are there possibilities of adding more bart cars to the Richmond line ?
817	Online	English	Are these options in place because BART does not have enough trains to run both lines to Berryessa? I hope this is not permanent because then the new stations will go underused.
2010	Online	English	Armed Guards needed on Bart so riders don't get robbed by kids
	Online		Background:
1452	Online	English	Bart access to san jose is critical to reducing environmental effects due to individual transportation in the Bay Area.
370	Online	English	BART can't operate existing system efficiently now. Extending the system would make it a "traffic jam on rails." Get more train cars on all lines, fix existing system BEFORE even thinking of further extensions.
580	Online	English	Bart doesn't go past Richmond and yet you plan on extending service to San Jose. The cost of living in San Jose is high, therefore people are well off, therefore they don't take Bart. Cost of living in Vallejo is low, therefore more people need public transportation.
2041	Online	English	BART doesn't have the train capacity to run to San Jose. Where are the new cars? Get those before extending service anywhere.

1267	Online	English	Bart is out touch with costumers.
783	Online	English	BART is so crowded. I can hardly stand or breathe. If you extend the route, kindly please add more cars and more trains. Otherwise, do not extend it.
527	Online	English	BART is so dirty and gross. anyway to make it clean? Its always dirty. and smells like crap.
1702	Online	English	bart line should extend more south into san jose
562	Online	English	BART needs to either run another tunnel under the bay or have the train go across either the San Mateo or Dumbarton Bridge. Do you really expect someone to take a train from San Jose when it's going to take 90+ minutes to get to San Francisco? And if theyre going to San Jose, the chance that the one station is going to be anywhere near where they need to go is slim. Furthermore, it's time BART invests in adding extra tracks for express trains, like real transit systems.
1738	Online	English	BART needs to run trains more often and only use 10 car trains if it's going to extend its tracks to Milpitas and San José. Overcrowding is already a serious issue and it will only get worse as more passengers get on at the new stations.
1848	Online	English	BART needs to take care of the CURRENT stations before expanding to Milpitas or North San Jose. Get your house in order!
765	Online	English	BART should collaborate with Major silicon companies, e.g. Samsung, Oracle, Sandisk, etc for proposed shuttle service from the Warm Springs/Milpitas Bart stations to employer location.
1544	Online	English	Bart should go full circle in both directions to alleviate crowding.
460	Online	English	BART should increase the number of cars in the trains to accommodate the increase in the commuters. All commuters boarding after Warm Springs will not get seats if BART is extended.
251	Online	English	Bart sucks

2060	Online	English	Besides Balboa Park, my other main destination station is Downtown Berkeley. I do not visit it often currently because it is highly inconvenient to my current path of Caltrain -& BART. Extending the orange line would be great.
440	Online	English	BOTH of these lines are already insanely crowded during commute hours and unless something is done about that and the safety issues for current service, this is a pointless endeavor that only services to waste more money.
2093	Online	English	Build high density, mixed use developments near the new stations!
1886	Online	English	Bus bridge to the new stations is a terrible idea.
554	Online	English	Bus shuttles add a lot of travel time and defeat the purpose of this extension. Please avoid if possible.
496	Online	English	Bus shuttles are dumb. Extend the BART rails. Reducing connections is important and improving accessibility to city centers is critical. I wish there was an underground BART station in downtown San Jose like there is in Berkeley.
24	Online	English	Can we have some combination of both Service Options A and B? Also, can every other Richmond Fremont train on the orange line be a direct Richmond to Dublin Pleasanton?
263	Online	English	Can you arrive on time, so people don't miss bus connections like happens at the Fremont station regularly?
1687	Online	English	Certainly waste of money on irvington bart station.
983	Online	English	Changing the configuration depending on time like that is confusing - especially as it's done at SFO / Millbrae/ San Bruno. Travel instructions from SFO to Stanford depend on the time of day!?
3009	28-Sep	English	Clean the stations that you already have
1120	Online	English	Close the loop from Milbrey to San Jose as well
2045	Online	English	Connecting directly to SF stations makes the most sense during commute hours given how many jobs are in that area.

	Online		Cutting off service to Milbrae isn't intentional, right?
1812	Online	English	Daly City-Warm Springs/South Fremont service after 7pm would greatly be appreciated as transfers add about 10-20 mins to total trip time. It would also lower the barrier for BART passengers coming from Milpitas and Berryessa/North San Jose stations.
3040	7-Oct	English	Daly City/SF direct service minimizes overall trip time.
	Online		Day Time: My Choice: OPTION 1
319	Online	English	Definitely would pass on taking the train shuttle thing
187	Online	English	Destination may be either Embarcadero or Downtown Berkeley. so preference could change between DalyCity or Richmond
690	Online	English	direct connection to SF is a must!
1943	Online	English	Direct connectivity to SFO airport is very important.
1995	Online	English	Direct MacArthur&lt;-&gt;Milpitas service would be ideal for me. I would also be happy with a timed transfer to & from a shuttle train. Since I could only select one option I chose direct MacArthur&lt;-&gt;Milpitas service.
932	Online	English	Direct service into SF from the South Bay both during and after hours would open up a world of opportunities for not only commuters, but for those looking to enjoy what SF and San Jose have to offer in terms of restaurants, bars, and entertainment. Please extend the Daly City line and keep it running late.
871	Online	English	Direct trains from either, if not both Richmond AND San Francisco
1605	Online	English	Do not create another bart shuttle under any circumstances. No one wants to go from a train to a shuttle to an uber. Please clean the f***ing trains.

1515	Online	English	do not do a shuttle service. It completely makes one not use it. The concept of a train-bus or a bus-train transfer is horrible. I've used them when a station is out of service. Simply horrid. If you want more people to use the bart, don't do a bus shuttl.
1616	Online	English	Do not even think of multiple transfers.
1284	Online	English	DO NOT JUST GIVE US A SHUTTLE SERVICE TO FREMONT. Either extend the green line or the orange line but shuttle service is utterly ridiculous.
3008	28-Sep	English	Do them both
256	Online	English	Don't let the changed routes increase time between trains during weekday commute hours.
1282	Online	English	Don't make service worse for Pleasanton residents that work in SF.
1139	Online	English	Due to traffic issues in the Bay Area, any plan that involves shuttles not on the BART rail lines is a VERY, VERY BAD PLAN, and should be avoided at all costs.
	Online		Evening/Weekends: y Choice: OPTION 1
3000	28-Sep	Spanish	Excellent - We needed this service many years ago. I am very happy with this new transportation
478	Online	English	Extend BART as much as possible!
388	Online	English	Extend BART down the penninsula. Caltrain is trash.
842	Online	English	Extend both green and orange line further down to San Jose, especially during rush hour. This will provide riders flexibility to switch train lines when needed due to major delays and for riders to reach their destination on time.
1692	Online	English	Extend both the green and orange lines to North San Jose!
1306	Online	English	Extend existing BART lines, rather than having train shuttles. Fewer transfers makes transit easier.

1610	Online	English	Extend the green line in option 1 to SFO international airport.
822	Online	English	Extend train to San Jose Diridon
1121	Online	English	Extending BART in anyway would be a win for commuters in the Bay Area and would help keep cars off the road. I look forward to see what is to come with BART. There are many others that feel this way, thought they many not take the survey.
56	Online	English	Extending the Richmond-Fremont/Warm Springs line makes the most sense, as this will continue to offer service along the entire East Bay corridor. The shuttle idea is terrible and should not happen.
1945	Online	English	Extent Bart to San Jose downtown.
1104	Online	English	Fewer differences between weekday vs weekend service will minimize confusion and make more accessible for tourists or casual users.
71	Online	English	Fewer Richmond trains, more SF/Daly City trains please!
512	Online	English	FIX THE CRIME GOD D*** IT IM WORRYING LIKE A MOFO
686	Online	English	For question 8, while operationally I do think it is a better concept because I think you'll get more people from Alameda and Contra Costa Counties going that way on BART, as opposed to from the peninsula, I think justing adding a purple line and completey changing the service would be too confusing. As good and expansive as BART is, it's a simple system. Ride it enough and you really don't need to look at the map again. Maybe visualizing the purple line on the standard map, would alleviate these concerns On that note, referring the lines by the colors instead of just the terminals could certainly help this process as well.
814	Online	English	For the love of all that is good don't run a shuttle.
270	Online	English	For weekday commute, please increase the frequency of Daily City trains to every 5 mins.

386	Online	English	Frequency/hours of service more important than direct service if timed transfers continue.
	Online		Furthermore, no bart from SF to San jose?
276	Online	English	Get the Bart to Livermore in this lifetime and no repair center please.
1742	Online	English	Great routes
1899	Online	English	Have a nonstop solution to OAK and SFO airports as well as to Downtown San Francisco and another nonstop service to UC Berkley.
	Online		Have one line (orange) connect all the way to the last station on all days, agreed that Green line goes to san francisco and has more commuters but people from berryessa are already connected VTA light rail through which they can connect to Caltrain and go to San francisco.
986	Online	English	Having a shuttle is a horrendous idea. Takes away one of the primary benefits of BART, namely not being affected by vehicular traffic
1249	Online	English	Having a shuttle train between Berryessa/Milpitas stations and Warm Springs station is inconvenient and time consuming for commuters.
	Online		Honestly, adding another train or two may also help. Warm Springs trains' seats already fill up by Union City (3rd stop in) which means there must be a demand. Maybe 5-6 trains during peak traffic ten back to 3-4 the rest of the time?
271	Online	English	How do you plan to address the current traffic and congestion? Bart is already full that there is hardly any place to stand. How will you support more people boarding bart.
	Online		How many people commute from SJ to Walnut Creek?
203	Online	English	However the BART line is extended, please extend the number of cars on each train. The current line between Hayward and 12th Street is very congested.
589	Online	English	hurry up and build it already

	Online		I also wonder, "why can't you extend BOTH the Fremont-Richmond and Warm Springs/Daily City lines to San Jose?" That would minimize the need for transfers.
920	Online	English	I am honestly more interested in how the Berryessa/North San José Station connects to other South Bay travel methods (such as the VTA). A straight extension of any line through Fremont to Berryessa/North San José Station (so, Option 1 or 2, but NOT 3) is ideal.
768	Online	English	I am in favor of option 8b separately from any extension.
1717	Online	English	I am more likely to go to Milpitas / San Jose on Fridays and weekends.
341	Online	English	i am so happy that it going to be extending
1845	Online	English	I anticipate using BART most frequently to/from San Francisco, as the BART stations are conveniently located in the SF downtown area & attractions to visit on the weekends. I am especially interested in (very) late Fri/Sat service after a going to bars/clubs/concerts/games from SF to SJ, because BART is a great option for a safe ride home without worrying about drinking and driving while having fun.
413	Online	English	I can't believe that you envision so little ridership that it's imaginable to serve the new stations only by a shuttle to Warm Springs. The extra complexity would probably eat any tiny savings you might achieve by running it less often.
1825	Online	English	I chose the options for Richmond to Berryessa for my own needs, but won't use it very often at all. Where is the most patronage predicted to travel to/from Berryessa/Milpitas? To San Francisco or to the Concord area?
	Online		I currently drive from San Jose all the way to Fremont, rather than Warm Springs, because BART does not have a direct route from Warm Springs to downtown Oakland, and I would have to get off at Fremont and wait anyway. In addition, having to take two trains from home to work and back home again if I go to Warm Springs, increases the chances of delays should the Warm Springs-SF train be delayed, which often happens in the afternoon coming home.

3018	28-Sep	English	I do not have a single destination station. I exit BART at many different stations
1691	Online	English	I do not want to transfer to/from San Francisco??Milpitas or Berryessa at any time of day (i.e., green line?)
180	Online	English	I don't know why the yellow line is not an option. That would be my preference
2065	Online	English	I don't like the shuttle option from Warm Springs to Berryessa.
1931	Online	English	I don't understand why you wouldn't just extend the Fremont line to Beryessa/North san Jose as it currently runs. No need to make this overly complicated.
1634	Online	English	I don't currently need to go to San Jose, but if BART went all the way there, it would open up a ton of job opportunities. And could be an everyday Monday to Friday thing.
324	Online	English	I failed to understand the purpose of the Shuttle option on question 7.
80	Online	English	I favor the route reconfiguration because it would make it more convenient to get home from SF in the evenings and on weekends.
288	Online	English	I feel as though San Jose should have direct services to San Francisco to have less traffic on the highways
1751	Online	English	I get off in fruitvale is does not matter to me
373	Online	English	I have some suggestions for the Fremont to Daly city train. Please make it all 10 cars train and increase the frequency. Do you know how crowded if it's a day only with 9 cars? Even people from Fremont couldn't get a seat, not mentioning how little space everyone got after bay fair? I am not surprised why there are so many medical emergencies with such a crowded bad air subway. Also, as you extended the stations, please, please increase the frequency of the trains. You're getting more passengers on each sttion but with the same numbers of train? This is really my bottom line for the status now, and I've talked to many people having the same issue. Please consider it.
1546	Online	English	I just bought a home in Milpitas in front of BART. Please don't make me transfer to go to the city.

1675	Online	English	I know building the train would be more expensive, but I think it's a better ideal than the shuttle, which seems inefficient for commuters.
1754	Online	English	I like the ideal of extending the hours.
614	Online	English	I live in San Jose, near Berryessa, and work in downtown Oakland. I am very unhappy that the Richmond line does not go all the way to Warm Springs. I hope it will go to Berryessa.
	Online		I live near MacArthur BART, commute to SF via BART 3x-4x per week, and commute to north Sunnyvale via Amtrak+bike 1x-2x per week.
1887	Online	English	I may use the Milpitas BART Station on rare occasions.
1245	Online	English	I need to get to San Francisco quickly. Extending the line that runs through San Francisco is by far the most convenient
1923	Online	English	I remember reading about BART when it was still an idea in my father's IEEE (engineering - not train) magazine. Bart was to have **fully looped the bay.**
1550	Online	English	I swear, a train shuttle from San Jose to Fremont is the worst idea of bad ideas.
1710	Online	English	I think a direct train from Berryessa to San Francisco is optimal as it can capture everyone trying to commute from South Bay to t
3016	28-Sep	English	I think BART is great!
511	Online	English	I think creating a whole new "purple line" for one set of hours isn't the best idea.
392	Online	English	I think having the green line run all the way to Milpitas/Berryessa would be better as more people will want to go to SF directly and vice versa.
3032	7-Oct	English	I think it's a good idea to go with option 1 because you get more business from there
2056	Online	English	I think making BART to San Jose a viable option for San Francisco would be a really great idea.
2053	Online	English	I think most people would prefer direct line to SF at all times. I personally don't need it though, since I am also close to Caltrain.

571	Online	English	I think that extending the orange line is best because mostly east bay residents will use this extension. SF residents have Caltrain to get to Silicon Valley/San Jose.
382	Online	English	I think that it should be the same for the entire day on the weekdays, but might change on the weekends if that is what people want.
	Online		I think that would be really neat.
1978	Online	English	I think the "Shuttle" option between Milpitas & Warm Springs / South Fremont is a very bad idea.
1851	Online	English	I think the best option would just adding the stops to richmond line. The train shuttle doesn't make them feel like actual bart stations, and what would the sunday service be for the san jose & milpitas line
830	Online	English	I think the Daly City route should be running the same schedule as the Pittsburg/ Bay point line and the Dublin/Pleasanton line. Its providing service to are commuters, after a long day and the travel time adds up. I believe this would be accommodating an convenient to the riders.
396	Online	English	I think the new Milpitas/SJ stations will need to go directly from San Francisco during commute hours otherwise it's not a very useful extension.
3047	7-Oct	English	I think y chinese neighbors would go to milpitas and san jose but I notice they aren't included in the survey. Also please consider options for the elderly
1908	Online	English	I travel to Oakland from San Jose so it makes sense to have a line that goes the whole way (Richmond line). However, if you decide to make people transfer from say a green line to the orange, then you have to guarantee that the transfer will be happen wihin minutes and will happen appropriately. In other words, when I transfer at say Warm Springs, I want to wait maybe at most 2 to 5 mins. I don't want to have to wait 15 mins because the train left 1 minute early. That 15 mins makes a difference and i some cases I may just drive. This is what happens now at transfer in Fremont when getting BART from Warm Springs. Sometimes, I have to wait 15 mins. I fl miss the train at Warm springs and the the train is 15 mins behind at Fremont, I now have been deayed 30 mins. I would rather drive to Oakland.

732	Online	English	I use both Castro valley and Fremont stations, with home base at Powell St.
482	Online	English	I use Caltrain to travel to San Francisco, so it makes sense for me to extend The BART line that reaches Berkeley. This way I can get to both areas without switching between services partway through.
	Online		I used to enjoy riding bart to work every day. Now, I plan on changing jobs and not workin in SF anymore, just so I never have to commute on Bart again!
1542	Online	English	I want to be able to reach SAP using public transportation from Fremont.
636	Online	English	I want to go to SF and I don't want to transfer
36	Online	English	I will want to ride to the Flea Market on weekends.
892	Online	English	I wish BART would extend from Milbrae to Palo Alto.
1814	Online	English	I wish this was in place prior to 2002.
267	Online	English	I work in downtown Oakland and love commuting via BART from Fremont. In my attempts to recruit people to come work for us, I have had 5 people decline specifically because they can't get there on public transportation from the south bay. Run BART all the ay to San Jose, and you'll unlock a huge degree of cross-bay commuting options.
1971	Online	English	I would be so excited to have BART going from San Jose to San Francisco. Also I could board from san jose and visit family in pleasant hill area. Would make my life much better.
2050	Online	English	I would choose the best option based on overall use of each line that would increase number of riders per train and reduce the number of trains with the fewest people.
347	Online	English	I would hope that there would be other considerations for other potential line changes for the weekend.
384	Online	English	I would like to see an option where the SFO/Millbrae extension was returned to the Dublin/Pleasanton line instead of the Pittsburgh/Bay Point line.

309	Online	English	I would like to see more seating on BART trains for the elderly and the disabled. Too often I pay full fare and have to stand from Lake Merritt to Fremont. Not fair. We need more trains and more seating.
777	Online	English	I would love the Richmond line to go to Milpitas. I now ride to Warm Springs, which involves a 9 minute transfer between Richmond-Fremont and SF-Warm Springs each way each weekday. An hour and a half per week of extra waiting. Ouch.
1626	Online	English	I would prefer if there is service from San Jose to either Dublin/Pleasanton directly or have it go to the easier destination of Pittsburg/Bay Point while keeping the existing lines intact.
1269	Online	English	I would prefer that both the Richmond and Daly City lines be extended down to the new stations during regular weekday service.
1772	Online	English	I would really like to see the Richmond/Warm Springs line be the continuous service, regardless of time, to the Milpitas and Berryessa stations.
1797	Online	English	I would strongly oppose the train shuttle option. It wouldn't serve anyone particularly well. Also the graphics in question 7 are confusing. Does Bart plan to extend full service to the Warm Springs station by the time Bart to Silicon Valley opens?
99	Online	English	I would think truncating the orange line either at South Hayward or even somewhere north of there, if possible (e.g., Coliseum) would be preferable to redirecting the blue line
433	Online	English	I'd be in favor of more frequent trains that handle shorter trips.
1763	Online	English	I'd love it if it reached all the way to downtown San Jose or the San Jose airport.
903	Online	English	I'd prefer a direct route instead of a bus bridge and full train routes ending at normal terminals (Daly City)
1937	Online	English	I'd really like the extension that goes directly to San Francisco, because I don't like having to transfer from the yellow line.
	Online		I'm a little bit worried about the signage for this - if you can make it work, it certainly seems feasible.

134	Online	English	I'm against all extensions to the South Bay which has not been paying taxes into Bart system since the beginning like the rest of the region. They have no right to have tracks built there.
147	Online	English	I'm just thrilled to have a BART extension that goes all the way to San Jose.
1008	Online	English	If considering the "shuttle" option for connections to Berryessa, at least extend the shuttle to the Fremont station so that riders can connect to the Richmod line with one transfer instead of two.
	Online		If cost is an issue, it would make more sense to only have one line south of Oakland.
867	Online	English	If the Fremont/Warm Spring line went all the way to San Jose, then I will definitely switch to Transbay bus as trains going to SF would be too crowded when I board from Fremont. The trip is unpleasant already and I have to wait 10-15 mins just to get onthe train. Now I can generally get a seat at Fremont, if trains started from SJ, then I will have to stand for 50 mins.
226	Online	English	If the lines are going to be extended there needs to be additional trains, there already aren't enough.
1940	Online	English	If the trains do not go directly to SF and Oakland then BART and VTA will see low ridership. It is what we have been essentially promised and led to believe. We have put up with street closures and construction and soon heavier traffic for us near the sttions. Do not betray us.
38	Online	English	If using the purple re-route option for weekend/evening trips, take care to emphasize that this route wouldn't operate during weekdays to minimize confusion.
377	Online	English	if you are extending to Milpitas or San Jose stations
	Online		If you do end up offering a shuttle like service option 3, make it depart from Fremont instead of Warm Springs so that the new line has its own service, and there is only one transfer from the East Bay. Thanks
1229	Online	English	If you make me transfer the whole thing is stupid and not worth doing here probably.

901	Online	English	if you want to provide only shuttle service for extension, it needs to go all the way to fremont, or the richmond fremont train needs to go all the way to warm springs
	Online		Improve the infrastructure before expanding. Small drop of water and bart is delaed. Everyday there are delays
247	Online	English	In any case, my preference is for all hours (while BART is operating) service between Richmond and Warm Springs/South Fremont.
1597	Online	English	In order for all of these service plans to work as well as reduce confusion, BART should adapt what other cities have done: COLORS for the line for announcements. It is already a mouthful for the destination signs and the train operators. The system is rowing but BART has kept with the old naming convention. Adapt what WMATA and NYC MTA has done and call the Yellow line for the Pittsburg-Millbrae train. The trains and signs should use a color schema if any of these service plans are adopted. It will e less confusing for customers on the platform as well as the apps on our phones.
966	Online	English	Is this fare methodology different that what is used for other stations? If so, why?
10	Online	English	Isn't BART going to gain sufficient train cars for 2-line service to San Jose? That would be much preferable to any of the listed options.
297	Online	English	It is great that bart is extending the service to the new cities. But the service level is still degrading. During commute hours people have hardly any space to even stand. Are we thinking to increase the number of trains or increase the number of paralle lines or other options which can reduce the pressure on bart.
1127	Online	English	It makes absolutely no sense to have a train shuttle from North San Jose to South Fremont. BART will lose out on revenue on the new line from people finding it such a hassle to transfer (and losing seats) that they find it just more convenient to drive.
1295	Online	English	It may make more sense to give us direct service to San Francisco. Those who are from here would normally go to SF. Those who are going to richmond (which i think will only be a few folks) can transfer.
205	Online	English	It should be one line daily through to Berryessa.

400	Online	English	It sucks balls that we only get one line in the south bay with 10-15 minute headways. I would love to see both the orange and green line extended to reduce the waiting time needed for a train, even if that meant shorter or more crowded trains. The rail bridge solution is an awful idea- it's already difficult to get to South Fremont consistently with the single-tracking from maintenance work and weekend station closures. Adding another transfer and shuttle train really robs me of the promise of BART when I ought my new house next to the Milpitas station
1622	Online	English	it will depend how it connects with the Santa Cruz Hwy 17 bus
529	Online	English	It will difficult to get seat during peak commute hours from Fremont after the line is extended to San Jose. It is preferable if there are services in between which starts from warm springs or Fremont station.
546	Online	English	it would be amazing to add a whole other train that goes from pitts/bay point all the way down to milpitas. not terribly frequently, but every now and then. the transfers are not fun.
1577	Online	English	It would be great if you could figure out a way to all the way down to Diridon that didn't require an additional hour via bus/ vta after you got off BART.
432	Online	English	It would be nice if BART made a loop around the bay.
569	Online	English	It would be nice if enough new cars were on hand to extend both green and orange lines.
832	Online	English	It would still be preferable for all lines to have trains that go to the end of the line. It is such a pain to have to transfer trains (because trains are usually late and transfers are not timed) that I usually end up driving instead of taking bart if I cannot get to my destination without transferring.
448	Online	English	It's a good idea to extend BART to new locations, but first BART needs to improve existing service. Vast majority of people are not happy with the service performance, it's safety and quality. Both citizens and government spending so much money for poorlyperforming service. Please take all measures to make BART a best commute option in the nation.

1606	Online	English	It's great you are extending down to Santa Clara.
	Online		It's really annoying anytime I need to transfer twice to get somewhere.
2100	Online	English	It's a great idea
189	Online	English	Just do it! We need BART to San Jose so badly! I would take BART to SF and to my parents home in El Cerrito if I could. I would gladly pay taxes to help support this effort.
1218	Online	English	Just extend one of the lines, don't do this weird shuttle / short line stuff.
3033	7-Oct	English	Just extend to San Jose
44	Online	English	Just freaking ring the Bay so I can use BART 10X more than I do now!
910	Online	English	Keep bicycles off of the escalators. Authorize the BART police to issue very expensive tickets to transgressors.
252	Online	English	Keep the map simple. Do not mix the colors up. We are used to seeing certain colors. Do not change them by introducing purple now.
	Online		Lastly, more trains on the track. Bart is acked and filled over capacity, to a point that I believe it is a safety concern. More frequent trains would make people less prone to stuffing each other into the trains. and please stop using trains with only one seat on one side, this allows more people to stand, however elderly people are being forced to stand up for long commutes.
1721	Online	English	Least amount of time in Oakland the better. Very dangerous!!!
1837	Online	English	Less variation is better, need to keep a line from north oakland to deep east at all times.
235	Online	English	Limited service times like the SFO/Milbrae. Extend service hours for SFO to South Bay.
2000	Online	English	Lots of folks commute to the city for work. So increase the frequency of the daily city line if possible while extending it till Berryessa.
785	Online	English	Maintain less than 15 minute service throughout the East Bay (since there's plenty of service in and out of the SF peninsula).

586	Online	English	MAKE A BART TO SAN JOSE PLZ. DO IT.
2055	Online	English	Make it easy and efficient for the user. In general, please, please don't create extra transfer point. This creates inefficiencies in the system and inconveniences your riders/users.
2007	Online	English	make it easy!!
876	Online	English	Make the purple line happen.
875	Online	English	Mid Day service between San Jose and San Francisco are very important me. During my commutes to my job in Downtown San Francisco.
275	Online	English	Monthly parking fees should be reduced in Fremont now that parking demand has decreased.
355	Online	English	More frequent trains between SF and Fremont would be nice
1734	Online	English	more often trains for Fremont Line, all trains to be 10 cars, we now going to deal with more stations and we add the OAK airport station , very busy line at all times but even more at commute hours
525	Online	English	More stations! More Lines!
241	Online	English	More trains must be added if you guys are going to extend this out even more. It is crowded enough extending it to warm springs. I personally will no longer use your service if I do not get a seat.
	Online		MORE!
1223	Online	English	Most passengers traveling from the south bay are going to the East bay or across into San Francisco. Few using this service will be making it up to richmond. Option 2 isnt logical and option 3 is a major pain for anyone looking to actually use bart in the south bay.
2017	Online	English	Most times airport, Downtown SF and Downtown Oakland are the locations any BART user wants. Would be good to add more cars to provide more seating options for people who travel from the end of the line.

	Online		MY ABILITY TO VISIT MY FAMILY....THANK YOU IT'S A GREAT THING.....GO BART.....
1880	Online	English	My BART trips from Berryessa will usually be to Berkeley, not SF. It makes little sense, however, to have service stop at Fremont or Warm Springs rather than continue to the end of the line... That will add confusion and not lure drivers to use BART...
2013	Online	English	My comments are not related directly to just this expansion, but all of the expansions. I have been riding bart for 23 years, and it keeps getting more crowded every year. . As the crowds increase, so too do the safety issues. There certainly seem to be more medical emergencies than ever before, as well as increased crime. Both of these are directly related to increased crowds far beyond what the current train cars and platforms were designed for. The problem is, you keep expanding the lines, without the proper infrastructure to handle the increase in ridership, which has led to unsafe crowd conditions throughout the commute hours. Couple this with increased mechanical issues due to taxing the system, and Bart has become a totally horrible experience for commuters every day. Adding more standing room to the train cars is NOT the solution. Somehow decreasing the number of people literally jammed into each car is the solution. How to achieve this is the question. My guess is it involves some combination of increasing both train frequency and train length, and possibly increased police presence. This would definitely cost more money. Finding this money would be first and foremost, but after reading all about the high salaries of many bart employees, and the janitors/technicians making well over \$200K/year through false overtime, I bet it would be fairly easy to do an audit on the Bart system and find the money.
402	Online	English	My family will no longer be riding bart, too many people are getting robbed at gunpoint and bart officials don't seem to care.

1799	Online	English	My interactions with the BART involve mainly going to and from Oakland A's games. So for me, the use of the BART coincides directly with baseball season. I may move to South San Jose in 6-12 months, and at that point, the new station from San Jose Diridon might be a daily option for me. But for now, most of my use is sports-related to the Coliseum.
3022	7-Oct	English	My only concern is with longer trips, there needs to be more seating. This is a necessity
111	Online	English	n/a
1765	Online	English	N/A
1927	Online	English	N/A
2020	Online	English	Need direct BART connector to San Jose Airport
1315	Online	English	Need direct service to SF and OAK from Milpitas and Berryessa at all times
1437	Online	English	Need more trains and higher frequency.
357	Online	English	Need more trains so can get a seat for the cost paid for the ride
311	Online	English	need Richmond train from Warm Springs BART station in the morning!!
148	Online	English	Need to extend and connect with more regional transit options.
1319	Online	English	Neither option for question 8 seems good
380	Online	English	Neither options presented are good. We need all Richmond and SF trains stopping on the San Jose extension at all times as soon as the rail cars are available.
1808	Online	English	New station should have a direct connection to Downtown San Francisco. Transferring in the east bay makes no sense!
2	Online	English	No

191	Online	English	no
215	Online	English	No
303	Online	English	no
354	Online	English	No
623	Online	English	No
726	Online	English	no
727	Online	English	no
921	Online	English	no
926	Online	English	No
1287	Online	English	no
1421	Online	English	No
1685	Online	English	No
1885	Online	English	No
1920	Online	English	No
1992	Online	English	No
2076	Online	English	No but could you clean up the Powell street station? It's absolutely disgraceful with the stench and homeless people sleeping/loitering in the station. Using this station would be more convenient for me but the conditions are disgusting so I avoid it ifat all possible.

104	Online	English	NO COMMENT
701	Online	English	No Comment
2067	Online	English	No comments
850	Online	English	No comments beyond my preferences already expressed.
119	Online	English	No comments.
1963	Online	English	no I'm retired so I ride for pleasure.
143	Online	English	No matter what this Bart extension is sorely needed!
1465	Online	English	NO OPTION 3 please
804	Online	English	No shuttle transfer, end to end service.
1749	Online	English	No Shuttles!
838	Online	English	Nobody wants to transfer at Coliseum or Bay Fair as they have safety issues that BART has not addressed. Since weekend and commute hour ridership will be heading mostly to and from SF, it makes sense to make this a one seat ride.
1753	Online	English	None - I will not use these lines
222	Online	English	None but if you are going to extend the line put longer trains on it. Now you get 5 or 6 car trains which is not enough. You even do this on days when there are games at the coliseum. Idiotic planning.
1190	Online	English	None of these options are ideal. There should be direct service from San Jose/Berryessa/Fremont to both Oakland and SF, especially during peak hours.
577	Online	English	None.

1901	Online	English	Noneshoi
824	Online	English	nope
813	Online	English	Nope.
898	Online	English	Nope.
3025	7-Oct	English	Not at all sounds really good because you can use all the options
1793	Online	English	Not at this time.
2089	Online	English	Not Problems?
368	Online	Chinese	Not yet.
1584	Online	English	nothing to add
	Online		NSJ to Berkeley.
	Online		NSJ to SF
	Online		On a related note, I see no benefit to Oakland/Berkeley/Richmond BART riders to rerouting the Richmond&lt;-&gt;Fremont line to become Richmond&lt;-&gt;Dublin. Please don't do it! The Dublin BART stations are not convenient to any destinations in that sprawling suburban area, they are only good for commuters who live there and drive to BART.
	Online		On weekdays only sending the Orange line only to Berryessa all day will work a lot better due to the transition to night service you do not have an influx of trains in that area and staffing will be easier.

1860	Online	English	on weekdays richmond line needs to be to berryessa, weekends colma to berryessa, weekends richmond to dublin pleasanton your ideas work more people will be traveling these areas and all lines no matter what needs to start and stop at colma not daly city tat extra station is more time consuming just like your problem now where the train stops at fremont and have to wait for the train to go one more station correct that problem bart all lines need to stop and start at colma plus richmond and antioch line boh would on the weekends go to millbrae station and both stop at the san francisco airport this all works bart you need to make that setup better and more riders will appreciate the lines more than now
	Online		Once the Milpitas station is open I am planning to use ART+bike much of the time instead of Amtrak, if the total travel time is competitive. If I have to wait a long time for a connecting train, I'll likely stick with Amtrak. (Side note: I occasionally take VTA instead of my bike to get from Amtrak to north unnyvale, and I'll continue that practice with BART thanks to the Milpitas VTA connection.)
611	Online	English	Once the new Bart station is open, my driving commute will be less than 10 minutes.
	Online		Operate Orange Line Richmond-Berryessa and end Green Line at Warm Springs-South Fremont.
3010	28-Sep	English	Optino 1 is the best as it is an extension of the current service and SF Daly City line is heavily used. Option A is the best as an extension of the current weekend service.
	Online		Option 1 is my choice for the weekday because the green line is a much busier line than the orange line and is well needed for those going to San Francisco. Basically, just an extension of the current weekday service of Warm Springs-Daly City, but now will be Berryessa-Daly City.
819	Online	English	Option 1 is my choice since I would be coming from San Jose and going to San Francisco, the green line is a busier line than the orange, which is like how the current line goes to Warm Springs, and should extend to Berryessa. Option 3 is abysmal and much ore cumbersome to make at least 2 transfers to go anywhere else in the system.

	Online		Option 1 is the best. It is much easier to just extend on the existing service rather than make it complicated with new maps and lines that will just make transfers more cumbersome like Option 2. Thus, option 1 is the best as it is just like the existing service, except now the service will go to San Jose. Basically, just an extension of the current weekend service of Warm Springs-Richmond, but now will be Berryessa-Richmond.
1449	Online	English	option 2 aka the purple line would be a disaster. don't do that.
	Online		Option 2 is bad since Dublin riders are more likely to go to SF than to Richmond. Also, those who come from Berryessa and want to transfer to Pittsburg must make 3 transfers instead of 2 on the current service. There is a reason why BART made the Richmond-Berryessa line not go to SF and that the other lines (Pittsburg-Millbrae and Dublin/Daly City) connect to San Francisco, so that transfers and reading the map will not be as hard.
1681	Online	English	Option 3 - boarding a Bart Shuttle - would discourage me from traveling to the 2 new stations because transferring is a hassle. It is easiest to transfer one time, if need be, and then stay on a train all the way to your destination.
	Online		Option 3 for the daytime is the worst and will discourage people from riding BART by transferring to and from Warm Springs constantly. It is less efficient to make a shuttle and it is much easier just to put one major line that continues from its origin.
1161	Online	English	Option 3 in question 7 is a terrible terrible idea
1436	Online	English	Option 3 is insane, don't do it. Weak preference between the other two, but don't do #3.
1184	Online	English	Option 3 is not good; too many transfers
1298	Online	English	Option 3 is ridiculous. Why make an extra transfer when you can just extend the line!!!
1275	Online	English	Option 3 sucks, need direct link from SJ to SF

1478	Online	English	Option 8B would cause needless confusion by adding a line on Sat. night/Sunday (Richmond-Dublin) which would not exist during the rest of the week.
	Online		Option A is the most simplest and builds on the current weekend system, but now extends to San Jose. I am okay with transferring at Bay Fair from Berryessa to go to San Francisco. Those wanting to go to Richmond, Pittsburg, or Dublin will have a hard time if Option B is chosen which has too many transfers. Thus, Option A is the easiest for all.
803	Online	English	Option B seems like a really confusing idea. If half the network completely changes on weekends, and after 7 pm on weekdays, I think people would get confused.
1348	Online	English	Option C for question 7 is insane. Are you trying to sabotage the new stations?
2062	Online	English	Option C: extended hours and routes of SF trains to Milpitas or San Jose.
1965	Online	English	Our travel will always be between Berryessa and San Francisco, so we would like to stay on the same train throughout the trip. We definitely do not want to take a "bus bridge" from Berryessa.
	Online		Perry Jurow
	Online		perryjurow@gmail.com
443	Online	English	Please tend Daly City's line! Transferring to Caltrain is expensive and takes a long time with transfer waits
	Online		Please add more cars or increase the frequency of the bart to every 5mins or 7 mins bart
1750	Online	English	Please add more train cars before opening more stations further south as there are concerns about over crowding on the trains which they can be over crowded by the time they reach Oakland.
338	Online	English	Please add more trains, both with more cars and frequency

336	Online	English	PLEASE ADD MORE TRAINS. I board from the Fremont station. Your extension made it hard to get a seat in the morning and it is a LONG ride to stand uncomfortably from Fremont all the way to San Francisco. There are TON of people boarding the Fremont line. Pease extend the lines when you have plans to add more trains. It is wrong to simply promote the ridership when the ride itself is horrible. Packed trains, long ride with no seats.
314	Online	English	Please also extend service to Brentwood
547	Online	English	Please avoid the train bridge if possible... mandatory transfers are a big turnoff
468	Online	English	Please consider extending BOTH the Orange AND Green lines down to the full length of the extended route for at least some mix of trains. Certain trains could be "turned around" at earlier points to maximize efficiency. But you should definitely be able o schedule a trip that minimizes your need for connections to reach the new station.
2040	Online	English	Please consider similar programs like the VTA express pass and transfers for light rails and bus service. I would like to see my monthly commute cost to not increase from current \$140 for unlimited trips on the VTA system.
1648	Online	English	Please do not change the route of the dublin pleasanton line.
313	Online	English	Please do not extend Daly city train till San Jose, instead extend the richmond train. Daly city Trains are already crowded by the time it reaches Fremont now.
1676	Online	English	Please do not get into altercations especially when we all speak different languages. Your customer service is great. Keep it up
649	Online	English	Please do not implement a train shuttle, bring the actual trains to San Jose
249	Online	English	Please do not make any options like the situation right now - riders have to transfer at fremont station for Richmont line. I live in the south bay but go to fremont station just because of no direct line to richmont

730	Online	English	Please do not make the service plan too confusing. Having different routes at different times of the day will confuse riders. The Richmond-Dublin/Pleasanton line, which only operates at limited times of the week, does not make any sense. It's not a logical travel pattern.
845	Online	English	Please don't do a shuttle train.
1316	Online	English	Please don't route Millbrae people through SFO until after 8pm at least!
1392	Online	English	please don't take away direct service from richmond to fremont.
645	Online	English	Please don't name the Berryessa station "Berryessa/North San José", there are enough stations with absurdly long names, we don't need another one. Also, The Richmond/Dublin/Pleasanton line looks like fun and would be vaguely convenient for me, bu it's probably a bad idea (it'd be confusing to change everything on weekends).
170	Online	English	Please extend BART to Santa Clara
474	Online	English	Please extend south from Milbrae to Cupertino/MTV, etc.
260	Online	English	Please extend the Richmond line as far south as possible!
1374	Online	English	Please extend to Livermore
539	Online	English	Please fix and expand the core system before expansion. The current system with it's current geographic spread is already over-crowded, expensive to maintain, and full of delays. Expanding cross-bay service and adding trains/capacity should be the top priority; not adding more miles of track.
232	Online	English	Please increase bart seats or frequency.
289	Online	English	Please increase the frequency of the trains and number of cars too if possible!

776	Online	English	Please make the bay are a train-transit paradise! Imagine the growth when the whole bay is connected! Imagine the reduction in road congestions! You have the power! Invest in a connect bay!!
508	Online	English	Please make the Green Line from Berryessa to Daly City!
1137	Online	English	Please make the Richmond/orange line direct to warm springs in the mornings, the timed transfer is not suitable for arriving to work on time because it adds an additional 15 minutes to the commute, which is otherwise longer than driving. I really prefer Brt, and am willing to commute longer on Bart than driving, but a direct Richmond-WarmSprings line in the mornings would help make it viable
1934	Online	English	PLEASE make this route go to SAN FRANCISCO!!! That way we can take Caltrain up the peninsula, or BART up the East Bay. Anything else would be ANOTHER epic fail for VTA/BART. PLEASE avoid more epic fails and do this RIGHT.
1910	Online	English	please move to smartphone based tickets/passes
1761	Online	English	Please run the service late night on weekends and build restroom
	Online		please support alternative commute options like carpooling and vanpooling
2095	Online	English	Please try and get the Berryessa station running ASAP.
1871	Online	English	Please use your data to make these decisions. The maps in this survey don't fully show what the service will be like, so we are making decisions with incomplete information.
1679	Online	English	Please work with AC and VTA to understand the new schedules so that they adjust theirs, and not schedule their departures to be the same as the BART arrivals .. give 5 minutes window to make the transfer.
2027	Online	English	Please, please please do not implement service option 3. East Bay traffic is already terrible, and if you make people transfer twice to get to San Jose it will make many fewer people choose Bart as a mode of transit. I can live with one transfer if more pople prefer direct service to San Francisco.

673	Online	English	Prefer a Milbrae to Berryessa
	Online		Prefer direct service from
435	Online	English	Prefer routes staying the same for the whole week
359	Online	English	Put BART police on trains
	Online		Q7:
90	Online	English	Q8, plan B:
112	Online	English	Question 7 was weird -- it was a three way choice, but I really didn't have a preference between the first two, I just hate the third. (In other words, coming from Fruitvale, I don't care if you extend the Richmond or Daly City lines, but I do prefer NOT o have a separate shuttle)
904	Online	English	Question 7: I strongly DISFAVOR a Warm Springs - Berryessa shuttle train (Option 3). Timed transfers don't always go as planned, and having to switch trains just adds to the unpleasantness of what will be the longest possible BART journey, between San Francisco and San Jose.
	Online		Question 8: I strongly FAVOR Option B. The extra Saturday Transbay service, on the segment with the highest demand, is eminently practical. It reminds me of the Transbay "double-header" trains on Sundays, over two decades ago, pre-DPX If anything, more trains should be turned around at 24th St and at South Hayward, every day of the week, at all hours, because the segments beyond are less heavily used.
389	Online	English	Regarding the weekend trains: regardless of the origination/destination (Fremont/Milpitas/Berryessa), there HAS to be a train that goes directly to Richmond and back.
307	Online	English	Richmond - Fremont Orange Line runs all 7 days and without any timing restriction like Green line. In the current scenario, there is already confusion with Green line going till warm springs but it stops at 7pm and then orange line goes to Warm springs fter 7 pm and on sunday. Why so much confusion?

