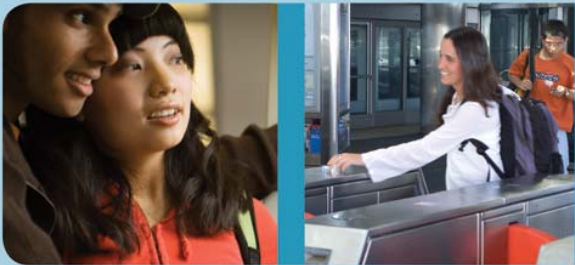


July 8, 2011



Public Participation Plan



San Francisco Bay Area Rapid Transit

Table of Contents

EXECUTIVE SUMMARY.....	i
I. INTRODUCTION	1
A. San Francisco Bay Area Rapid Transit District (BART).....	1
B. Purpose of the Public Participation Plan (PPP).....	1
C. Process to Develop the PPP	2
D. Low Income, Minority and LEP Population in BART Service Areas.....	5
F. Definitions.....	9
II. GOALS AND GUIDING PRINCIPLES.....	11
A. Goals	11
B. Guiding Principles	12
III. PUBLIC PARTICIPATION STRATEGY DESIGN FACTORS	13
A. Introduction	13
B. Target Populations and Needs	13
C. Partnerships with Community-Based Organizations (CBOs).....	14
D. Translation and Interpretive Services	14
IV. PUBLIC PARTICIPATION METHODS	17
A. Introduction	17
B. Methods Suggested by Target Populations.....	17
C. Menu of Public Participation Methods.....	20
D. BART’s Ongoing Public Participation Methods.....	37
V. PUBLIC PARTICIPATION STRATEGY EXAMPLES	38
A. Example of Public Participation Strategy for BART Projects	38
B. Specific Project Examples	40
VI. PERFORMANCE MEASURES AND OBJECTIVES	48
A. Monitoring and Tracking	48
B. Public Participation Outcomes.....	49
C. Conclusion	49

APPENDIX A:	POPULATION-SPECIFIC FINDINGS FROM PPP DEVELOPMENT PROCESS SURVEYS
APPENDIX B:	BART COMMUNITY-BASED ORGANIZATION PARTNERS
APPENDIX C:	BART MEDIA OUTLETS – JUNE 2011
APPENDIX D:	BART LEP ASSESSMENT FINDINGS
APPENDIX E:	FREQUENCY OF CONTACT WITH LEP INDIVIDUALS
APPENDIX F:	BART'S LANGUAGE ASSISTANCE SERVICES
APPENDIX G:	LANGUAGE TRANSLATION THRESHOLD ANALYSIS
APPENDIX H:	SERVICE AREA MAPS
APPENDIX I:	CORRECTIVE ACTION PLAN EXCERPT
APPENDIX J:	MINORITY AND LOW INCOME BART SERVICE AREA CENSUS TRACTS
APPENDIX K:	PPP PROCESS – TOPICS OF ONGOING INTEREST
APPENDIX L:	SAMPLE PPP DEVELOPMENT PROCESS SURVEY
APPENDIX M:	PUBLIC PARTICIPATION PLAN DEVELOPMENT SUMMARY REPORT

EXECUTIVE SUMMARY

Introduction

The Public Participation Plan (PPP) is a guide for San Francisco Bay Area Rapid Transit District's (BART) ongoing public participation endeavors. Its purpose is to ensure that BART utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations, as required by Title VI of the Civil Rights Act of 1964 and its implementing regulations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

In addition to language access measures, other major components of the PPP include: public participation design factors; a range of public participation methods to provide information, to invite participation and/or to seek input; examples to demonstrate how population-appropriate outreach methods can be and were identified and utilized; and performance measures and objectives to ensure accountability and a means for improving over time.

Summary of Findings

In general, PPP development participants requested that BART offer a variety of community meeting formats, from large group discussions to one-on-one interviews. They also are interested in utilizing methods other than community meetings, such as smaller focus groups, surveys, or a telephone line, to provide their input to BART. They further requested that meeting formats be tailored to specific public participation goals. Many participants stated that convenient meeting times and locations, plus amenities such as child care and refreshments during meetings, were helpful in encouraging diverse meeting attendance and participation.

The PPP development process revealed population-specific findings for low income, minority and LEP communities, demonstrating that effective public participation strategies make use of a variety of methods in order to reach the greatest possible diversity of participants. These findings are discussed in detail in Section III, "Public Participation Strategy Design Factors," and Section IV, "Public Participation Methods."

Comments and survey data from the PPP development process are used throughout the document in support of both general and population-specific

findings. Note that these comments and data are based specifically on PPP community meeting and survey participant responses, and are in no way meant to generalize views based on an individual's membership in a protected group. The surveys conducted during the PPP development process were not intended to be statistically valid, but were included as additional support to public input which was primarily received through verbal and written comments.

Summary of Process

In order to engage low income, minority and LEP populations in the development of the PPP, BART conducted two rounds of multi-lingual community meetings (29 total) throughout the BART service area in spring 2010. BART coordinated with community-based organizations (CBOs), offered translation services in 10 languages, and collected more than 1,350 surveys and 750 written comments through evaluation forms and wallgraphic notes recorded during meetings.

BART supplemented the extensive public participation process by conducting informational meetings with CBO stakeholders serving LEP populations in the BART service area. In May 2010, outreach that included telephone interviews and focus group meetings was conducted throughout the BART service area. In the fall of 2010, 19 LEP focus group meetings were conducted and attended by well over 400 LEP persons. The CBOs represented the following language groups: Chinese, Korean, Russian, Spanish, Tagalog and Vietnamese. Finally, an internal BART stakeholders' meeting was convened in May 2011 to review and reflect on internal stakeholders' experience with the PPP.

A database containing contact information for more than 1,000 individuals and more than 400 CBOs was created from outreach, surveys and sign-in sheets at the community meetings held throughout 2010, and will continue to be updated.

The input from these meetings validated the most successful practices that are described in this PPP. It also suggested revisions and enhancements based on lessons learned from the public participation methods conducted over the past year.

I. INTRODUCTION

A. San Francisco Bay Area Rapid Transit District (BART)

BART is a rapid transit system that travels through 26 cities and a four-county service area, including Alameda, Contra Costa, San Francisco and San Mateo counties. BART has 104 miles of track, 44 stations and an average weekday ridership of 360,000 passengers. During peak transbay commute hours, more than 50,000 people ride BART. BART provides discounted fares for seniors, persons with disabilities, students and qualified educational groups. Children ages 4 and under ride free.

BART opened in September 1972 and is governed by a directly-elected nine member Board of Directors serving four year terms.

BART provides a variety of written and oral language assistance services. These are identified in Appendix E: Frequency of Contact with LEP Individuals.

B. Purpose of the Public Participation Plan (PPP)

BART developed the PPP to guide public involvement efforts and enhance access to BART's transportation decision-making process by low income, minority and limited English proficient (LEP) populations. Based on both input collected from these populations regarding effective public involvement and on BART's experiences, the PPP describes the overall goals, guiding principles and appropriate outreach methods that BART could use to reach out to low income, minority and LEP populations.

Pursuant to Federal Transit Administration (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 the course of conducting public outreach and involvement activities." (FTA Circular 4702.1A) This guidance also requires that an agency offer "early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at BART." To meet these requirements, BART developed the PPP, a document intended as a guide for how BART will deepen and sustain its efforts to engage diverse community members throughout its service area. The PPP also includes example public