1866	Online	English	Richmond extension allows the Bay Point riders better connections at the outdoor, weather exposed MacArthur stop while affording Daly City transfers to occur in more protected stations (Lake Merritt, Fruitvale, etc.)
369	Online	English	richmond to colma train / berryessa to colma based on your idea that will work needs to travel one extra station more people will need to get off at colma than daly city once extensions built and all of your plans will be successful yes make richmond to dblin pleasanton and make available to where us college students can use the orange tickets same as high school this is needed and will improve also increase fare by only 2 cents to 5 cents max that is worth riding bart not more than that this helps all ofus that want to ride bart
3026	7-Oct	English	Ride just to get away from home
406	Online	English	Route a commuter-hours line from San Jose to Dublin/Pleasanton for all the people who work at Bishop Ranch
1385	Online	English	Run trains from BOTH Daly City and Richmond to Milpitas/San Jose.
1677	Online	English	san francisco has other options for reaching san jose. please give east bay residents higher priority.
	Online		San Francisco. While CalTrain is an alternative, the facts that a normal Caltrain takes 1.5 hours and it runs so infrequentl means BART is more flexible for most in the South Bay.
239	Online	English	Seating is getting limited after the Warm Springs station came on line. Extending the service to S. Bay - though a great idea, will severely limit seating and can potentially lose long time BART patrons. Suggest being mindful before making any drastic chages to service. Else, you will find folks start taking the bus into the city/car pool. Please perceive the above statement as a genuine concern from a long time BART patron. Please also note that though the Fremont station outreach is slated for today, th placards were handed out this morning. This is not fair given FUSD back to school night is today.
166	Online	English	Send both Orange and Green line to Berryessa / N. San Jose on Saturdays all day, you should have enough trains for that service.

545	Online	English	SF line is already over crowded and longer trains are not implemented. so would rather see traffic extended on richmond/fremont. plus people in South Bay have caltrans as option for getting into SF so Milpitas/Richmond makes more sense
1487	Online	English	shuttles are bad and inconvenient.
612	Online	English	Stop expanding bart, and start upgrading it.
861	Online	English	STRETCH BART TO TRACY
261	Online	English	Suggest minimizing impact to current station riders into San Francisco.
719	Online	English	Terrible idea to reroute Dublin/Pleasanton
3042	7-Oct	English	thank carefully about all who work in San Francisco that travels from all parts of the East Bay from home.
2071	Online	English	Thank you for your services
	Online		Thank you.
948	Online	English	That Bart train shuttle is dumb as hell don't do it
242	Online	English	That will be great commute service if bart extended till San Jose or Milpitas
	Online		That would be wonderful and I won't live to see it. Will any of us??
578	Online	English	The BART shuttle option is unclear (what is this, a bus? A different kind of train like that terribly thought out extension to Antioch?) and it does not factor in long-term line extension to downtown San Jose.
1417	Online	English	The BART shuttle should not be passed. Either of the two direct line options would be more suitable.
741	Online	English	The bulk of BART travel that matters is to San Francisco. I don't care what you do until it wraps around the west side of the bay.

1471	Online	English	The bus transfer option is ludicrous. Either of the other two options is much better, but your survey design does not allow a respondent to indicate that and thus will produce results that don't actually reflect the reality of people's opinions.
2042	Online	English	The commute now on the Richmond/Fremont (Warm Springs) line is jammed packed with commuter, usually 5, 6 & 7 car trains are ran on this line. If trains are going to be added to accommodate more commuters . . . either A or B will work.
591	Online	English	The fewer differences between M-F daytime service and off-peak service, the better.
1165	Online	English	The forced transfer option, requiring everyone to change to a different train to run the last two stops, is terrible. I already have two transfers on my commute. A third transfer would make the system unusable for me.
856	Online	English	The green line should not be truncated to 24th Street or at South Hayward. All trains coming into SF from Fremont should continue to at least Daly City
1897	Online	English	The idea of a BART train shuttle from Warm Springs is horrific for anyone coming on the Richmond line, since it would require two transfers just to get to Milpitas.
	Online		The idea of only accessing the San Jose/Berryessa/Fremont stations via a shuttle is absolutely absurd. Why have these stations at all?
1336	Online	English	The name for san Jose Berryessa is stupid
1714	Online	English	The North San Jose station needs to be in service after 7 PM
1390	Online	English	the number of people commuting to sf from union city, fremont and warm springs seems to increase every month. i would like more seating on this line, since the ride is 45 minutes +
1033	Online	English	The only sane route is to go from San Jose to SF through Oakland.
1588	Online	English	The Option B proposal for after 7pm is chaos. Turning the blue tonpurple would confuse so many people getting on at Dublin.

1654	Online	English	The option with the purple line sounds like it might be very confusing to a lot of people. I would not look forward to explaining it to baffled tourists.
	Online		The option with the shuttle train sounds like it would be a potential source of delays.
825	Online	English	The peninsula, city, and South Bay are well enough connected. BART should be expanding in West Contra Costa. 80 West is the worst commute in the Bay Area, how does this project contribute to easing congestion on that route?
1379	Online	English	The questions are limiting, as I commute on various days from FREMONT to either SF or Berkeley stations, which includes weekdays and weekends.
	Online		The reason I voted for extending the Richmond (Orange) Line to Milpitas & Berryessa on weekdays is b/c of how crowded the Daly City / SF (Green) Line is during rush hour commutes; STANDING ROOM ONLY on 10-car (maximum length) trains.
1599	Online	English	The Richmond-Warm Springs line is one I use every single weekend, and I would not like it to be rerouted to Dublin/Pleasanton.
60	Online	English	The San Francisco lines are already congested during commute hours on weekdays. I frequently have to get off the train and wind up being late, or else wind up starting my day with a panic attack about being crushed in a packed car full of inconsiderate stangers. Because of this, the new service needs to be on the Richmond-Fremont line. Otherwise the San Francisco lines will become truly unbearable, unless there are measures taken to mitigate the effects, which I don't see Bart doing.
	Online		The shuttle is great to have as a back up plan when theres problems on the line.
1893	Online	English	The shuttle is, by far the worst option. It will require EVERYONE to change trains, rather than just a subset of the riders.
1604	Online	English	The Shuttle Option from Berryessa to Warm Springs is not a good integrated system option. I like extending the Richmond - Warm Springs Line to Berryessa while maintaining the Dublin to SF line. Putting a forced transfer at Warm Springs for Berryessa to Richmond/SF service would defeat the one system goal of the new Berryessa extension.

2044	Online	English	the shuttle option is a no go, it would be acceptable if it would be in order to start the service earlier, like before the end of 2017 but by june there bust be a direct line
1434	Online	English	The shuttle option is absolutely mad - please don't do that.
2064	Online	English	The shuttle option is the worst alternative by far.
79	Online	English	The shuttle option is worthless.
1484	Online	English	The shuttle option seems like a stop-gap measure that would decrease ridership due to the inconvenience, and you result in an overall less efficient and useful system. If proper service is extended as soon as possible, ridership (including myself) will grw to justify the service. If I had the option of the shuttle transfer, I would likely just get off before the transfer and cycle to my destination instead (as I currently do when heading south of the warm springs station.
801	Online	English	The shuttle train is not a great idea. I get that BART won't have enough railcars for the extension when it opens, but it's a better idea to either run the green or orange lines down there, since it's easy enough to transfer to those lines in Oakland.
1464	Online	English	The shuttle transfer option is completely inferior to the others. Coordinated transfers immediatly between trains at large hubs are much better than a forced transfer at a less serviced station, and even if that were not the case, half of the people usingthe trains will not have to transfer at all using one of the first two options as opposed to the third.
117	Online	English	The thing is, I don't want to drive to the city. I want to take BART and not be part of the pollution or congestion problem. Today, this requires driving all the way to Daly City, parking there, and catching BART in. I live in Santa Clara. That's just sily. In Paris I can get that far in 40 minutes via Metro to RER. If we're going to make public transit a real option, then let's get on it already.
1621	Online	English	The third bus option is a horrible idea; it literally defeats the entire purpose of the new Milpitas and Berryessa BART stations

1719	Online	English	The Train Shuttle option is straight, complete bull, and you should know better. SC County has not paid \$4-5 billion for a train shuttle.
113	Online	English	The travel time between my home station and San Jose/ Milpitas should NOT be more than 1 hr as it then defeats the purpose of taking Bart if the drive time is lesser than Bart transit time.
2092	Online	English	The two new stations must absolutely have VTA transfer points or they won't be efficient for commuting.
841	Online	English	There are a lot of ACE users who travel between Livermore, Dublin/Pleasanton to Silicon Valley on the weekdays. However the ACE only has four trains south bound and four trains north bound a day. BART shall consider to have train direct connection between Dublin/Pleasanton to Milpitas and Berryessa as an alternate for the East Bay residents who work in Silicon Valley. VTA shall also create a new shuttle bus service along Montague Express way to drop off passengers along the way.
1038	Online	English	There is already a train to SF. Not to the East Bay. I and most people will continue to take CalTrain up the peninsula.
899	Online	English	There should always be a line that goes from SF to SJ.. ALWAYS!! No transfer!!! I can't believe that was even an option
160	Online	English	There should be adequate through service throughout the east bay, as opposed to unbalanced service to SF (especially throughout the weekend).
3015	28-Sep	English	There should be Sunday access from all stations - even if only a few times on Sunday

333	Online	English	These extensions will make the Green Line VERY CROWDED! Our commute is already almost an hour each way each weekday! It will not be possible for me to stand for an hour on my commute each day; so either you will need to ensure that there is sufficient seating for all of us or additional trains will need to be added to the route. Much like on the Yellow Line at Pleasant Hill, an additional train or two in the am and pm will be needed from Fremont Station to help alleviate some of the additional crowding of the new South Bay people. It's well and good to add additional stations but if there are no additional trains what's the point? They are already full to bursting each day in both the am and pm. Medical emergencies are now happening every day more and more and will only get worse if the crowding can not be managed better. Please keep this in mind as you add more stations and take away seating from the cars. Not all of us have bikes (that take up a lot of space) but we do need seats and the ability and safety to have a pleasant and decent commute to our destination each day.
322	Online	English	They are already crowded and difficult to find seatings, please add more cars
2012	Online	English	They're a little confusing as options; however, it seems to make a little sense to "add" a line (extending the Daly City line) to reach Berryessa/North San Jose rather than extend the Fremont/Warm Springs Line so as to give riders another choice in case of delays on the Fremont/Warm Springs line.
3023	7-Oct	English	Think linear not as a loop. Extend the Richmond line south.
1197	Online	English	Third option in question 7 seems like a pretty bad idea
1215	Online	English	This BART expansion is unnecessary. You need to clean up the mess you already have before expanding it.

1576	Online	English	This entire plan is missing the most important parts of the daily Silicon Valley commute. Far East Bay into the South Bay. Stop with these half measures and build BART out to Tracy with direct lines into San Jose. The most job density is in the South By and Silicon Valley while the most available space for housing development is all the way out in Tracy.
1792	Online	English	THIS GREAT I HAVE FAMILY I'LL BE ABLE TO VISIT MORE, I WAS RIDING FROM 16th st. to MILLBREA, THEN CALTRAN TO SANTA CLARA SEND HOURS TO REACH MY FAMILY. WATCH LIMIT
1076	Online	English	This will open up a better option to go to the San Jose Airport as an option. A shuttle would just be inconvenient and make SJ Airport a non-option.
1924	Online	English	Those in San Francisco will probably drive to San Jose rather than taking the circuitous direct rail option 2. Looks like a more reasonable option would be a direct line to Oakland/Berkeley.
823	Online	English	Time to reach destination should not be more than peak hour traffic. Maximum of 1 hr end to end
521	Online	English	Total time to downtown San Francisco is what matters most. If that includes a transfer to increase frequency, that would be acceptable to me.
3029	7-Oct	English	Traffic to/from SFO should be faster
3019	7-Oct	English	Trains running at least
1352	Online	English	Transferring once is fine.
	Online		Traveling from anywhere south of Bay Fair involves either a double transfer (which makes the system sound mre unfriendly than it already is) or a really confusing transfer at 12th Street (where it's difficult and unwieldy to get from the northbound platform to the southbound platform). Lake Merritt would be a much easier transfer point for passengers going fro an Airport line to the East Bay line. Introducing a Purple line service just sounds like it would provide unnecessary confusion.

847	Online	English	Truncate Option A to have Dublin/Pleasanton-Daly City line become Dublin/Pleasanton-Richmond line or add Purple line as Dublin/Pleasanton-Richmond line permanently
1547	Online	English	Warm springs is a joke for East Bay commuters now due to the silly transfer times. Don't make Uber to Fremont faster.
1777	Online	English	Was hoping for a direct route from Dublin/Pleasanton to Berryessa Station
1955	Online	English	We did not pay for BART to SJ to take a shuttle (unless you run it until Berryessa opens)... we can take a VTA Rapid bus to Fremont now.
237	Online	English	We need more cars since there are more passengers
294	Online	English	We really need to focus on getting bart to the silicon valley, to many east bay tenant work there and have no easy means to go there, bart only goes to south fremont.
2034	Online	English	We use BART only a few times to reach San Francisco, we take it instead of Caltrain due to option and size of trains but we live in South San Jose. Bay Area Traffic is getting worse and driving to SF for games or parades is getting harder to do with parkig in SF so for us train from SF to South Bay is preffered
1743	Online	English	Weekday mornings from on the Fremont to Daly City line is already incredibly packed. I get on at Union City and often can't get a seat although I go on the very last car of the train. It's even worse on the middle cars of the train. If you merely extend te Fremont line, it will be unbearably packed. Please extend the Richmond line, which has far less people.
1414	Online	English	What about reduced fair for the weekend? Or family/friend group rates? I LOVE BART but it's tough to take friend groups because it's less expensive to Uber/Lyft
682	Online	English	What is most useful for me is not what is most useful for the system. It would be best to prioritize a link between downtown SF and San Jose at all times, and at the very least have a direct link on weekdays. I don't think the Richmond to Dublin link make much sense at all - better to have more strictly N/S and E/W lines.
594	Online	English	Wheelchair accessibility is key.

	Online		Whereas the 6-car BART typically runs on the Richmond Line during weekdays are not full, so that is where the extra capacity is.
220	Online	English	While extending service to North San Jose sounds great, I hope you are also working on getting new cars. Otherwise there will be more delays and lots of broken cars.
37	Online	English	While only temporary, it should be noted that while i like the idea of a direct connection to SF from Berryessa/Milpitas. I believe that the Richmond-Warm Springs line should extend further south to keep commonality with the entire system at present. By ading a Richmond-Dublin line, i believe it will add extra confusion with extra transfers for passengers leaving SF.
1815	Online	English	Why can't both lines, SF and Richmond, extend to San Jose instead of one line?
1979	Online	English	Why do you not have an option of going from Dublin/Pleasanton to San Jose directly? Every time I drive and take 680S from Pleasanton to San Jose I share the road with a crush of traffic. There are obviously millions of people that are going from East Alameda county, Contra Costa county and San Joaquin/Stanislaus counties to San Jose and other points in Santa Clara county. I think you should re-think this!
2086	Online	English	Why don't you extend service to areas of Contra Costa and Alameda counties who have been paying for it for decades instead of going into Santa Clara?
1773	Online	English	why is a shuttle being proposed? This is not part of the operating plan environmentally evaluated and approved for VTA's Berryessa Extension.
1575	Online	English	Why is there even a suggestion of taking a shuttle from the Berryessa Station to Warm Springs... we are paying for BART trains, not a shuttle. Crazy idea!!!
	Online		Why make SJ-SF commuters get off and change trains?
1085	Online	English	Why not already have a bus shuttle between warm springs and Fremont. People would use it because traffic is so bad.
1526	Online	English	Why not both extend both lines?

3034	7-Oct	English	Why not extend both as currently late night in the City is a pain but if add or extend to late more can travel later and it might help with rush hour
1946	Online	English	Why not extend both orange and green?
734	Online	English	Why on earth would you consider a shuttle that forces all passengers to connect at Warm Springs? That's nonsense
437	Online	English	Why would you want the additional A70 to M50 service,if the N Berryessa service is running
184	Online	English	Will BART ever go from San Leandro to Sam Mateo?
11	Online	English	Will service on the Pittsburg/Bay Point line be affected with transfers should the Richmond-Warm Springs line be rerouted to Dublin/Pleasanton? I chose to have direct service to San Francisco for convenience purposes so passengers traveling to San Francisco do not have to transfer at Warm Springs or Fremont.
3037	7-Oct	English	Will the shuttle be an extra fee
310	Online	English	Will there be limited trains?
1929	Online	English	With increased passengers to and from the south bay, we need to also increase the other trains' capacity as passengers transfer to either San Francisco, Richmond, or Pittsburg lines
1807	Online	English	Would be great to extend all lines to Milpitas and Berryessa/North San Jose stations. When will BART "circle the bay" as was originally envisioned in the 1970's?
810	Online	English	Would be nice if the extension can be made for both SF line and Richmond.
	Online		Would be nice if they would continue late, even at decreased frequencies.
1117	Online	English	Would prefer direct service from SF stations to San Jose/Milpitas (the green line option) as I would love to take BART to work and transfer to the VTA light rail for my final destination. If I have to transfer BART trains in the east bay it will likely take too long to be convenient and I will probably just drive to work instead.

553	Online	English	Yeah, Berryessa/North San Jose is a stupid name. Berryessa was fine.
700	Online	English	Yeah, why the f*** are you building new tracks and stations when you can barely handle the number of riders you currently have.
13	Online	English	YES ..... In very, very early morning hours ... I know people in Dublin area who would take 1st and 2nd train from Dublin BART, to Milpitas (and transfer to light rail), provided that you have very early train transfers at Bay Fair. Currently, you start rains at Union City station down to South Fremont (due to where your yard is, of course), but if you first head trains from that yard go to Bay Fair, so that trains from Dublin arriving at Bay Fair at 4:31, 4:46, and 5:01AM, could then catch such trains down to Milpitas to make transfer to early VTA light rail trains into San Jose. ON OPPOSITE at night, just like how you have a "late train" from Dublin (12:45AM) into Bay Fair (1:03AM) which then goes back to Dublin at 1:10AM from Bay Fair, provide service from these new stations up to Bay Fair that would arrive around 1:00AM (and then shoot that train to the yard, while waiting for train from Oakland to leave Bay Fair), so that people attending events in San Jose (such as late night sports or cultural / music events) can take BART back into Dublin area at 1:10AM, just like folks in Berkeley / Oakland / San Francisco can catch a train a little after midnight and still get back to Dublin after 1:10AM
2049	Online	English	Yes either or is not practical ! Especially when you are in San Francisco ... I mean who would go to the East Bay to go in San Jose when you are in San Francisco! It will take 1:30 hour rather than take the train.... plus there are not that many Bart to go to the end of the line. Does it bring Bart to the San Jose Airport?
266	Online	English	Yes the train is way badly crowded in peak hours make some extra connectivity trains from Oakland to warm springs only may be to berryessa later

2061	Online	English	Yes. All service BART planned in those questions are nearly unacceptable. The Silicon Valley extension should have full service to encourage public transit use. I personally feel BART is discouraging the use of these new extension stations. As for me, why can't I just continue driving to Fremont station and park there when there are more train service where I can just hop on the Richmond train (if that's the next departing train) and transfer to my SF-bound train at Bay Fair coming from the Dublin/Pleasanton line? Now if the new Silicon Valley extension stations will have full Green and Orange line service just like the section between Bay Fair and Fremont stations, then I will most definitely feel more secure to use Milpitas or Berryessa stations.
2083	Online	English	Yes. While I don't have a preference for how you route the BART trains, I definitely do not want the shuttle option. I cannot physically lift my bicycle onto a bus, so any sort of shuttle bus is useless to me. And I expect I'm not the only one.
3021	7-Oct	English	You should add Option A for weekends
	Online		You should try to schedule each route to minimize transfer times. This is more important than providing direct service if you can't afford to operate all routes at all times.
282	Online	English	You're adding more stops to the line but no new trains to accommodate added passengers? And of course you're going to increase the fares and not give us new trains?

## Appendix PP- C: Question 9, Proposed Fares Comments

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ID	Outreach Event Date	Language	Proposed Fare Comments
679	Online	English	\$15 / day - 5 days a week is a lot of money. There needs to be some sort of monthly pass like everyone else has. Even if it was zone based like Caltrain.
2089	Online	English	\$6.75
1209	Online	English	\$7.75 each way is not competitive as Caltrain's all day pass costs less than a round trip BART fare.
1762	Online	English	\$7.75 each way is very expensive for this service. It is cheaper to drive alone to SF at these rates.
189	Online	English	\$7.75 is less than gas + parking lot fees for SF.
274	Online	English	16 bucks a day to get to work in the city so a minimum wage worker has to work roughly 2 hours to get to work
442	Online	English	A bit high because a round-trip would now cost \$15.50.
1742	Online	English	A little cheaper if you can?
358	Online	English	All BART fares are way too high
2041	Online	English	All fares are way too high. \$7.75 from Embarcadero to San Jose? It's cheaper to drive your car. Also dirty conditions and being scared for your life isn't worth the cost.
614	Online	English	All I ask is that the money be used to add cars to the trains that stop at 4:45 p.m. and 5:00 p.m. at 12th street Oakland going south on the Richmond-Fremont (hopefully Richmond/Berryessa line). Please have more than 6 train cars. It is too crowded. Thank you.
3019	7-Oct	English	Any fare with BART is still so much more feasible than taking any other kind of transportation. No complaints from me!

1974	Online	English	Any senior discounts?
1044	Online	English	Are these fares based on estimated usage and costs? Why were 75c and \$1 chosen? For the distances traveled, are the fares fair for riders?
112	Online	English	As a person with a good job, these fares are not a problem for me. My only concern is that there should be options for people with limited and/or fixed incomes. Public transit should be accessible to all, not just people like me who work for large SiliconValley companies.
859	Online	English	As an incentive, from the 4 downtown San Francisco stations (Civic Center, Embarcadero, Montgomery and Powell) to the 2 Santa Clara county stations (Berryessa and Milpitas) and vice versa should be \$7. Just a thought.
3024	7-Oct	English	As I said ride BART all the time
1140	Online	English	As long as clipper handles everything. Tag on tag off like Caltrain.
790	Online	English	as long as in line with current policy then okay. discounts for clipper card and free/discounted transfers between VTA (bus and lightrail) and BART - either direction.
1864	Online	English	As long as it's cheaper than Caltrain, I'm happy
1189	Online	English	As long as the distance-based charges are consistent across the system I'm fine with them and aren't only for this extension, I'm fine with them.
964	Online	English	As long as the service is good and not interrupted like other train service you provide, I have no issues paying that kind of money. If I have to deal with the same service as I do now with old trains and crazies on them with me, there will be an issue.
1284	Online	English	As long as there's a station in north san jose, i am happy. The fare seems reasonable.
231	Online	English	Bart costs seem to get higher far to often without much improvement to the team system besides extensions.
251	Online	English	Bart costs too much for dirty,crowded unsafe trains. Get the bums off get law enforcement active and fire the pathetic management.
387	Online	English	BART fares are generally expensive and not very cost-effective (vs. driving) but most people have no choice when they don't have a car, cannot drive or prefer public transportation to relieve pollution and congestion.
1249	Online	English	BART fares are gradually becoming affordable.

993	Online	English	BART fares are too high... much higher than other transit systems... to increase ridership there should be much steeper discounts from clipper, etc.
1541	Online	English	Bart fares are way too high without any return on improved quality of service
335	Online	English	BART has to make the commute convenient to customers by adding more services and clean trains before thinking to increase the fares.
529	Online	English	BART is already 1 of the costlier public transit system in the country. It is getting even more costlier now. BART should be affordable for everyone including low income families. It is preferable if there is a monthly pass option.
431	Online	English	BART is already too expensive.
252	Online	English	BART is expensive anyway and so the steep prices do not come as a surprise to me. Consider a monthly pass.
1749	Online	English	BART is necessary for the expansive yet disjointed Bay Area. It might be better to slightly lower prices so more people can ride the BART from the farthest stations (ex. Milpitas to SF). More riders mean more revenue. NYCMTA actually does fixed price which encourages more ridership. There needs to be more trains running the Richmond line as more stations are included in the BART system.
1128	Online	English	BART is too expensive. my monthly Caltrain pass is \$190. The current journey to Warm Springs would cost approx. \$290.
321	Online	English	BART needs to consider peak/off-peak pricing, similar to Singapore's MRT pricing structure. It's more fair to everyone and encourages off-peak travel.
359	Online	English	BART should clean cars and stations and have more BART police on trains and at stations. Charge what you want
1576	Online	English	BART should manage the available finances better. How much waste still exists in the system and what is being done to address those issues?
475	Online	English	BART should never cost more than Caltrain. Keep that in mind.
227	Online	English	Bart's fares in general are expensive. And yet, the trains go out of service.
278	Online	English	But expensive! Compared to Caltrain this is very expensive
814	Online	English	Caltrain costs \$9.90 from San Jose, you should charge the same.

1931	Online	English	Caltrain fare from San Jose to San Francisco is \$9.95. BART fare should be comparable or even identical.
731	Online	English	Can there be a discounted monthly pass like the one in New York subway which is affordable around \$125? There is no way I would use this apart from game days unless we have an affordable monthly pass.
1960	Online	English	Can't afford it.
847	Online	English	Change the Milpitas station to \$0.50 from \$0.75 and leave the Berryessa station fare the same to be consistent
276	Online	English	Charge more
206	Online	English	Charge more for parking!
752	Online	English	Charge more to put more security
1142	Online	English	Charge more. Build more infrastructure. BART is critical.
898	Online	English	Cheaper by \$0.25 please.
1691	Online	English	Clipper card discount?
856	Online	English	Combined with VTA and Muni fares, completing a trip from San Jose to SF would be cost prohibitive for anybody to do regularly, and likely not competitive with the cost of driving, particularly on weekends. Most people will probably only ride BART for thi trip on rare occasions if the fares are this high.
669	Online	English	consider reduced fare transfers to the vta light rail
380	Online	English	Costs more than riding from SJ Diridon to SF on Caltrain, with the monthly pass (assuming 2 trips every weekday). Since BART doesn't offer passes, and getting to Berryessa from downtown SJ would require a VTA transfer, BART should ensure that this fare iscost competitive with Caltrain.
1478	Online	English	Current VTA express bus fare from Fremont is \$4.00, so any fare at or below that is reasonable.
2010	Online	English	Cut by 50¢

921	Online	English	D*** that's expensive
148	Online	English	Depends on whether the proposed rates are held to as the actual.
774	Online	English	Distance based fares are fair.
281	Online	English	Distance based pricing is a consumer rip off and discourages BART use. For many commuters, it is cheaper to drive which sort of defeats one of the major goals of public transportation.
1817	Online	English	Distance-based fare structure should be applied consistently on the new extension.
1860	Online	English	do not increase fare price more than 2 cents to 5 cents max with the increases arriving in every two years 10 cents 20 cents or more is not good and contributes to fare invasions so if the price is going to go up make it be 5 cents or less and the high inreases contribute to fare invasions so better bart and compete better against amtrak , acerail, caltrain, and the bus operators the only way to do that is having the fare go up 5 cents or less also make it possible in the future to insert 8 tickets into te machines at the stations to where can increase to the minimum fare, right now putting in one ticket is not good and a problem more people would be riding bart more if we could put up to 8 tickets into the machines to make the minimum fare and that wouldbe the end of the tickets you would only be able to do this one time
349	Online	English	Do what ever keeps the traffic in Fremont parking lot to minimum.
1228	Online	English	don't let it affect the other liens
1827	Online	English	Don't mismanage our money. Upgrade the whole system - we're running on 1970s technology and our trains are dismally slow compared to the rest of the world. Reduce delays and downtime. The tracks are deafening. For commuters who ride BART everyday, thi directly contributes to long-term hearing loss.  Instead of paying out a third of overall compensation in overtime, hire more staff.

1710	Online	English	<p>Don't we pay enough in taxes and propositions to support BART? One day's commute would be \$15.50+\$3 parking from Berryessa into the city. Is the commute allowance going to increase as well? The current monthly limit barely covers the current fees.</p> <p>I understand that things take money, but isn't part of the objective of public transit to reduce cars on the roads?</p>
858	Online	English	Don't make it too expensive :(
1850	Online	English	Don't understand why it's so expensive for train services while a single train carries hundreds of ppl. The cost shld be minimal. Encourage more people to commute to work and access to public transit should be the goal.
586	Online	English	dont care do it please I will pay moneys
448	Online	English	Even if you raise cost to cover your costs, you need to show BART is a better performing commute service. Cleanliness, quality, timing are most important.
1902	Online	English	Expensive and burdensome considering the trains are dirty, station staff are arrogant, and security is not always assured.
838	Online	English	Expensive for every day commuters, but reasonable for people using it to access SJC
681	Online	English	Expensive, maybe decrease fares by \$0.50 each
1808	Online	English	Fair fare! :)
1917	Online	English	Fair price
1692	Online	English	Fare increase is expected.
1546	Online	English	Fare increases are okay, but only if the route is direct to San Francisco, with no transfer.
1540	Online	English	Fare price is far less important than efficiency. I would gladly pay 5x current prices for public transportation than gets me to SF faster and safer than the freeway.

1829	Online	English	Fare raise understandable. But seriously Bart needs to be a lot safer. There needs to be more station security and agents to be regularly present. Perhaps you ought to look at other types of fare gates to lessen freeloader folks from getting free rides. he system is being vastly abused by troublemakers and you need to pay attention to that. The abusers take advantage because they can and it's a big joke to them.
412	Online	English	Fare too expensive!! Please reconsider prices! Public transportation is supposed to be more affordable than driving your own car/paying for gasoline.
901	Online	English	fares are acceptable, they will be cheaper than caltrain or capitol corridor
1887	Online	English	Fares are already SO expensive which is the main reason that I seldom take BART anymore. I take Caltrain, Samtrans and VTA bus and light rail frequently, using a monthly pass which allows unlimited rides for everything.
1460	Online	English	Fares are high but I would generally pay them. BART needs to keep its fares at less than half of UberPool/Lyft Line to be viable though -- UberPool goes door to door, is much more private, is more comfortable, is safer, and is usually far faster door to oor. If you do not provide a substantially lower cost, there is no reason for someone to choose BART over a car.
1086	Online	English	Fares are kinda high in general but those fares listed seem reasonable compared to other Bart fares
2054	Online	English	Fares are too high
299	Online	English	Fares increase by 50 cents is really high from warm springs to Embarcadero
2020	Online	English	Fares reasonable, however definitely Need direct BART connector to San Jose Airport
1580	Online	English	Fares seem reasonable
1893	Online	English	Fares should be built on a cost basis... a share of the fixed costs, plus the variable costs of the distance.
2064	Online	English	fares should be rounded to the nearest quarter.
1562	Online	English	Fares should be similarly priced to Caltrain fares for the same distance to avoid competition between BART and Caltrain.
2050	Online	English	fine fee structure

1971	Online	English	Fine with that.
1271	Online	English	Gas for my drive from Embarcadero station to the Berryessa station will probably average around \$8.10. So, \$7.75 sounds like a decent deal especially if I factor in vehicle wear and tear.  However, my commute to Berryessa in the AM takes 50 minutes by ar, and 70-80 minutes in the PM by car. I hope that the timeframe for this route is roughly the same. I've worked off Mabury Road for 5 years and watched the station get built. I'd love to be able to ride it as a commuter.
1629	Online	English	Get a clipper card and save.
2098	7-Oct	Spanish	Get funding from San Jose and employers to lower fare
576	Online	English	Get taller turnstiles to prevent people jumping them and getting in for free. Also hire more BART police to kick out the crazy people and crackheads.
1041	Online	English	Getting really expensive.
1597	Online	English	Good pricing.
1870	Online	English	Have fares that do not cause Bart deficits.
1211	Online	English	Have more frequent trains and lower fares! Get people to ditch their cars and use public transportation! Infinite subsidies for public transportation!
373	Online	English	Have more trains on the rush hours then I am fine to pay \$7, \$8, \$9
2023	Online	English	How about a flat rate for the day regardless of the number of stops or distance traveled?
834	Online	English	How about more incentives to ride such as gamification, some kind of point system, or the more you ride the more you save? Such measures could increase ridership.
700	Online	English	How the f*** is an extra \$1.75 going to cover the cost of 2 stations and 10 miles of track not to mention relieve the massive pressure on an inundated system?
589	Online	English	hurry up and build it already

2067	Online	English	I agree with the fares
1054	Online	English	I agree with these fares.
392	Online	English	I am not a price conscious rider, so I do not have a preference. As long as the ticket price is a inexpensive as a cal-train ticket, it would be fine.
1908	Online	English	I am not sure what you are trying to recoup in terms of costs. However, taking your scenario above, it will costs \$18.50 per day plus parking. That is \$92.50 per week. It will cost me \$54 per week to fill up my car and just drive 280N to get to South S without much traffic at 6:30 in the morning. Parking is not hard to find and I pay about \$10 for parking. So it is not saving me much (\$11.50) compared to the convenience of just driving. Also, my son will be attending UCSF and he cannot afford that aount from San Jose. I would seriously consider an electric car lease for him. A lease costs \$490 per month plus parking and taking BART every day would costs \$462.50 per month. So these fares are not really any cheaper than taking a car that distance ad don't make sense to me. You should consider taking a dollar off at the least to make BART more attractive. That would increase ridership and actually bring in more money.
1	Online	English	I believe BART should seriously consider adopting a single fare systemwide to simplify the rider experience and make the fare collection systems and equipment simpler.
2087	Online	English	I can afford it easily. It is the Best value.
2099	Online	English	i can drive for less than that
837	Online	English	I cannot afford this. I come from Santa Cruz. BART nor SCMTD nor VTA offer a cost-savings transfer agreement. A one-way ticket from Santa Cruz to SF will cost me 18.50. This is a round trip of \$37. I live in poverty because of the cost of living here. Pubic transportation should not set me deeper and deeper into poverty.
1897	Online	English	I care more about having fewer transfers than I care about the cost

730	Online	English	I don't have a problem with the one-way fare. However, you should provide substantive discounts (way more than 6.25%) for bulk purchases. In addition, there must be fare coordination with VTA buses and light rail (free transfers). The Berryessa/North Sa Jose station requires a bus connection to reach Downtown San Jose, quite an inconvenience, so at the least BART can do is offer a free transfer.
297	Online	English	I don't have any comment.
611	Online	English	I don't support any fee increases.
1944	Online	English	I don't think it makes sense to charge 75 cents to go from Warm Springs to Milpitas, but only 25 cents to go from Milpitas to Berryessa, especially since many people who exit at Milpitas will need to also pay for a light rail ticket.
875	Online	English	I fine with the proposed price BART Will use from these stations.
180	Online	English	I guess that's okay. But still expensive. Especially when there are no available seats on trains.
37	Online	English	I have no comments other than to say the proposed reduced fares should also be posted in conjunction with regular fares.
1814	Online	English	I hope the fare from Hayward to Balboa Park does not increase from its current \$5.35 each way.
1395	Online	English	I know the increased fare would pay back whatever money is lent in order to follow through with this addition. Even if I'm wrong I'd like to ride on cleaner and safer trains.
1926	Online	English	I live fairly close to both Milpitas and Berryessa station. I think the price jump from Milpitas to Berryessa is a little too much. It only takes me 10-15 minutes to get to the Warm Springs or Milpitas station by car and that's a total of \$1.75 more. Also, with parking it'll be almost \$20 roundtrip ONE day for weekday commuters, which is half a tank of gas for most people. I think the price difference is only warranted if the BART service was frequent enough for me to choose to take Berryessa over Milpita on weekday mornings or the weekends. I use the BART Blue High Value Ticket and that only saves 6%. I'm hoping there is better price incentive for me to use Berryessa or Milpitas over Warm Springs. I plan to take the Berryessa station more often with my prents on the weekends as well if there was some kind of discount other than free parking. It'd be cheaper for my family to drive to SF on the weekends than take Berryessa BART. It would be \$46.50 for the three of us to take Berryessa BART roundtrip which is just not sustainable for us to take frequently.

880	Online	English	I live in San Jose and it would make since to have both stations for Milpitas and Berryessa the same price.
1452	Online	English	I mean ideally it would be significantly cheaper. But as long as it is cheaper than driving (and cheaper still to make up for hassle factor) it will be used by many. Regardless, it will benefit those without automobiles.
841	Online	English	I suggest BART to offer monthly pass for the regular users. BART is competing with driving + parking, certainly driving time is another factor, but if the cost is high and is not convenient enough then raiders will not be interested in taking it.
609	Online	English	I support the distance based fare structure.
73	Online	English	I support the distance-based fare structure, but strongly encourage BART and VTA to pursue community-based fare equity proposals, such as cross-agency accumulator-based daily and monthly passes, as part of the Clipper 2.0 program and Regional Measure 3.
1969	Online	English	I think \$7.00 should be maximum fare charged for the farthest station
1664	Online	English	I think from Embarcadero to Milpitas should have a lower cost. \$6.75
307	Online	English	I think it is fare cost considering the distance
341	Online	English	I think its awesome
867	Online	English	I think that is fair to charge Miliptas and San Jose stations more money, although I think it should be more given the distance
721	Online	English	I think that the proposed fares are getting to be a bit ridiculous - at this rate, just to get from downtown SF to Santa Clara (after the proposed extension from Berryessa to SF) will cost \$10+ one-way. There needs to be a more affordable option for thosewho can't afford to pay as much. Yes, it is comparable with the fares on CalTrain - CalTrain being \$9.20/\$9.75 to pass four zones - but San Jose/Milpitas, or San Jose as a city (when the next extension is completed) should be taken as one fare zone (like mbarcadero, Montgomery, Powell, and Civic Center are taken now with the current fare scheme).
3022	7-Oct	English	I think the fair/cost is right especially when you compare it to the time and gas you save

3030	26-Sep	English	I think the fare should not change to make it more affordable for low-income people
1681	Online	English	I think the fares are reasonable and a much cheaper option in comparison to other forms of travel between these stations.
1937	Online	English	I think they're fair. I'd like it if there were someplace in Milpitas where I could purchase a senior citizen BART card.
368	Online	Chinese	I think two stations also add 0.75 will be good.
120	Online	English	I think we need to consider how BART can remain accessible for the people that need it (often those living in lower-income areas and traveling to high income areas in order to work in those areas). This feels really expensive to me.
2042	Online	English	I thought this expansion was being paid for through taxes since the 80's? Will the fair increase also pay for cleaning up the cars, more trains, and maintenance and up keep? Increase is still less then gas, tolls and parking.
68	Online	English	I will primarily be using the Southern Extension as a recreational and leisure tool, occasionally as a conference service. Consider a monthly zoned pass option so that I have a reason to use the extension on weekends instead of drive/carpool in that direcion where parking is usually cheap and plentiful.
777	Online	English	I would like the increase to be less, but it does not seem so reasonable.
2040	Online	English	I would like to keep fares Under \$2 one way between Fremont and Great Mall Berryessa station.
450	Online	English	I would much rather pay this than having to deal with taking Caltrain from downtown SJ to Millbrae, then having to pay for BART as well. Thank you BART!
1810	Online	English	I would only take BART to get to OAK, but with the very expensive Airtrain fare, this will make me rethink doing this (go to SJC or SFO instead)
1968	Online	English	I would pay \$1.00 more from Berryessa station
2047	Online	English	I would prefer a \$0.50 increase/station because it seems more proportionate/fair. As in \$6.75 from Warm Springs, \$7.25 from Milpitas, and \$7.75 from Berryessa.
160	Online	English	I would prefer a monthly pass based on distance traveled (x35 trips).
1295	Online	English	I would rather pay the transit fare than be stuck in traffic.

1570	Online	English	I, of course, do not like higher fares.
785	Online	English	I'd like to see BART make a run at regional passes in conjunction with AC Transit (either through EasyPass for employees) or VTA (EcoPass). Or have it in a way similar to WMATA's selectpass program - <a href="https://www.wmata.com/fares/selectpass.cfm">https://www.wmata.com/fares/selectpass.cfm</a> - either way you'd save money if you take BART (AND with bus if that's your thing, too).
698	Online	English	I'm all for fare increases as long as Bart management uses it for capital expenditures and not on personnel costs. Bart needs to limit its overtime for employees....janitor making \$275k a year with overtime = over worked employees
572	Online	English	I'm fine with paying a little bit more in fare increases, however I think BART needs to look into reducing the high salaries, overtime abuse, and high administration cost of BART as well.
1707	Online	English	I'm glad it's a cheaper option than Caltrain still (when comparing cost vs. distance traveled).  It would be nice to see BART fares more heavily subsidized by the government overall - lower fare costs, more taxpayer investment, more encouragement for public transit over driving in general. Unfortunately, that isn't likely to happen because BART upgrades and service are not routinely prioritized when it comes to government spending.
1220	Online	English	I'm okay with the fares.
433	Online	English	I'm unopposed to the fare increases, and think that they're very fair. However, I STRONGLY urge BART to make obtaining a Clipper card easy, perhaps by following the LA Metro's lead with TAP cards and just require people to obtain a card, which can be done automatically from any vending machine.
2024	Online	English	I'm a viet nam vet, America FIRST, and below fixed income. What do YOU think I would like to see done with the real American's tax dollars?
2094	Online	English	If BART wants to charge more for one more stop based on distance, they need to make sure the pace of service/trains doesnt drop to the new stations! Passengers would be likely be unhappy paying the same price for distance without equally expedient service
510	Online	English	If I need to pay over \$15 for a round trip to San Francisco for a ride that's going the long way around around the bay, I'm driving.
1654	Online	English	If it ain't broke, don't fix it. That formula has always seemed fair.

741	Online	English	If it helps you circle the bay faster, knock yourselves out. Traffic is insane.
1979	Online	English	If the BART workers didn't make as much as most of my PhD graduate and engineering colleagues perhaps your costs would be less. Regardless, I would much rather take BART and go 70 mph than be in traffic that moves at less than 10 mph.
366	Online	English	If the service is timely with no delays , trains have proper # of cars to fit the the no of people and the trains are clean, well maintained, then a reasonable fare is okay.
12	Online	English	if there is consistent service coming to the North San Jose station the pricing is more fair. if there is limited service to the station, then the pricing seems too high.
333	Online	English	If they are riding from that far of a distance, then they should pay more. I have been riding from Fremont for over 40 years and we have almost always paid more than the rest of the lines because we are farther away from downtown SF.
378	Online	English	If we are charged more, please have more trains in service to justify costs to riders.
377	Online	English	if you are extending to Milpitas or San Jose stations  Please add more cars or increase the frequency of the bart to every 5mins or 7 mins bart
2055	Online	English	If you have an efficient, safe, and clean system, I strongly believe people will be more inclined to pay for the higher pay.
1519	Online	English	If you want people to pick Bart over Caltrain (especially from Diridon) it either has to be faster or cheaper to get to SF. So I would reccomend ticket fares be lower than Caltrain.
1542	Online	English	If you want people to use public transportation, it shouldn't cost so much and it should be better organized and run more frequently. But those are all bigger problems than we can apparently solve. I'll pay whatever you charge because I can afford it.
271	Online	English	Improve service before invreasing fare. You arr not able to manage current traffic efficiantly and want to extend?
1081	Online	English	in exchange for that money, i expect to have more security and cleanliness on the system.
840	Online	English	In general, BART fare is very high. e.g. \$15 per day is hourly rate for many people.
2102	Online	English	In general, BART should offer discounts to college students (SJSU, SFSU ,UCB etc.), or work with the universities to help subsidize BART tickets.

1226	Online	English	In my opinion, it should be the same amount/cost to/from Milpitas and Berryessa/North San Jose Station. Minimum it should only be (\$0.50 more) for both of the station. Another note: can you please ensure inside the Bart station is clean/disinfected? I always see homeless people riding the Bart and majority of them is at the end of the train. Your front agent should see this and the Bart police should always be on the training checking if there are homeless people on the train at all time. Thank you!
365	Online	English	Increase Milpitas to 7.00 and beryessa to 7.25
2044	Online	English	introduce a monthly yearly pass as everywhere else in the world! and do it fast there is no way you keep loosing passenger!
2000	Online	English	Introduce discounts for everyday/frequent users.
243	Online	English	Is it really public transportation? We pay a lot for BART with very minimal services. Please don't increase the price
966	Online	English	Is this fare methodology different that what is used for other stations? If so, why?
1590	Online	English	Is this fare structure competitive with other options when first-mile / last-mile expenses are taken into consideration?
199	Online	English	It is almost cheaper to use a lyft for four people than taking BART.  The price wouldn't be so bad if you didn't have the stupidly high risk of being mugged by kids or shot by poorly trained clowns with police uniforms.
1831	Online	English	It is cheaper than Caltrain.
817	Online	English	It is obviously going to be more expensive by distance since Berryessa is further away than Warm Springs. Because of this, I think it is reasonable for these prices. Just make sure the fares do not go to outstanding and exaggerating amounts and keep it resonable by distance.
14	Online	English	It is very important to consider free or discounted transfers to VTA light rail / buses. Transfers are a necessary part of a functioning transit network.
1819	Online	English	It looks \$7.15 is more reasonable from Milpitas Station.
1588	Online	English	It makes sense to keep it based on distance as it has been in the past.

234	Online	English	It seems a little high
18	Online	English	It seems a reasonable price.
1916	Online	English	It seems fairly priced based on mileage, etc. Always prefer less :-)) but it is reasonable - and costs much less than taxi or family car.
1984	Online	English	It should be +\$0.75 more for both stations.
1906	Online	English	It should be the same price both ways. It doesn't make sense to have it cost more to leave SF.
2015	Online	English	It shouldn't cost extra for those distance.
309	Online	English	It sounds fair if people can have seating the whole way. You need to have more cars.
3012	7-Oct	English	It sounds right
1498	Online	English	It sucks but its fine.
382	Online	English	<p>It would be better if there was a family plan of some sort. If you have a car full a people, it gets cheaper per person, but it gets more expensive to take the BART system.</p> <p>I am a single business traveler though, and will be flying into SFO and commutin to my company's office in San Jose. It is faster to take a direct flight to SFO and the BART than to get a connecting flight to SJC.</p>
2075	Online	English	It would be nice if VTA riders would get more discount when making transfers with BART.
1895	Online	English	It would perhaps help decongest the already packed Montague-Capitol area if Embarcadero- Berryessa is priced at \$7.50---same as Milpitas.

1995	Online	English	<p>It's a long way to Santa Clara county and I'm fine with those fares. BART is fast &amp; comfortable, and the Milpitas station is in a useful location given how spread out things are in the south bay, so I'll gladly pay those fares for good service.</p> <p>(Ideologically speaking I would prefer funding transit operations mostly from income and investment taxes rather than fares, because I view good transit as a public service and economic benefit for all, not a service for the wealthy. But I realize that's outside of BART's control, and plenty of voters &amp; politicians would disagree with me.)</p>
1214	Online	English	it's a reasonable price increase but a one way bart ride should never be more than \$8 anywhere in the bay area. please do not increase any more!!
1586	Online	English	It's expected
1655	Online	English	It's fine just as long as you guys don't raise the prices.
408	Online	English	It's insane to me how expensive it is to ride BART compared to many other (more efficiently run) transportation systems around the country. So much money is thrown into this system and I feel so little is put back into it, with most of it going to outlandish administrative costs. LA is able to fund METRO with \$1.75 fares on buses and trains WITH free transfers for up to 2 hours. The cost of BART makes it more expensive than driving to a lot of destinations. It's a joke. Every friend, family member, and business associate always goes on about how inefficient and expensive BART is compared to their home cities.
1103	Online	English	It's just one more station, don't change the fare at all.
1624	Online	English	it's okay
876	Online	English	It's too expensive lower the fares.
1147	Online	English	It's very expensive. Why not keep the fare at \$6.75?
1771	Online	English	It's worth it, but I hope this isn't going to keep going up. I don't know if I would want to pay much more than that.
1823	Online	English	It's quite expensive for a roundtrip ticket. Would you consider to offer a less expensive ticket if the riders buy RT ticket prior to boarding & valid for one week on the return or same day RT?

863	Online	English	It's too high! Needs to be subsidized some other way, not by property taxes on developers!
485	Online	English	Its cheaper to drive into San Francisco than it is to take BART. As a commuter option this should be cheaper than adding to the traffic everyday by driving
822	Online	English	Its fair
936	Online	English	Just go as cheap as you can without sacrificing good quality service.
1123	Online	English	Just happy to finally have Bart in san jose
2061	Online	English	Just keep the fares reasonable (i.e. charge per distance).
56	Online	English	Just make sure the fare system is fair to users of the core as well as the distant stations!
1899	Online	English	Keep a flat rate and offer discounted day passes round trips and Clipper Card Fare Payment.
1885	Online	English	Keep fares low to get more people out of their cars.
1619	Online	English	Keep it affordable, so promote the new Bart options so that radditional idership supports the service.
1390	Online	English	keep it as inexpensive as you can. i would like to be able to commute to sf inexpensively. i like the look of the new condos near the san jose flea market, then be able to walk to the barryesa station.
1794	Online	English	Keep it lower. Like difference of \$0.25 for every station would be apt.
1947	Online	English	Keep senior discounts!
812	Online	English	Kind of a dick move to increase the fare that much for Milpitas and San Jose, especially since it's taken this long to get service down to the South Bay.  Thanks for telling me though I guess.
474	Online	English	LESS MONEY!!  be competitive with other cities in the US.. we are literally the most expensive and also the least connected.

979	Online	English	Like most of the BART fares, it seems quite high, to the point where regular commuters will simply drive due to lower overall cost including car maintenance.
547	Online	English	Looks reasonable to me compared to driving, especially given the Bay Bridge fare alone.
1748	Online	English	lower the costs for the fair or lower the costs for the parking.
804	Online	English	Lower the fares by .25-.50 cents. Cite (ALL) fare evaders minors and adults.
369	Online	English	make also millbrae to south hayward train do what described above and have two trains start from millbrae destination south hayward on one train / pittsburg bay point on the other both trains would stop at san francisco airport read above only increasefare on tickets by 2cents to 5 cents max
1855	Online	English	Make Bart cheaper
166	Online	English	make both SV stations the same price
1943	Online	English	Make it .50 cents more per station.
256	Online	English	Make it as low as possible, especially considering a lot of folks going to Milpitas and San Jose will be middle- to low-income
604	Online	English	Make it cheaper. Now.
2007	Online	English	make it easy and affordable!!
727	Online	English	make it free
1547	Online	English	Make sure Uber isnt cheaper.
580	Online	English	Make the fares cheaper. Why are you making the trains "fancy" just put some cheap plastic seats in there. Why are you paying train operators and station clerk's so much money? They just sit there and mumble over the microphones
1348	Online	English	Making it cost way more than gas will not help you gain ridership. Fares should be reduced during slow periods. Half full trains of lower fare passengers are better than empty trains at full fare.

343	Online	English	May be switch to a zone based fare system. All stations in SF (Balboa-Embarcadero) become Zone 1. Oakland stations Zone 2 (Ashby-Rockridge-San Leandro-West Oakland). Berkeley-El Cerito/Richmond Zone 3. Contra Costa stations Zone 4, South of San Leandro Zoe 5, South of SF Zone 6, with OAK Airport and SFO being zone 7. Then charge people based on how many zones they cross.
937	Online	English	Milpitas and Berryessa should be in the same zone with the same price.
205	Online	English	Milpitas should be \$7.25 so the pricing is somewhat more evenly distributed among the three stations.
113	Online	English	Monthly discounted options if possible would be good
1634	Online	English	More money is fine / fair.... it opens up tons of high paying job options.
828	Online	English	More trains
402	Online	English	My family will no longer be riding bart, too many people are getting robbed at gunpoint and bart officials don't seem to care.
1799	Online	English	My interactions with the BART involve mainly going to and from Oakland A's games. So for me, the use of the BART coincides directly with baseball season. I may move to South San Jose in 6-12 months, and at that point, the new station from San Jose Diridin might be a daily option for me. But for now, most of my use is sports-related to the Coliseum. . .so any of these options as far as this question goes is pretty limited.
249	Online	English	my last resort of transportation mode is bart because Bart has been milking riders in many ways: fremont parking fee stays the same even warm springs station opened. charge 50 cents extra for paper tickets. hopefully milpitas and berryessa stations arecontrolled by VTA and have better management
1790	Online	English	My main concern is to have transportation options available. I'm not very sensitive to price.
986	Online	English	My primary ride would be to Union City, so the fare would, presumably, be less. While I'm not a big fan of the distance fare structure, I understand it may be necessary from a financial standpoint.
71	Online	English	N/A

872	Online	English	n/a
1927	Online	English	N/A
214	Online	English	NO
655	Online	English	Nah we make money. Maybe even charge a bit more and make your service better and run more cars.
829	Online	English	Nearly \$8 for Milpitas-SF seems a bit high. Are there going to be weekend or off peak discounts (like \$5-6 instead of \$8)?
3002	7-Oct	English	Need discounts on daily commute with MUNI and BART
235	Online	English	Need those new cars and digital train control to avoid extra delays due to equipment take.
2	Online	English	No
134	Online	English	No
294	Online	English	NO
303	Online	English	no
569	Online	English	no
685	Online	English	No
726	Online	English	no
768	Online	English	No
772	Online	English	no
926	Online	English	No

1069	Online	English	No
1120	Online	English	No
1287	Online	English	no
1319	Online	English	No
1357	Online	English	no
1401	Online	English	No
1621	Online	English	No
1685	Online	English	No
1697	Online	English	No
1701	Online	English	No
1714	Online	English	No
1739	Online	English	No
1773	Online	English	No
1837	Online	English	No
1873	Online	English	No
1889	Online	English	no
2083	Online	English	No

2100	Online	English	No
232	Online	English	No
1321	Online	English	No
3035	26-Sep	English	No
783	Online	English	No - but why do you keep increasing the ticket price? My salary is not increasing
2099	7-Oct	Spanish	No all is well
104	Online	English	NO COMMENT
143	Online	English	No comment
701	Online	English	No Comment
1233	Online	English	No comment
1779	Online	English	No comment
220	Online	English	No comment on fare.
776	Online	English	No comment, just be conscious of how much this might add up for people who plan to use this every day multiple times a day. We want to encourage not driving.
217	Online	English	No comments
259	Online	English	No comments
428	Online	English	No Comments
119	Online	English	No comments.

850	Online	English	No comments.
1958	Online	English	No comments.
346	Online	English	no fare increase
429	Online	English	no fares seem fair
266	Online	English	No it's very good but try to increase the quality of train interiors which is very important when high charges r applied on tickets
413	Online	English	No opinion
1676	Online	English	No opinion
2017	Online	English	No problems with increasing the fare. You should however provide more economical monthly passes on clipper cards to allow regular riders to use it.
1717	Online	English	No sounds fair
826	Online	English	No sounds good as proposed above
562	Online	English	No thanks. It's less expensive and much faster to drive. I'm much less likely to be robbed and/or hassled for money too.
3032	26-Sep	English	No, but it would make the cost from South SF cost skyrocket. Adding an adjusted fee would make people more willing to take BART than drive.
139	Online	English	No, I am ok with this.
83	Online	English	No, I think that pricing is fair.
810	Online	English	No, sounds fair to me
571	Online	English	No, sounds good.
1477	Online	English	No, sounds good.

1417	Online	English	No, the fares seem in line with the already established fares between San Francisco and East Bay lines.
371	Online	English	No, this fee structure seems acceptable
1184	Online	English	No, this is fair and less than Caltrain.
21	Online	English	No.
239	Online	English	No.
1378	Online	English	No.
1626	Online	English	No.
1763	Online	English	No.
1777	Online	English	No. Except that since I work at VTA i think i should be allowed to ride free. We allow Bart employees to ride free on our system
191	Online	English	no. do not raise fares because it is mean. you are like dirty scumbags foothill transit. always wanting to raise fares and never doing better service. NEED MONORAILS!!!!!! Also I would like a subway station directly under my house. Ive made a map for you ere: <a href="https://i.imgur.com/RRFXt4U.jpg">https://i.imgur.com/RRFXt4U.jpg</a> . This would increase service to a currently under-served area by literally ?%. As far as the Milpitas and Berryessa/North San José Stations, how bout we just kind of don't?
1939	Online	English	No. The key is can I get from Almaden to berryessa
355	Online	English	None
577	Online	English	None
1753	Online	English	None
705	Online	English	None, prices seem fair compared to Caltrain

2062	Online	English	None.
813	Online	English	Nope
1821	Online	English	Nope
88	Online	English	Nope, makes sense
545	Online	English	nope. sounds pretty standard.
215	Online	English	Not as of this time
1793	Online	English	Not at this time.
1843	Online	English	Not at this time.
3020	7-Oct	English	Not really as fares tend to spike anyway, with or without extension
678	Online	English	not really other than unifying your payment systems with other transit agencies is something you should really do eventually
636	Online	English	Not worth \$1 more
493	Online	English	Nothing more than BART being a rip off as is
1871	Online	English	Offer a free/discounted transfer to VTA transit. In general, all public transit should be free to discourage driving, so let's all pay a tax for transit to be free.
1806	Online	English	Ok
1963	Online	English	ok
3000	7-Oct	Chinese	OK
3001	7-Oct	Chinese	OK

1175	Online	English	ok if not more than that for many years. have to make it worthwhile for people to not jump in their cars.
162	Online	English	only raise the fare by 2 pennies or 5 cents max there is no reason why the cost needs to be more than currently also make the orange tickets available to us college students like the high school we would ride more this is needed just as much as starting he extensions make it happen board great meetings and times ahead we need to be able to use the orange tickets and make it possible to put several tiny tickets in the machines at the stations max 8 tickets to add to minimum fare
1298	Online	English	Overall BART is very expensive. It can be easily cheaper for two people to share a Lyft/Uber ride than take BART. Mass transit needs to be inexpensive for people to overwhelming choose it over private car rides, as they are almost always more direct and fster.
1424	Online	English	pay to play. if the money is used in a fashion that enables the community to enjoy fast, speedy service with excellent customer service, I WOULD PAY.
440	Online	English	Paying \$7.50 to be a sardine in a hot, smelly car sounds awful.  Do something about overcrowding, then consider fares.
800	Online	English	people will want to ride more if fare is cheaper; la metro \$2 flat fare
764	Online	English	Perfect these are reasonable fares
645	Online	English	Please add a monthly pass on Clipper. (If you have to go to a zoned fare system to make this make sense, that's OK, Caltrain, GGT, and SMART have zones too.)
336	Online	English	PLEASE ADD MORE TRAINS. I board from the Fremont station. Your extension made it hard to get a seat in the morning and it is a LONG ride to stand uncomfortably from Fremont all the way to San Francisco. There are TON of people boarding the Fremont line. Pease extend the lines when you have plans to add more trains. It is wrong to simply promote the ridership when the ride itself is horrible. Packed trains, long ride with no seats.
1434	Online	English	Please add peak fares in the mornings, the same way that the London Underground operates, to help spread the morning peak out and increase revenue to improve the service.
314	Online	English	Please also extend service to Brentwood
916	Online	English	Please change fare structures completely. Those prices are too high.

1114	Online	English	PLEASE EXteND to DIRIDON
1858	Online	English	Please have monthly pass. Its very expensive to pay on daily basis.
1367	Online	English	Please keep them as low as possible
1262	Online	English	Please make it happen thanks
1352	Online	English	Please publish estimates of how much it would cost to drive.
1577	Online	English	Please remember not everyone who works/ lives in SV are tech workers making huge salaries. Maybe figure out a way for a 3 way split between BART, Employer and employee to ease fares and encourage public transportation.
298	Online	English	Please start fares at \$1.95.
1503	Online	English	please stop increasing the fees. i already support gate jumpers because fees are out of sight given the value of the public transit that BART operates as a monopoly on. BART gets tax dollars and fees from the drivers that cross the bridge and the more people price us out of a service we already pay for so it will find itself in a very problematic situation that will end up ending the bart system all together.
594	Online	English	Please strongly consider weekly or monthly passes.
836	Online	English	Price of the fare is high and people are not getting the service that they are paying for (crowded carts at pick hours, no air conditioning in some carts lately, outdated equipment, not enough parking at bart stations, stations are not being cleaned up). I people are asked to pay high prices for riding bart, they need to have an adequate service provided by Bart.
25	Online	English	Prices are fair.
913	Online	English	Prices are too high for the average worker
1946	Online	English	prices are too high. for a family of four, I think it is cheaper to rent a car. That's not right.
1736	Online	English	Prices should be decreased on all stops

354	Online	English	Pricey
819	Online	English	Pricing is reasonable to distance
2057	Online	English	Pricing sounds fair.
842	Online	English	Provide better price fare incentive for riders to utilize BART to commute long and short distance ride.
13	Online	English	QUESTION: If there is only a 25-cent different in traveling to either Milpitas or Berryessa, why 75-cent additional, as opposed to another 25-cent or 30-cents into Milpitas from South Fremont??? Please explain if this is only based upon "Distance"??? Is the distance from Fremont to South Fremont only one-third (1/3) the distance, compared to the distance from South-Fremont to Milpitas ??????
242	Online	English	Rates are bit high i feel, you may put some maximum amount fixed for commute, let's say 6.5\$ or 7\$ should be fine
524	Online	English	Rather pay more and have secure trains/stations.
1454	Online	English	read above orange tickets need to be able to be used by college students
2053	Online	English	Reasonable for me
1160	Online	English	Reduce fare
1509	Online	English	reduce to \$0.50 and \$0.75
782	Online	English	Right now, you don't have enough trains to accommodate current passengers. The BART tracks and infrastructures needs updating before adding more routes.
1616	Online	English	Rip off. I know of no other rail system that does not have highly attractive monthly passes.
99	Online	English	Santa Clara County passengers should pay their fair share of systemwide costs
690	Online	English	seems a bit expensive
1923	Online	English	Seems a bit much to charge 75cents more for such a short ride.

1766	Online	English	Seems a little expensive
390	Online	English	Seems a little expensive.
815	Online	English	Seems about right, but i for a supposed metro system it would be nice to have day/week/month unlimited passes
1328	Online	English	Seems expensive.
797	Online	English	Seems expensive. That's \$15.50 a day to go to and from work.
2038	Online	English	Seems fair
554	Online	English	Seems fair.
1772	Online	English	Seems fare (fare, get it?) No seriously, the BART pricing is appropriate for the distance.
754	Online	English	Seems fine.
1436	Online	English	Seems fine.
2012	Online	English	Seems like a lot but is in line with existing BART ticket prices. Still cheaper than driving!
400	Online	English	Seems like a sharp spike in prices for 1-2 stations- especially if you're trying to build ridership at the new stations. I'll probably pay for it because of the convenience and because I don't go all the way to SF though
1315	Online	English	Seems low.
2045	Online	English	Seems ok to me. Would prefer some kind of monthly pass option also.
3014	7-Oct	English	Seems reasonable
686	Online	English	seems reasonable enough
803	Online	English	Seems reasonable to charge fares that way, since that's the fare scheme for the rest of the system.

277	Online	English	Seems reasonable to keep the distance based fare structure. Else would be unfair to the existing stations.
267	Online	English	Seems reasonable.
396	Online	English	Seems reasonable.
468	Online	English	Seems reasonable.
702	Online	English	seems reasonable.
1941	Online	English	Seems Reasonable.
1854	Online	English	Seems reasonable. I am now eligible for Senior fares, which makes BART commute much more appealing.
1593	Online	English	Seems reasonable. Should be a surcharge for out of district stations like San Mateo County so we don't subsidize out of district counties.
1336	Online	English	Seems very expensive wouldnt an uber be the same price
2056	Online	English	Seems very reasonable. I'm currently paying \$10 each way from Alameda to San Jose.
1901	Online	English	Should all be the same
1757	Online	English	Should be more expensive to pay for better BART
340	Online	English	Should cost less.
3003	7-Oct	English	Sightly on the higher side.
3008	7-Oct	English	Since it is done by distance, it seems reasonable to have these fares. Just make sure it does not increase too high.
1813	Online	English	Since people commute daily, there should be a monthly pass which is little cheaper, so that people can save money.
1879	Online	English	Since taking BART from Berryessa to downtown San Francisco a rider has to take the LONG way around and under the bay, I think the fare increases should not be more than \$.50.

1719	Online	English	So \$15.50 round trip (77.50 a week, 310 a month) plus (likely) parking. At some point, BART will have to cap the distance pricing because commuting by train won't make sense other wise. By the time you get to DTSJ, it will cost almost 10 bucks to go to OA/SF. Why not take Cal Train or drive instead?
1975	Online	English	Sounds a little pricey.. for people from the South Bay who are used to driving, I think they would need to be lured to take Bart by giving them cheaper fares
734	Online	English	Sounds fair
3006	7-Oct	English	Sounds fair
3027	26-Sep	English	Sounds fair
1218	Online	English	Sounds fair.
1290	Online	English	Sounds fair.
293	Online	English	Sounds fair. But BART should reduce the obscene OAK airport fee that makes Uber and Lyft cheaper for many, many people.
1886	Online	English	Sounds fare (heh, heh)
1608	Online	English	Sounds fine
463	Online	English	Sounds good
1677	Online	English	sounds good
1765	Online	English	Sounds good as long as service is reliable.
591	Online	English	sounds good but ok
1928	Online	English	sounds high but fair.
1076	Online	English	Sounds like a reasonable increase.

732	Online	English	Sounds OK
833	Online	English	Staying under caltrain prices is a must for me to use this.
1033	Online	English	Still cheaper than parking in SF.
1176	Online	English	Still seems cheaper than Caltrain and going into the city for Caltrain.
982	Online	English	Stop charging paying passengers more, and start collecting from and prosecuting fair jumpers. Ticket more policy violators like bikes on escalators and people eating, drinking and playing loud music on trains. I see way too much of these violations, andwith fees up to \$250, citations can be a significant increase in BART revenue as well as making travel more pleasant for paying travelers.
612	Online	English	Stop expanding bard, and start upgrading it.
795	Online	English	Stop giving away free rides to the Union, cops, board members, etc and pass this savings onto us riders. Emb to Mil .50 more Emb to SJ/Berry .75 more
1215	Online	English	Stop it.
1025	Online	English	Stop making mass transit more expensive than driving!
1487	Online	English	Sure seems weird to put this text at the very end of your survey. If people didn't speak English how would they get there?  "If you need language assistance services, please call 510-464-6752. Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawgan ang (510) 464-6752. ??? ???? ??, 510-464-6752 ? ??????."
117	Online	English	Sure, whatever. Still cheaper than gas + toll + parking. Not ideal for the daily commuter, but so it goes.
443	Online	English	Sure. Fine.
1679	Online	English	That appears to be a far fare...

90	Online	English	That feels a little high, but it does make sense.  My primary trip would be VTA Hamilton Station ? Milpitas Station ? [Bart Walnut Creek ?SolTrans Route 78 Benicia    Bart Pleasant Hill, Picked up]
1966	Online	English	That is a very steep increase for an extra stop. It seems very arbitrary. Dissatisfied with this proposal
1992	Online	English	That is fine.
270	Online	English	that is justified.
411	Online	English	That is way too expensive. \$15 roundtrip to get into the city? The high ticket price will just encourage people to drive (especially if it's more than two people)
1584	Online	English	that seems fair
1825	Online	English	That seems fair on its face as a proposal. How long will the trips take, will there be enough parking to make this commute easy, how much will parking eventually cost, and how many times will a person have to transfer to get to their destination?
920	Online	English	That seems like a lot for only a few more stations. I would prefer \$7 from Berryessa/North San José Station, or \$7.50 at most.
2101	Online	English	That seems like a might big price increase from South Fremont to Milpitas. And for a round trip, that's even worse. I might as well just go up to Colma for that price.
1934	Online	English	That seems reasonable to me... especially if there are slightly discounted options for folks who use the system as their commute to work, 5 days a week.
1955	Online	English	That seems significantly more expensive than "West Bay" prices—South and East Bay riders continue to be punished for West Bay NIMBYism.
1835	Online	English	That sounds about right.
889	Online	English	That sounds fair to me. I just wish you guys didn't charge so much for trips to/from SFO!
1648	Online	English	That sounds fair.
2095	Online	English	That works for me.

344	Online	English	That's a bit steep, but still cheaper than CalTrain.
158	Online	English	That's a lot
2091	Online	English	That's a lot.
965	Online	English	That's expensive to commute twice a day!
3031	26-Sep	English	That's fine
2046	Online	English	That's fine.
496	Online	English	That's probably reasonable.
1940	Online	English	That's reasonable, I suppose
935	Online	English	That's too much and won't put a dent on commuter traffic. Keep it under \$7.
998	Online	English	That's very expensive for a single BART trip.
1422	Online	English	thats hella money, fam.
1385	Online	English	The \$1.00 fare increment from Milpitas to Warm Springs is too expensive.
904	Online	English	<p>The absolute dollar amounts are reasonable, and the fares follow a formula, so there's not much to be said.</p> <p>If the speed premium in the formula would normally apply to trips starting or ending at Milpitas or Berryessa, it should not be applied to those tips, because making the journey on BART will be so, so much slower than, say, driving across the Dumbarton Bridge and all the way up 101 or 280; part-way up 880, then across the Hayward-San Mateo Bridge, then part-way up 101 or 280; or up 880 and across te Bay Bridge. Having to ring the East Bay to get to the South Bay on BART does would not warrant payment of a speed premium.</p>

1605	Online	English	<p>The average Bart workers salary is \$85,000 and with a total value of \$120,000+ according to the East Bay Times. Maybe some of the funds could be allocated from your operating expense (I.e. Salaries and benefits) rather than raising rates when we just passed a three billion dollar bond measure?</p> <p>Why are janitors making CEO pay due to excessive overtime benefits? Why is BART signing these contracts in the first place?</p>
1105	Online	English	The cheaper the better
687	Online	English	The cost is already excessive. Look at entry based costs like what the Paris metro uses.
1780	Online	English	The cost is still too high to choose bart over driving.
1845	Online	English	The current rate structure works well for business commuters or single people. It doesn't work so well for family units traveling together. Extending BART to SJ opens up the possibility of more diversity of the types of users of the BART system. For example, if a family of 4 wanted to go to the Embarcadero for the day, taking BART would cost \$64. It wouldn't make financial sense for the family to use BART just based on the cost of the trip alone.
304	Online	English	The distance-based fare structure is fair and should be followed. Besides, BART should plan to provide a "Travel Pass" for daily commuters to encourage use of the BART service.
1455	Online	English	The distance-based fare structure is socio-economically oppressive. It's the worst thing about Bart. If you live in SF, you can get a pass that works on bart, if you live in Dublin, you're subsidizing that pass.
1964	Online	English	The fare appear to be reasonable and fair.
830	Online	English	The fare has been matched equal to the same distances or calculated. For example Pitts/Bay Point to SF downtown. Is it more and why? Reason behind this, is are riders. We get called on that and they compare with Caltrain and they have a monthly pass...
2052	Online	English	The fare increase is worth it. A round trip fare is over \$20 on CalTrain, plus BART gets you closer to your destination. I think the proposed fares are spot on.
1480	Online	English	The fare is too d*** high!

124	Online	English	The fare is too expensive, people have other options, such as taking the train.
761	Online	English	The fare should be cheaper in general, or at least discounted for those who need it for economic gain
1375	Online	English	The fare sounds good
623	Online	English	The fares keep going up but the quality of service keeps going down. Been riding BART daily for about 12 years and its quality has been in decline the whole time. There should be police at every station at all times! The amount of crime I see every day and the very poor reaction to it by BART is astounding!!!
36	Online	English	The fares seem reasonable, but it would be awesome if the Great Mall or flea market offered discounts to BART riders to encourage folks not to drive.
498	Online	English	The fees are already high relative to comparable transit systems. I recommend a cap for non-airport trips of around \$7 regardless of distance traveled.
508	Online	English	The later the stations open, the more missed revenue BART has...
2034	Online	English	The only issue with the pricing is that you don't include parking rate at the station. you have to pay to get into the station and then remember what stall and pay for that on top of using the train it should be all inclusive. one charge. for those that park and ride.
3040	26-Sep	English	The only way this would work is with the cost of clipper
275	Online	English	The proposed fares are fine if service is reliable, safe and clean with available seats (all things BART has lost in the past two years)
1599	Online	English	The price increases seem fair for the distance.
1192	Online	English	The price is reasonable.
1121	Online	English	The prices are more than other Metro/Rail services, but the price of living in the bay is higher. I would like there to be enough funds to cover maintenance, and future expansion of BART.
521	Online	English	The prices are OK if there is a monthly or high ridership discount.
1865	Online	English	The proposal sounds reasonable.

2049	Online	English	The proposed fairs seems reasonable. Do you design this as a commuter line? I am trying to understand the route...
24	Online	English	The proposed fares are fair but controversial. San Mateo County has a surcharge, so why does Santa Clara County not have one? Santa Clara County is outside of the BART district.
457	Online	English	The proposed fares sound steeper than they need to be.
3017	7-Oct	English	The ride to San Jose should be cheaper than Caltrain
1311	Online	English	There are many simpler, more efficient ways to do this. Do some more homework.
1096	Online	English	There should be a discount when taking Muni Muni as well as BART
480	Online	English	There should be day pass and monthly pass options in addition to the current distance based fares. This applies to the system overall and not just this extension.
1997	Online	English	These are pretty steep costs and I worry about the affordability of these fees for low income BART users.
1811	Online	English	These fares are fine.  It should cost more to drive on the freeways than to use BART. Put tolls on the freeways/bridges like elsewhere in the country/world.
1190	Online	English	These fares incentivize driving.
1607	Online	English	These prices seem reasonable/slightly cheaper compared to Caltrain fares.
2025	Online	English	These seem reasonable, particularly compared to Caltrain fares (they are slightly less / roughly comparable).  As important will be seamless connections to VTA services. Please look for opportunities to work with other transit providers throughout the By Area (Caltrain, VTA, MUNI, etc) to make fares sensible, easy, and affordable, particularly for low income people, people with disabilities, and students (including SJSU students, who will be getting better service, but at a higher price, given this chane).
288	Online	English	They are fair
1866	Online	English	They are reasonable.

2059	Online	English	They estimated fares seem a little high, but if that is what is needed to support the extension then I am willing to pay it.
682	Online	English	They seem fine.
903	Online	English	They seem reasonable.
10	Online	English	They seem to be fair.
1948	Online	English	They seem to be in line with the rest of BART's fare structure.
1924	Online	English	They sound pretty high to me. OK, an an occasional basis, but not sustainable on daily trips.
506	Online	English	They sound reasonable to me.
2027	Online	English	<p>They sound very high. Because BART doesn't offer much in the way of discounts or passes, please consider offering a fare that is more in line with the longest of the existing system's fares.</p> <p>Currently the federal maximum for pre-tax transit benefits is \$55 a month. \$7.75 roundtrip for 20 days a month would put someone well over that. Not to mention those who don't have pre-tax benefits.</p> <p>Consider raising fares elsewhere in the system so that the maximum fare for BART never exceeds the federal maximum formonthly pre-tax transit benefits (currently \$6.35). Or offer passes for regular commuters that help reduce the cost to that federal level.</p> <p>The purpose of transit fares is to encourage people to ride transit instead of driving. It shouldn't drive them awa!</p>
1085	Online	English	They're a little prohibitive for someone having to use multiple transit agencies every day. I'd try to generate more revenue through parking.
999	Online	English	They're very high. Expecting a cleaner safer bart for the cost.
55	Online	English	This doesn't seem unreasonable given the other fares.
462	Online	English	This is a tech hub. Please add more ways to pay other than credit cards and cash. Things like Bitcoin and Ethereum.

1872	Online	English	This is so expensive. In Chicago and NYC you can go so far for a minimal fare. This is also why so many people skip paying I feel like.
1620	Online	English	This is very expensive for folks that make under \$60K a year to afford. People will choose to drive if that expensive and not take Bart. Bart needs to be affordable for folks that are not working in the tech industry but in other sectors such as educatio, trades, etc.
1610	Online	English	This is very expensive. BART should compare the fare with clean air vehicle cost to drive. More and more people are driving CAV and if BART's goal is to take out cars from the highways it should keep the fares low.
532	Online	English	This needs to be competitive with get cars off the road. The fare structure is far too step after visiting public transit in Europe, new York and Washington D.C. They need to cut costs on staffing, benefits and overtime, and lower fares.
1117	Online	English	This seems fair to me.
1484	Online	English	This seems fair, although I would like to see fares (except to airports) capped around \$5 if possible.
627	Online	English	Those fares are appropriate and reasonable
1921	Online	English	Those fares seem OK. If it's direct to SF and faster, more frequent, and costs less than Caltrain, I'm in!
347	Online	English	Those fees sound about right. I don't think those are too bad of a price.
135	Online	English	Those prices seem overly high for the much delayed creation of the trains.
388	Online	English	Those seem fine to me.
6	Online	English	Too expensive
1227	Online	English	Too expensive
1667	Online	English	Too expensive
2021	Online	English	Too expensive

273	Online	English	Too expensive for lack of good cars, policing, and cleaning of stations. Europe's railways make BART look like a joke which is a shame since the Bay Area is supposed to be a power house.
1575	Online	English	Too expensive to get to SF and still makes one think about clogging the roads to get to Warm Springs. Consider equal ticket price for Warm Springs, Milpitas and Berryessa to encourage use of the closest station and clear the roads. Then equal ticket price for Alum Rock and Downtown San Jose.
500	Online	English	Too expensive, it should cost 6.75 from Berryessa/Milpitas to warm springs.
1976	Online	English	Too expensive! Rt more than \$15 pp :(
1261	Online	English	Too expensive. BART should be affordable to all
1847	Online	English	Too high.
1884	Online	English	Too much for san Jose. I'll take Caltrain
342	Online	English	Too much of an increase for not that much distance. The prices are too high compared to Caltrain, especially for a worse, less reliable transit system
1962	Online	English	too much!
1851	Online	English	trip from milpitas should be \$7.00 flat and to berryessa should be \$7.50
1379	Online	English	Until the whole system is complete, no fare increases should take place.
261	Online	English	Use fare increases and not levied taxes or forced bonds to maintain / expand BART
426	Online	English	Use fare zones rather than price per station
1266	Online	English	Use the money to clean up Bart And get your Bart police to actually do something please
2029	Online	English	VTA employees should not have to pay to ride BART.

1950	Online	English	Vta should find a way so that you are able to use your Vta Ecko pass when you transfer to Bart. You should not have to pay when you transfer. Have the 2 hrs grace period like you have now. You don't pay going out but you pay on the way back.
1694	Online	English	We do not need another station at Fremont (Washington & Driscoll). It's too close to Fremont and Warm Spring station, will only add to traffic load and not help commuters. That area in Fremont is already serviced by local bus lines A waste of money.
237	Online	English	We need more cars since there are more passengers.
1965	Online	English	We would have to see the Senior rates before we could make a comment.
1903	Online	English	Well worth it. I'd pay \$10 or more to avoid that nasty traffic. PLEASE stop fare cheaters, they cause many problems and make us fare people sad.
824	Online	English	what about disabled RTC cards
843	Online	English	What about parking at San Jose? Will there be enough? How expensive will it be?
1978	Online	English	<p>When BART put the SFO Extension into revenue service in July 2003, I recall there were surcharges for the trains going into San Mateo County, b/c San Mateo County is NOT part of BART's property tax base.</p> <p>How is the similar issue being addressed w/ Sant Clara County on the Silicon Valley Extension? Will Santa Clara VTA be making financial contributions directly to BART to offset this issue? Or will the cost recovery only be at the "fare box"?</p> <p>IMO (in my opinion), as a homeowner &amp; taxpayer in Alameda ounty, AND a regular BART patron, I think that BART should levy a surcharge for NORTHBOUND trips from Santa Clara County *IF* Santa Clara VTA is not compensating BART for the lack of property tax revenues from Santa Clara County.</p>
1087	Online	English	When you combine the fares with parking fees and the onslaught of Bart delays, it makes driving the preferred option. Raising fees is not the way to increase ridership. Fix the system, get trains on time.
578	Online	English	Why are these increments between stations so high? Will the eventual trip to Diridon cost the same or less than the current trip that utilizes BART plus the VTA 181 bus? If the answer is no, then you're setting yourselves up for failure, because the conveience of not having to transfer may not necessarily outweigh your exorbitant costs.

1465	Online	English	Why does Bart keep in asking for money from taxpayers when the fare is already so high?
312	Online	English	Why increase fares for Warm Springs / South Fremont station? Bart service is deteriorating on daily basis. Aren't we paying a bomb already for the kind of service we're getting from Bart?
262	Online	English	Why increase the Fremont fares?
845	Online	English	Why is riding the extensions so expensive?
1223	Online	English	Why would anyone pay to take bart into san francisco from the south bay if its not only more inconvenient, but also will cost the same as your direct competitor caltrain. Consider making the cost a bit more desirable considering most of san jose will leantowards riding caltrain since it is cleaner and ultimately faster.
787	Online	English	Will VTA provide loyalty products similar to SF's Muni+BART? That is, unlimited rides on all VTA service, including light rail, and travel between BART stations (within Santa Clara county only).
184	Online	English	wish it were cheaper at those rates, people might find it more cost-efficient just to drive
1896	Online	English	Work in monthly and/or regional passes with the various transit agencies.
722	Online	English	Works for me
142	Online	English	Would like to know why the fares so high for BART compared to other public transit systems in the country.  For example New York has very good connectivity with frequency of 3 minutes, but still the fares very less compared to BART.
553	Online	English	Yeah, we need monthly passes.
1267	Online	English	Yeah. How about no.
1721	Online	English	Yes, give us a first class option train car. I am willing to pay the price. I am sick of people who are filthy, stink and try to get money from me. More armed police on the train. In Europe you can pay for more why not here?
744	Online	English	Yes, the charge increase is fine but please allow clipper cards to be used AND purchased via machine in stations. Please use Japan's suica cards as example.

222	Online	English	Yes, your fare increases are making me want to drive to the office.
285	Online	English	Yes,the fares are expensive and I don't understand that because it costs me \$1.95 to go to Fremont station.I am a San Jose State College student so this is important.
460	Online	English	Yes. Looks good.
893	Online	English	You are outpricing poorer people
671	Online	English	You are planning to extend the BART service to Milpitas and Berryessa/North San José , but currently also there is no place to sit for passengers in 9 car or even in 10 car trains. So is there any plan to increase the number of cars? Otherwise with existng number of cars it will be utterly impossible to fit the crowd from another two stations and will be extremely inconvenient for passengers. The fares are pretty expensive even right now , therefore with no improved service for existing passengers, I dont see any point in increasing fares and also there is no point in extending route if there is no intention of increasing number of cars or increased seating arrangement. Thank you.
111	Online	English	You need to charge more for your service.  It is an incredible convenience and the system needs more maintenance then is occurring now.  It is more expensive to ride Capitol Corridor - but worth it to avoid crowds and equipment failures.  You're too cheapand it shows.
146	Online	English	You should be comparable or cheaper than Caltrain
329	Online	English	You should have monthly pass to allow for frequent users to help
1900	Online	English	You should mention here how much it will cost from Berryessa to downtown Oakland or Berkeley.
115	Online	English	You would get more people to ride BART if you didn't keep raising the rates. Its already too expensive to live here, why make getting around on public transportation impossible too?

1888	Online	English	Your costs are out of control. The fares are ridiculous given our sales tax surcharge for BART. BART "management" is completely irresponsible with our tax dollars. The union has them eating out of their palms. The inflated compensation and pension costs will kill BART. Car maintenance and hygiene are a complete joke.
551	Online	English	Your fares should lead to reduced management oversight and better rider services. In a nutshell, we're tired of the poop, the noise, and the stress of riding BART.

# Appendix PP- D: Publicity and Outreach Materials

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# New BART Service Coming to Santa Clara County



Phase I of the BART/VTA Silicon Valley Extension (SVBX) is a 10-mile, two station, extension into Santa Clara County which begins at the Warm Springs/South Fremont station, proceeds through Milpitas, and ends in the Berryessa area of north San Jose. Expected to open in Summer 2018, here are some facts about the new SVBX stations and service. Please let us know what is important to you by coming to our outreach events (see reverse for list of events) or filling out a survey online at [bart.gov/SVsurvey](http://bart.gov/SVsurvey).

## Travel Time

Estimated travel time between Milpitas to Warm Springs/South Fremont Station is 7 minutes and between Berryessa/ North San José to Warm Springs/South Fremont Station is 12 minutes.

## Traffic Relief

By 2025, approximately 500,000 weekday automobile trips are projected between the East Bay and Santa Clara County. By shortening travel times and improving reliability, SVBX is expected to generate additional transit ridership and reduce overall traffic congestion. Projected daily BART ridership for the Project will reduce regional traffic congestion and greenhouse gas emissions by over 3,400 tons per year.

## Transit Connectivity and Access

SVBX will feature bus transit centers to connect with VTA services, private shuttle and passenger drop-off/pick-up areas, parking facilities, and convenient bicycle and pedestrian connections and storage. The stations are fully accessible to pedestrians and bicyclists and includes bike lockers, elevators and escalators, Braille signs and a tactile sight path to aid riders with disabilities.

The project promotes accessing the stations by sustainable means, such as:

- Walking (1/2 mile walk for 30,000 local residents)
- Bicycling (less than 12-minute bike ride for 260,000 people)
- Private shuttle, local bus, bus rapid transit, light rail, and carpools
- Project is just 15 minutes via public transit or automobiles for more than 1,007,000 local residents

## Proposed Fares

BART plans to extend its distance-based fare structure for the Santa Clara extension for both Milpitas and Berryessa/ North San José stations.

## Proposed Service

As BART waits for its new Fleet of the Future, a temporary service plan will be implemented for Milpitas and Berryessa/ North San José stations. BART has developed multiple service options and is seeking your input on our proposed service plans.

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If you need language assistance services, please call (510) 464-6752.

통역이 필요하신 분은, 510-464-6752 로 문의하십시오.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.

# BART wants to hear from you!



## COME BY ONE OF OUR OUTREACH EVENTS:

### **Fremont BART**

Tuesday, September 19, 2017  
6am–9am

### **Warm Springs/South Fremont BART**

Thursday, September 21, 2017  
4pm–7pm

### **Dublin/Pleasanton BART**

Saturday, September 23, 2017  
11am–2pm

### **Downtown Berkeley BART**

Tuesday, September 26, 2017  
11am–2pm

### **Montgomery BART**

Thursday, September 28, 2017  
3pm–6pm

### **Hayward BART**

Tuesday, October 3, 2017  
3pm–6pm

### **Milpitas Library**

160 N. Main St., Milpitas, CA 95035  
Saturday, October 7, 2017  
11am–2pm

### **San Jose Flea Market**

1590 Berryessa Rd., San Jose, CA 95133  
Sunday, October 8, 2017  
10am–1pm

# Nuevo servicio de BART en el Condado de Santa Clara



La Fase I de la Extensión BART/VTA Silicon Valley (SVBX) es una ampliación de 10 millas y dos estaciones al Condado de Santa Clara, que se inicia en la estación Warm Springs/South Fremont, continúa a Milpitas, y concluye en el área de Berryessa en el norte de San José. Programado para inaugurarse durante el verano de 2018, a continuación se presentan algunos datos de los nuevos servicios y estaciones de SVBX. Le invitamos a comunicarnos lo que considere importante para usted, asistiendo a nuestros eventos de difusión comunitaria (consulte la lista de eventos al reverso) o llenando una encuesta por internet en [bart.gov/SVsurvey](http://bart.gov/SVsurvey).

## Tiempo de recorrido

El tiempo estimado de recorrido entre Milpitas y la estación Warm Springs/South Fremont es de 7 minutos, y entre Berryessa/North San José y la estación Warm Springs/South Fremont es de 12 minutos.

## Mitigación de tráfico

Se proyecta que, para 2025, se realizarán 500,000 recorridos de automóvil por día hábil entre East Bay y el Condado de Santa Clara. Se espera que, al reducir los tiempos de recorrido y aumentar la confiabilidad, SVBX generará más pasaje y reducirá la congestión de tráfico en general. El pasaje diario proyectado para BART reducirá la congestión de tráfico regional y, con ello, la emisión de gases de efecto invernadero disminuirá en más de 3,400 toneladas por año.

## Trasbordos y accesos

SVBX contará con centros de transporte para autobuses para conectar con los servicios VTA, autobuses de enlace shuttle privado y áreas para recoger y dejar a los pasajeros, además de estacionamientos y convenientes trasbordos y áreas de almacenamiento para peatones y ciclistas. Las estaciones serán totalmente accesibles para peatones y ciclistas, e incluirán compartimentos para bicicletas, elevadores, escaleras mecánicas, signos en Braille y pasillos con señales táctiles para pasajeros con discapacidades.

El proyecto promueve el acceso a las estaciones con medios sustentables como:

- Un recorrido a pie de 1/2 milla para 30,000 residentes locales
- Un recorrido de menos de 12 minutos en bicicleta para 260,000 personas
- Enlaces shuttle privados, autobuses locales, autobuses de transporte rápido, tranvías y vehículos de viaje compartido
- Un recorrido de tan sólo 15 minutos en transporte público o automóvil para más de 1,007,000 residentes locales

## Tarifas propuestas

BART tiene planeado extender su estructura de tarifas basadas en distancias para la ampliación de Santa Clara a las Estaciones Milpitas y Berryessa/North San José.

## Servicio propuesto

Mientras BART espera su nueva Flota del Futuro, se implementará un plan de servicios temporales para las Estaciones Milpitas y Berryessa/North San José. BART ha desarrollado varias opciones de servicios, y espera sus comentarios sobre nuestras propuestas.

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Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.

# ¡A BART le gustaría enterarse de lo que usted piensa!



## VENGA A UNO DE NUESTROS EVENTOS DE DIFUSIÓN COMUNITARIA:

### **BART de Fremont**

Martes, 19 de septiembre de 2017  
6 a.m. a 9 a.m.

### **BART de Warm Springs/South Fremont**

Jueves, 21 de septiembre de 2017  
4 p.m. a 7 p.m.

### **BART de Dublin/Pleasanton**

Sábado, 23 de septiembre de 2017  
11 a.m. a 2 p.m.

### **BART de Downtown Berkeley**

Martes, 26 de septiembre de 2017  
11 a.m. a 2 p.m.

### **BART de Montgomery**

Jueves, 28 de septiembre de 2017  
3 p.m. a 6 p.m.

### **BART de Hayward**

Martes, 3 de octubre de 2017  
3 p.m. a 6 p.m.

### **Biblioteca de Milpitas**

160 N. Main St., Milpitas, CA 95035  
Sábado, 7 de octubre de 2017  
11 a.m. a 2 p.m.

### **San Jose Flea Market**

1590 Berryessa Rd., San Jose, CA 95133  
Domingo, 8 de octubre de 2017  
10 a.m. a 1 p.m.

# BART 連接聖達卡拉縣的新服務



BART/VTA 矽谷延伸線 (SVBX) 第一期工程是一條長 10 英哩、包含兩個車站，通往聖達卡拉縣的延伸線，其起點為 Warm Springs/South Fremont 車站，途經 Milpitas 站，終點為聖荷西北部的 Berryessa 區。SVBX 預計於 2018 年夏季通車，以下是關於新車站和服務的一些資訊。請參加我們的外展活動 (請見背面活動列表)，或上網站 [bart.gov/SVsurvey](http://bart.gov/SVsurvey) 填寫問卷，告訴我們哪些方面對您最為重要。

## 行程時間

Milpitas 和 Warm Springs/South Fremont 車站之間的行程時間預計為 7 分鐘；Berryessa/North San José 和 Warm Springs/South Fremont 車站之間的行程時間預計為 12 分鐘。

## 交通紓解

到 2025 年，東灣和聖達卡拉縣之間的工作日車輛行程預計將達到約 50 萬趟。藉由縮短行程時間和提高可靠性，SVBX 預期將能增加乘客量，紓解整體交通擁塞。該項目預計每日 BART 乘客量將可紓解區域性交通擁塞，且每年可減少超過 3,400 噸的溫室氣體排放。

## 交通接駁和便利性

SVBX 將提供連接 VTA 服務的公車中心、私營班車和乘客上下車專區、停車設施，以及方便的腳踏車和行人接駁和儲物設施。車站提供完全的行人和腳踏車通行設施，並且設有腳踏車寄放櫃、升降機和電扶梯、布拉耶點字標誌，以及輔助乘客和殘障人士的導盲引路通道。

該項目倡導以環保永續的方式前往車站，例如：

- 步行 (距離本地 3 萬名居民僅 1/2 英哩步行距離)
- 騎腳踏車 (將近 26 萬人騎腳踏車不到 12 分鐘即可抵達)
- 私營班車、地方公車、快捷公車、輕軌鐵路和汽車共乘
- 超過 1,007,000 名本地居民搭乘公共交通工具或開車，只要 15 分鐘即可抵達本項目

## 建議票價

BART 計劃為 Milpitas 和 Berryessa/North San Jose 站延用以距離為基礎的票價結構。

## 建議服務

在 BART 等候新的未來車隊交車期間，Milpitas 和 Berryessa/North San Jose 車站將實施臨時服務計劃。BART 已規劃出多種服務選項，並想尋求您對服務計劃提案的意見。

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如需語言協助服務，請致電 (510) 464-6752。

# BART 希望聽取您的意見！



## 請來參加我們任何一場外展活動：

### **Fremont 捷運站**

2017 年 9 月 19 日星期二  
上午 6:00 至上午 9:00

### **Warm Springs/South Fremont 捷運站**

2017 年 9 月 21 日星期四  
下午 4:00 至晚上 7:00

### **Dublin/Pleasanton 捷運站**

2017 年 9 月 23 日星期六  
上午 11:00 至下午 2:00

### **Downtown Berkeley 捷運站**

2017 年 9 月 26 日星期二  
上午 11:00 至下午 2:00

### **Montgomery 捷運站**

2017 年 9 月 28 日星期四  
下午 3:00 至晚上 6:00

### **Hayward 捷運站**

2017 年 10 月 3 日星期二  
下午 3:00 至晚上 6:00

### **苗必達市圖書館**

160 N. Main St., Milpitas, CA 95035  
2017 年 10 月 7 日星期六  
上午 11:00 至下午 2:00

### **聖荷西市跳蚤市場**

1590 Berryessa Rd., San Jose, CA 95133  
2017 年 10 月 8 日星期日  
上午 10:00 至下午 1:00

# Dịch Vụ BART Mới Sắp Đến với **Quận Santa Clara**



Giai Đoạn I của dự án Nối Dài BART/VTA Silicon Valley (SVBX) là phần nối dài 10 dặm có hai trạm vào Quận Santa Clara, bắt đầu từ trạm Warm Springs/South Fremont, đi qua Milpitas, và kết thúc ở khu vực Berryessa phía bắc San Jose. Dự kiến sẽ khai trương vào Mùa Hè 2018, sau đây là một số dữ kiện về dịch vụ và các trạm SVBX mới. Hãy chia sẻ các vấn đề ưu tiên của quý vị bằng cách tới dự các sự kiện tiếp cận cộng đồng của chúng tôi (xem mặt sau để biết danh sách các sự kiện) hoặc điền bản khảo sát ý kiến trên mạng trực tuyến tại [bart.gov/SVsurvey](http://bart.gov/SVsurvey).

## **Thời Gian Di Chuyển**

Thời gian di chuyển giữa Milpitas đến Warm Springs/South Fremont Station dự liệu là 7 phút và giữa Berryessa/Bắc San José đến Warm Springs/South Fremont Station là 12 phút.

## **Giảm Giao Thông**

Cho đến năm 2025, dự kiến sẽ có khoảng 500,000 chuyến xe hơi vào các ngày trong tuần giữa miền Đông vùng Vịnh và Quận Santa Clara. Nhờ rút ngắn thời gian di chuyển và cung cấp dịch vụ đáng tin cậy hơn, SVBX sẽ tạo thêm lượng hành khách đi xe công cộng và giảm tình trạng kẹt xe nói chung. Số hành khách đi xe BART hàng ngày theo dự báo của Dự Án sẽ làm giảm tình trạng kẹt xe trong vùng và mỗi năm giảm thêm hơn 3,400 tấn khí nhà kính phát thải.

## **Tiếp Cận và Kết Nối với Phương Tiện Chuyên Chở Công Cộng**

SVBX sẽ có các trung tâm nối chuyển xe buýt để kết nối với các dịch vụ VTA, các khu vực đón/thả hành khách và xe buýt chặng ngắn tư nhân, các khu đậu xe, và nơi cất giữ cũng như các điểm kết nối thuận tiện cho khách bộ hành và xe đạp. Các trạm này được trang bị đầy đủ để phục vụ khách bộ hành và người đi xe đạp với các cột khóa xe đạp, cầu thang máy và cầu thang cuốn, biển báo bằng chữ nổi Braille và một lối đi cảm nhận bằng xúc giác dành cho các hành khách khiếm thị.

Dự án khuyến khích tiếp cận các trạm này bằng những cách thức ít ảnh hưởng đến môi trường sinh thái, chẳng hạn như:

- Đi bộ (đi bộ ½ dặm đối với 30,000 cư dân địa phương)
- Đi xe đạp (đạp xe chưa đến 12 phút đối với 260,000 người)
- Xe buýt chặng ngắn tư nhân, xe buýt địa phương, hệ thống xe buýt vận chuyển tốc hành, xe điện, và xe chở người theo nhóm
- Với dự án này, 1,007,000 cư dân địa phương chỉ mất 15 phút đi lại bằng xe hơi hoặc phương tiện chuyên chở công cộng

## **Giá Biểu Đề Nghị**

BART dự liệu sẽ mở rộng cơ cấu giá biểu theo khoảng cách cho đoạn nối dài đến Santa Clara đối với cả hai trạm Milpitas và Berryessa/Bắc San José.

## **Dịch Vụ Đề Nghị**

Trong khi chờ Đợi Xe Tương Lai mới, BART sẽ áp dụng một kế hoạch dịch vụ tạm thời cho các trạm Milpitas và Berryessa/Bắc San José. BART đã thiết lập nhiều lựa chọn dịch vụ và muốn biết ý kiến của quý vị về các kế hoạch dịch vụ đề nghị của chúng tôi.

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Nếu quý vị cần các dịch vụ trợ giúp ngôn ngữ, vui lòng gọi số (510) 464-6752.

# BART muốn **nghe ý kiến của quý vị!**



## **MỜI QUÝ VỊ TỚI DỰ MỘT TRONG CÁC SỰ KIỆN TIẾP CẬN CỘNG ĐỒNG CỦA CHÚNG TÔI:**

### **Fremont BART**

Thứ Ba, ngày 19 tháng Chín, 2017  
6 giờ sáng – 9 giờ sáng

### **Warm Springs/South Fremont BART**

Thứ Năm, ngày 21 tháng 9, 2017  
4 giờ chiều – 7 giờ tối

### **Dublin/Pleasanton BART**

Thứ Bảy, ngày 23 tháng Chín, 2017  
11 giờ trưa – 2 giờ chiều

### **Downtown Berkeley BART**

Thứ Ba, ngày 26 tháng Chín, 2017  
11 giờ trưa – 2 giờ chiều

### **Montgomery BART**

Thứ Năm, ngày 28 tháng 9, 2017  
3 giờ chiều – 6 giờ chiều

### **Hayward BART**

Thứ Ba, ngày 3 tháng Mười, 2017  
3 giờ chiều – 6 giờ chiều

### **Milpitas Library**

160 N. Main St., Milpitas, CA 95035  
Thứ Bảy, ngày 7 tháng Mười, 2017  
11 giờ trưa – 2 giờ chiều

### **San Jose Flea Market**

1590 Berryessa Rd., San Jose, CA 95133  
Chủ Nhật, ngày 8 tháng Mười, 2017  
10 giờ sáng – 1 giờ chiều

# सैंटा क्लारा काउंटी के लिए नई BART सर्विस आ रही है



BART/MTA Silicon Valley Extension (SVBX) का चरण I 10-मील, दो स्टेशन का सैंटा क्लारा काउंटी का विस्तार है जो Warm Springs/South Fremont स्टेशन पर शुरू होता है, Milpitas से होकर गुजरता है, और north San Jose के Berryessa क्षेत्र में समाप्त होता है। इसके ग्रीष्म 2018 में खुलने की उम्मीद है, और यहाँ नए SVBX स्टेशनों और सर्विस के बारे में कुछ तथ्य दिए गए हैं। कृपया आउटरीच ईवेंट में आकर (ईवेंट की सूची के लिए पीछे देखें) या [bart.gov/SVsurvey](http://bart.gov/SVsurvey) पर ऑनलाइन सर्वेक्षण भरकर हमें बताएँ कि आपके लिए क्या महत्वपूर्ण है।

## यात्रा का समय

Milpitas से Warm Springs/South Fremont स्टेशन के बीच अनुमानित यात्रा समय 7 मिनट है और Berryessa/North San José से Warm Springs/South Fremont स्टेशन के बीच 12 मिनट है।

## यातायात राहत

2025 तक, East Bay और सैंटा क्लारा काउंटी के बीच लगभग 500,000 कार्यदिवस ऑटोमोबाइल ट्रिप का अनुमान लगाया जा रहा है। यात्रा के समय को छोटा करके और विश्वसनीयता में सुधार करके, उम्मीद की जाती है कि SVBX अतिरिक्त ट्रांज़िट सवारियाँ पैदा करेगी और समय यातायात भीड़ कम करेगी। परियोजना के लिए अनुमानित दैनिक BART सवारी क्षेत्रीय यातायात भीड़ और प्रति वर्ष 3,400 टन से अधिक ग्रीनहाउस गैस उत्सर्जन कम करेगी।

## ट्रांज़िट कनेक्टिविटी और पहुँच

SVBX में VTA सर्विसेस के साथ कनेक्ट करने के लिए बस ट्रांज़िट केंद्रों, निजी शटल और यात्री ड्रॉप-ऑफ़/पिकअप क्षेत्रों, पार्किंग सुविधाओं, और सुविधाजनक साइकिल और पदयात्री कनेक्शन और भंडारण की सुविधा होगी। स्टेशन पदयात्रियों और साइकिल चालकों के लिए पूरी तरह पहुँच में हैं और इनमें बाइक लॉकर्स, एलेवेटर और एस्केलेटर, विकलांग सवारियों की सहायता करने के ब्रेल चिह्न और स्पर्श दृष्टि पथ भी शामिल हैं।

परियोजना स्थायी साधनों द्वारा स्टेशनों तक पहुँच को बढ़ावा देती है, जैसे:

- चलना (30,000 स्थानीय निवासियों के लिए 1/2 मील पैदल चलना)
- साइकिल चलाना (260,000 लोगों के लिए 12-मिनट से कम साइकिल की सवारी)
- निजी शटल, स्थानीय बस, बस रैपिड ट्रांज़िट, लाइट रेल, और कारपूल
- परियोजना 1,007,000 स्थानीय निवासियों के लिए सार्वजनिक ट्रांज़िट या मोटर वाहन के द्वारा सिर्फ 15 मिनट की दूरी पर है

## प्रस्तावित किराया

BART की Milpitas और Berryessa/North San José दोनों स्टेशनों के लिए सैंटा क्लारा एक्स्टेंशन के लिए अपनी दूरी-आधारित किराया संरचना लागू करने की योजना है।

## प्रस्तावित सर्विस

जबकि BART भविष्य के अपने नए बेड़े का इंतजार कर रही है, तो इस बीच Milpitas और Berryessa/ North San José स्टेशनों के लिए अस्थायी सर्विस योजना लागू की जाएगी। BART ने कई सर्विस विकल्प तैयार किए हैं और हमारी प्रस्तावित सर्विस योजनाओं पर आपकी इनपुट चाह रही है।

अगर आपको भाषा सहायता सर्विसेस की आवश्यकता है, तो कृपया (510) 464-6752 पर कॉल करें।

# BART आपसे सुनना चाहती है!



## हमारे किसी आउटरीच ईवेंट में आएँ:

### **Fremont BART**

मंगलवार, 19 सितम्बर 2017

6 प्रातः – 9 प्रातः

### **Warm Springs/South Fremont BART**

गुरुवार, 21 सितम्बर 2017

4 अपराह्न – 7 अपराह्न

### **Dublin/Pleasanton BART**

शनिवार, 23 सितम्बर 2017

11 प्रातः – 2 अपराह्न

### **Downtown Berkeley BART**

मंगलवार, 26 सितम्बर 2017

11 प्रातः – 2 अपराह्न

### **Montgomery BART**

गुरुवार, 28 सितम्बर 2017

3 अपराह्न – 6 अपराह्न

### **Hayward BART**

मंगलवार, 03 अक्टूबर 2017

3 अपराह्न – 6 अपराह्न

### **Milpitas Library**

160 N. Main St., Milpitas, CA 95035

शनिवार, 07 अक्टूबर 2017

11 प्रातः – 2 अपराह्न

### **San Jose Flea Market**

1590 Berryessa Rd., San Jose, CA 95133

रविवार, 08 अक्टूबर 2017

10 प्रातः – 1 अपराह्न



# BART wants to hear from you!

BART is seeking your input on the upcoming rail service into Santa Clara County.

Expected to open Summer 2018, the service will include new stations at Milpitas and Berryessa/North San José, and includes approximately 10 miles of new track between the existing Warm Springs/South Fremont BART Station and the Berryessa area of north San José .

Please let us know what is important to you by coming to our outreach events or filling out a survey online at [bart.gov/SVsurvey](http://bart.gov/SVsurvey).

If you need language assistance services, please call (510) 464-6752.  
Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.  
如需語言協助服務，請致電 (510) 464-6752。  
통역이 필요하신 분은, (510) 464-6752 로 문의하십시오.  
Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.  
Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.  
यदि आपको भाषा संबंधी सहायक सेवाओं की जरूरत है तो कृपया (510) 464-6752 पर कॉल करें।

## 2017 OUTREACH EVENTS:

**Fremont BART**  
Tues, 9/19 | 6–9am

**Warm Springs/  
South Fremont BART**  
Thurs, 9/21 | 4–7pm

**Dublin/Pleasanton BART**  
Sat, 9/23 | 11am–2pm

**Downtown Berkeley BART**  
Tues, 9/26 | 11am–2pm

**Montgomery BART**  
Thurs, 9/28 | 3–6pm

**Hayward BART**  
Tues, 10/3 | 3–6pm

**Milpitas Public Library**  
160 N. Main St., Milpitas  
Sat, 10/7 | 11am–2pm

**San Jose Flea Market**  
1590 Berryessa Rd., San Jose  
Sun, 10/8 | 10am–1pm



¡A BART le gustaría enterarse de lo que usted piensa!

BART desea conocer sus comentarios sobre el próximo servicio de tranvía al Condado de Santa Clara.

Programado para inaugurarse durante el verano de 2018, el servicio incluirá nuevas estaciones en Milpitas y Berryessa/North San José, además de aproximadamente 10 millas de nuevas vías entre la actual Estación BART Warm Springs/South Fremont BART y la zona Berryessa del norte de San José.

Le invitamos a comunicarnos lo que considere importante para usted, asistiendo a nuestros eventos de difusión comunitaria o llenando una encuesta por internet en [bart.gov/SVsurvey](http://bart.gov/SVsurvey).



BART 希望  
聽取您的意見！

BART 即將提供通往 Santa Clara 縣的捷運服務，我們想聽聽您的意見。

這條預計於 2018 年夏季通車的服務將包括新的 Milpitas 車站和 Berryessa/North San José 車站，以及在現有的 Warm Springs/South Fremont BART 捷運站和聖荷西北部 Berryessa 區之間增加 10 英里長的新軌道。

請參加我們的外展活動，或上網站 [bart.gov/SVsurvey](http://bart.gov/SVsurvey) 填寫問卷，告訴我們哪些方面對您最為重要。

## EVENTOS DE DIFUSIÓN COMUNITARIA DE 2017:

### 2017 年外展活動：

#### **Fremont BART**

Tues, 9/19 | 6–9am

#### **Warm Springs/ South Fremont BART**

Thurs, 9/21 | 4–7pm

#### **Dublin/Pleasanton BART**

Sat, 9/23 | 11am–2pm

#### **Downtown Berkeley BART**

Tues, 9/26 | 11am–2pm

#### **Montgomery BART**

Thurs, 9/28 | 3–6pm

#### **Hayward BART**

Tues, 10/3 | 3–6pm

#### **Milpitas Public Library**

160 N. Main St., Milpitas

Sat, 10/7 | 11am–2pm

#### **San Jose Flea Market**

1590 Berryessa Rd., San Jose

Sun, 10/8 | 10am–1pm

¡A BART le gustaría enterarse de lo que usted piensa!



Queremos escuchar sus comentarios sobre el próximo servicio de BART a las estaciones del Condado de Santa Clara. El servicio incluirá nuevas estaciones en Milpitas y Berryessa/Norte de San José. Le invitamos a comunicarnos lo que considere que sea importante al asistir a nuestros eventos de difusión comunitaria o llenar una encuesta por internet en [bart.gov/SVsurvey](http://bart.gov/SVsurvey).

**VENGA A UNO DE NUESTROS EVENTOS DE DIFUSIÓN COMUNITARIA:**

**BART de Fremont**

Martes, 19 de septiembre de 2017  
6am a 9am

**BART de Warm Springs/South Fremont**

Jueves, 21 de septiembre de 2017  
4pm a 7pm

**BART de Dublin/Pleasanton**

Sábado, 23 de septiembre de 2017  
11am a 2pm

**BART de Downtown Berkeley**

Martes, 26 de septiembre de 2017  
11am a 2pm

**BART de Montgomery Street**

Jueves, 28 de septiembre de 2017  
3pm a 6pm

**BART de Hayward**

Martes, 3 de octubre de 2017  
3pm a 6pm

**Biblioteca de Milpitas**

160 N. Main St., Milpitas, CA 95035  
Sábado, 7 de octubre del 2017  
11am a 2pm

**San Jose Flea Market**

1590 Berryessa Rd., San Jose, CA 95133  
Domingo, 8 de octubre de 2017  
10am a 1pm

# BART 希望 聽取您的意見！



BART 即將新增通往 Santa Clara 縣的捷運服務，我們想聽聽您的意見。這條捷運線將包括 Milpitas 和 Berryessa/ North San Jose 的新建捷運站。請參加我們的外展活動，或上網站 [bart.gov/SVsurvey](http://bart.gov/SVsurvey) 填寫問卷，告訴我們哪些方面對您最為重要。

請來參加我們任何一場外展活動：

## **Fremont 捷運站**

2017 年 9 月 19 日星期二  
上午 6:00 至上午 9:00

## **Warm Springs/South Fremont 捷運站**

2017 年 9 月 21 日星期四  
下午 4:00 至晚上 7:00

## **Dublin/Pleasanton 捷運站**

2017 年 9 月 23 日星期六  
上午 11:00 至下午 2:00

## **Downtown Berkeley 捷運站**

2017 年 9 月 26 日星期二  
上午 11:00 至下午 2:00

## **Montgomery Street 捷運站**

2017 年 9 月 28 日星期四  
下午 3:00 至晚上 6:00

## **Hayward 捷運站**

2017 年 10 月 3 日星期二  
下午 3:00 至晚上 6:00

## **Milpitas 圖書館**

160 N. Main St., Milpitas, CA 95035  
2017 年 10 月 7 日星期六  
上午 11:00 至下午 2:00

## **San Jose 跳蚤市場**

1590 Berryessa Rd., San Jose, CA 95133  
2017 年 10 月 8 日星期日  
上午 10:00 至下午 1:00

如需語言協助服務，請致電 (510) 464-6752。

# BART muốn lắng nghe ý kiến từ quý vị!



Chúng tôi đang tìm kiếm ý kiến đóng góp của quý vị về dịch vụ mới sắp tới của BART cho Quận Santa Clara. Dịch vụ này sẽ bao gồm các nhà ga mới tại Milpitas và Berryessa/ Phía Bắc San José. Xin vui lòng cho chúng tôi biết điều gì quan trọng đối với quý vị bằng cách tới dự các sự kiện tiếp ngoại của chúng tôi hoặc điền vào mẫu khảo sát trực tuyến của chúng tôi tại [bart.gov/SVsurvey](http://bart.gov/SVsurvey).

KÍNH MỜI QUÝ VỊ TỚI DỰ MỘT TRONG CÁC SỰ KIỆN TIẾP NGOẠI CỦA CHÚNG TÔI:

#### **Fremont BART**

Thứ Ba, ngày 19 tháng Chín, 2017  
6 giờ sáng – 9 giờ sáng

#### **Warm Springs/South Fremont BART**

Thứ Năm, ngày 21 tháng 9, 2017  
4 giờ chiều – 7 giờ tối

#### **Dublin/Pleasanton BART**

Thứ Bảy, ngày 23 tháng Chín, 2017  
11 giờ trưa – 2 giờ chiều

#### **Downtown Berkeley BART**

Thứ Ba, ngày 26 tháng Chín, 2017  
11 giờ trưa – 2 giờ chiều

#### **Montgomery Street BART**

Thứ Năm, ngày 28 tháng 9, 2017  
3 giờ chiều – 6 giờ chiều

#### **Hayward BART**

Thứ Ba, ngày 3 tháng Mười, 2017  
3 giờ chiều – 6 giờ chiều

#### **Milpitas Library**

160 N. Main St., Milpitas, CA 95035  
Thứ Bảy, ngày 7 tháng Mười, 2017  
11 giờ trưa – 2 giờ chiều

#### **San Jose Flea Market**

1590 Berryessa Rd., San Jose, CA 95133  
Chủ Nhật, ngày 8 tháng Mười, 2017  
10 giờ sáng – 1 giờ chiều

Nếu quý vị cần dịch vụ trợ giúp ngôn ngữ, xin vui lòng gọi số (510) 464-6753.

Appendix 11:  
Customer Satisfaction Survey 2018

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# 2018 BART Customer Satisfaction Study

BART Marketing and Research Department  
Corey, Canapary & Galanis Research



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# INTRODUCTION

BART's Customer Satisfaction Study is a tool to help BART prioritize efforts to achieve higher levels of customer satisfaction. The study involves surveying BART customers every two years to determine how well BART is meeting customers' needs and expectations. These surveys, initiated in 1996, are conducted by an independent research firm.

The BART Board of Directors, management and staff use customer satisfaction surveys to focus on specific service areas and issues important to BART customers. Making informed choices allows BART to better serve current riders, attract new customers, and enhance the quality of life in the Bay Area.

This report is based on 5,294 questionnaires completed by BART customers. These customers were surveyed while riding on randomly selected BART cars during all hours of operation on weekdays and weekends during an approximately five-week period in September/October 2018.

The Executive Summary in the next section highlights key findings from the survey. Subsequent sections present detailed analyses of the factors that influence customer satisfaction and a full description of the survey methodology, including a copy of the questionnaire.

The initial survey questions ask customers to describe their use of the system. Customers are then asked three key opinion tracking questions focusing on:

- Overall satisfaction;
- Willingness to recommend BART; and
- Perceptions of BART's value for the money.

In addition, the survey probes for ratings of 46 specific service attributes, ranging from on-time performance to station cleanliness. BART uses the service attribute ratings to set priorities for customer satisfaction initiatives.

It should be noted that a number of changes have occurred since the previous study in September 2016. Those which might have influenced customers' perceptions include:

- A continuation of high weekday ridership especially during peak periods, contributing to crowding on trains and station platforms. Although weekday ridership has declined slightly compared to the last survey period two years ago (-2%), it remains well above all prior survey periods at nearly 433,000 daily trips in September 2018.
- The impacts of the Bay Area homeless crisis. According to the 2019 Homeless Census, homelessness increased substantially between 2017 and 2019 in all of the counties BART serves.<sup>1</sup> This has led to an increase in the number of people seeking shelter in BART stations and on BART trains, which has impacted customers' perceptions of cleanliness and safety on BART.
- The impacts of the national opioid and methamphetamine epidemics, which have also impacted customers' perceptions of cleanliness and safety on BART.<sup>2</sup>

<sup>1</sup> Increases in homelessness by county between 2017 and 2019: Alameda County: +43%; Contra Costa County: +43%; San Francisco County: +17%; San Mateo County: +21%. (Homeless Census 2019)

<sup>2</sup> In San Francisco County, Emergency Department visits due to opioid overdoses jumped from 41.5 visits/100,000 residents in 2016 to 58.6 visits/100,000 residents in 2018 (CA Dept. of Public Health).

- While violent crimes on BART remain rare, there has been heightened awareness of security issues after media coverage of several high-profile crimes that occurred on BART since the 2016 survey. The crimes included a fatal stabbing a couple of months prior to the 2018 survey and a group robbery onboard a train in 2017.
- Continued weekend service closures for track repairs and other infrastructure improvements, including a major rebuilding project between 19<sup>th</sup> St. and West Oakland that involved four weekend closures in August and September 2018.
- New station openings: Warm Springs / South Fremont (March 2017), Pittsburg Center, and Antioch (both in May 2018).
- The roll-out of new Fleet of the Future cars, beginning in January 2018. At the time of the survey, there was one new ten-car consist in revenue service, running on the Orange line (Richmond / Warm Springs).
- Fare changes in January 2018. Overall fares increased by 2.7% based on BART's inflation-based formula. In addition, in an effort to shift more customers to Clipper cards, a 50 cent charge was added to rides made with BART blue tickets. The youth discount was extended from age 12 to age 18 and changed to 50%.
- Proof-of-Payment ordinance, implemented in January 2018. This requires passengers to present a valid ticket or Clipper card within the paid area of the BART system upon request by authorized BART personnel.

# EXECUTIVE SUMMARY

While greater than half of riders give BART positive ratings on key satisfaction questions, these ratings have declined significantly since 2016.

- 56% say they are very or somewhat satisfied with BART. This is down 13 percentage points since 2016.
- 73% would definitely or probably recommend BART to a friend or out-of-town guest. This is a decrease of 12 percentage points since 2016.
- 54% agree strongly or somewhat that “BART is a good value for the money.” This has dropped five percentage points since 2016.

Percent of BART customers saying they...	2014	2016	2018
Are <b>very or somewhat satisfied</b> with the services provided by BART.....	74%	69%	56%
Would <b>definitely or probably recommend</b> BART.....	89%	85%	73%
<b>Agree strongly or somewhat</b> that BART is a good value for the money...	63%	59%	54%

Key factors behind the decline in customer satisfaction continue to be: crowding, cleanliness, and aging trains and stations. In addition, concerns about personal security on BART have risen dramatically, likely driven by high profile incidents, as well as day-to-day quality of life issues that impact how safe riders feel on BART. These issues include drug use and criminal activity on or near BART, untreated mental illness, fare evasion, homelessness, and panhandling.

In light of this, BART has prioritized customer safety with continued emphasis on addressing these quality of life issues. This year’s approved budget includes funding for 19 additional police officers and four additional fare inspectors. The survey data show that customers’ ratings of personal security on BART are strongly correlated with their ratings of police presence on BART.

To address the impact of the Bay Area’s homeless crisis, BART is expanding Homeless Outreach Teams to include all four of BART’s counties. The teams consist of outreach workers who try to connect homeless individuals on or near BART with needed social services. BART is also expanding its well-received elevator attendant program to all four downtown San Francisco stations. Started in April 2018 at Civic Center and Powell stations, it has virtually eliminated inappropriate behavior in elevators and is highly rated by BART customers.

To address station cleanliness, BART will hire 15 additional station cleaners. This will help bolster BART’s revamped cleaning efforts, which include focused overnight cleanings of the system’s busiest stations.

As for issues related to crowding, BART’s new Fleet of the Future train cars are steadily rolling out. While only one ten-car train was in service at the time of the survey, there are currently six trains running. As more cars are put into revenue service, BART will be able to lengthen more trains to ten cars and help reduce crowding.

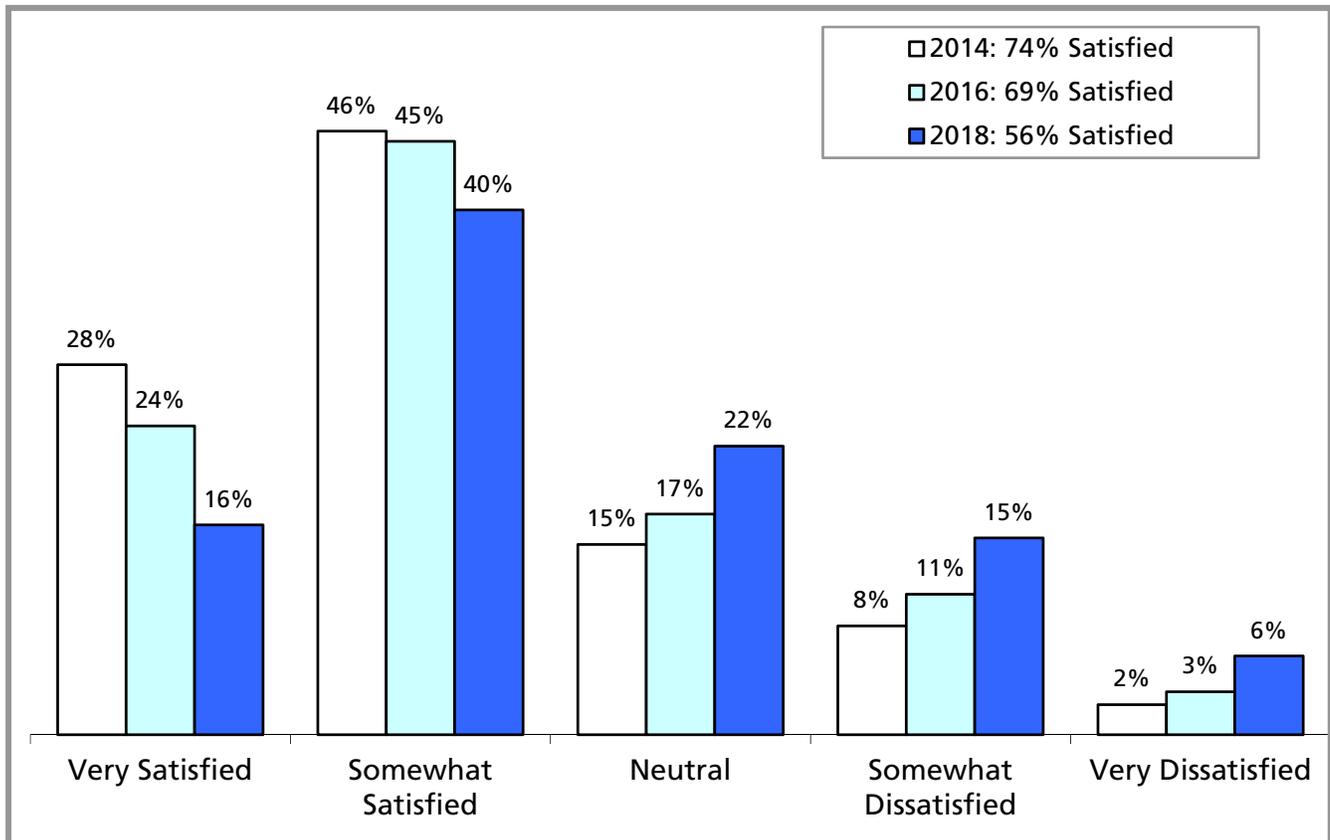
Many projects to renew the aging system are underway, funded by voter-approved Measure RR.

At the beginning of the survey period, a critical section of track between 19<sup>th</sup> St. Oakland and West Oakland was rebuilt over the course of four weekends. Projects like this, while behind-the-scenes, will help to improve the system's reliability for years to come. Another renovation project that customers will begin to see in 2020 is a massive escalator replacement project. A total of 41 escalators in downtown San Francisco will be replaced, resulting in more reliable escalators at the system's busiest stations.

# DETAILED RESULTS

## OVERALL SATISFACTION - TRENDING (2014 / 2016 / 2018 Comparison)

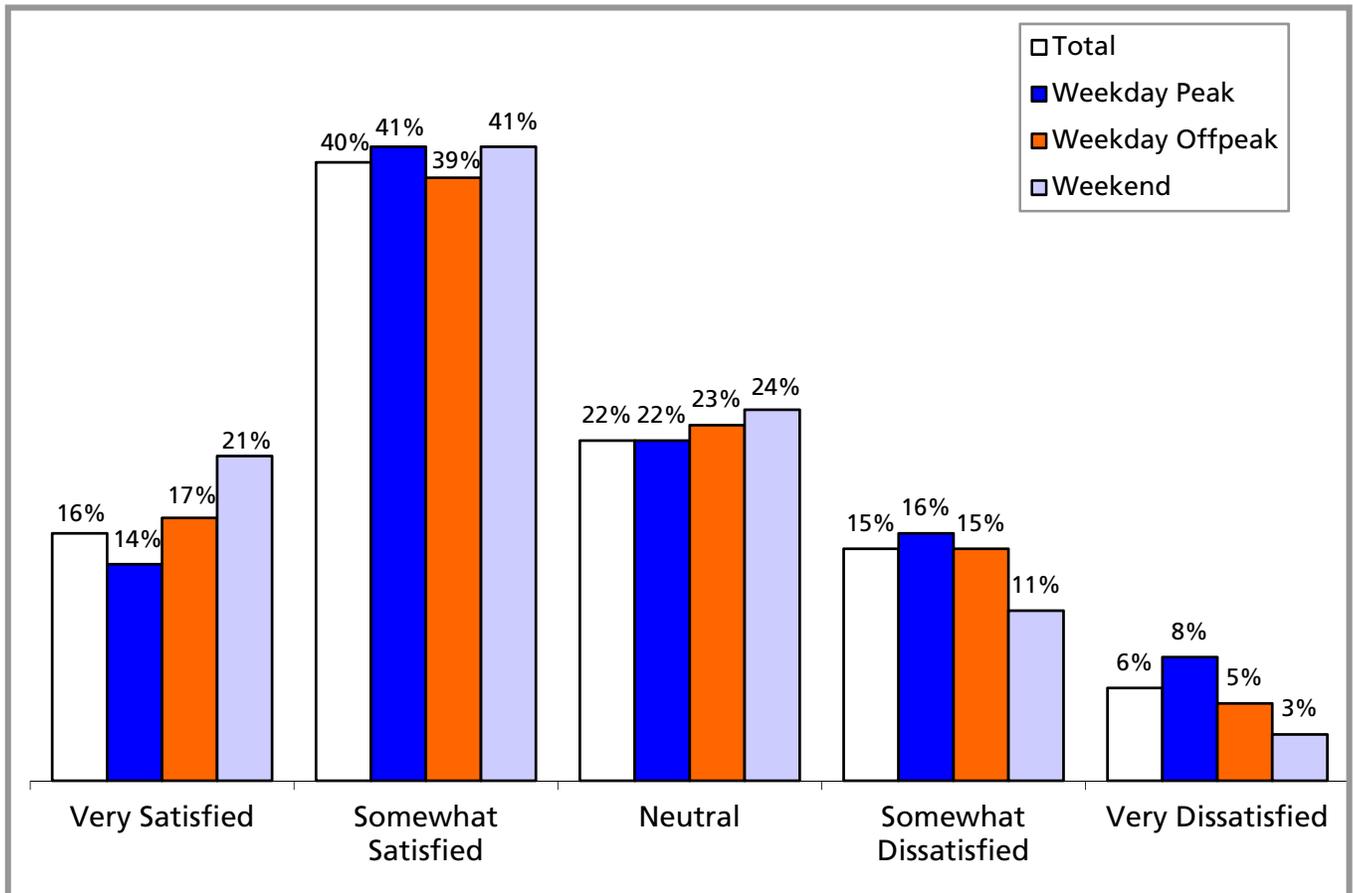
Overall satisfaction measured by those who are **very satisfied** or **somewhat satisfied** has dropped to 56% in 2018, down from 69% in 2016 and 74% in 2014. This was driven by declines in both those who are **very satisfied** and **somewhat satisfied**.



## 2018 OVERALL SATISFACTION

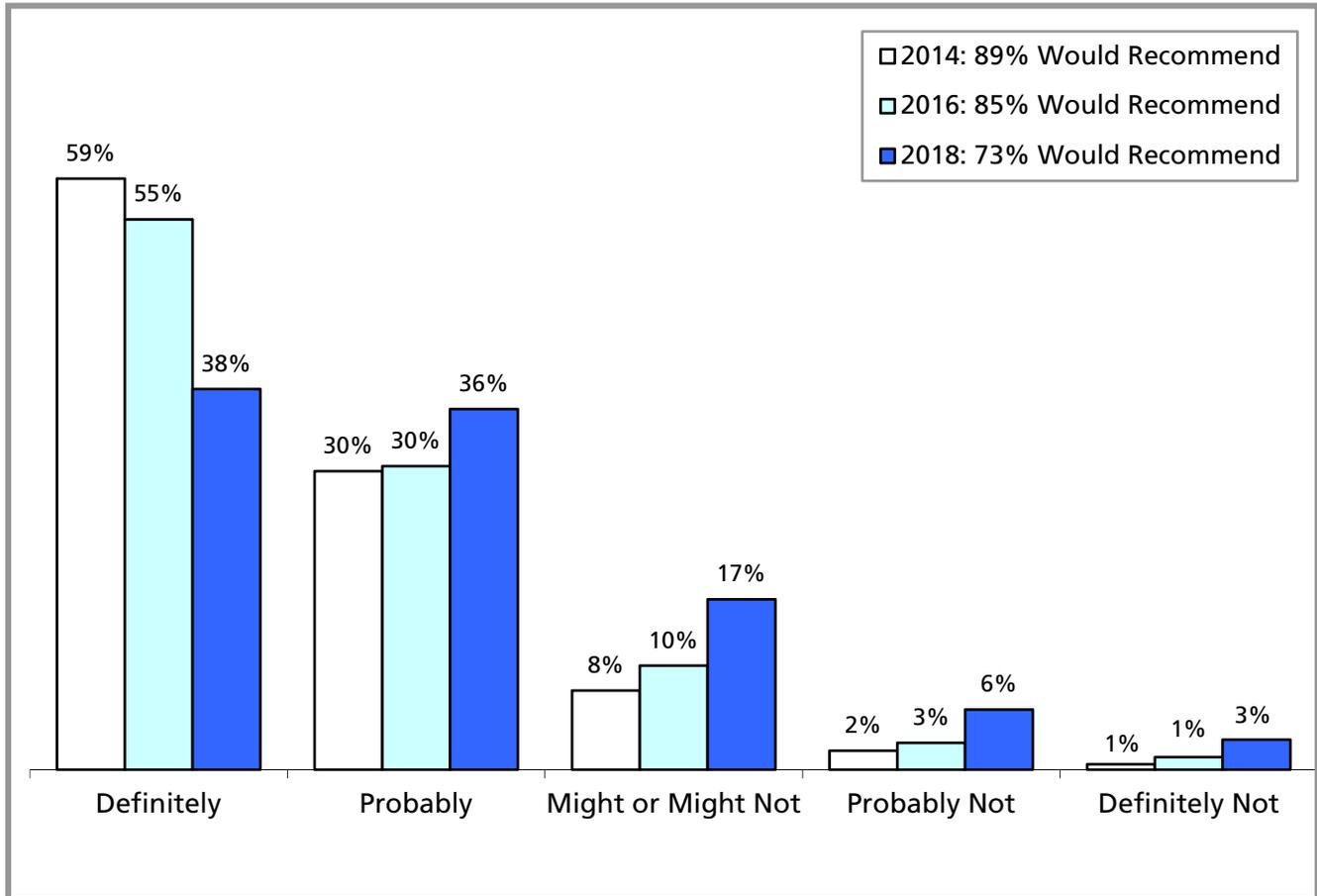
### (Peak / Off-Peak / Weekend Comparison)

While overall satisfaction is at 56%, there are some differences among customers who ride during different time periods, most notably that weekend riders tend to be more satisfied than weekday riders.



## WILLINGNESS TO RECOMMEND BART - TRENDING (2014 / 2016 / 2018 Comparison)

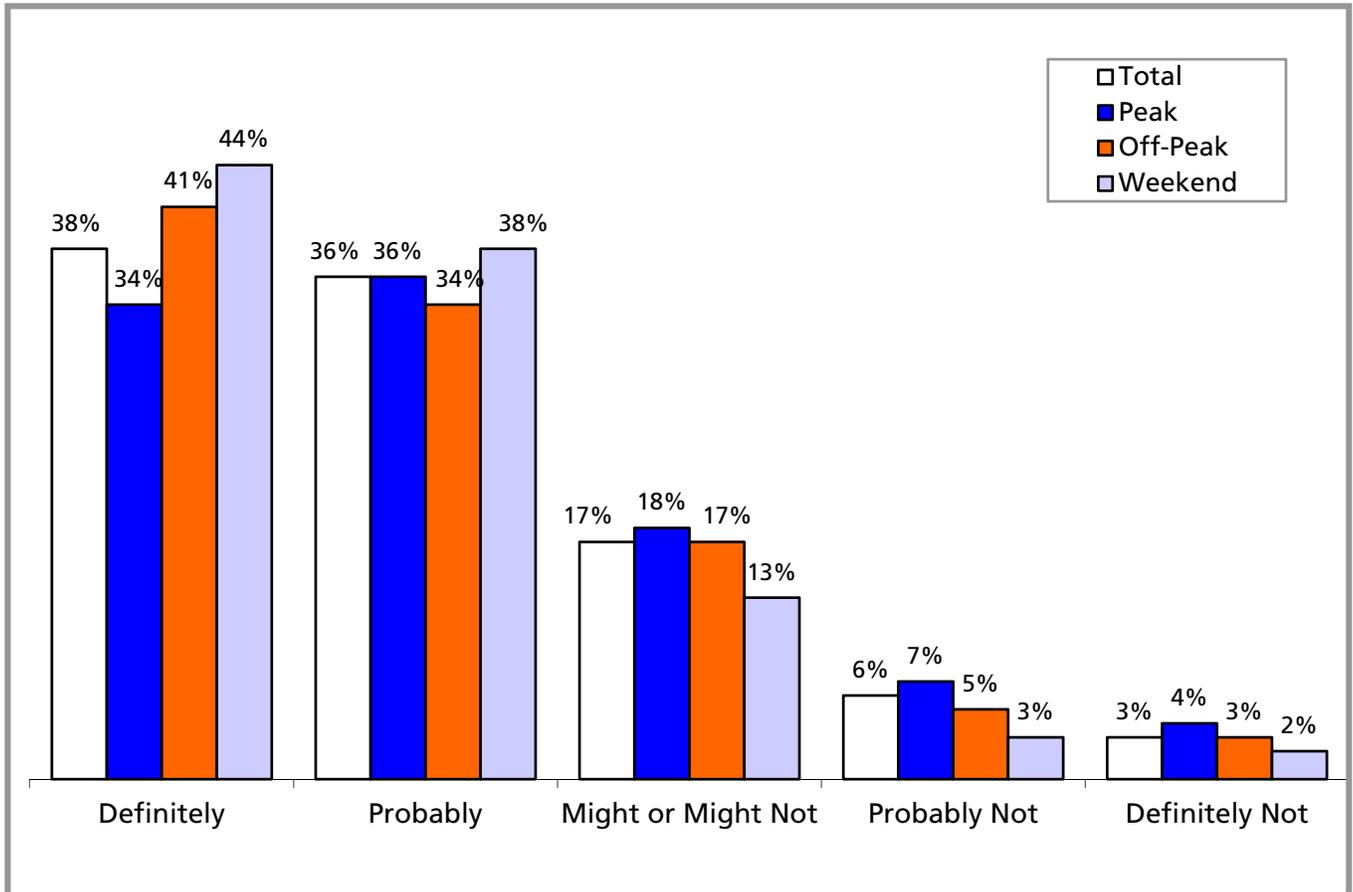
Overall willingness to recommend BART continued to decline in 2018, driven by a decline in the “definitely” recommend category.



## 2018 WILLINGNESS TO RECOMMEND BART

(Peak / Off-Peak / Weekend Comparison)

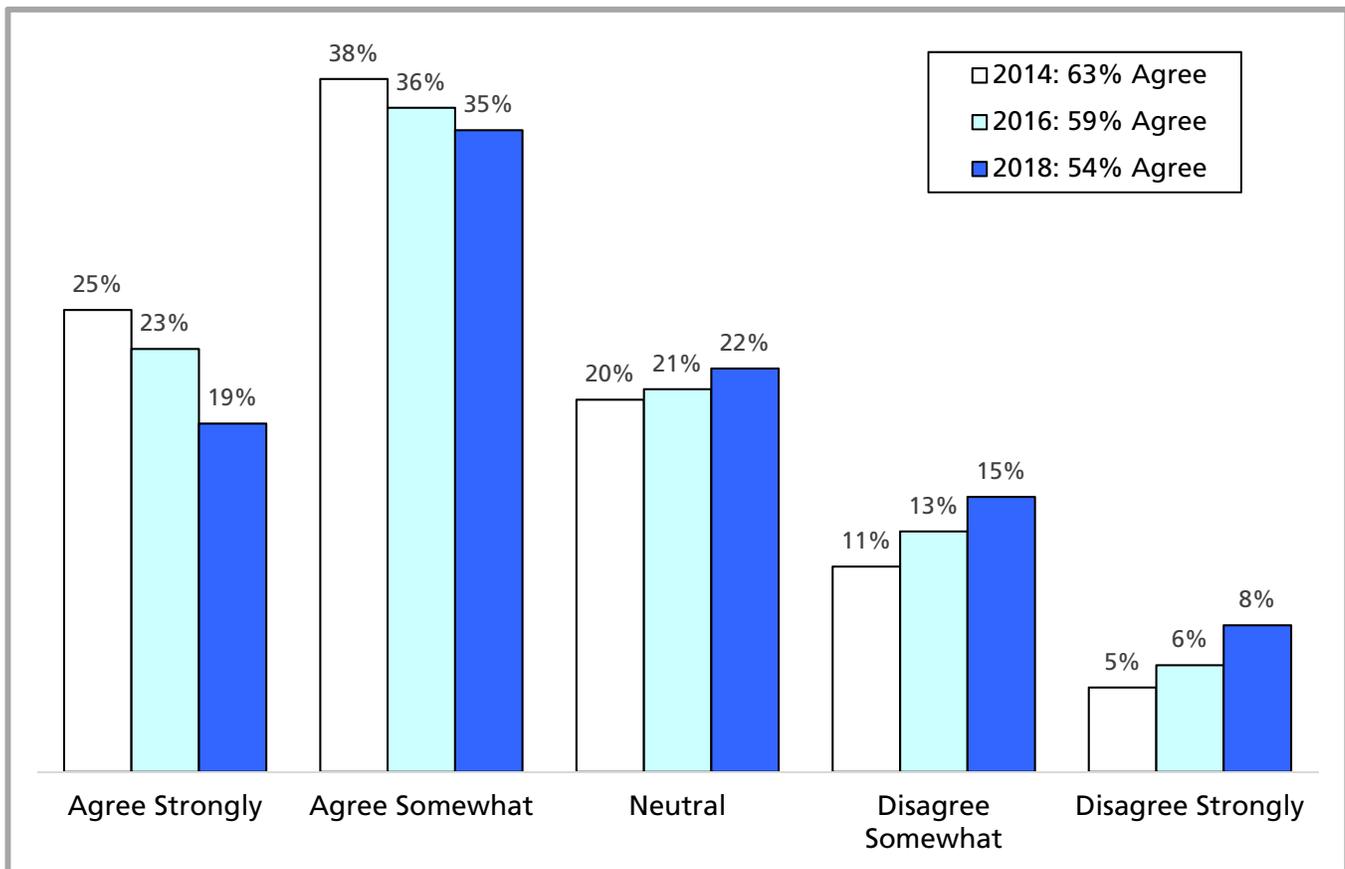
Peak period customers are less likely to definitely recommend BART than off-peak and weekend riders.



## PERCEPTION OF BART AS GOOD VALUE - TRENDING (2014 / 2016 / 2018 Comparison)

While greater than half (54%) see BART as a good value, this rating has declined since 2014. In 2018, the decline was primarily driven by a drop in the “Agree strongly” category.

“Value” has two components – satisfaction and price. Since the decline here is not as steep as the decline in overall satisfaction, the decline may have been tempered by the fact that fares have increased less than the rate of inflation.

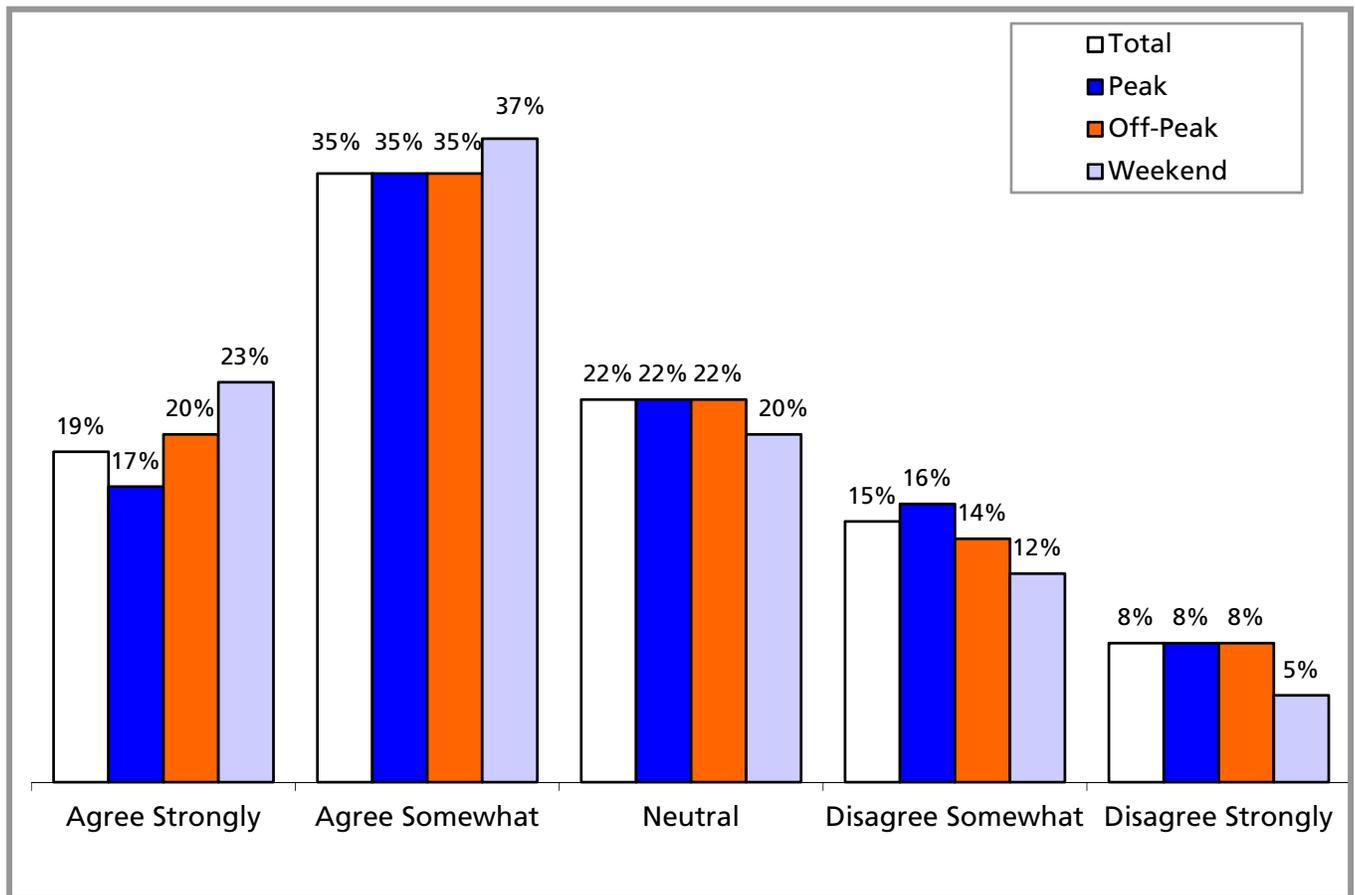


## 2018 PERCEPTION OF BART AS GOOD VALUE

### (Peak / Off-Peak / Weekend Comparison)

Fewer peak period riders agree strongly that BART is a good value for the money, as compared to off-peak and weekend customers.

Peak period customers generally ride BART five or more days per week, so the aggregate fares they pay far exceed fares paid by off-peak and weekend customers. While off-peak and weekend customers generally ride BART less frequently, they are a much larger group of people overall and are an important part of public support for the BART system.



## SPECIFIC SERVICE ATTRIBUTES

In the 2018 survey, customers rated BART on 46 specific service attributes. The chart on the opposite page shows mean ratings for each of these 46 service attributes. Items appearing towards the top of the chart are rated highest, while items appearing at the bottom are rated lowest. The average rating (on a scale from 1 = Poor to 7 = Excellent) is shown next to the bar for each item. Given the large sample sizes, mean ratings are generally accurate to within  $\pm 0.05$  at a 95% confidence level.

BART received the highest ratings for:

- Clipper cards
- Availability of maps and schedules
- BART tickets
- bart.gov website
- On-time performance

BART received the lowest ratings for:

- Addressing homelessness on the BART system
- Restroom cleanliness
- Presence of BART Police on trains
- Elevator cleanliness
- Enforcement against fare evasion

Note that the lowest rated attribute “Addressing homelessness on the BART system” was a new attribute added to the 2018 questionnaire.

For a chart showing the percentage results, please see Appendix D.

## 2018 RATING OF SPECIFIC SERVICE ATTRIBUTES

Mean Rating (7-point scale)

Clipper cards	5.91
Availability of maps and schedules	5.58
BART tickets	5.32
bart.gov website	5.29
On-time performance of trains	5.21
Timeliness of connections b/t BART trains	5.17
Hours of operation	5.15
Timely information about service disruptions	5.02
Availability of bicycle parking	4.96
Frequency of train service	4.96
Reliability of ticket vending machines	4.96
Signs with transfer / platform / exit directions	4.93
Length of lines at exit gates	4.89
Reliability of faregates	4.88
Access for people with disabilities	4.80
Timeliness of connections with other transit	4.80
Lighting in parking lots	4.74
Comfort of seats on trains	4.62
Helpfulness and courtesy of Station Agents	4.56
Availability of standing room on trains	4.49
BART system kept free of graffiti	4.40
Availability of car parking	4.24
Appearance of train exterior	4.24
Availability of Station Agents	4.23
Comfortable temperature aboard trains	4.15
Escalator availability and reliability	4.12
Elevator availability and reliability	4.08
Stations - Overall condition / state of repair	4.08
Clarity of public address announcements	4.00
Condition / cleanliness of windows on trains	3.97
Avail. space on trains for luggage, bikes, strollers	3.83
Condition / cleanliness of seats on trains	3.80
Noise level on trains	3.80
Availability of seats on trains	3.76
Train interior cleanliness	3.65
Personal security in the BART system	3.58
Station cleanliness	3.57
Condition / cleanliness of floors on trains	3.54
Enforcement of no eating and drinking policy	3.48
Presence of BART Police in stations	3.45
Presence of BART Police outside stations	3.41
Enforcement against fare evasion	3.36
Elevator cleanliness	3.35
Presence of BART Police on trains	3.08
Restroom cleanliness	3.01
Addressing homelessness on the BART system	2.85

Among the 46 attributes, 29 showed statistically significant declines between 2016 and 2018. Of the remaining 17 attributes, five showed statistically significant increases, nine were essentially flat (changes were not statistically significant), and three were not asked in 2016.

The chart in the next sub-section shows the percent change in the mean rating from 2016 to 2018. For details on statistical significance, refer to Appendix C.

The attributes with the largest declines were:

- Enforcement against fare evasion (-19.8%)
- Personal security in the BART system (-16.4%)
- Presence of BART Police in stations (-14.6%)
- Train interior cleanliness (14.1%)
- Condition / cleanliness of floors on trains (-12.6%)
- Presence of BART Police on trains (-12.3%)

The attributes with statistically significant increases were:

- Noise level on trains (+3.5%)
- Hours of operation (+3.0%)
- bart.gov website (+2.9%)
- Availability of standing room on trains (+2.0%)
- Clipper cards (+1.0%)

*Fare evasion* is increasingly a concern of BART customers. This issue not only results in lost revenue that can't be reinvested in the BART system, but also in other issues that impact the BART customer experience when those who don't pay their fare also break other BART rules. BART has put considerable effort into addressing this issue, including implementing a Proof-of-Payment system and investing in station hardening throughout the system.

The Proof-of-Payment system requires that passengers show their valid Clipper card or BART ticket upon request by authorized BART personnel, and went into effect in January 2018. BART's budget for this year includes hiring four additional fare inspectors in support of this effort.

Station hardening efforts include raising railings, securing swing gates, moving elevators into paid areas, installing escalator canopies, and modifying faregates. It is expected that over half of BART stations will be hardened by the end of June 2020.

While violent crime on BART is rare, riders' perceptions of *personal security* have been impacted both by high profile incidents and quality of life issues that impact how safe they feel on BART. Passengers also commented on the survey about situations that made them feel unsafe on or near BART property, involving drug use and other criminal activity, untreated mental illness, fare evasion, homelessness, and panhandling.

Looking at ratings of other attributes on the survey, the following were correlated with personal security in the BART system: police presence (in stations, outside of stations, on trains), enforcement against fare evasion, and addressing homelessness on the BART system.

To address personal security, BART's current budget has prioritized quality of life issues, with funding to hire 19 additional police officers. Also included is continued funding to support and expand homeless outreach programs, as well as elevator attendants at additional downtown San Francisco stations. (The attendant program has virtually eliminated inappropriate behavior in

the elevators at stations where it's been implemented.)

With regards to the *police presence* attributes, these are associated with riders' feelings of personal security as noted above. BART is addressing this issue by stepping up efforts and offering hiring bonuses to recruit new police officers – both to reduce the vacancy rate, as well as to expand the force. By spring of 2019, BART had reduced the vacancy rate on its police force from a high of 41 down to 20. And, as noted above, funding has been allocated to hire an additional 19 police officers, a significant investment toward increasing police presence systemwide.

With regards to *train cleanliness* attributes, customer comments indicated that issues pertaining to homelessness, biohazards, and unpleasant smells contributed to their low ratings. BART implemented rapid response train cleaners in 2018 to address cleanliness issues requiring immediate attention. Cleaners are positioned on specific mid-line station platforms, where they can quickly intercept a train and clean messes from cars as reports come in. This is in addition to end of line train car cleaners who walk the length of each car at the end of a run. BART also added a feature to its website, mobile website, and app where riders can easily report biohazards.

Looking at the attributes with rating increases, customers gave higher ratings to *noise level on trains*. BART has made substantial progress in reducing train noise by implementing a new wheel "profile," or shape. This new tapered profile is designed to reduce wear and damage to the rail, thus reducing noise. At the start of the survey period, most of BART's legacy fleet (84%) had been converted to the new wheel profile, and the remainder was completed by December 2018. (All of BART's new Fleet of the Future train cars have the new wheel profile.) To take full advantage of the benefits of the new wheel profile, BART will continue to grind the rail to optimize its fit with the new wheels. As of summer 2019, 36% of the rail work had been completed.

With regard to *availability of standing room on trains*, BART modified more than half (57%) of its legacy fleet to increase capacity by removing seven seats. This modification was completed in summer 2017. Also, as more Fleet of the Future cars continue to come online, trains can be lengthened to reduce crowding.

## SERVICE ATTRIBUTE RATINGS: PERCENTAGE CHANGES

### 2018 vs. 2016 comparisons (sorted in ascending order on % change)

<b>SCALE: 1 = Poor, 7 = Excellent</b>	<b>2018 Mean</b>	<b>2016 Mean</b>	<b>Difference</b>	<b>% Change (mean)</b>	<b>Statistically Significant at 95% Conf. Level?</b>
Enforcement against fare evasion	3.36	4.19	-0.83	-19.8%	yes
Personal security in the BART system	3.58	4.28	-0.70	-16.4%	yes
Presence of BART Police in stations	3.45	4.04	-0.59	-14.6%	yes
Train interior cleanliness	3.65	4.25	-0.60	-14.1%	yes
Condition / cleanliness of floors on trains	3.54	4.05	-0.51	-12.6%	yes
Presence of BART Police on trains	3.08	3.51	-0.43	-12.3%	yes
Enforcement of no eating and drinking policy	3.48	3.93	-0.45	-11.5%	yes
Restroom cleanliness	3.01	3.39	-0.38	-11.2%	yes
Condition / cleanliness of seats on trains	3.80	4.23	-0.43	-10.2%	yes
Elevator cleanliness	3.35	3.71	-0.36	-9.7%	yes
Station cleanliness	3.57	3.93	-0.36	-9.2%	yes
Availability of Station Agents	4.23	4.58	-0.35	-7.6%	yes
Stations - Overall condition / state of repair	4.08	4.37	-0.29	-6.6%	yes
Condition / cleanliness of windows on train	3.97	4.22	-0.25	-5.9%	yes
Comfortable temperature aboard trains	4.15	4.38	-0.23	-5.3%	yes
Appearance of train exterior	4.24	4.46	-0.22	-4.9%	yes
Escalator availability and reliability	4.12	4.33	-0.21	-4.8%	yes
Helpfulness & courtesy of Station Agents	4.56	4.79	-0.23	-4.8%	yes
Comfort of seats on trains	4.62	4.85	-0.23	-4.7%	yes
Elevator availability and reliability	4.08	4.28	-0.20	-4.7%	yes
Access for people with disabilities	4.80	5.03	-0.23	-4.6%	yes
Timely information about service disruptions	5.02	5.24	-0.22	-4.2%	yes
Lighting in parking lots	4.74	4.92	-0.18	-3.7%	yes
Availability of seats on trains	3.76	3.86	-0.10	-2.6%	yes
BART tickets	5.32	5.45	-0.13	-2.4%	yes
Clarity of public address announcements	4.00	4.08	-0.08	-2.0%	yes
Timeliness of connections between BART trains	5.17	5.25	-0.08	-1.5%	yes
Availability of maps and schedules	5.58	5.65	-0.07	-1.2%	yes
Reliability of ticket vending machines	4.96	5.02	-0.06	-1.2%	no
On-time performance of trains	5.21	5.27	-0.06	-1.1%	yes
Reliability of faregates	4.88	4.93	-0.05	-1.0%	no
Signs with transfer / platform / exit directions	4.93	4.97	-0.04	-0.8%	no
Avail. of space on trains for luggage, bikes, strollers	3.83	3.86	-0.03	-0.8%	no
Frequency of train service	4.96	4.98	-0.02	-0.4%	no
Availability of bicycle parking	4.96	4.97	-0.01	-0.2%	no
Timeliness of connections with other transit*	4.80	4.79	0.01	0.2%	no
Availability of car parking	4.24	4.23	0.01	0.2%	no
Length of lines at exit gates	4.89	4.85	0.04	0.8%	no
Clipper cards	5.91	5.85	0.06	1.0%	yes
Availability of standing room on trains	4.49	4.40	0.09	2.0%	yes
bart.gov website	5.29	5.14	0.15	2.9%	yes
Hours of operation	5.15	5.00	0.15	3.0%	yes
Noise level on trains	3.80	3.67	0.13	3.5%	yes
BART system kept free of graffiti^	4.40			Not asked in 2016	
Presence of BART Police outside stations^	3.41			Not asked in 2016	
Addressing homelessness on the BART system	2.85			Not asked in 2016	

\* In 2016, this was listed as "Timeliness of connections with buses."

^ Similar attributes were used in 2016, but they are not compared due to the text changes. In 2016, there were two attributes for graffiti: "Stations kept free of graffiti" and "Train interior kept free of graffiti." In 2016, the attribute regarding police outside of stations was phrased as "Presence of BART Police in parking lots."

## QUADRANT ANALYSIS

The chart on page 21 (titled "2018 Quadrant Chart") is designed to help set priorities for future initiatives to improve customer satisfaction. This chart quantifies how important each service characteristic appears to be from a customer perspective (using the vertical axis) and shows the average customer rating for each characteristic (using the horizontal axis). For a more detailed description of how this chart is derived, see Appendix G.

The vertical axis crosses the horizontal axis at the average (mean) performance rating from the benchmark survey in 1996. This vertical axis has remained in this location in all subsequent surveys so that Quadrant Charts can easily be compared year-to-year.

The "Target Issues" quadrant identifies those service attributes which appear to be most important, but which receive relatively low ratings from BART riders. Based on the vertical axis used since 1996, target issues include the 20 attributes listed below. Compared to the 2016 chart, there are six new target issues, which are identified in bold type below. These six new target issues include two of the three new attributes (identified with asterisks) that were added to the 2018 questionnaire.

- Station condition / state of repair
- Condition / cleanliness of seats on trains
- Train interior cleanliness
- Personal security in the BART system
- Condition / cleanliness of floors on trains
- Station cleanliness
- Availability of seats on trains
- Availability of standing room on trains
- Comfortable temperature aboard trains
- **Comfort of seats on trains**
- Availability of space on trains for luggage, bicycles, and strollers
- **Elevator cleanliness**
- **Restroom cleanliness**
- **Condition / cleanliness of windows on trains**
- Presence of BART Police in stations
- Appearance of train exterior
- **Presence of BART Police outside stations\***
- **Addressing homelessness on the BART system\***
- Elevator availability and reliability
- Escalator availability and reliability

\*These attributes were added to the 2018 questionnaire. Note that "Presence of BART Police outside stations" replaced "Presence of BART Police in parking lots." "Presence of BART Police in parking lots" also appeared as a Target Issue in the 2016 quadrant chart.

In looking at the types of attributes in the Target Issues quadrant, they can be categorized into three groups – related to quality of life, train cars / capacity, or elevators / escalators.

1. Those that are deepest into the Target Issues quadrant (rated lowest and/or of highest importance) tend to be those related to quality of life issues, such as addressing homelessness, police presence, personal security, and cleanliness. These issues are the focus of numerous BART initiatives this year, including expanding the Homeless Outreach Teams<sup>3</sup> to include all four of BART’s counties, hiring 19 additional police officers, expanding the elevator attendant program to all four downtown San Francisco stations<sup>4</sup>, continuing funding for street level public restrooms (“Pit Stops”) at four San Francisco stations, and hiring 15 additional station cleaners to bolster BART’s revamped cleaning efforts, which include focused overnight cleanings of the system’s busiest stations.
2. Those related to train cars and capacity include seat availability, standing room availability, and train temperature. Many of these will be addressed as the new Fleet of the Future cars allow BART to increase the number of cars in service over the next few years. The new cars also have improved cooling systems that distribute air directly from the ceilings, making it more comfortable for standees on hot days.
3. The third group includes escalator and elevator availability and reliability. These are the focus of many capital improvement projects over the next several years, including a massive escalator renovation project. The renovation project will replace 41 of the system’s most heavily used escalators in downtown San Francisco, which regularly malfunction. Canopies are also planned for high use escalators; these facilitate more reliable escalators by keeping them cleaner and better protected from the elements. As for elevators, BART plans to install new elevators in the four downtown San Francisco stations and move them into the paid area, which will also help with fare evasion.

Although not a Target Issue, it is interesting to note that *on-time performance* (in the upper right quadrant) decreased substantially in importance vs. prior years. This may be the result of a combination of two factors: many quality of life issues have increased in importance, overshadowing on-time performance, and BART’s actual on-time performance has improved a bit vs. two years ago (based on internal tracking metrics).

For comparison purposes, the 2016 Quadrant Chart is included after the 2018 chart.

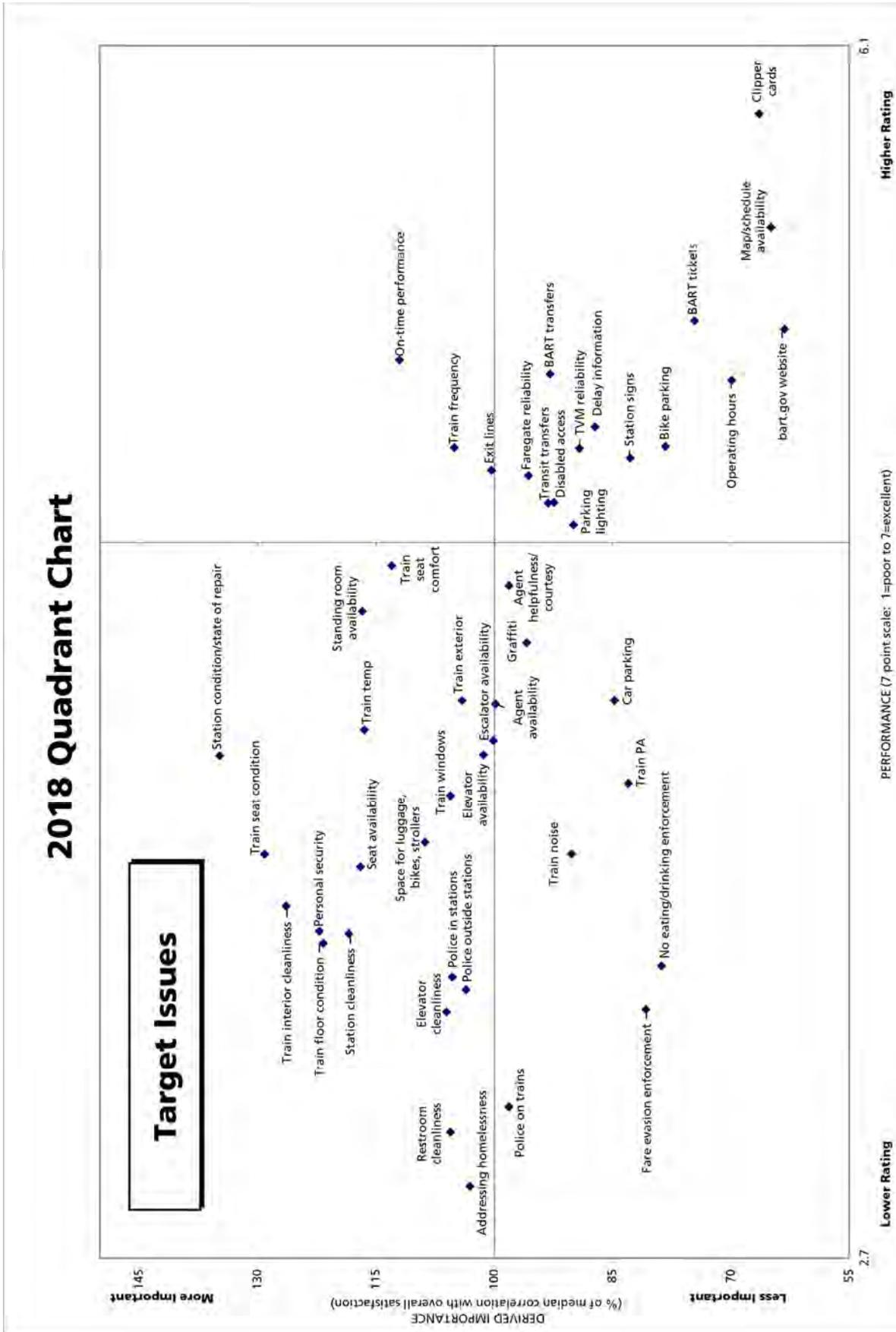
Notes:

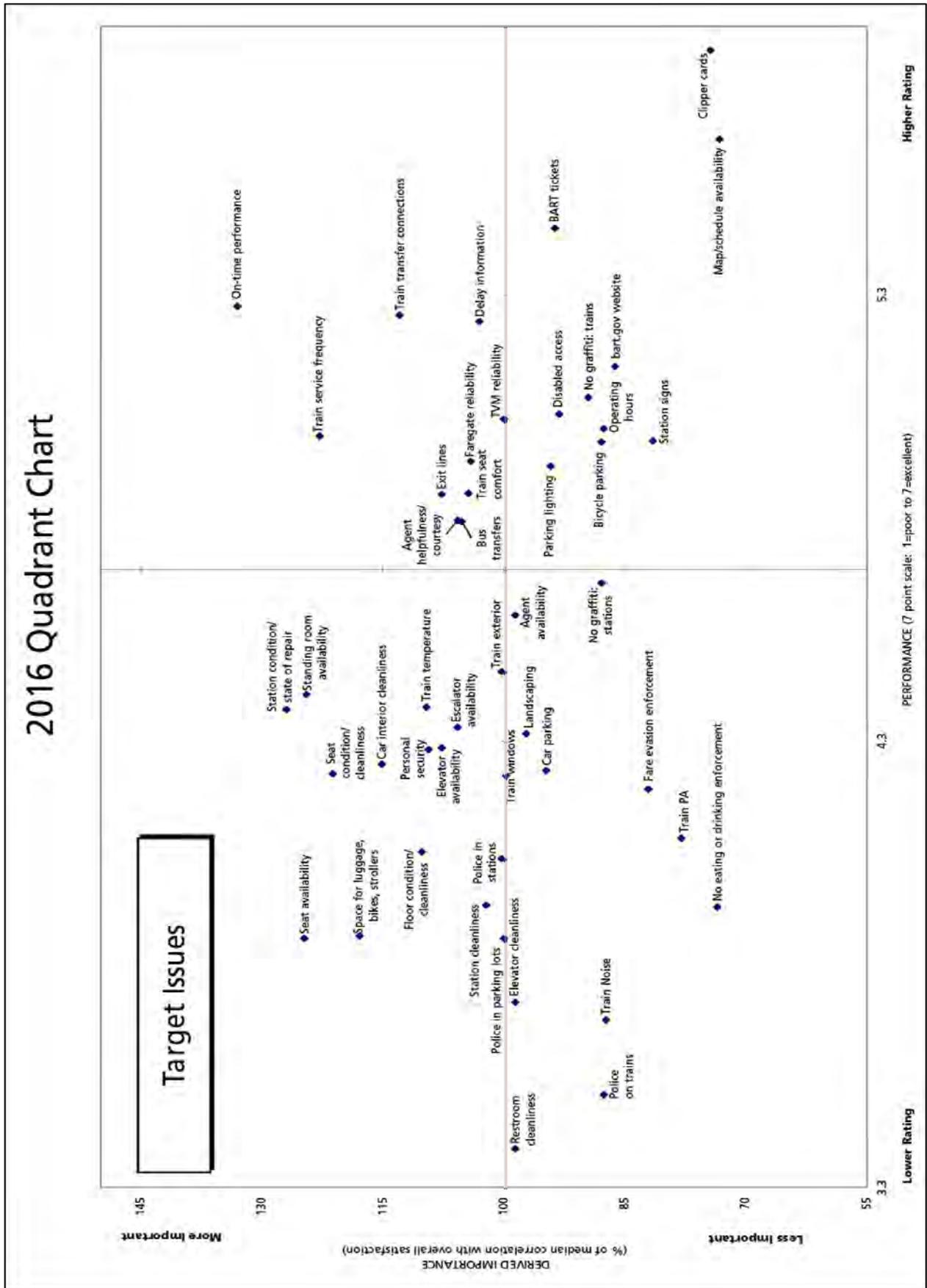
- The vertical axis on the charts is based on using a mean statistic of 4.685 - the average mean score of all the attributes for the 1996 benchmark study.
- The horizontal axis differs slightly on the 2018 chart, where the maximum is 6.1 and the minimum is 2.7. It was set at 5.9/3.3 in 2016.

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<sup>3</sup>The Homeless Outreach Teams (HOT) consist of outreach workers who connect homeless individuals on or near BART with needed social services. They initially focused on the four downtown SF stations, but have since expanded to the Mission District, Contra Costa County, Alameda County, and San Mateo County.

<sup>4</sup> The elevator attendant program, started in April 2018 at Powell and Civic Center stations, has virtually eliminated inappropriate behavior in elevators and has been very well-received by BART customers.





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## SATISFACTION TRENDS

The chart on the next page shows overall satisfaction ratings from 1996 – 2018 on the primary axis. Average weekday ridership for September of each year is shown on the secondary axis. The chart is further annotated to show some significant factors impacting customer perceptions and use of BART.

In 1996, 80% of customers were satisfied with BART. Two years later customer satisfaction had dropped to 74%. The events most likely to influence customer satisfaction, which took place in between the two surveys, were a large fare increase (the third since 1995), a work stoppage, and aging equipment. Also, the effects of a \$1.2 billion renovation program began to be felt during this period. Customer satisfaction often suffers at the beginning of a renovation program because service is impacted by cars, escalators, and elevators being taken off-line.

By 2002, customer satisfaction was back up to 80%, and in 2004, BART registered an all-time high rating of 86%. Factors that increased satisfaction probably included keeping fare increases relatively small, the opening of the extension to the San Francisco International Airport, the introduction of permit parking, and the completed renovation of cars, escalators, elevators, and fare collection equipment.

Between 2006 and 2012, satisfaction remained at a high level, reflecting residual effects of the earlier improvements.

In 2008, ridership surged as gas prices rose, and a fire in the Hayward train yard in May impacted riders on the Fremont line. However, BART improved train interior cleanliness and increased evening and Sunday train frequency beginning January 1, 2008.

Between the 2008 and 2010 surveys, BART ridership dropped 7% reflecting the impacts of the longest recession since World War II, running from December 2007 through June 2009. Between these two survey periods, unemployment in the three-county BART District rose from 6.3% to 10.6%. BART implemented a 6.1% fare increase in July 2009, six months earlier than anticipated, in order to help close a budget deficit.<sup>5</sup> In addition, BART reduced evening and Sunday train frequency in September 2009, effectively reversing the service increase implemented in 2008.

By the 2012 survey period, ridership had skyrocketed, topping 400,000 average weekday trips for the first time in BART's history (an increase of 14% vs. the 2010 survey period). The local economy was recovering, gas prices were on the rise, and BART customer satisfaction rebounded to 84%.

In 2014, overall satisfaction dropped ten points to 74%, as ridership surged (430,200 average weekday trips) on a system in dire need of renovation. Other factors which may have influenced customer satisfaction included two work stoppages in 2013, and fare and parking fee increases.

In 2016, overall satisfaction continued to erode, dropping to 69%. Ridership continued to grow, resulting in extremely crowded conditions and continuing to strain the aging system.

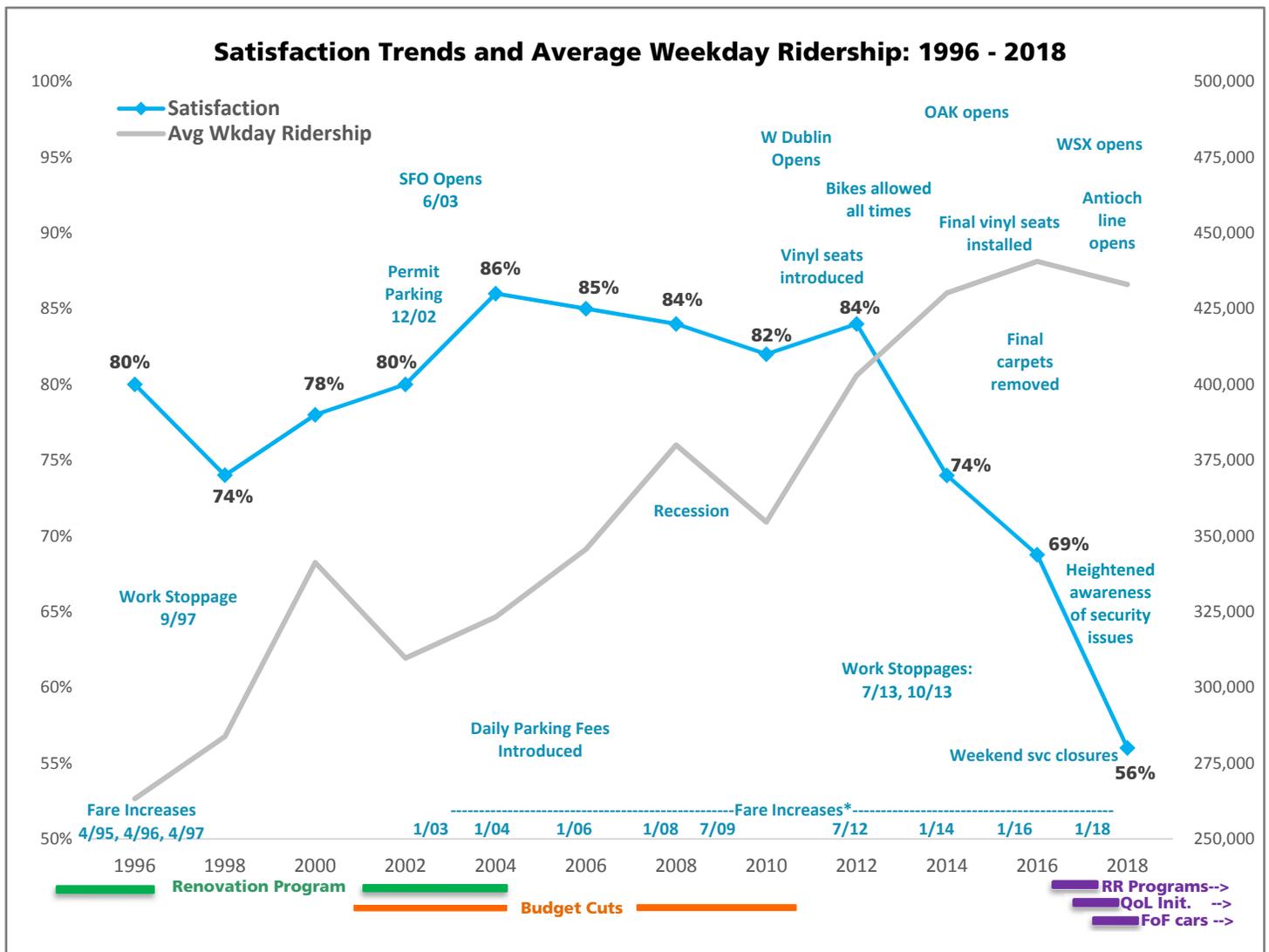
In 2018, overall satisfaction declined further to 56%. Although average weekday ridership has declined a bit to 433,000, it remains at historically high levels, and crowded conditions have persisted, straining the aging system. While new Fleet of the Future cars began to roll out in

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<sup>5</sup> The 7/09 fare increase of 6.1% does not include the minimum fare increase (+\$0.25) or the SFO premium fare increase (+\$2.50).

January 2018, there was only one new train in revenue service at the time of the survey, so crowding relief had yet to be realized. Additionally, the quality of life issues that have greatly impacted the Bay Area in the past few years, specifically those stemming from increased homelessness, the opioid crisis, and untreated mental illness, have also impacted BART. Many comments from riders regarding cleanliness and perceptions of personal security are related to these issues.

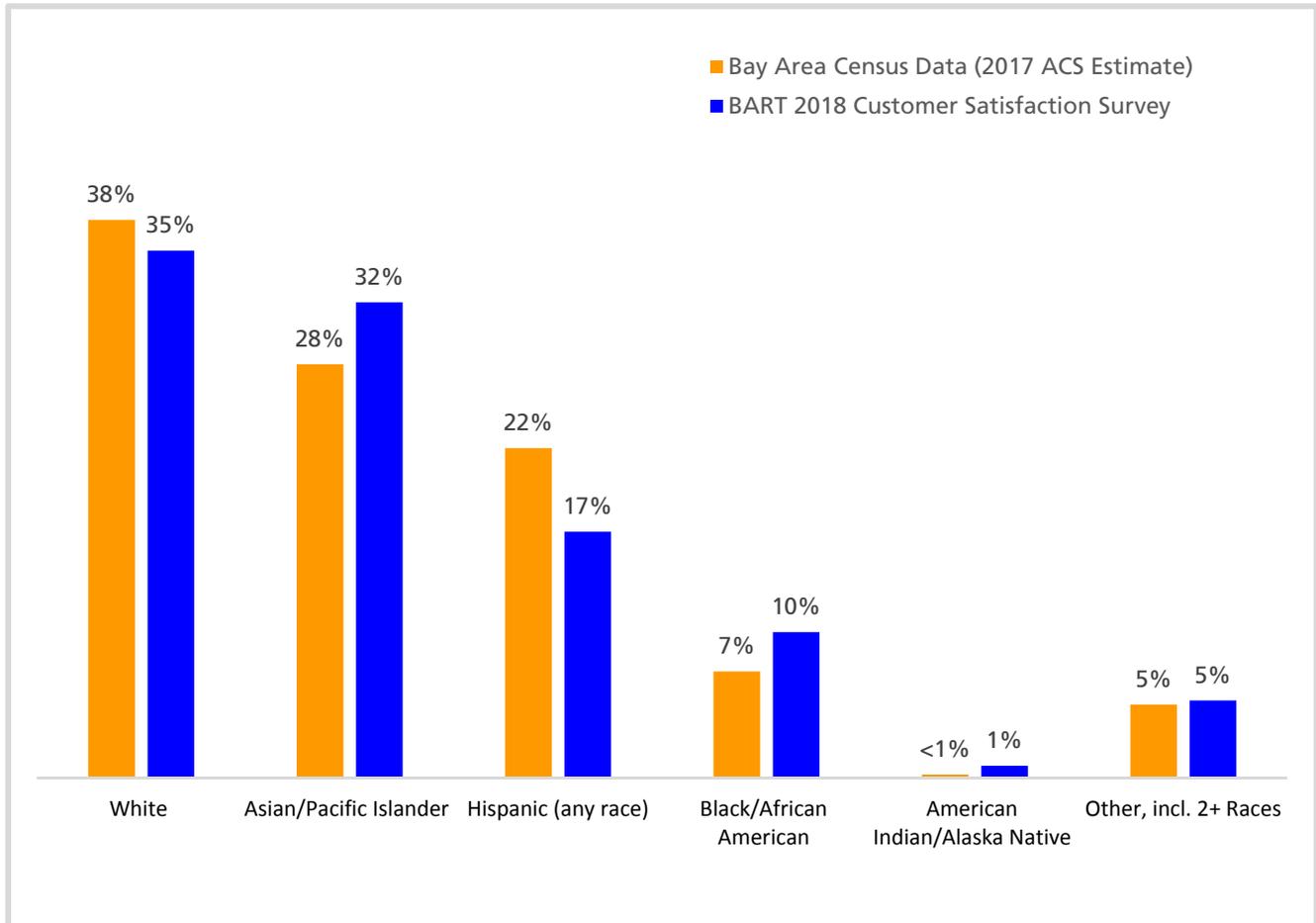
Going forward, funding from Measure RR (approved by voters in November 2016) will help to rebuild BART, with a focus on repairing and replacing critical safety infrastructure. (For details about Measure RR projects, refer to the annual reports available at [bart.gov/reports](http://bart.gov/reports).) Other efforts underway to improve the customer experience include an increased focus on quality of life issues, including funding to hire 19 additional police officers, as well as to expand Homeless Outreach Teams to cover all four counties in BART’s service area. Also expected to improve customer satisfaction is the steady roll out of new Fleet of the Future cars. As of summer 2019, six new trains are in revenue service.



\*Average fare increases were as follows: 4/95: 15%; 4/96: 13%; 4/97: 11.4%; 1/03: 5%; 1/04: 10%; 1/06: 3.7%; 1/08: 5.4%; 7/09: 6.1%; 7/12: 1.4%; 1/14: 5.2%; 1/16: 3.4%; 1/18: 2.7%. The 2006 fare increase of 3.7% doesn't include an additional \$0.10 capital surcharge. The 2009 fare increase of 6.1% doesn't include the minimum fare increase (+\$0.25) or the SFO premium fare increase (+\$2.50). The 2018 fare increase doesn't include the 50 cent charge per trip for BART blue tickets.

## BART CUSTOMER ETHNICITY COMPARED TO REGIONAL DATA

BART customers' ethnicities generally reflect the diversity of the Bay Area; however, the proportion of riders who are Asian or African American is slightly higher than their proportions of the BART service area population, while the reverse is true for Hispanic ridership.



Sources:

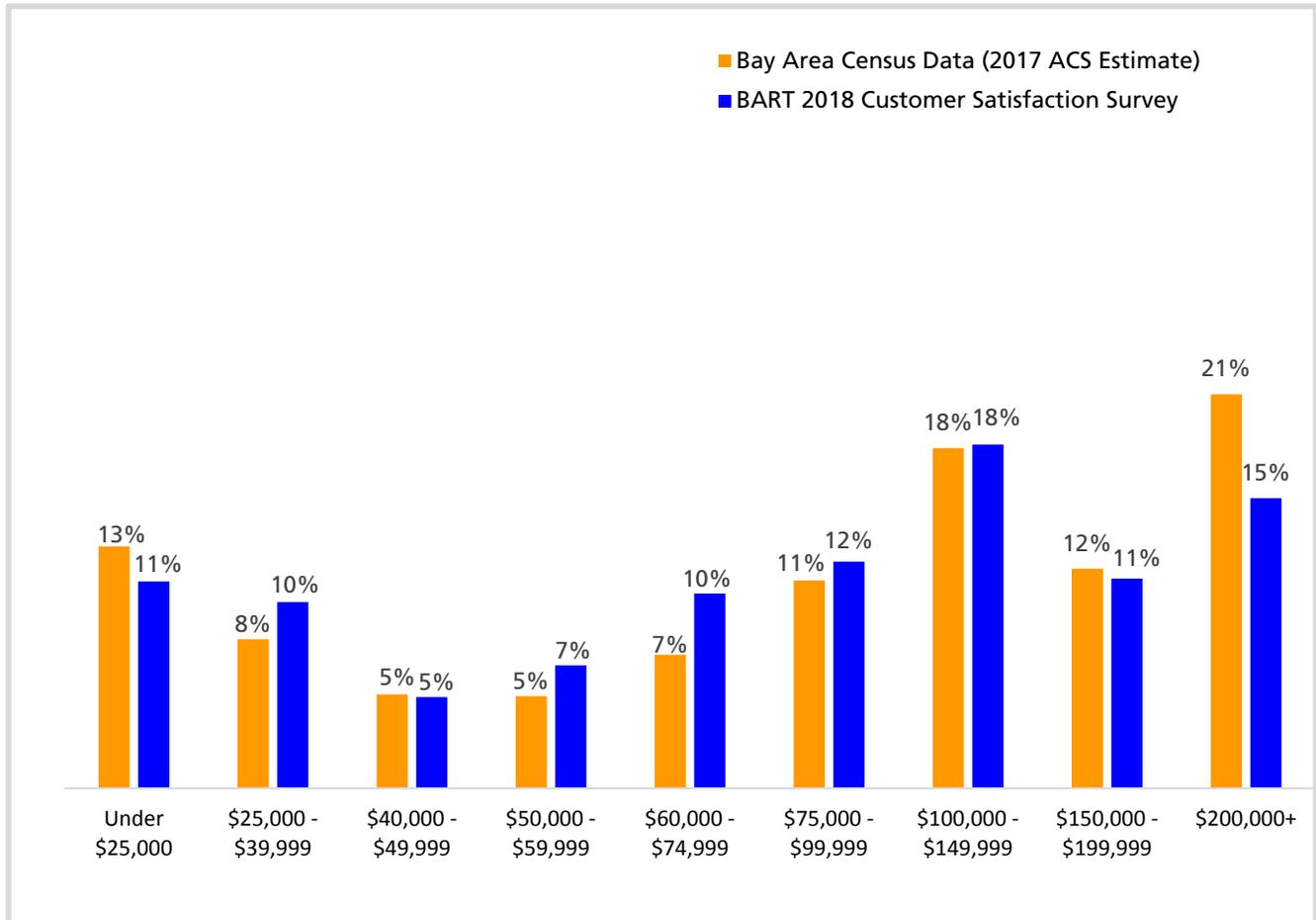
- U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates: Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (factfinder.census.gov)
- BART 2018 Customer Satisfaction Survey

Notes:

- 1) The ACS 2017 estimates shown only include data for the four counties within BART's service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The categories shown in this chart classify respondents based on single vs. two-plus race and Hispanic vs. non-Hispanic. The categories "White," "Black/African American," "Asian/Pacific Islander," and "American Indian/Alaska Native" only include respondents who reported a single race and are non-Hispanic. All two-plus race, non-Hispanic responses are included within "Other." All Hispanic responses are included within Hispanic, regardless of race. Note that ethnicity data are categorized differently in other charts within this report, so the percentages shown will differ.
- 3) The BART data distribution is based on 5,114 responses and excludes 3% non-response.
- 4) Totals may not add to 100% due to rounding.

## BART CUSTOMER INCOMES COMPARED TO REGIONAL DATA

BART customers' household incomes approximately track regional household income distribution; however, there is a notable difference at the highest income level.



### Sources:

- U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates: B19001 "Household Income in the Past 12 Months." Universe: Households. (factfinder.census.gov)
- BART 2018 Customer Satisfaction Survey

### Notes:

- 1) The ACS 2017 estimates shown only include data for the four counties within BART's service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The BART data distribution is based on 4,686 responses and excludes 11% non-response. Note that other tables within this report include non-response, so the percentages shown will differ.
- 3) Totals may not add to 100% due to rounding.

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# Appendix A: QUESTIONNAIRE

Questionnaires in:

English  
Spanish  
Chinese

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# Survey & Contest

Please complete this survey and **hand it back to the survey coordinator**. If necessary, you can also mail the survey to: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

**Grand Prize: Win an iPad!** Enter on back for a chance to win an iPad or one of four \$100 Clipper cards.

## USAGE OF BART

- Which BART station did you enter before boarding this train?  
 \_\_\_\_\_  
(Entry Station)
- About what time did you get on this train?  
 \_\_\_\_\_ : \_\_\_\_\_  
(Hour) (Minute)  AM  PM
- At which BART station will you exit the system?  
 \_\_\_\_\_  
(Exit Station)
- Are you transferring between BART trains on this trip?  
 No  Yes
- What is the **primary** purpose of this trip? *(Check only one)*

<input type="checkbox"/> Commute to / from work	<input type="checkbox"/> Medical / dental
<input type="checkbox"/> School	<input type="checkbox"/> Shopping
<input type="checkbox"/> Airplane trip	<input type="checkbox"/> Restaurant
<input type="checkbox"/> Sports event	<input type="checkbox"/> Theater or concert
<input type="checkbox"/> Visit friends / family	<input type="checkbox"/> Other: _____
- How did you travel between home and BART today?
 

<input type="checkbox"/> Walked all the way to BART	Where did you <b>park</b> ?
<input type="checkbox"/> Bicycled	
<input type="checkbox"/> Bus / transit	<input type="checkbox"/> BART parking <input type="checkbox"/> Other parking
<input type="checkbox"/> Drove alone	
<input type="checkbox"/> Carpooled	What fee, if any, did you <b>pay</b> to park?
<input type="checkbox"/> Dropped off	
<input type="checkbox"/> Uber, Lyft, etc.	<input type="checkbox"/> None / free <input type="checkbox"/> Single day reserved
<input type="checkbox"/> Taxi	<input type="checkbox"/> Daily fee <input type="checkbox"/> Monthly permit
<input type="checkbox"/> Other: _____	
- Did you use a **Clipper** card to pay for this BART trip?  
 No  Yes
- What **type of fare** did you pay for this BART trip? *(Check one)*

<input type="checkbox"/> Regular BART fare	<input type="checkbox"/> Senior discount
<input type="checkbox"/> High Value Discount (\$48 or \$64 value)	<input type="checkbox"/> Disabled discount
<input type="checkbox"/> Muni Fast Pass	<input type="checkbox"/> Youth discount
	<input type="checkbox"/> Other discount: _____
- After you boarded the train for this trip, did you **stand because seating was unavailable**?  
 No  
 Yes – whole trip  
 Yes – part of trip
- How long have you been riding BART?  
 This is my first time on BART  
 6 months or less  
 More than 6 months but less than 1 year  
 1 – 2 years  
 3 – 5 years  
 More than 5 years
- How often do you **currently** ride BART? *(Check one)*

<input type="checkbox"/> 6 – 7 days a week	About how many times a year? _____
<input type="checkbox"/> 5 days a week	
<input type="checkbox"/> 3 – 4 days a week	
<input type="checkbox"/> 1 – 2 days a week	
<input type="checkbox"/> 1 – 3 days a <b>month</b>	
<input type="checkbox"/> Less than once a <b>month</b>	

## OPINION OF BART

- Overall, how satisfied are you with the services provided by BART?  
 Very Satisfied  
 Somewhat Satisfied  
 Neutral  
 Somewhat Dissatisfied  
 Very Dissatisfied
- Would you recommend using BART to a friend or out-of-town guest?  
 Definitely  
 Probably  
 Might or might not  
 Probably not  
 Definitely not
- To what extent do you agree with the following statement: "BART is a good value for the money."  
 Agree Strongly  
 Agree Somewhat  
 Neutral  
 Disagree Somewhat  
 Disagree Strongly

## ABOUT YOURSELF

- Gender:  Male  Female  \_\_\_\_\_
- Age:  12 or younger  13 - 17  18 - 24  25 - 34  35 - 44  45 - 54  55 - 64  65 and older
- Do you have a car or motorcycle?  
 No  Yes
- Do you have a smart phone (can access Internet, use apps)?  
 No  Yes
- What is your race or ethnic identification? *(Check all that apply)*

<input type="checkbox"/> American Indian or Alaska Native
<input type="checkbox"/> Asian or Pacific Islander
<input type="checkbox"/> Black / African American
<input type="checkbox"/> Hispanic, Latino or Spanish origin
<input type="checkbox"/> White
<input type="checkbox"/> Other: _____

(Categories are based on the U.S. Census)
- Do you speak a language other than English at home?  
 No  
 Yes, I speak: \_\_\_\_\_
- If "Yes" to question 20a, how well do you speak English?  
 Very well  Well  Not well  Not at all
- What is your total annual household income before taxes?
 

<input type="checkbox"/> Under \$25,000	<input type="checkbox"/> \$60,000 - \$74,999
<input type="checkbox"/> \$25,000 - \$34,999	<input type="checkbox"/> \$75,000 - \$99,999
<input type="checkbox"/> \$35,000 - \$39,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$40,000 - \$49,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$50,000 - \$59,999	<input type="checkbox"/> \$200,000 and over
- Including yourself, how many people live in your household?  
 1  2  3  4  5  6+
- What is your home ZIP code?        
 Live outside U.S.

Printed on recycled paper, 30% post-consumer 8/2018

OVER ➔

24 Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating. You also can use any number in between. Skip attributes that do not apply to you.

OVERALL BART RATING	Poor							Excellent								
On-time performance of trains	1	2	3	4	5	6	7									
Hours of operation	1	2	3	4	5	6	7									
Frequency of train service	1	2	3	4	5	6	7									
Availability of maps and schedules	1	2	3	4	5	6	7									
bart.gov website	1	2	3	4	5	6	7									
Timely information about service disruptions	1	2	3	4	5	6	7									
Timeliness of connections between BART trains	1	2	3	4	5	6	7									
Timeliness of connections with other transit	1	2	3	4	5	6	7									
Availability of car parking	1	2	3	4	5	6	7									
Availability of bicycle parking	1	2	3	4	5	6	7									
Lighting in parking lots	1	2	3	4	5	6	7									
Access for people with disabilities	1	2	3	4	5	6	7									
Personal security in the BART system	1	2	3	4	5	6	7									
Enforcement against fare evasion	1	2	3	4	5	6	7									
Enforcement of no eating and drinking policy	1	2	3	4	5	6	7									
BART system kept free of graffiti	1	2	3	4	5	6	7									
Addressing homelessness on the BART system	1	2	3	4	5	6	7									

BART STATION RATING	Poor							Excellent								
Length of lines at exit gates	1	2	3	4	5	6	7									
Reliability of ticket vending machines	1	2	3	4	5	6	7									
Reliability of faregates	1	2	3	4	5	6	7									
Clipper cards	1	2	3	4	5	6	7									
BART tickets	1	2	3	4	5	6	7									
Escalator availability and reliability	1	2	3	4	5	6	7									
Elevator availability and reliability	1	2	3	4	5	6	7									
Presence of BART Police in stations	1	2	3	4	5	6	7									
Presence of BART Police outside stations	1	2	3	4	5	6	7									
Availability of Station Agents	1	2	3	4	5	6	7									
Helpfulness and courtesy of Station Agents	1	2	3	4	5	6	7									
Station cleanliness	1	2	3	4	5	6	7									
Restroom cleanliness	1	2	3	4	5	6	7									
Elevator cleanliness	1	2	3	4	5	6	7									
Signs with transfer / platform / exit directions	1	2	3	4	5	6	7									
Overall condition / state of repair	1	2	3	4	5	6	7									

BART TRAIN RATING	Poor							Excellent								
Availability of seats on trains	1	2	3	4	5	6	7									
Availability of space on trains for luggage, bicycles, and strollers	1	2	3	4	5	6	7									
Availability of standing room on trains	1	2	3	4	5	6	7									
Comfort of seats on trains	1	2	3	4	5	6	7									
Condition / cleanliness of seats on trains	1	2	3	4	5	6	7									
Comfortable temperature aboard trains	1	2	3	4	5	6	7									
Noise level on trains	1	2	3	4	5	6	7									
Clarity of public address announcements	1	2	3	4	5	6	7									
Presence of BART Police on trains	1	2	3	4	5	6	7									
Appearance of train exterior	1	2	3	4	5	6	7									
Condition / cleanliness of windows on trains	1	2	3	4	5	6	7									
Train interior cleanliness	1	2	3	4	5	6	7									
Condition / cleanliness of floors on trains	1	2	3	4	5	6	7									

**COMMENTS:** (Give additional feedback at [www.bart.gov/comments](http://www.bart.gov/comments))

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CONTEST ENTRY:**

Name \_\_\_\_\_ Email address: \_\_\_\_\_ Phone number \_\_\_\_\_

May we contact you in the future to ask your **opinion about BART**?  Yes  No  
 Would you like to sign up for **BARTable this Week**, a free email newsletter with contests, discounts and events close to BART stations?  Yes  No  
 Would you like to be contacted in the future with **important BART updates** (no more than once per year), or in case of a major system-wide emergency?  Yes  No

CONTEST RULES: No purchase necessary. Void where prohibited. You may enter more than once. This sweepstakes ends on 10/24/18 at 5 PM PDT. Sponsor is Bay Area Rapid Transit (BART). Open only to residents of California who are at least 18 years old at time of entry. Employees/contractors of BART and their family/household members are not eligible to enter. Other restrictions apply. Sponsor will award one iPad (approximate value \$229) and four Clipper cards (approximate value \$100 each). Aggregate prize value: \$729. Winners will be chosen by random drawing. Need not be present to win. All federal, state and local regulations apply. For Official Rules, go to [www.bart.gov/survey](http://www.bart.gov/survey).





# Encuesta y concurso

Sírvase contestar esta encuesta y **devuélvala al coordinador de la encuesta**. De ser necesario, también puede enviar la encuesta por correo a: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

**Gran premio: ¡Gáñese un iPad!** Participe al reverso para ganar un iPad o una de cuatro tarjetas Clipper de \$100.

## USO DE BART

- ¿En qué estación de BART entró antes de subir a este tren?  
 \_\_\_\_\_  
(Estación de entrada)
- ¿Aproximadamente a qué hora subió a este tren?  
 \_\_\_\_\_ : \_\_\_\_\_  
(Hora) (Minuto)  AM  PM
- ¿En qué estación de BART saldrá del sistema?  
 \_\_\_\_\_  
(Estación de salida)
- ¿Va a hacer una trasbordo entre trenes de BART en este viaje?  
 No  Sí
- ¿Cuál es el propósito **principal** de este recorrido?  
(Marque sólo una respuesta)

<input type="checkbox"/> Pasajero habitual al / del trabajo	<input type="checkbox"/> Servicio médico / dental
<input type="checkbox"/> Escuela	<input type="checkbox"/> Compras
<input type="checkbox"/> Viaje en avión	<input type="checkbox"/> Restaurante
<input type="checkbox"/> Evento deportivo	<input type="checkbox"/> Teatro o concierto
<input type="checkbox"/> Visitar amigos / familia	<input type="checkbox"/> Otro: _____
- ¿Cómo se trasladó de su casa a BART el día de hoy?  
 Caminé todo el trayecto hasta BART  
 En bicicleta  
 Autobús / transporte público  
 Conduje solo(a)  
 Viaje compartido en auto
 

¿En dónde se **estacionó**?  
 Estacionamiento  Otro estacionamiento de BART  
 ¿Qué tarifa, en su caso, tuvo que **pagar** para estacionarse?  
 Ninguna / gratis  Reservación por día sencillo  
 Tarifa diaria  Permiso mensual
- ¿Utilizó usted una tarjeta **Clipper** para pagar este recorrido en BART?  
 No  Sí
- ¿Qué **tipo de tarifa** pagó usted en este recorrido en BART?  
(Marque una respuesta)

<input type="checkbox"/> Tarifa normal de BART	<input type="checkbox"/> Descuento para personas mayores
<input type="checkbox"/> Descuento de alto valor (valor de \$48 o \$64)	<input type="checkbox"/> Descuento para discapacitados
<input type="checkbox"/> Muni Fast Pass	<input type="checkbox"/> Descuento para jóvenes
	<input type="checkbox"/> Otro descuento: _____
- Después de que abordó el tren en este recorrido, ¿tuvo usted que **viajar de pie debido a que no había asientos disponibles**?  
 No  
 Sí, todo el viaje  
 Sí, parte del viaje
- ¿Cuánto tiempo lleva viajando con BART?  
 Este es mi primer viaje con BART  
 6 meses o menos  
 Más de 6 meses, pero menos de 1 año  
 1 a 2 años  
 3 a 5 años  
 Más de 5 años
- ¿Con qué frecuencia viaja usted en BART **actualmente**?  
(Marque una respuesta)

<input type="checkbox"/> 6 a 7 días a la semana
<input type="checkbox"/> 5 días a la semana
<input type="checkbox"/> 3 a 4 días a la semana
<input type="checkbox"/> 1 a 2 días a la semana
<input type="checkbox"/> 1 a 3 días al mes
<input type="checkbox"/> Menos de una vez al mes

¿Aproximadamente cuántas veces al año? \_\_\_\_\_

## OPINIÓN SOBRE BART

- En general, ¿cuál es su grado de satisfacción con los servicios que ofrece BART?  
 Muy satisfecho(a)  
 Algo satisfecho(a)  
 Neutral  
 Algo insatisfecho(a)  
 Muy insatisfecho(a)
- ¿Recomendaría el uso de BART a un amigo o huésped de fuera de la ciudad?  
 Por supuesto que sí  
 Probablemente  
 Tal vez  
 Probablemente no  
 Por supuesto que no
- ¿Hasta qué punto está de acuerdo con la siguiente afirmación? "BART le brinda un buen servicio por su dinero".  
 Totalmente de acuerdo  
 Algo de acuerdo  
 Neutral  
 Algo en desacuerdo  
 Totalmente en desacuerdo

## ACERCA DE USTED

- Sexo:  Masculino  Femenino  \_\_\_\_\_
- Edad:  12 años o menos  35 a 44  
 13 a 17  45 a 54  
 18 a 24  55 a 64  
 25 a 34  65 o más
- ¿Tiene un automóvil o una motocicleta?  
 No  Sí
- ¿Tiene un teléfono inteligente (puede acceder a Internet, usar aplicaciones)?  
 No  Sí
- ¿Cuál es su raza o identificación étnica?  
(Marque todas las opciones que correspondan)

<input type="checkbox"/> Indígena norteamericano o nativo de Alaska
<input type="checkbox"/> Asiático o de las Islas del Pacífico
<input type="checkbox"/> Negro / afroamericano
<input type="checkbox"/> Hispano, latino o de origen español
<input type="checkbox"/> Blanco
<input type="checkbox"/> Otro: _____

(Categorías según el Censo de los Estados Unidos)
- ¿Habla usted un idioma que no sea el inglés en el hogar?  
 No  
 Sí, hablo: \_\_\_\_\_
- Si respondió "Sí" a la pregunta 20a, ¿qué tan bien habla inglés?  
 Muy bien  Bien  Mal  Nada
- ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?  

<input type="checkbox"/> Menos de \$25,000	<input type="checkbox"/> \$60,000 a \$74,999
<input type="checkbox"/> \$25,000 a \$34,999	<input type="checkbox"/> \$75,000 a \$99,999
<input type="checkbox"/> \$35,000 a \$39,999	<input type="checkbox"/> \$100,000 a \$149,999
<input type="checkbox"/> \$40,000 a \$49,999	<input type="checkbox"/> \$150,000 a \$199,999
<input type="checkbox"/> \$50,000 a \$59,999	<input type="checkbox"/> \$200,000 o más
- Incluyéndose usted, ¿cuántas personas viven en su hogar?  
 1  2  3  4  5  6 o más
- ¿Cuál es el código postal de su hogar?        
 Vivo fuera de los EE. UU.

Impreso en papel reciclado, 30% de desechos post-consumidor. 8/2018

CONTINÚA EN EL REVERSO ➔

**24** Le agradeceremos que ayude a BART a mejorar su servicio calificando cada uno de los siguientes atributos. "7" (excelente) es la calificación más alta, y "1" (malo) es la calificación más baja. También puede usar cualquier número intermedio. Omite los atributos que no se apliquen a usted.

CALIFICACIÓN GENERAL DE BART	Malo							Excelente						
Puntualidad de los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Horario de operación	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Frecuencia del servicio de trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Disponibilidad de mapas y horarios	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Sitio web bart.gov	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Información oportuna sobre interrupciones del servicio	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Puntualidad de las conexiones entre los trenes de BART	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Puntualidad de las conexiones con otros medios de transporte público	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Disponibilidad de estacionamiento para autos	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Disponibilidad de estacionamiento para bicicletas	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Iluminación en los estacionamientos	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Acceso para personas con discapacidades	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Seguridad personal en el sistema BART	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Medidas para combatir la evasión de tarifas	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Aplicación de la norma de no comer ni beber	1	2	3	4	5	6	7	1	2	3	4	5	6	7
El sistema BART se mantiene libre de graffiti	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Respuestas del sistema BART en cuanto a las personas sin hogar	1	2	3	4	5	6	7	1	2	3	4	5	6	7

CALIFICACIÓN DE LAS ESTACIONES DE BART	Malo							Excelente						
Longitud de las filas en las puertas de salida	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Confiabilidad de las máquinas expendedoras de boletos	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Confiabilidad de las puertas de tarifas	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Tarjetas Clipper	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Boletos de BART	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Disponibilidad y fiabilidad de las escaleras mecánicas	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Disponibilidad y fiabilidad de los elevadores	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Presencia de la Policía de BART en las estaciones	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Presencia de la Policía de BART fuera de las estaciones	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Disponibilidad de los agentes de la estación	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Ayuda y cortesía de los agentes de la estación	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Limpieza de las estaciones	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Limpieza de los baños	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Limpieza de los elevadores	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Letreros con direcciones de trasbordo / plataforma / salida	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Estado general / estado de reparación	1	2	3	4	5	6	7	1	2	3	4	5	6	7

CALIFICACIÓN DE LOS TRENES DE BART	Malo							Excelente						
Disponibilidad de asientos en los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Disponibilidad de espacio en los trenes para equipaje, bicicletas y cochecitos de bebé	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Disponibilidad de espacio para ir de pie en los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Comodidad de los asientos en los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Condición / limpieza de los asientos en los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Temperatura agradable dentro del tren	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Nivel de ruido en los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Claridad de los anuncios dirigidos al público	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Presencia de la Policía de BART en los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Aspecto del exterior de los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Condición / limpieza de las ventanas en los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Limpieza del interior de los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Condición / limpieza de los pisos en los trenes	1	2	3	4	5	6	7	1	2	3	4	5	6	7

**COMENTARIOS:** (Puede hacer comentarios adicionales en [www.bart.gov/comments](http://www.bart.gov/comments).)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PARTICIPACIÓN EN EL CONCURSO:**  
 Nombre: \_\_\_\_\_ Dirección de email: \_\_\_\_\_ Número de teléfono: \_\_\_\_\_

¿Podemos comunicarnos con usted más adelante para pedirle sus **opiniones sobre BART**?  Sí  No  
 ¿Desea suscribirse para recibir **BARTable this Week**, un boletín gratuito que se envía por email e incluye concursos, descuentos e información sobre eventos cercanos a las estaciones de BART?  Sí  No  
 ¿Le gustaría que nos comunicáramos con usted en el futuro sobre **actualizaciones importantes de BART** (no más de una vez al año), o en el caso de que ocurra una grave emergencia de todo el sistema?  Sí  No

**REGLAS DEL CONCURSO:** No es necesario efectuar compra alguna. Nulo cuando lo prohíba la ley. Puede participar más de una vez. Este sorteo finaliza el 24/03/18 a las 5 p.m. PDT. Patrocinado por Bay Area Rapid Transit (BART). Abierto únicamente a residentes de California que tengan al menos 18 años de edad al momento de solicitar la participación. Los empleados/contratistas de BART y sus familiares o miembros de su hogar no reúnen los requisitos de participación. Se aplican otras restricciones. El patrocinador otorgará un iPad (valor aproximado de \$329) y cuatro tarjetas Clipper (valor aproximado de \$100 cada una). Valor agregado de los premios: \$729. Los ganadores serán elegidos mediante un sorteo al azar. No es necesario estar presente para ganar. Se aplican todas las leyes y reglamentos locales, estatales y federales. Para conocer las reglas oficiales, visite [www.bart.gov/survey](http://www.bart.gov/survey).

**CONTINÚA EN EL REVERSO** ➔



**24** 請對以下每個屬性評分，幫助 BART 改善服務品質。最高分是「7」（極佳），最低分是「1」（差）。您也可以選擇中間的任何數字。請跳過對您不適用的屬性。

BART 整體評分	差	1	2	3	4	5	6	7	極佳
列車準時率	1	2	3	4	5	6	7		
營運時間	1	2	3	4	5	6	7		
列車班次頻率	1	2	3	4	5	6	7		
可找到地圖和時刻表	1	2	3	4	5	6	7		
bart.gov 網站	1	2	3	4	5	6	7		
及時提供服務中斷資訊	1	2	3	4	5	6	7		
BART 列車之間接駁的及時性	1	2	3	4	5	6	7		
與其他公共交通服務接駁的及時性	1	2	3	4	5	6	7		
汽車停車位數量	1	2	3	4	5	6	7		
自行車停車位數量	1	2	3	4	5	6	7		
停車場照明	1	2	3	4	5	6	7		
殘障人士無障礙設施	1	2	3	4	5	6	7		
BART 系統內的個人保安措施	1	2	3	4	5	6	7		
嚴抓逃票	1	2	3	4	5	6	7		
強制執行禁止飲食政策	1	2	3	4	5	6	7		
保持 BART 系統無塗鴉情形	1	2	3	4	5	6	7		
處理 BART 系統內的遊民問題	1	2	3	4	5	6	7		

BART 車站評分	差	1	2	3	4	5	6	7	極佳
出站開門的隊伍長度	1	2	3	4	5	6	7		
售票機的可靠性	1	2	3	4	5	6	7		
驗票開門的可靠性	1	2	3	4	5	6	7		
Clipper 卡	1	2	3	4	5	6	7		
BART 車票	1	2	3	4	5	6	7		
電扶梯數量和可靠性	1	2	3	4	5	6	7		
電梯數量和可靠性	1	2	3	4	5	6	7		
站內有捷運警察值勤	1	2	3	4	5	6	7		
站外有捷運警察值勤	1	2	3	4	5	6	7		
可提供協助的站務員人數	1	2	3	4	5	6	7		
站務員的幫助和禮貌程度	1	2	3	4	5	6	7		
車站清潔程度	1	2	3	4	5	6	7		
洗手間清潔程度	1	2	3	4	5	6	7		
電梯清潔程度	1	2	3	4	5	6	7		
轉車 / 月台 / 出口方向標誌	1	2	3	4	5	6	7		
整體狀況 / 維護情形	1	2	3	4	5	6	7		

BART 列車評分	差	1	2	3	4	5	6	7	極佳
車上座位數量	1	2	3	4	5	6	7		
車上行李、自行車和嬰兒車的放置空間大小	1	2	3	4	5	6	7		
車上站位的空間大小	1	2	3	4	5	6	7		
車上座位的舒適度	1	2	3	4	5	6	7		
車上座位的狀況 / 清潔程度	1	2	3	4	5	6	7		
車上溫度的舒適度	1	2	3	4	5	6	7		
車上噪音的音量	1	2	3	4	5	6	7		
車上廣播的清晰度	1	2	3	4	5	6	7		
車上有捷運警察值勤	1	2	3	4	5	6	7		
列車外觀	1	2	3	4	5	6	7		
車窗的狀況 / 清潔程度	1	2	3	4	5	6	7		
車廂內部的清潔程度	1	2	3	4	5	6	7		
列車地板的狀況 / 清潔程度	1	2	3	4	5	6	7		

**意見：** (您可上網 [www.bart.gov/comments](http://www.bart.gov/comments) 提供更多回應意見。)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**抽獎報名：**

姓名：\_\_\_\_\_ 電郵地址：\_\_\_\_\_ 電話號碼：\_\_\_\_\_

我們將來是否可以與您聯絡，徵求關於 BART 的意見？  是  否  
 您是否要訂閱免費電子報 **BARTable this Week**，並且收到有關抽獎、折扣和 BART 捷運站附近的活動資訊？  是  否  
 如將來有關於 BART 的重要消息（每年不超過一次），或整個系統發生重大緊急事故，您是否希望 BART 與您聯絡？  是  否

抽獎規則：無須購買即可參加抽獎。若法律禁止則無效。您可多次報名抽獎。本抽獎活動截止日期：2018 年 10 月 24 日，下午 5 時整（太平洋時間）。主辦方為舊金山灣區捷運處 (BART)。僅開放給報名時已年滿 18 歲的加州居民參加。BART 員工 / 承包商及其家人 / 家庭成員不得參加抽獎。有其他限制。主辦方將送出一台 iPad (價值約 \$329) 和 2 張 Clipper 卡 (每張價值約 \$100)。獎品總價值：\$729。得獎者將以隨機方式抽出。抽獎時，得獎者無須在場。所有聯邦、州和地方法規皆適用。關於抽獎正式規則，請瀏覽 [www.bart.gov/survey](http://www.bart.gov/survey)。



## Appendix B: COMPLETE TABULATIONS

Notes:

Data are weighted, including bases shown in tables, unless otherwise noted.  
"No Answer/NA" includes question non-response, unless otherwise indicated.  
Columns may not add to 100% due to rounding.

The following symbols are used:

\*Less than 1%

- Zero

° Data not available from that year's survey

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## TIME BOARDED TRAIN

2. About what time did you get on this train?^

The following time distribution includes both weekday and weekend survey periods.

	<b>2014</b>	<b>Total</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
<b>AM</b>			
Before 6 am	2	2	2
6 am – 9 am	21	22	24
9:01 am – 12 noon	13	11	12
<b>PM</b>			
12:01 pm – 4 pm	16	16	16
4:01 pm – 7 pm	34	35	34
After 7 pm	12	12	10
Don't know/No answer	2	2	2
	<u>100</u>	<u>100</u>	<u>100</u>

^ Open-ended responses were categorized into the time periods shown above.

## BART STATION ENTERED AND EXITED

1. Which BART station did you enter before boarding this train?
3. At which BART station will you exit the system?

The following table shows BART stations entered by survey participants and BART stations at which they planned to exit (self-reported).

	<b>ENTRY STATION 2018 (%)</b>	<b>EXIT STATION 2018 (%)</b>
Base: (All Respondents: 5,294)		
<b>EAST BAY</b>	51	50
12th St/Oakland City Center	3	3
19th St/Oakland	4	3
Antioch	1	1
Ashby	1	1
Bay Fair	2	1
Castro Valley	1	*
Coliseum	1	2
Concord	1	1
Downtown Berkeley	3	3
Dublin/Pleasanton	3	2
El Cerrito del Norte	2	2
El Cerrito Plaza	1	1
Fremont	2	3
Fruitvale	2	2
Hayward	2	2
Lafayette	1	1
Lake Merritt	1	2
MacArthur	2	2
North Berkeley	1	2
North Concord/Martinez	*	1
Oakland International Airport^	*	*
Orinda	1	1
Pittsburg Center	*	*
Pittsburg/Bay Point	1	1
Pleasant Hill/Contra Costa Centre	1	1
Richmond	1	1
Rockridge	1	1
San Leandro	1	2
South Hayward	1	1
Union City	2	2
Walnut Creek	1	1
Warm Springs/South Fremont	2	2
West Dublin/Pleasanton	1	1
West Oakland	2	1

\*Less than 1%

^ Respondents in the Oakland International Airport category include those who wrote "Oakland Airport" as a response and those who wrote "Coliseum," but indicated they used an airplane to get to BART.

**BART STATION ENTERED AND EXITED (continued)**

	<b>STATION ENTERED</b>	<b>STATION EXITED</b>
	<b>2018</b>	<b>2018</b>
Base: (All Respondents: 5,294)	(%)	(%)
El Cerrito (Unspecified)	*	*
Oakland (Unspecified)	*	*
Pittsburg (Unspecified)	*	1
<b>WEST BAY</b>	<b>48</b>	<b>49</b>
16 <sup>th</sup> St Mission	3	2
24 <sup>th</sup> St Mission	2	2
Balboa Park	2	2
Civic Center/UN Plaza	6	5
Colma	1	1
Daly City	3	3
Embarcadero	8	10
Glen Park	1	2
Millbrae	2	2
Montgomery St	9	10
Powell St	7	6
San Bruno	1	1
San Francisco International Airport	1	1
South San Francisco	2	1
San Francisco (Unspecified)	*	*
Airport (Unspecified)	*	*
<b>OTHER/UNDETERMINED</b>	<b>1</b>	<b>2</b>

\*Less than 1%

# TRANSFER

4. Are you transferring between BART trains on this trip?

- About two out of ten riders transfer between trains on their trip.
- Weekend riders are more likely to transfer than Peak riders.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	20	20	20
No	78	79	79
Don't know/No answer	1	2	1
	100	100	100

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	17	17	17	22	21	23	29	28	24
No	82	82	82	77	77	76	70	70	73
Don't know/No answer	1	1	1	1	2	1	1	2	3
	100	100	100	100	100	100	100	100	100

## TRIP PURPOSE (Multi-Year Comparison)

### 5. What is the primary purpose of this trip?

Overall, greater than two-thirds of BART riders are commuting to or from work. During the weekday peak period, most (81%) are commuting. On weekends, the most common trip purposes are commuting to/from work (23%) and visiting family/friends (23%). (Refer to the next page for trip purpose by time period.)

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Commute to/from Work	60	65	68
Visit Family/Friends	9	7	7
School	7	6	6
Theater or concert	3	2	3
Airplane trip	3	3	2
Shopping	2	2	2
Sports event	3	2	1
Restaurant	1	1	1
Medical/Dental	2	1	1
Work-related Activity	1	1	1
Tourism/Sightseeing	1	1	1
Personal Business	1	1	1
Public event	1	1	1
Fitness/Recreation	1	*	*
Museum/Art Gallery/ Library	*	*	*
Other	2	2	2
More than one purpose	3	3	3
Don't know/No Answer	1	1	*
	100	100	100

\* Less than 1%.

## TRIP PURPOSE (By Time Period)

	<u>Peak</u>			<u>Off-Peak</u>			<u>Weekend</u>		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Commute to/from Work	76	81	81	56	58	66	22	23	23
Visit Family/Friends	4	3	3	9	8	6	24	23	23
School	6	5	5	10	10	8	4	3	3
Theater or concert	1	1	3	3	2	2	9	7	9
Airplane trip	2	2	2	4	3	2	4	5	4
Shopping	1	1	*	2	2	2	9	7	8
Sports event	3	1	1	3	2	1	5	3	7
Restaurant	1	1	1	1	1	1	4	5	4
Medical/Dental	1	1	*	3	2	2	1	1	1
Work-related Activity	1	1	1	1	2	1	1	1	*
Tourism/Sightseeing	*	*	*	1	1	1	1	2	1
Personal Business	*	*	*	1	1	1	1	2	1
Public event	*	*	*	*	-	*	3	3	3
Fitness/Recreation	*	*	*	*	*	*	1	2	1
Museum/Art Gallery/ Library	-	*	*	*	*	*	*	1	1
Other	1	1	1	3	3	3	5	6	5
More than one purpose	2	2	2	3	4	3	6	4	4
Don't know/No answer	*	*	*	1	1	*	1	1	1
	100	100	100	100	100	100	100	100	100

\* Less than 1%  
 - Zero

## HOW TRAVELED BETWEEN HOME AND BART

### 6. How did you travel between home and BART today?

- 43% use a private vehicle to travel from home to BART (drive alone, get dropped off, or carpool).
- Nearly one-third of riders walk to BART.
- Peak riders are more likely to drive alone to BART than riders in other time periods.
- Weekend riders are more likely to carpool or take a TNC (Uber, Lyft, etc.) to BART.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Walked all the way to BART	33	33	31
Drove alone	28	29	29
Bus / transit	14	14	13
Dropped off	10	9	9
Carpooled	6	5	6
Bicycled	5	5	5
Uber, Lyft, etc.^	*	3	4
Taxi^	*	*	*
Other / Combo / NA	3	3	3
	100	100	100

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Walked all the way to BART	29	32	29	35	34	33	37	36	34
Drove alone	33	33	34	24	26	26	18	19	17
Bus / transit	13	13	12	16	15	14	14	14	15
Dropped off	10	9	9	10	9	9	11	8	8
Carpooled	6	5	6	5	4	3	10	9	11
Bicycled	5	5	5	6	5	6	5	5	4
Uber, Lyft, etc.^	*	2	3	*	3	5	1	5	7
Taxi^	*	*	*	*	*	*	*	1	*
Other / Combo / NA	2	2	2	4	3	4	4	3	4
	100	100	100	100	100	100	100	100	100

^ The Uber and Taxi response categories were added to the questionnaire in 2016. Data for 2014 was pulled from open-ended responses provided in the "other" category.

\* Less than 1%

## WHERE PARKED/FEE

6a. Where did you park?  
 6b. What fee, if any, did you pay to park?

- Among those who provided a response to this question, most parked in BART parking; the daily fee was the most common type of parking fee paid.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (Drove/Carpooled)	1,904	1,791	1,827
	(%)	(%)	(%)
<b>Where Parked</b>			
BART parking^	71	70	73
Other parking^	19	21	17
Don't know/No answer	10	9	10
	100	100	100
<b>Fee Paid</b>			
None/Free	30	19	20
Daily Fee	36	41	41
Single day reserved	1	2	3
Monthly permit	7	6	8
Don't know/No answer	26	32	28
	100	100	100

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>			
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	
Base: (Drove/Carpooled)	1,070	1,013	1,099	593	588	534	241	190	193	
	%	%	%	%	%	%	%	%	%	
<b>Where Parked</b>										
BART parking^	74	73	77	63	65	63	76	74	77	
Other parking^	16	19	15	26	26	25	12	14	9	
Don't know/No answer	9	8	8	10	9	11	11	12	14	
	100	100	100	100	100	100	100	100	100	
<b>Fee Paid</b>										
None/Free	24	13	13	28	17	20	63	57	59	
Daily Fee	43	48	48	37	41	39	5	6	4	
Single day reserved	2	1	4	1	3	3	*	*	-	
Monthly permit	9	7	10	5	5	8	1	1	1	
Don't know/No answer	22	30	26	29	35	31	31	36	37	
	100	100	100	100	100	100	100	100	100	

^ In the 2016 and 2014 surveys, these categories were "In BART lot" and "Off-site."

\* Less than 1%

- Zero

## CLIPPER USE

### 7. Did you use a Clipper card to pay for this BART trip?

- Most riders (84%) used Clipper to pay for their BART trip.
- Peak period riders are the most likely to use Clipper at 88%, while Clipper use on weekends has grown the most dramatically, with 71% of weekend riders reporting Clipper usage.^

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	64	71	84
No	35	28	15
Don't know/No answer	1	1	1
	<u>100</u>	<u>100</u>	<u>100</u>

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	70	78	88	60	67	82	50	54	71
No	29	22	11	39	32	17	48	45	28
Don't know/No answer	1	*	1	1	1	1	1	1	1
	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

^Note that the percentage of surveyed riders using Clipper is slightly higher than actual Clipper usage on BART in September 2018. Clipper's actual share of total trips was 81%, and Clipper's actual share of weekend trips was 67%. This slight discrepancy may be due to survey respondents responding in the affirmative if they have a Clipper card, even if they did not use the card for the surveyed trip.

\* Less than 1%

# FARE

## 8. What type of fare did you pay for this BART trip?

- About three-fourths of all riders pay the regular fare.
- Usage of the high-value discount fare is highest among peak riders.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Regular ticket	74	75	76
High Value Discount	13	14	13
Senior	4	4	4
Disabled	2	2	2
Muni Fast Pass	3	2	2
Youth	°	°	1
Student	*	1	°
Other/Don't know/NA	3	2	3
	100	100	100

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Regular ticket	70	70	74	76	77	77	83	83	82
High Value Discount	18	19	17	11	11	9	4	5	4
Senior	3	3	3	5	5	5	5	5	6
Disabled	1	2	1	2	2	2	1	2	2
Muni Fast Pass	4	2	2	2	2	2	2	1	1
Youth	°	°	1	°	°	1	°	°	2
Student	*	1	°	*	*	°	*	*	°
Other/Don't know/NA	3	2	2	3	2	3	4	3	3
	100	100	100	100	100	100	100	100	100

\* Less than 1%

° Choice not offered on that year's survey.

## SEATING AVAILABILITY

9. After you boarded the train for this trip, did you stand because seating was unavailable?

- Thirty-four percent of riders had to stand because seating was unavailable. This is similar to the last survey when 36% reported having to stand.
- Peak period riders were much more likely to report having to stand.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes – whole trip	16	22	21
Yes – part of trip	14	14	13
Yes (mult. response/unspecified)	*	*	*
No (did not stand)	69	63	66
Don't know/No answer	1	1	1
	100	100	100

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes – whole trip	21	31	29	12	13	12	9	9	9
Yes – part of trip	15	15	14	14	14	11	13	12	12
Yes (mult. response/unspec.)	*	*	*	*	*	*	*	-	*
No (did not stand)	63	53	56	73	71	76	77	77	78
Don't know/No answer	1	1	*	1	1	1	2	1	1
	100	100	100	100	100	100	100	100	100

\* Less than 1%  
- Zero

## LENGTH OF TIME A BART CUSTOMER

### 10. How long have you been riding BART?

- Just over half of survey respondents have been riding BART for more than five years.
- Seventeen percent of riders have been riding BART for less than one year.

	<u>Total</u>			
	<b>2014</b>	<b>2016</b>	<b>2018</b>	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
Six months or less	14	13	13	
More than six months but less than a year	5	4	5	<b>Less than a Year = 17%</b>
1 – 2 years	13	15	13	
3 – 5 years	15	17	17	
More than five years	53	51	52	<b>More than 5 Years = 52%</b>
Don't know/No answer	1	*	*	
	100	100	100	

	<u>Peak</u>			<u>Off-Peak</u>			<u>Weekend</u>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Six months or less	12	12	12	15	13	12	17	15	16
More than six months but less than a year	5	5	5	4	4	4	4	4	4
1 – 2 years	14	15	13	13	14	13	12	12	14
3 – 5 years	15	17	17	15	17	18	13	16	13
More than five years	54	50	52	52	52	52	53	52	53
Don't know/No answer	1	*	*	*	*	1	1	*	1
	100	100	100	100	100	100	100	100	100

\*Less than 1%

## FREQUENCY OF RIDING BART

### 11. How often do you currently ride BART?

- The majority of BART trips (84%) are made by customers who ride BART at least one day per week.
- 59% of BART trips are made by frequent customers who ride five or more days per week. Within the peak period, this percentage is even higher; 68% of peak period trips are made by frequent customers.

	<b>Total</b>			
	<b>2014</b>	<b>2016</b>	<b>2018</b>	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
5 or more days a week	56	59	59	<b>At least once/week = 84%</b>
3 – 4 days a week	16	16	17	
1 – 2 days a week	10	9	8	
1 – 3 days a month	9	8	8	
Less than once a month	8	7	7	
Don't know/No answer	1	1	1	
	100	100	100	

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
5 or more days a week	67	69	68	51	54	56	33	34	32
3 – 4 days a week	15	16	16	18	18	19	11	12	13
1 – 2 days a week	7	6	6	11	11	10	15	14	13
1 – 3 days a month	5	5	5	10	8	8	20	22	20
Less than once a month	5	4	4	9	7	6	19	17	21
Don't know/No answer	1	*	1	1	1	1	2	1	2
	100	100	100	100	100	100	100	100	100

\*Less than 1%

## OVERALL SATISFACTION WITH BART

### 12. Overall, how satisfied are you with the services provided by BART?

- Overall satisfaction with BART has continued to decline.
- The declines have occurred among both weekday and weekend riders.

	<b>Total</b>			
	<b>2014</b>	<b>2016</b>	<b>2018</b>	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
Very Satisfied	28	24	16	<b>Very or Somewhat Satisfied = 56%</b>
Somewhat Satisfied	46	45	40	
Neutral	15	17	22	
Somewhat Dissatisfied	8	11	15	
Very Dissatisfied	2	3	6	
Don't know/No answer	1	*	*	
	100	100	100	
MEAN: (5 point scale)	3.90	3.75	3.44	

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Very Satisfied	25	21	14	30	25	17	33	31	21
Somewhat Satisfied	48	47	41	45	44	39	44	43	41
Neutral	15	16	22	15	18	23	14	19	24
Somewhat Dissatisfied	9	13	16	8	9	15	6	6	11
Very Dissatisfied	2	4	8	2	4	5	2	1	3
Don't know/No answer	1	*	*	*	1	1	1	*	1
	100	100	100	100	100	100	100	100	100
MEAN: (5 point scale)	3.84	3.67	3.37	3.93	3.79	3.47	4.02	3.96	3.66

\* Less than 1%

## OVERALL SATISFACTION WITH BART (continued)

GROUP	Read % across					MEAN (5 point scale)
	BASE #	Satisfied %	Neutral %	Dissatisfied %	NA %	
<b>TOTAL 2018</b>						
<b>By Frequency of Riding BART</b>						
3+ days a week	4,015	53	23	24	*	3.34
Less frequently but at least monthly	835	65	21	14	-	3.67
Less often	387	68	24	7	1	3.93
<b>By Gender</b>						
Male	2,547	59	22	19	*	3.52
Female	2,640	53	23	23	*	3.37
<b>By Age</b>						
13 – 34	2,504	52	27	20	*	3.39
35 – 64	2,411	58	19	23	*	3.45
65 & Older	271	75	11	14	*	3.93
<b>By Standing/Not Standing</b>						
Yes	1,782	46	24	30	*	3.16
No	3,482	61	22	17	*	3.59
<b>By Ethnicity</b>						
White	2,017	61	19	20	*	3.52
Black/African Amer.	584	54	25	20	1	3.47
Asian/Pac. Islander	1,780	52	26	22	*	3.39
Hispanic	848	54	25	21	1	3.43
Other	221	49	19	32	-	3.20
<b>By Disabled Fare Type</b>						
Disabled discount	88	66	17	16	2	3.74

\* Less than 1%

- Zero

**OVERALL SATISFACTION WITH BART (continued)**

GROUP	Read % across					MEAN (5 point scale)
	BASE #	Satisfied %	Neutral %	Dissatisfied %	NA %	
<b>TOTAL 2018</b>						
<b>By Trip Purpose</b>						
Commute to Work	3,601	52	23	25	*	3.31
School	301	63	23	14	*	3.63
Shopping	106	63	27	9	1	3.77
Medical/Dental	52	63	18	19	-	3.59
Airplane Trip	119	68	17	15	-	3.83
Sports Event	71	66	24	9	1	3.83
Visit Friends/Family	350	66	20	13	*	3.78
Restaurant	71	70	17	13	-	3.80
Theater/Concert	176	67	23	9	*	3.76
<b>By Access Mode</b>						
Walk	1,649	59	21	19	*	3.52
Bike	281	64	15	20	-	3.58
Bus/Transit	694	65	21	13	1	3.70
Drive alone	1,535	48	25	28	-	3.21
Carpool	292	58	20	20	1	3.49
Dropped off	463	52	27	20	1	3.41
Uber, Lyft, etc.	218	53	24	22	1	3.39
<b>By Household Income</b>						
Under \$25,000	518	62	25	13	1	3.72
\$25,000- \$49,999	695	57	27	16	*	3.56
\$50,000 - \$74,999	795	55	21	23	*	3.41
\$75,000 - \$99,999	567	56	20	24	-	3.38
\$100,000 - \$199,999	1,385	56	21	23	*	3.40
\$200,000 or more	726	55	21	24	-	3.33
<b>By How Long Riding BART</b>						
6 months or less	662	68	22	10	*	3.85
6 months – one year	241	61	22	17	1	3.54
One – two years	698	52	27	20	1	3.39
Three – five years	902	51	26	23	*	3.33
More than five years	2,769	55	21	24	*	3.39

\* Less than 1%  
- Zero

## OVERALL SATISFACTION WITH BART (continued)

GROUP	Read % across					NA %	MEAN (5 point scale)
	BASE #	Satisfied %	Neutral %	Dissatisfied %			
<b>TOTAL 2018</b>							
<b>By BART Recommendation</b>							
Definitely	2,001	86	11	4	*		4.18
Probably	1,882	54	32	13	*		3.44
Might/Might not	898	20	33	47	*		2.66
Definitely/Probably not	488	8	14	78	*		1.89
<b>By Statement, "BART is a Good Value for the Money"</b>							
Agree strongly	1,003	90	7	3	*		4.32
Agree somewhat	1,877	70	20	9	*		3.73
Neutral	1,163	41	38	21	*		3.24
Disagree	1,206	20	24	56	*		2.46

\*Less than 1%

## WILLINGNESS TO RECOMMEND BART

### 13. Would you recommend using BART to a friend or out-of-town guest?

- Seventy-three percent would definitely or probably recommend using BART to a friend or out-of-town guest. This is down 12 percentage points vs. 2016. This drop has been driven by a decrease in those who would definitely recommend BART.

	<b>Total</b>			<b>Definitely or Probably = 73%</b>
	<b>2014</b>	<b>2016</b>	<b>2018</b>	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
Definitely	59	55	38	
Probably	30	30	36	
Might or Might Not	8	10	17	
Probably Not	2	3	6	
Definitely Not	1	1	3	
Don't know/No answer	*	*	*	
	100	100	100	
MEAN: (5 point scale)	4.46	4.36	3.99	

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Definitely	56	52	34	62	56	41	64	63	44
Probably	32	32	36	29	29	34	27	28	38
Might or Might Not	9	11	18	7	10	17	7	7	13
Probably Not	2	3	7	2	2	5	1	1	3
Definitely Not	1	1	4	1	1	3	*	1	2
Don't know/No answer	1	*	*	*	1	1	1	*	1
	100	100	100	100	100	100	100	100	100
MEAN: (5 point scale)	4.41	4.31	3.91	4.50	4.36	4.05	4.54	4.51	4.20

\*Less than 1%

## VALUE

14. To what extent do you agree with the following statement: "BART is a good value for the money?"

- Greater than half of BART riders (54%) agree with the statement: "BART is a good value for the money." This percentage has been declining since 2014.

	<b>Total</b>			
	<b>2014</b>	<b>2016</b>	<b>2018</b>	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
Agree Strongly	25	23	19	<b>Agree Strongly or Somewhat = 54%</b>
Agree Somewhat	38	36	35	
Neutral	20	21	22	
Disagree Somewhat	11	13	15	
Disagree Strongly	5	6	8	
Don't know/No answer	1	1	1	
	<u>100</u>	<u>100</u>	<u>100</u>	
MEAN: (5 point scale)	3.68	3.58	3.43	

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Agree Strongly	23	21	17	27	24	20	29	30	23
Agree Somewhat	37	36	35	38	36	35	40	36	37
Neutral	22	21	22	19	21	22	18	20	20
Disagree Somewhat	13	15	16	10	12	14	9	9	12
Disagree Strongly	5	6	8	5	6	8	3	4	5
Don't know/No answer	1	1	*	1	1	1	1	1	2
	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>
MEAN: (5 point scale)	3.61	3.50	3.37	3.73	3.62	3.45	3.83	3.79	3.61

\*Less than 1%

# GENDER

## 15. Gender

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Male	49	47	48
Female	49	48	50
Another gender	°	1	1
No answer	2	4	2
	<u>100</u>	<u>100</u>	<u>100</u>

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Male	47	46	45	50	49	53	49	48	47
Female	50	50	53	48	46	45	48	47	50
Another gender	°	*	*	°	1	1	°	1	1
No answer	2	4	1	2	4	2	3	4	2
	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

° Choice not offered on that year's survey.

\* Less than 1%

**AGE**

## 16. Age

- Sixty-eight percent of BART riders are under age 45.
- On weekends, nearly one in four riders is 18 – 24 years old.

	<b>Total</b>								
	<b>2014</b>	<b>2016</b>	<b>2018</b>						
Base: (All Respondents)	5,609	5,342	5,294						
	(%)	(%)	(%)						
13 – 17	2	2	2						
18 – 24	16	15	14						
25 – 34	31	33	32						
35 – 44	19	19	20						
45 – 54	15	14	15						<b>Under 45 = 68%</b>
55 – 64	11	10	10						
65 and older	5	5	5						
Don't know/No answer	1	2	2						
	100	100	100						

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
13 – 17	2	1	1	2	2	1	3	3	3
18 – 24	12	11	11	18	17	15	22	23	24
25 – 34	29	34	33	32	32	31	32	30	30
35 – 44	22	22	22	17	17	20	13	16	13
45 – 54	19	15	16	13	14	14	12	12	12
55 – 64	11	10	11	11	10	10	9	9	9
65 and older	4	4	4	6	7	6	7	6	7
Don't know/No answer	1	2	2	1	2	2	2	2	2
	100	100	100	100	100	100	100	100	100

## PERSONAL VEHICLE

### 17. Do you have a car or motorcycle?

- More than two-thirds (68%) of BART riders have a car or motorcycle. Peak riders are more likely to have a vehicle, compared to off-peak and weekend riders.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	°	°	68
No	°	°	31
Don't know/No answer	°	°	1
	100	100	100

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	°	°	75	°	°	63	°	°	56
No	°	°	24	°	°	36	°	°	43
Don't know/No answer	°	°	1	°	°	1	°	°	1
	100	100	100	100	100	100	100	100	100

° Question was not asked in 2014 and 2016.

## SMART PHONE

### 18. Do you have a smart phone (can access internet, use apps)?

- Nearly all (95%) riders have a smart phone.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	°	°	95
No	°	°	4
Don't know/No answer	°	°	1
	<u>100</u>	<u>100</u>	<u>100</u>

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	°	°	96	°	°	94	°	°	94
No	°	°	3	°	°	5	°	°	5
Don't know/No answer	°	°	1	°	°	1	°	°	2
	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

° Question was not asked in 2014 and 2016.

## ETHNIC IDENTIFICATION

19. What is your race or ethnic identification? (Check one or more.)

- BART has a diverse ridership.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
White	45	44	38
Asian or Pacific Islander	29	31	34
Hispanic	°	°	16
Black/African American	12	12	11
American Indian or Alaska Native	2	2	2
Other/No answer	16	15	6
Hispanic	19	18	°

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
White	44	42	37	45	45	39	47	46	39
Asian or Pacific Islander	33	35	38	27	26	28	25	27	31
Hispanic	°	°	14	°	°	18	°	°	18
Black/African American	11	11	10	14	14	13	12	13	11
American Indian or Alaska Native	2	2	2	2	2	2	2	2	2
Other/No answer	15	14	5	16	17	6	16	17	6
Hispanic	18	17	°	19	20	°	19	21	°

Note: Multiple responses were accepted, so columns will not add to 100%. The ethnicity data on the next page are categorized differently, so the percentages shown will differ.

° In 2014 and 2016, Hispanic ancestry was derived by a separate question (listed in the tables above in the Hispanic row), and cases where "Hispanic" was written as a response to Q19 were included in the "Other" category in the tables above. In 2018, "Hispanic, Latino, or Spanish origin" was included in the responses for Q19.

## BART CUSTOMER ETHNICITY COMPARED TO REGION

### BART Customer Ethnicity Compared to Bay Area Counties in BART's Service Area

- BART customer ethnicities reflect the diversity of the region.
- The following table compares the reported ethnicity of BART riders (excluding non-response) to the 2017 American Community Survey estimates.

#### Race and Ethnicity BART Compared to Bay Area Counties in BART's Service Area

	<b>ALAMEDA</b> 1,663,190	<b>CONTRA COSTA</b> 1,147,439	<b>SAN FRANCISCO</b> 884,363	<b>SAN MATEO</b> 771,410	<b>FOUR-COUNTY TOTAL</b> 4,466,402	<b>BART 2018 CUST. SAT. SURVEY</b> 5,114
Population	%	%	%	%	%	%
White (non-Hispanic)	31	44	40	39	38	35
Black/African American (non-Hispanic)	10	8	5	2	7	10
Asian/Pacific Islander (non-Hispanic)	31	17	35	30	28	32
American Indian or Alaska Native (non-Hispanic)	*	*	*	*	*	1
Hispanic (any race)	22	26	15	24	22	17
Other, including 2+ Races (non-Hispanic)	5	6	5	4	5	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

\* Less than 1%

#### Sources:

- U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates: Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (factfinder.census.gov)
- BART 2018 Customer Satisfaction Survey

#### Notes:

- 1) The ACS 2017 estimates shown only include data for the four counties within BART's service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The categories shown in this table classify respondents based on single vs. two-plus race and Hispanic vs. non-Hispanic. The categories "White," "Black / African American," "Asian/Pacific Islander," and "American Indian/Alaska Native" only include respondents who reported a single race and are non-Hispanic. All two-plus race, non-Hispanic responses are included within "Other." All Hispanic responses are included within Hispanic, regardless of race. Note that ethnicity data are categorized differently in other charts within this report, so the percentages shown will differ.
- 3) The BART data distribution is based on 5,114 weighted responses and excludes 3% non-response.
- 4) Totals may not add to 100% due to rounding.

## ENGLISH PROFICIENCY

20a. Do you speak a language other than English at home?  
 20b. If "Yes" to question 20a, how well do you speak English?

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	37	39	41
No	62	59	57
Don't know/No answer	2	1	2
	<u>100</u>	<u>100</u>	<u>100</u>
Base: (Speak language other than English at home)	2,049	2,095	2,174
Very well	71	72	73
Well	21	19	18
Not well	5	5	5
Not at all	*	1	*
Don't know/No answer	3	3	4
	<u>100</u>	<u>100</u>	<u>100</u>

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	37	41	42	36	37	39	36	39	44
No	61	58	57	63	61	60	63	59	55
Don't know/No answer	2	1	2	2	2	2	1	1	1
	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>
Base: (Speak language other than English at home)	1,011	1,104	1,151	732	724	719	306	268	304
Very well	74	74	77	70	70	71	65	67	66
Well	20	19	16	21	19	18	22	22	23
Not well	3	4	4	6	7	6	9	8	6
Not at all	*	1	*	1	1	*	*	*	1
Don't know/No answer	3	3	3	3	3	4	4	3	4
	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>	<u>100</u>

\* Less than 1%

## INCOME

### 21. What is your total annual household income before taxes?^

- About four in every ten (40%) BART riders have household incomes of \$100,000 or more.
- Peak riders' household incomes skew higher than incomes of riders in other time periods.

	<b>Total</b>			
	<b>2014</b>	<b>2016</b>	<b>2018</b>	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
Under \$25,000	17	14	10	
\$25,000 – \$49,999	18	16	13	<b>Under \$50,000 = 23%</b>
\$50,000 – \$74,999	16	16	15	
\$75,000 – \$99,999	11	11	11	
\$100,000 and over	30	34	40	<b>\$100,000 or more = 40%</b>
Don't know/No answer	9	8	11	
	100	100	100	

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Under \$25,000	12	9	6	21	19	13	24	21	17
\$25,000 – \$49,999	15	13	11	20	18	15	22	23	17
\$50,000 – \$74,999	17	16	16	15	16	14	14	16	13
\$75,000 – \$99,999	14	12	11	10	10	10	8	11	11
\$100,000 and over	34	40	45	27	29	36	22	22	29
Don't know/No answer	9	9	11	9	8	11	11	8	13
	100	100	100	100	100	100	100	100	100

^Income range categories were combined to allow comparison with data from prior years.

# BART CUSTOMER HOUSEHOLD INCOMES COMPARED TO REGION

BART Customer Household Incomes Compared to Bay Area Counties in BART’s Service Area

- BART customers’ household incomes approximately track regional household income distribution; however, there is a notable difference at the highest income level.

## Household Income BART Compared to Bay Area Counties in BART’s Service Area

	<b>Alameda</b> 573,589	<b>Contra Costa</b> 392,046	<b>San Francisco</b> 360,323	<b>San Mateo</b> 264,185	<b>4 County Total</b> 1,590,143	<b>BART 2018 Customer Satisfaction Survey</b> 4,686
Households	%	%	%	%	%	%
Under \$25,000	13	12	16	9	13	11
\$25,000-\$34,999	6	6	5	4	5	6
\$35,000-\$39,999	3	3	2	3	3	3
\$40,000-\$49,999	5	6	4	4	5	5
\$50,000-\$59,999	5	6	4	4	5	7
\$60,000-\$74,999	8	8	6	7	7	10
\$75,000-\$99,999	12	12	9	12	11	12
\$100,000-\$149,999	19	19	17	18	18	18
\$150,000-\$199,999	12	11	11	13	12	11
\$200,000 and over	18	18	26	26	21	15
Total	100	100	100	100	100	100

Sources:

- U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates: Table B19001 “Household Income in the Past 12 Months.” Universe: Households. (factfinder.census.gov)
- BART 2018 Customer Satisfaction Survey

Notes:

- 1) The ACS 2017 estimates shown include only data for the four counties within BART’s service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The BART data distribution is based on 4,686 weighted responses and excludes 11% non-response. Other tables within this report include non-response, so the percentages shown will differ.
- 3) Totals may not add up to 100 due to rounding.

## NUMBER IN HOUSEHOLD

22. Including yourself, how many people live in your household?

- Household sizes have remained steady since 2014.
- Thirty-one percent of riders live in two-person households.

	<b>Total</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
One	17	18	16
Two	29	31	31
Three	19	20	20
Four	17	17	17
Five	7	6	8
Six or more	5	5	4
Don't know/No answer	6	3	4
	100	100	100

	<b>Peak</b>			<b>Off-Peak</b>			<b>Weekend</b>		
	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>	<b>2014</b>	<b>2016</b>	<b>2018</b>
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
One	15	15	14	19	20	17	21	23	22
Two	28	32	33	29	30	29	31	30	29
Three	20	21	20	19	21	19	17	16	18
Four	19	18	18	16	16	16	12	15	13
Five	8	6	7	7	6	9	7	8	7
Six or more	4	5	4	6	6	5	5	6	5
Don't know/No answer	6	3	3	5	2	4	6	3	4
	100	100	100	100	100	100	100	100	100



## RATING BART ON SPECIFIC ATTRIBUTES

OVERALL RATINGS	Mean Ratings (7-point scale)						Mean Score Change 2018-2016
	TOTAL			STRATA (2018)			
	2014	2016	2018	Peak	Off-Peak	Weekend	
Base: (All Respondents)	5,609	5,342	5,294	2,748	1,855	690	
	#	#	#	#	#	#	#
Availability of maps/schedules	5.71	5.65	5.58	5.63	5.53	5.55	-0.07
bart.gov website	5.30	5.14	5.29	5.31	5.26	5.31	0.15
On-time performance of trains	5.46	5.27	5.21	5.12	5.27	5.37	-0.06
Timeliness of connections between BART trains	5.36	5.25	5.17	5.12	5.20	5.26	-0.08
Hours of operation	4.98	5.00	5.15	5.25	5.06	4.97	0.15
Timely information about service disruptions	5.26	5.24	5.02	5.00	5.01	5.10	-0.22
Availability of bicycle parking	5.01	4.97	4.96	4.94	4.95	5.07	-0.01
Frequency of train service	5.11	4.98	4.96	4.89	5.03	5.04	-0.02
Access for people with disabilities	5.13	5.03	4.80	4.70	4.88	4.98	-0.23
Timeliness of connections with other transit*	4.85	4.79	4.80	4.73	4.84	4.93	0.01
Lighting in parking lots	4.94	4.92	4.74	4.66	4.78	4.93	-0.18
BART system kept free of graffiti^	NA	NA	4.40	4.35	4.39	4.66	NA
Availability of car parking	4.41	4.23	4.24	4.14	4.22	4.72	0.01
Personal security in the BART system	4.49	4.28	3.58	3.45	3.64	3.96	-0.70
Enforcement of no eating and drinking policy	4.05	3.93	3.48	3.38	3.48	3.91	-0.45
Enforcement against fare evasion	4.47	4.19	3.36	3.20	3.43	3.82	-0.83
Addressing homelessness in the BART system^	NA	NA	2.85	2.70	2.90	3.37	NA

\* In 2016 this was listed as "Timeliness of connections with buses"

^ Question not asked in 2016 or 2014

## RATING BART ON SPECIFIC ATTRIBUTES (continued)

BART STATION RATINGS	Mean Ratings (7-point scale)						Mean Score Change 2018-2016
	TOTAL			STRATA (2018)			
	2014	2016	2018	Peak	Off-Peak	Weekend	
Base: (All Respondents)	5,609	5,342	5,294	2,748	1,855	690	
	#	#	#	#	#	#	#
Clipper cards	5.80	5.85	5.91	5.95	5.86	5.85	0.06
BART tickets	5.50	5.45	5.32	5.29	5.33	5.41	-0.13
Reliability of ticket vending machines	5.17	5.02	4.96	4.91	4.95	5.16	-0.06
Signs with transfer / platform / exit directions	5.06	4.97	4.93	4.93	4.91	4.95	-0.04
Length of lines at exit gates	5.04	4.85	4.89	4.77	4.96	5.21	0.04
Reliability of faregates	5.12	4.93	4.88	4.79	4.92	5.13	-0.05
Helpfulness and courtesy of Station Agents	4.79	4.79	4.56	4.50	4.61	4.68	-0.23
Availability of Station Agents	4.73	4.58	4.23	4.16	4.25	4.46	-0.35
Escalator availability/reliability	4.58	4.33	4.12	3.94	4.21	4.64	-0.21
Elevator availability/reliability	4.58	4.28	4.08	3.96	4.13	4.43	-0.20
Overall condition/state of repair	4.57	4.37	4.08	3.95	4.16	4.40	-0.29
Station cleanliness	4.11	3.93	3.57	3.45	3.65	3.86	-0.36
Presence of BART Police in stations	4.19	4.04	3.45	3.32	3.51	3.85	-0.59
Presence of BART Police outside BART stations^	NA	NA	3.41	3.27	3.47	3.84	NA
Elevator cleanliness	3.88	3.71	3.35	3.23	3.40	3.69	-0.36
Restroom cleanliness	3.52	3.39	3.01	2.85	3.12	3.34	-0.38

^ Attribute was phrased as "Presence of BART Police in Parking Lots" in 2016 and 2014

## RATING BART ON SPECIFIC ATTRIBUTES (continued)

BART TRAIN RATINGS	Mean Ratings (7-point scale)						Mean Score Change 2018-2016
	TOTAL			STRATA (2018)			
	2014	2016	2018	Peak	Off-Peak	Weekend	
Base: (All Respondents)	5,609	5,342	5,294	2,748	1,855	690	
	#	#	#	#	#	#	#
Comfort of seats on trains	4.84	4.85	4.62	4.50	4.69	4.92	-0.23
Availability of standing room on trains	4.61	4.40	4.49	4.27	4.65	4.95	0.09
Appearance of train exterior	4.59	4.46	4.24	4.18	4.22	4.49	-0.22
Comfortable temperature aboard trains	4.41	4.38	4.15	3.97	4.26	4.62	-0.23
Clarity of public address announcements	4.21	4.08	4.00	3.93	4.06	4.14	-0.08
Condition / cleanliness of windows on trains	4.32	4.22	3.97	3.88	4.01	4.21	-0.25
Availability of space on trains for luggage, bicycles, and strollers	4.06	3.86	3.83	3.57	4.01	4.44	-0.03
Condition / cleanliness of seats on trains	4.07	4.23	3.80	3.66	3.87	4.18	-0.43
Noise level on trains	4.08	3.67	3.80	3.71	3.83	4.06	0.13
Availability of seats on trains	4.18	3.86	3.76	3.44	4.02	4.40	-0.10
Train interior cleanliness	4.28	4.25	3.65	3.53	3.70	4.03	-0.60
Condition / cleanliness of floors on trains	4.05	4.05	3.54	3.42	3.57	3.98	-0.51
Presence of BART police on trains	3.65	3.51	3.08	2.94	3.12	3.54	-0.43

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Appendix C:  
TESTS OF STATISTICAL SIGNIFICANCE  
2018 VS. 2016

## TEST OF STATISTICAL SIGNIFICANCE at the 95% Confidence Level

	2018					2016					Mean Difference	T-Score	Statistically Significant at 95?
	Total Response	Don't know	Sample Size	Mean	Standard Deviation	Total Response	Don't know	Sample Size	Mean	Standard Deviation			
<b>OVERALL SATISFACTION</b>	5,294	19	5,275	3.44	1.12	5,342	23	5,319	3.75	1.04	-0.31	-14.79206	yes
<b>RECOMMEND TO FRIEND</b>	5,294	25	5,269	3.99	1.04	5,342	23	5,319	4.36	0.87	-0.37	-19.88706	yes
<b>"BART IS A GOOD VALUE"</b>	5,294	44	5,250	3.43	1.18	5,342	47	5,295	3.58	1.15	-0.15	-6.60480	yes
On-time performance of trains	5,294	147	5,147	5.21	1.37	5,342	119	5,223	5.27	1.35	-0.06	-2.24772	yes
Hours of operation	5,294	203	5,091	5.15	1.57	5,342	179	5,163	5.00	1.63	0.15	4.74117	yes
Frequency of train service	5,294	237	5,057	4.96	1.49	5,342	222	5,120	4.98	1.48	-0.02	-0.67935	no
Availability of maps and schedules	5,294	307	4,987	5.58	1.36	5,342	280	5,062	5.65	1.33	-0.07	-2.60529	yes
bart.gov website	5,294	648	4,646	5.29	1.36	5,342	1,079	4,263	5.14	1.44	0.15	5.04542	yes
Timely information about service disruptions	5,294	474	4,820	5.02	1.49	5,342	338	5,004	5.24	1.43	-0.22	-7.45465	yes
Timeliness of connections between BART trains	5,294	763	4,531	5.17	1.36	5,342	723	4,619	5.25	1.31	-0.08	-2.86997	yes
Timeliness of connections with other transit*	5,294	1,330	3,964	4.80	1.49	5,342	1,692	3,650	4.79	1.51	0.01	0.29026	no
Availability of car parking	5,294	1,103	4,191	4.24	1.84	5,342	1,153	4,189	4.23	1.87	0.01	0.24698	no
Availability of bicycle parking	5,294	1,894	3,400	4.96	1.50	5,342	1,939	3,403	4.97	1.53	-0.01	-0.27180	no
Lighting in parking lots	5,294	1,259	4,035	4.74	1.54	5,342	1,317	4,025	4.92	1.45	-0.18	-5.41019	yes
Access for people with disabilities	5,294	1,654	3,640	4.80	1.64	5,342	1,795	3,547	5.03	1.55	-0.23	-6.10267	yes
Personal security in BART system	5,294	600	4,694	3.58	1.79	5,342	692	4,650	4.28	1.68	-0.70	-19.48479	yes
Enforcement against fare evasion	5,294	890	4,404	3.36	2.00	5,342	1,339	4,003	4.19	1.89	-0.83	-19.54148	yes
Enforcement of no eating and drinking policy	5,294	774	4,520	3.48	2.01	5,342	945	4,397	3.93	1.95	-0.45	-10.73581	yes
BART system kept free of graffiti	5,294	764	4,530	4.40	1.85	Not asked in 2016							
Addressing homelessness on the BART system	5,294	600	4,694	2.85	1.89	Not asked in 2016							
Length of lines at exit gates	5,294	396	4,898	4.89	1.49	5,342	329	5,013	4.85	1.53	0.04	1.31772	no
Reliability of ticket vending machines	5,294	718	4,576	4.96	1.52	5,342	653	4,689	5.02	1.50	-0.06	-1.91372	no
Reliability of faregates	5,294	557	4,737	4.88	1.50	5,342	543	4,799	4.93	1.50	-0.05	-1.62656	no
Clipper cards	5,294	514	4,780	5.91	1.24	5,342	712	4,630	5.85	1.27	0.06	2.31955	yes
BART tickets	5,294	1,172	4,122	5.32	1.42	5,342	1,026	4,316	5.45	1.34	-0.13	-4.32246	yes
Escalator availability and reliability	5,294	599	4,695	4.12	1.78	5,342	629	4,713	4.33	1.73	-0.21	-5.79998	yes
Elevator availability and reliability	5,294	1,328	3,966	4.08	1.81	5,342	1,388	3,954	4.28	1.74	-0.20	-5.01916	yes
Presence of BART Police in stations	5,294	681	4,613	3.45	1.77	5,342	828	4,514	4.04	1.67	-0.59	-16.40599	yes
Presence of BART Police outside stations	5,294	776	4,518	3.41	1.80	Not asked in 2016							
Availability of Station Agents	5,294	638	4,656	4.23	1.72	5,342	693	4,649	4.58	1.61	-0.35	-10.13604	yes
Helpfulness & courtesy of Station Agents	5,294	753	4,541	4.56	1.78	5,342	776	4,566	4.79	1.68	-0.23	-6.34876	yes
Station cleanliness	5,294	483	4,811	3.57	1.79	5,342	538	4,804	3.93	1.75	-0.36	-9.97677	yes

(continued from prior page)	2018					2016					Mean Difference	T-Score	Statistically Significant at 95?
	Total Response	Don't know	Sample Size	Mean	Standard Deviation	Total Response	Don't know	Sample Size	Mean	Standard Deviation			
Restroom cleanliness	5,294	1,258	4,036	3.01	1.79	5,342	1,379	3,963	3.39	1.86	-0.38	-9.29775	yes
Elevator cleanliness	5,294	1,306	3,988	3.35	1.88	5,342	1,435	3,907	3.71	1.89	-0.36	-8.47769	yes
Signs with transfer / platform / exit directions	5,294	780	4,514	4.93	1.55	5,342	844	4,498	4.97	1.51	-0.04	-1.24135	no
Stations - Overall condition / state of repair	5,294	534	4,760	4.08	1.61	5,342	596	4,746	4.37	1.55	-0.29	-8.94126	Yes
Availability of seats on trains	5,294	342	4,952	3.76	1.80	5,342	326	5,016	3.86	1.80	-0.10	-2.77713	yes
Availability of space on trains for luggage, bikes, strollers	5,294	603	4,691	3.83	1.77	5,342	614	4,728	3.86	1.78	-0.03	-0.81967	no
Availability of standing room on trains	5,294	482	4,812	4.49	1.70	5,342	442	4,900	4.40	1.70	0.09	2.61135	yes
Comfort of seats on trains	5,294	491	4,803	4.62	1.58	5,342	436	4,906	4.85	1.47	-0.23	-7.42917	yes
Condition / cleanliness of seats on train	5,294	468	4,826	3.80	1.73	5,342	447	4,895	4.23	1.65	-0.43	-12.53911	yes
Comfortable temperature aboard trains	5,294	465	4,829	4.15	1.73	5,342	463	4,879	4.38	1.66	-0.23	-6.68971	yes
Noise level on trains	5,294	472	4,822	3.80	1.77	5,342	438	4,904	3.67	1.82	0.13	3.57601	yes
Clarity of public address announcements	5,294	548	4,746	4.00	1.75	5,342	548	4,794	4.08	1.74	-0.08	-2.23620	yes
Presence of BART Police on trains	5,294	723	4,571	3.08	1.78	5,342	820	4,522	3.51	1.76	-0.43	-11.57875	yes
Appearance of train exterior	5,294	609	4,685	4.24	1.67	5,342	635	4,707	4.46	1.57	-0.22	-6.56779	yes
Condition / cleanliness of windows on train	5,294	560	4,734	3.97	1.71	5,342	615	4,727	4.22	1.67	-0.25	-7.19189	yes
Train interior cleanliness	5,294	488	4,806	3.65	1.71	5,342	522	4,820	4.25	1.65	-0.60	-17.50921	yes
Condition / cleanliness of floors on trains	5,294	471	4,823	3.54	1.77	5,342	490	4,852	4.05	1.72	-0.51	-14.36950	yes

\*This attribute was phrased as "Timeliness of connections with buses" on the 2016 questionnaire.



Appendix D:  
SERVICE ATTRIBUTE RATINGS -  
PERCENTAGES

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## Service Attribute Ratings – Percentages

Sorted in descending order on mean

SCALE: 1=Poor, 7=Excellent

	Mean	Top Two	Neutral	Bottom Two	Don't know
	#				
Clipper cards	5.91	65	24	2	10
Availability of maps and schedules	5.58	57	34	3	6
BART tickets	5.32	40	34	3	22
bart.gov website	5.29	44	41	3	12
On-time performance of trains	5.21	46	47	4	3
Timeliness of connections between BART trains	5.17	39	43	3	14
Hours of operation	5.15	48	40	7	4
Timely information about service disruptions	5.02	38	46	6	9
Availability of bicycle parking	4.96	25	35	4	36
Frequency of train service	4.96	39	50	7	4
Reliability of ticket vending machines	4.96	36	44	7	14
Signs with transfer / platform / exit directions	4.93	36	43	7	15
Length of lines at exit gates	4.89	36	50	7	7
Reliability of faregates	4.88	34	49	7	11
Access for people with disabilities	4.80	26	35	7	31
Timeliness of connections with other transit	4.80	26	43	6	25
Lighting in parking lots	4.74	26	43	7	24
Comfort of seats on trains	4.62	29	52	10	9
Helpfulness and courtesy of Station Agents	4.56	31	42	13	14
Availability of standing room on trains	4.49	29	49	13	9
BART system kept free of graffiti	4.40	29	41	16	14
Availability of car parking	4.24	22	41	16	21
Appearance of train exterior	4.24	22	51	15	11
Availability of Station Agents	4.23	23	49	15	12
Comfortable temperature aboard trains	4.15	23	51	17	9
Escalator availability and reliability	4.12	22	48	19	11
Elevator availability and reliability	4.08	18	40	16	25
Stations - Overall condition / state of repair	4.08	17	57	16	10
Clarity of public address announcements	4.00	20	50	20	10
Condition / cleanliness of windows on train	3.97	18	52	19	11
Avail. of space on trains for luggage, bikes, strollers	3.83	17	49	23	11
Condition / cleanliness of seats on trains	3.80	16	53	23	9
Noise level on trains	3.80	16	51	24	9
Availability of seats on trains	3.76	17	51	26	6
Train interior cleanliness	3.65	13	53	25	9
Personal security in the BART system	3.58	14	48	27	11
Station cleanliness	3.57	14	49	28	9
Condition / cleanliness of floors on trains	3.54	14	49	28	9
Enforcement of no eating and drinking policy	3.48	17	37	32	15
Presence of BART Police in stations	3.45	12	47	29	13
Presence of BART Police outside stations	3.41	12	44	29	15
Enforcement against fare evasion	3.36	15	34	34	17
Elevator cleanliness	3.35	12	35	29	25
Presence of BART Police on trains	3.08	9	39	37	14
Restroom cleanliness	3.01	8	34	34	24
Addressing homelessness on the BART system	2.85	10	32	46	11

Note: Ratings are based on a scale of 1 - 7. Top Two includes 6 or 7 ratings, Neutral includes 3, 4, or 5 ratings, and Bottom Two includes 1 or 2 ratings.

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Appendix E:  
DESCRIPTION OF METHODOLOGY  
AND RESPONSE RATE SUMMARY

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# DESCRIPTION OF METHODOLOGY

## FIELD PROCEDURES

In total, seven interviewers worked on the 2018 study, including one working supervisor. The interviewer training session was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Monday, September 10, 2018, and the bulk of the field interviewing was conducted between September 11 and October 14, 2018. (A few remaining runs were surveyed on Saturday and Sunday, October 20 - 21.)

Interviewers, for the most part, worked in teams of two. Interviewers boarded randomly pre-selected BART trains and distributed questionnaires to all riders on one pre-determined BART car (also randomly selected). These interviewers rode nearly the whole route of their designated line continually collecting completed surveys and distributing surveys to new riders entering their car. Origination/destination stations for the interviewers were generally Balboa Park, Castro Valley, Pittsburg/Bay Point, El Cerrito Plaza, Fremont, San Francisco International Airport, and Millbrae. (Note that in 2018, the Concord origin/destination was changed to Pittsburg/Bay Point, and the South Hayward origin/destination was changed to Fremont. This was due to new end-of-line stations on these lines – Antioch and Warm Springs/South Fremont.)

The questionnaires were available in English, Spanish, and Chinese. Interviewers carried signs on the back of their clipboards that said in the respective languages: "I have surveys in English, Spanish, and Chinese." In 2018, 97 non-English language surveys were completed, representing 1.8% of total surveys (unweighted).

Tallies were kept for questionnaires taken home with riders to be mailed back and for all non-responses (refusals, language barrier, children under 13, sleeping, and left train). The definitions for non-responses are:

- *Language Barrier* - Non-response because a questionnaire is not available in a language understood by the rider.
- *Left Train* - The surveyor was unable to offer a questionnaire to a rider because of the short distance of that rider's trip.
- *Children under 13* - Children under 13 are not eligible for the survey.
- *Sleeping* – Sleeping riders are not offered a questionnaire.
- *Refusals* - Riders unwilling to accept/fill out the survey.

All surveys collected during a run were collated together into batches. During this process, coding of answers was completed, and surveys were individually examined to verify completeness and age of the respondent. Incomplete surveys and surveys from respondents under 13 years of age were removed. Data from the surveys were then input into a database.

Following inputting, randomly selected batches were pulled and reviewed for quality assurance. All of the surveys in the selected batches were compared to the data input for all questions to verify the accuracy of editors, coders, and data entry staff. A total of 656 surveys were reviewed in this manner (12% of all surveys). A further 4,297 surveys (81% of all surveys) were checked for data input on the key questions only (questions 12, 13, and 14).

## DESCRIPTION OF METHODOLOGY (continued)

Prior to publishing this report, a final review resulted in a few minor changes to the data file. As such, a few items in this report differ from previously presented data: the total sample size changed from 5,292 to 5,294, and the average rating for Clipper cards increased 1.0% vs. the prior survey, rather than 0.9%. Additionally, this report does not compare the rating of the 2018 attribute "Presence of BART Police outside stations" against the 2016 attribute "Presence of BART Police in parking lots" due to the text change.

## SAMPLING

Sampling was achieved by selecting BART train trips that most closely resembled trains selected for the 2016 study. The resulting sample of BART trains fell within three strata: peak, off-peak and weekend. Peak is defined as weekday trains dispatched between 5:30 am - 8:30 am and 3:30 pm - 6:30 pm. Off-peak includes trains dispatched all other weekday times. Weekend includes all trains dispatched on Saturday or Sunday.

Once all train selections were made, each trip (train run) was matched with an appropriate return trip on the same line. (For the few cases where a return trip was not available, it was treated as a one-way trip, and no return trip was assigned.) For each trip, one train car was randomly selected for interviewers to board. Interviewers attempted to survey all car riders through the destination station. This random car selection process resulted in a slight bias towards shorter trains. Riders on shorter trains had a higher likelihood of being selected than those on longer trains. In previous years, analysis has been performed on this issue and has demonstrated that this bias has no material effect on the results. The number of outgoing and returning trips totaled: peak – 38 trips; off-Peak – 58 trips; weekend – 44 trips.

## WEIGHTING

The data were weighted by ridership segment to proportionately represent BART riders. The weighted ridership segments are defined identically to the sampling ridership segments except that weekend is broken into Saturday and Sunday. The resulting ridership segments are as follows: weekday peak, weekday off-peak, Saturday, and Sunday. The chart below shows the actual number of questionnaires by ridership segment and the number of questionnaires weighted to represent the proportional amount of riders in each. It also shows the number of riders the weighting is based on, as well as the percentage of riders these numbers represent.

	<b>Weekday Peak</b>	<b>Weekday Off-peak</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Weekly Total</b>
Questionnaires completed	1,870	1,942	704	778	5,294
Questionnaires weighted by strata	2,748	1,855	401	289	5,294
Estimated # of BART trips*	1,296,122	874,992	189,088	136,367	2,496,569
Weighted %	51.9%	35.0%	7.6%	5.5%	100.0%

\* Estimated number of BART trips taken from ridership averages from the following days during survey period: Monday, 10/1; Tuesday, 9/11; Wednesday, 9/12; Thursday, 9/27; Friday, 9/21; Saturday, 9/15; Sunday, 9/16.

## 2018 BART Customer Satisfaction Study

Response Rate / % of Riders Who Completed Survey / Distribution Rate

	<i>Total</i>	<i>Peak</i>	<i>Off-Peak</i>	<i>Weekend</i>
Children under 13	153	26	19	108
Language barrier	50	9	17	24
Sleeping	213	74	80	59
Left train	205	102	51	52
Refused	3,342	1,260	1,132	950
Already Participated	128	33	39	56
Partials (not processed)	332	81	120	131
Qst. distributed and not returned	1,201	381	400	420
<b>TOTAL NON-RESPONSE</b>	<b><u>5,624</u></b>	<b><u>1,966</u></b>	<b><u>1,858</u></b>	<b><u>1,800</u></b>
Completes collected	4,978	1,735	1,824	1,419
Completes mailed back	316	135	118	63
<b>TOTAL COMPLETES</b>	<b><u>5,294</u></b>	<b><u>1,870</u></b>	<b><u>1,942</u></b>	<b><u>1,482</u></b>
<b>PASSENGERS ON SAMPLED CARS</b>				
<i>(Total completes + Total Non-response)</i>	<b><u>10,918</u></b>	<b><u>3,836</u></b>	<b><u>3,800</u></b>	<b><u>3,282</u></b>

<b>Response Rate &amp; % of Riders Who Completed Survey</b>				
<b>PASSENGERS ON SAMPLED CARS</b>	<b>10,918</b>	<b>3,836</b>	<b>3,800</b>	<b>3,282</b>
Less: Children Under 13	(153)	(26)	(19)	(108)
Language Barrier	(50)	(9)	(17)	(24)
Sleeping	(213)	(74)	(80)	(59)
<b>POTENTIAL RESPONDENTS</b>	<b><u>10,502</u></b>	<b><u>3,727</u></b>	<b><u>3,684</u></b>	<b><u>3,091</u></b>
<b>TOTAL COMPLETES</b>	<b>5,294</b>	<b>1,870</b>	<b>1,942</b>	<b>1,482</b>
<b>Response Rate<sup>1</sup></b>	<b>50.4%</b>	<b>50.2%</b>	<b>52.7%</b>	<b>47.9%</b>
<b>% of Riders Who Completed Survey<sup>2</sup></b>	<b>48.5%</b>	<b>48.7%</b>	<b>51.1%</b>	<b>45.2%</b>

<b>Distribution Rate</b>				
<b>PASSENGERS ON SAMPLED CARS</b>	<b>10,918</b>	<b>3,836</b>	<b>3,800</b>	<b>3,282</b>
Less: Children Under 13	(153)	(26)	(19)	(108)
Language Barrier	(50)	(9)	(17)	(24)
Sleeping	(213)	(74)	(80)	(59)
<b>POTENTIAL RESPONDENTS</b>	<b><u>10,502</u></b>	<b><u>3,727</u></b>	<b><u>3,684</u></b>	<b><u>3,091</u></b>
Total Completes	5,294	1,870	1,942	1,482
Qst. taken home and not returned by Oct 24	1,201	381	400	420
Partials (not processed)	332	81	120	131
<b>TOTAL QST. DISTRIBUTED</b>	<b><u>6,827</u></b>	<b><u>2,332</u></b>	<b><u>2,462</u></b>	<b><u>2,033</u></b>
<b>Distribution Rate<sup>3</sup></b>	<b>65.0%</b>	<b>62.6%</b>	<b>66.8%</b>	<b>65.8%</b>

<sup>1</sup> Total Completes divided by Potential Respondents

<sup>2</sup> Total Completes divided by Passengers on Sampled Cars

<sup>3</sup> Total Questionnaires Distributed divided by Potential Respondents

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# Appendix F: CODING OF RESPONDENT COMMENTS

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# CODING OF RESPONDENT COMMENTS

## EDITING AND CODING

This section outlines editing and coding procedures utilized on the 2018 BART Customer Satisfaction Study. For the most part, information as provided by the respondent on the self-administered questionnaire was entered as recorded.

Editing procedures, where disparities occurred, were as follows:

### Scaling Questions

- If multiples occurred where only one response was acceptable (e.g., both 5 and 6 circled on the Poor - Excellent scale or Agree Strongly and Agree Somewhat both checked), the answer input alternated between the higher and lower responses. On the first occurrence we took the higher response, and on the next occurrence we took the lower response, etc.
- In cases where bipolar discrepancies were observed (e.g., both 1 and 7 circled) the midpoint was used. Sometimes respondents would include notes like poor in this respect and excellent in another respect for a specific attribute.

The back side of the questionnaire included a section for comments. Overall, 1,478 respondents, or 28% of all respondents, provided comments. All of these written comments were typed into a database. The comments were then split and coded using a list of "department specific" codes provided by BART. The code list and incidence for each code are listed on the following page. A total of 2,678 comments were tabulated and coded. (Note: if a comment was included in multiple categories, it is counted more than once in this total.)

The verbatim comments for each code are made available to the BART departments responsible for each area. This provides them with an additional tool to understand the reasons for customer rating levels.

## **2018 Customer Satisfaction Study Code Sheet – Comment Code Frequencies**

**[FREQUENCIES FOR EACH CATEGORY ARE INDICATED IN BRACKETS]**

Code 1 | Agent Availability [11]  
Code 2 | Bus / Muni / Caltrain Connections [16]  
Code 3 | Bicycles [20]  
Code 4 | General Compliments [103]  
Code 5 | Disability / Senior Issues [30]  
Code 6 | Escalators and Elevators (except cleanliness) [49]  
Code 7 | Extensions [31]  
Code 8 | Fares and Fare Policies [139]  
Code 10 | Overall Train / Track Maintenance / Conditions [55]  
Code 11 | Lighting [5]  
Code 12 | Other Comments [96]  
Code 13 | Announcements and PA (Public Address) Issues [35]  
Code 14 | Personnel (Except Police) [55]  
Code 15 | Parking [81]  
Code 16 | Police / Enforcement (except bikes) / Security [463]  
Code 17 | Overall Station Conditions / State of Repair [35]  
Code 18 | Station Cleanliness (Except Graffiti) [118]  
Code 19 | Service – Type, Amount, etc. [232]  
Code 20 | Signage, Maps, and Printed Schedules [55]  
Code 21 | Seats on Trains / Crowding [126]  
Code 22 | Comments About Surveys / Research [23]  
Code 23 | Train Cleanliness [281]  
Code 24 | Temperature [48]  
Code 25 | Fare Collection, including Fare Collection Equipment [27]  
Code 26 | Wi-Fi / Technology [17]  
Code 28 | Tickets [1]  
Code 29 | Train Windows [2]  
Code 30 | Clipper [22]  
Code 31 | Need for More Restrooms / Open Restrooms [12]  
Code 32 | Overall Car Condition [12]  
Code 33 | New cars [65]  
Code 34 | Homeless / Panhandling [301]  
Code 35 | BART Transfers / Entry and Exit Lines [9]  
Code 36 | Reliability / Delays / Delay Information [63]  
Code 37 | Train Noise [40]

# Appendix G: QUADRANT CHARTS BY RIDERSHIP SEGMENT

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## QUADRANT CHARTS BY RIDERSHIP SEGMENT

The chart titled "2018 Quadrant Chart" (see page 21) is designed to help set priorities for future initiatives to improve customer satisfaction. It identifies those specific service attributes that are most important to BART customers on average and also shows which service attributes rate lowest. The "Target Issues" quadrant (top left) displays the most important service attributes in need of attention.

Values along the horizontal axis are average ratings. Customers marked their ratings on a scale of 1 = poor to 7 = excellent, so higher ratings on the right side of the Quadrant Chart are better scores, and those on the left side are worse. The vertical axis ("Derived Importance") scale was derived by correlating each of the service attributes with customers' overall satisfaction levels. Those service attributes having strong correlations with overall satisfaction are seen as "More Important," while those with weaker correlations are seen as "Less Important."

For example, customer ratings of station condition / state of repair are very strongly correlated with overall satisfaction (i.e., customers that are happy with station condition / state of repair tend to be more satisfied overall, and conversely, customers that are disappointed with station condition / state of repair tend to be less satisfied overall). On the other hand, customer ratings of the bart.gov website have only a weak correlation with overall satisfaction (i.e., it is not uncommon for customers to rate the bart.gov website highly, even though they are dissatisfied overall with BART services). Therefore, station condition / state of repair is located in the upper part of the chart, while the bart.gov website is located in the lower part.

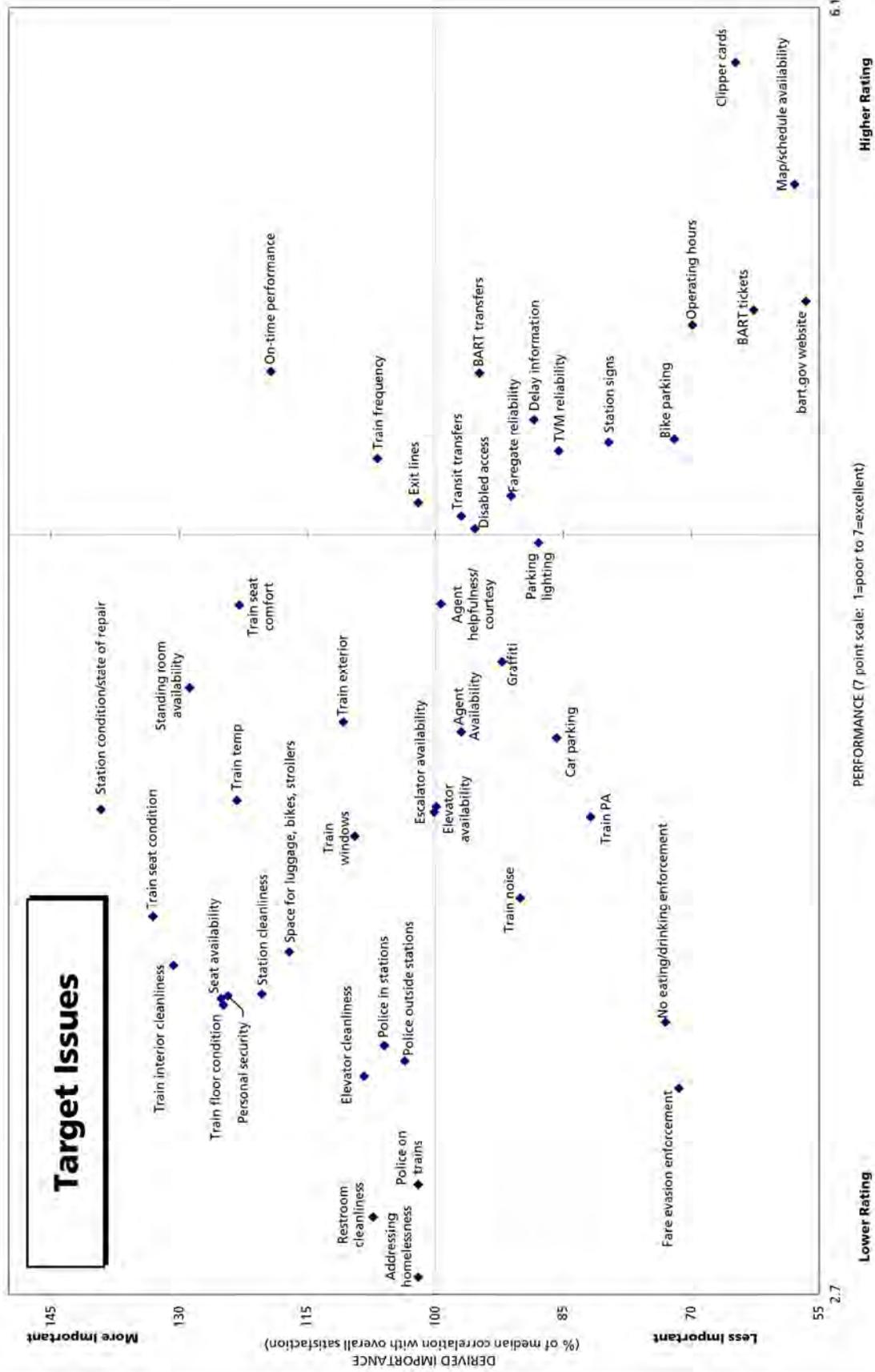
Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. Those service attributes above 100 are more correlated with overall satisfaction, while those below 100 are less so.

Note that some service attributes are seen as fairly unimportant on average because not all customers are affected by them, even though they are quite important to specific customer segments (e.g., availability of bicycle parking, availability of car parking, and timeliness of connections with other transit).

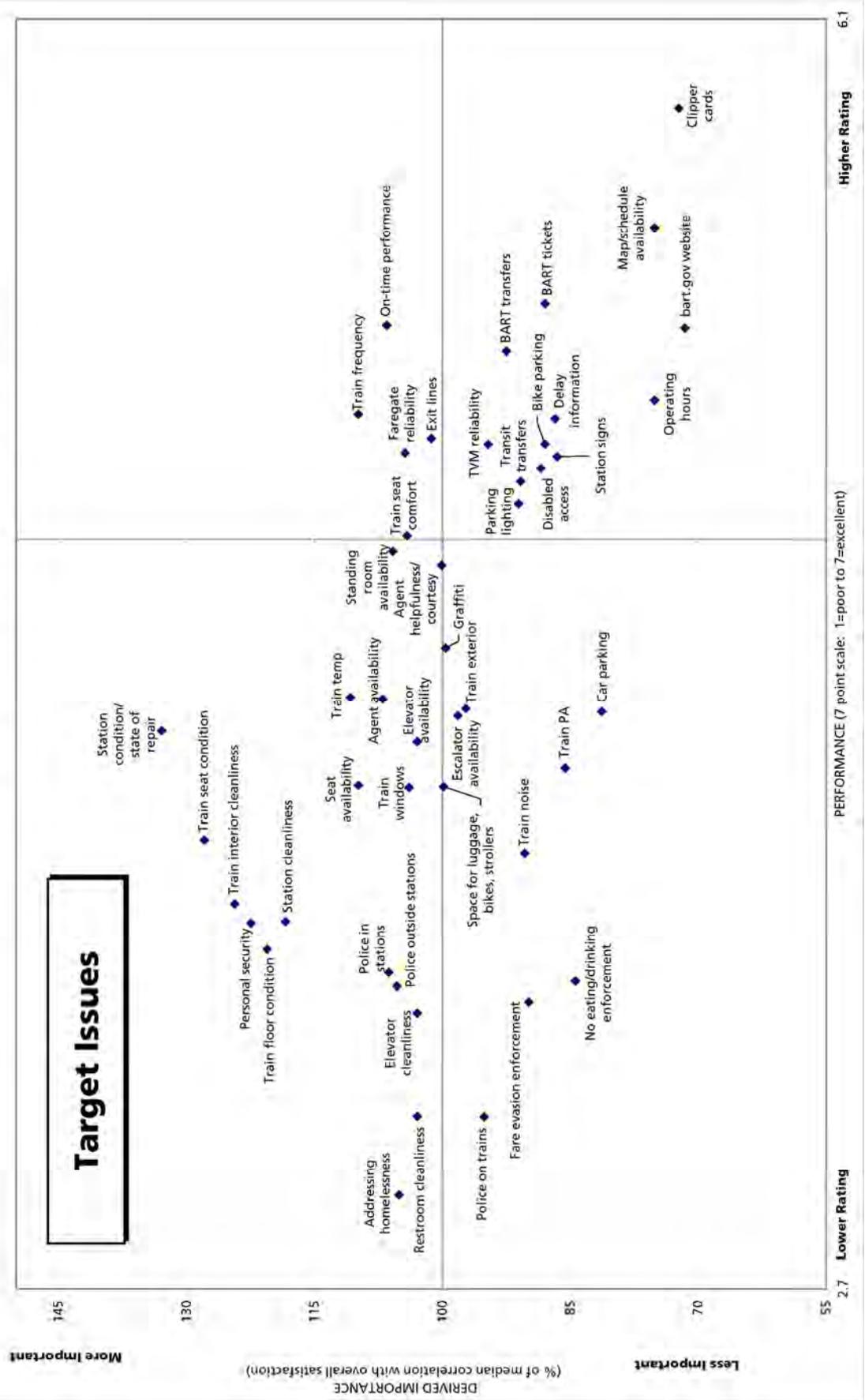
Also, note that more sophisticated statistical tests, utilizing factor and regression analyses, were done for the 1996 and 1998 Customer Satisfaction reports. This testing was not done in subsequent years as the results of the additional analyses were generally consistent with the correlation coefficient-based analysis used in the Quadrant Chart. Please refer to the 1998 Customer Satisfaction report for information on additional statistical testing done in past years.

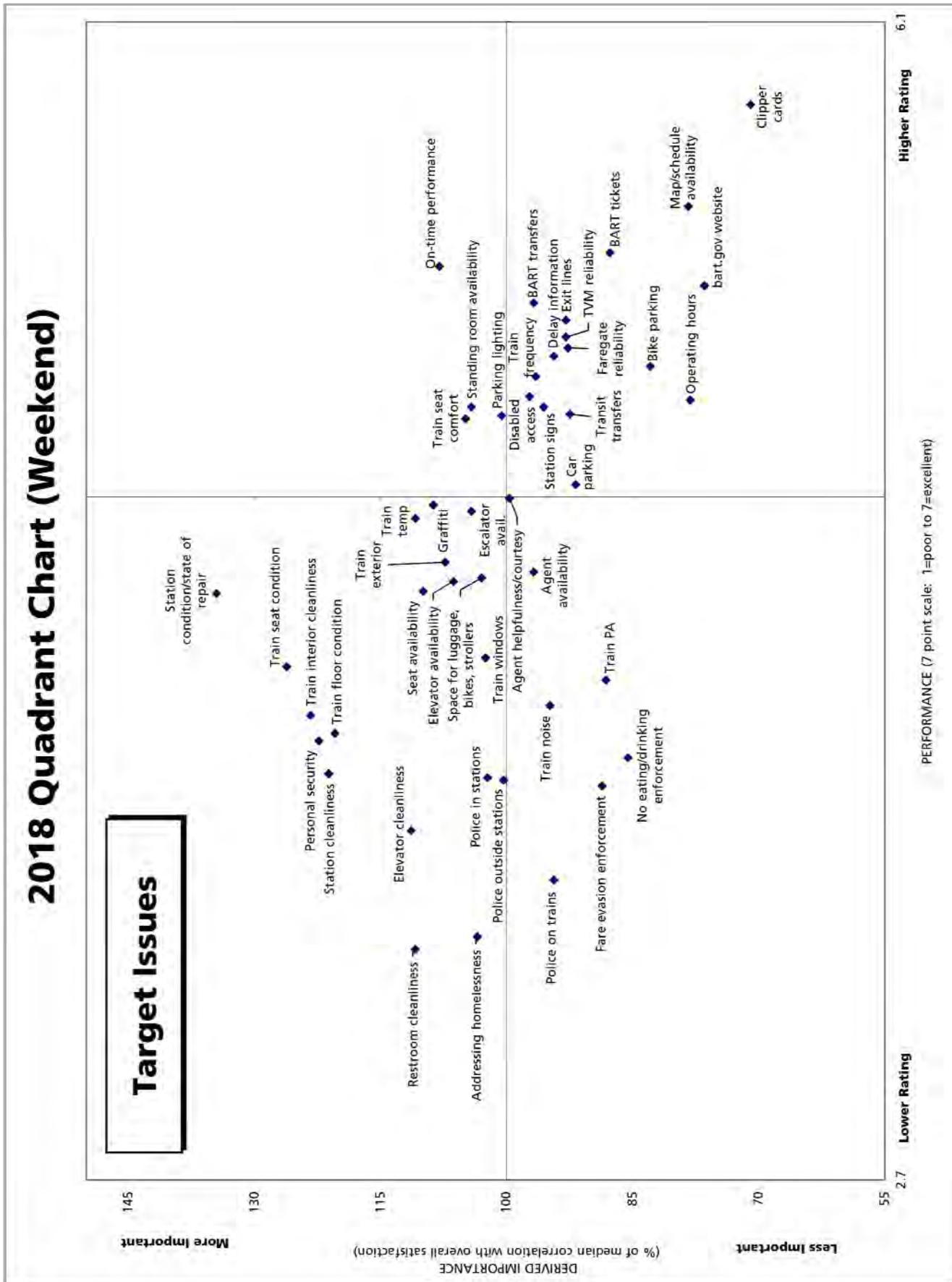
The following pages show the Quadrant Charts for each of the three sample ridership segments: peak, off-peak, and weekend riders.

# 2018 Quadrant Chart (Peak)



# 2018 Quadrant Chart (Off-peak)





Appendix 12:  
2016 Title VI Triennial Program Update Board  
Minutes

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**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,779th Meeting  
January 12, 2017

A regular meeting of the Board of Directors was held January 12, 2017, convening at 9:03 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Saltzman presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Allen, Blalock, Dufty, Raburn, Saltzman, and Simon.

Absent: Director Keller. Directors Josefowitz and McPartland entered the Meeting later.

Director Josefowitz entered the Meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of December 15, 2016.
2. District Base Pay Schedule.
3. Agreement with Crown Building Maintenance Co., Inc. (dba Able Building Maintenance Company), for Carpet Cleaning Services for the District's Administrative Offices and District Board Room (Agreement No. 6M4510).
4. Award of Invitation for Bid No. 9019, Windows, Complete Assembly, C-Car Cab.
5. 2017 Special Appointments.

Director Raburn made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous acclamation. Ayes – 7: Allen, Blalock, Dufty, Josefowitz, Raburn, Simon, and Saltzman. Noes - 0. Absent – 2: Directors Keller and McPartland.

1. That the Minutes of the Meeting of December 15, 2016, be approved.
2. That the base pay schedule in effect January 1, 2017, be approved.
3. That the General Manager be authorized to award Agreement No. 6M4510, for carpet cleaning services, to Crown Building Maintenance Co., Inc. (dba Able Building Maintenance Company), including the exercise of options to renew the Agreement for two (2) additional one (1) year periods, for a total compensation amount not to exceed \$163,862.00,

pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.

4. That the General Manager be authorized to award Invitation for Bid No. 9019 to John Marron & Associates, of Danville, California, for the Bid price of \$334,224.00, including sales tax, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures.

(The foregoing motion was made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

5. That the Special Appointments for 2017 be ratified.

President Saltzman called for Public Comment.

Director McPartland entered the Meeting.

The following individuals addressed the Board.

Lea Grundy  
Sherry Hirota  
Joshua Simon  
Ivan Jimenez

President Saltzman, Chairperson of the Administration Committee, brought the matter of Title VI Civil Rights Program 2016 Triennial Update before the Board. Mr. Wayne Wong, Department Manager, Office of Civil Rights; Ms. Sharon Moore, Program Manager, Workforce and Policy Compliance; and Ms. Seema Parameswaran, Senior Administrative Analyst, presented the item. The item was discussed. Director McPartland moved that the Board approve the District's Title VI Civil Rights Program 2016 Triennial Update. Director Blalock seconded the motion, which carried by unanimous acclamation. Ayes – 8: Allen, Blalock, Dufty, Josefowitz, McPartland, Raburn, Simon, and Saltzman. Noes - 0. Absent – 1: Director Keller.

President Saltzman brought the matter of Disparity Study Findings and Recommendations and Disadvantaged Business Enterprise Program Update before the Board. Mr. Wong presented the item.

The following individuals addressed the Board.

Greg Roja  
Virgilio Talao  
Darrel Carey  
Mark McClure  
Charissa Frank  
Walter Allen  
Eleanor Ramsey  
Chi-Hsin Shao  
Ming-Chen Yu

Alex Chiu  
Shonda Scott  
John Arantes  
Sebastian Wong  
Juliana Choy Sommer  
Myles Stevens  
Angelito Magbitang  
Alpha J. Buie  
Charlie Walker  
LaVerda Allen  
Nadir Bey  
Henry Chang  
Martin Lee  
Gboygga Aladegbami

The item was discussed.

Sherry Williams addressed the Board.

Discussion continued. Director Raburn moved adoption of Resolution No. 5330, In the Matter of Adopting Findings and Modifying BART's Disadvantaged Business Enterprise Program; approval of the modifications to the Disadvantaged Business Enterprise (DBE) Program; and that the General Manager be authorized to approve the DBE Program documents. Director Blalock seconded the motion.

Ali Alaha addressed the Board.

Discussion continued. Director Raburn amended the motion to remove the following component of the DBE Program, with the item to return to the Board at a future meeting.

In Architectural and Engineering, professional services and other services, the District will require that the DBE goal be met through participation of DBE subconsultants, even if the prime consultant is a DBE.

Director Blalock accepted the amendment. The amended motion carried by roll call vote. Ayes – 5: Directors Blalock, Dufty, McPartland, Raburn, and Simon. Noes – 3: Directors Allen, Josefowitz, and Saltzman. Absent – 1: Director Keller.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 15EJ-150, 34.5 kV Cable Replacement A-Line ANA-ACO Substations, before the Board. Mr. Paul Oversier, Assistant General Manager, Operations, and Mr. Victor Austria, Senior Electrical Engineer, Maintenance and Engineering, presented the item.

John Arantes addressed the Board.

The item was briefly discussed. Director Allen moved that the General Manager be authorized to award Contract No. 15EJ-150, 34.5 kV Cable Replacement A-Line ANA-ACO Substations, to Blocka Construction, Inc., in the amount of \$5,325,500.00, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures and

Federal Transit Administration's requirements related to protest procedures. Director Raburn seconded the motion, which carried by unanimous acclamation. Ayes – 8: Allen, Blalock, Dufty, Josefowitz, McPartland, Raburn, Simon, and Saltzman. Noes - 0. Absent – 1: Director Keller.

Director McPartland brought the matter of Award of Contract No. 15LK-120, Escalator Renovation Project, before the Board. Mr. Robert Mitroff, Chief Planning and Development Officer, presented the item.

Jerry Grace addressed the Board.

The item was discussed. Director Josefowitz moved that all bids for Contract No. 15LK-120 be rejected. Director Raburn seconded the motion, which carried by unanimous acclamation. Ayes – 8: Allen, Blalock, Dufty, Josefowitz, McPartland, Raburn, Simon, and Saltzman. Noes - 0. Absent – 1: Director Keller.

Director McPartland brought the matter of Award of Contract No. 15LK-130, Street Entry Canopy, Powell Street and Civic Center Stations, before the Board. Mr. Mitroff and Mr. Tim Chan, Manager of Planning, presented the item. The item was discussed. Director Blalock moved that the General Manager be authorized to award Contract No. 15LK-130, Street Entry Canopy, Powell Street and Civic Center Stations, to SilMan Construction, for the Bid price of \$4,444,910.00, pursuant to notification to be issued by the General Manager; and that the General Manager be further authorized to exercise the Option subject to certification from the Controller/Treasurer of funding availability. Director Josefowitz seconded the motion, which carried by unanimous acclamation. Ayes – 8: Allen, Blalock, Dufty, Josefowitz, McPartland, Raburn, Simon, and Saltzman. Noes - 0. Absent – 1: Director Keller.

President Saltzman announced that the order of agenda items would be changed, and brought the matter of Proposed Revision to Rules of the Board of Directors, Section 3, Committees, Number and Functions, before the Board. The item was discussed. President Saltzman moved that the Board adopt the proposed Board Rules revisions to the Rules of the Board of Directors: Chapter III Board Meetings and Committees, Section 3. Committees for the period of February through June 2017. Director Josefowitz seconded the motion, which carried by roll call vote. Ayes – 7: Allen, Dufty, Josefowitz, McPartland, Raburn, Simon, and Saltzman. Noes – 1: Director Blalock. Absent – 1: Director Keller.

President Saltzman announced that the Board would enter into closed session under Item 11-A (Conference with Legal Counsel) of the regular Meeting agenda, and that the Board would reconvene in open session upon conclusion of the closed session.

The Board Meeting recessed at 12:46 p.m.

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The Board Meeting reconvened in closed session at 12:56 p.m.

Directors present: Directors Allen, Blalock, Raburn, Simon, and Saltzman.

Absent: Directors Josefowitz and Keller. Directors Dufty and McPartland entered the Meeting later.

Directors Dufty and McPartland entered the Meeting.

The Board Meeting recessed at 1:09 p.m.

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The Board Meeting reconvened in open session at 1:13 p.m.

Directors present: Directors Blalock, Dufty, McPartland, Raburn, Simon, and Saltzman.

Absent: Directors Josefowitz and Keller. Director Allen entered the Meeting later.

President Saltzman announced that the Board had concluded its closed session on Item 11-A and that there were no announcements to be made.

Director McPartland brought the matter of Sole Source Procurement with Wabtec Corporation for Coupler Yokes before the Board. Mr. Benjamin Holland, Manager of Vehicle Systems Engineering, presented the item. The item was discussed. Director Blalock moved that the Board find, by a two-thirds majority vote, pursuant to Public Contract Code section 20227, that Wabtec Corporation is the sole source supplier for the procurement of the coupler yoke, and that the purchase is for the sole purpose of duplicating or replacing equipment already in use; and that the General Manager be authorized to enter into direct negotiations with Wabtec Corporation to execute an agreement for the purchase of yokes in an amount not to exceed \$760,000.00, including all taxes. President Saltzman seconded the motion, which carried by unanimous acclamation by the required two-thirds vote. Ayes – 7: Directors Allen, Blalock, Dufty, McPartland, Raburn, Simon, and Saltzman. Noes - 0. Absent – 2: Directors Josefowitz and Keller.

Director McPartland brought the matter of Change Orders to Contract No. 01RQ-110, Construction of Hayward Maintenance Complex Project Maintenance Facilities, with Clark Construction, before the Board. Mr. Thomas Horton, Group Manager, Hayward Maintenance Complex, presented the item. The item was discussed. Director Raburn made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous acclamation. Ayes – 7: Directors Allen, Blalock, Dufty, McPartland, Raburn, Simon, and Saltzman. Noes - 0. Absent – 2: Directors Josefowitz and Keller.

1. That the General Manager be authorized to execute Change Order No. 58, revised motor control center units and mechanical equipment power, to Contract No. 01RQ-110, Hayward Maintenance Complex Project Maintenance Facilities, with Clark Construction, for an amount not to exceed \$300,000.00.
2. That the General Manager be authorized to execute Change Order No. 61.1, switchboard “A” secondary electrical feeders replacement in Hayward Main Shop, to Contract No. 01RQ-110, Hayward Maintenance

Complex Project Maintenance Facilities, for an amount not to exceed \$900,000.00.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Five Year Lease at 101 8th Street with East Bay Asian Local Development Corporation and Asian Health Services before the Board. Mr. Sean Brooks, Department Manager, Real Estate and Property Development, presented the item.

Dang Suh addressed the Board.

President Saltzman moved that the General Manager or her designee be authorized to complete negotiations and execute the following lease agreements relating to space on the first floor of the Joseph P. Bort Metro Center Building, 101 8<sup>th</sup> Street, Oakland, California, and to take any other actions necessary in connection with the execution of said lease agreements: 1) Lease Agreement with Asian Health Services for the Suite 100 space of approximately 14,908 square feet and the Library space of approximately 2,336 square feet; and 2) Lease Agreement with East Bay Asian Local Development Corporation for the cafeteria space of approximately 3,119 square feet. Director Raburn seconded the motion. The item was discussed.

Director McPartland exited the Meeting.

The motion carried by roll call vote. Ayes – 5: Directors Blalock, Dufty, Raburn, Simon, and Saltzman. Noes – 1: Director Allen. Absent – 3: Directors Josefowitz, Keller, and McPartland.

Director Raburn brought the matter of Metropolitan Transportation Commission Regional Measure 3 Update before the Board. Ms. Deidre Heitman, Manager, Special Projects, and Ms. Rebecca Long, Metropolitan Transportation Commission Manager of Government Relations, presented the item. The item was discussed.

President Saltzman called for the General Manager's Report. Acting Deputy General Manager Robert Powers reported on steps the General Manager had taken and activities and meetings she had participated in, and reminded the Board of the upcoming annual Dr. Martin Luther King Jr. celebration.

President Saltzman called for the Quarterly Report of the Office of the Independent Police Auditor. Mr. Russell Bloom, Independent Police Auditor, presented the report and introduced Mr. Patrick Caceres, Independent Police Investigator. Mr. Caceres addressed the Board.

Director Saltzman called for Board Member Reports and Roll Call for Introductions.

Director Dufty requested recognition for Officer Christopher Evola at a future Board Meeting.

Director Dufty reported he and Director Simon had met with Keith Garcia, President of the BART Police Officers' Association.

Director Dufty suggested the District develop a program of visiting high schools to engage young people and educate them on the wonders of BART, both as a means of transportation and

as a potential future employer, as well as educating them on proper behavior and inspiring them to respect the system and its employees.

President Saltzman requested a public service announcement campaign on trains and in stations to educate the public about how to respond to situations on transit and respect each other. Director Dufty seconded the request.

President Saltzman called for In Memoriam, and noted that a request had been made to adjourn the meeting in honor of Sergeant Tommy Smith.

President Saltzman called for Public Comment. No comments were received.

The Board Meeting was adjourned at 2:50 p.m. in memory of Sergeant Tommy Smith.

Kenneth A. Duron  
District Secretary



Appendix 13:  
2019 Title VI Triennial Program Update Board  
Materials

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Prepared by:

San Francisco Bay Area Rapid Transit District  
Office of Civil Rights  
300 Lakeside Drive—Suite 1682 Oakland, CA  
94612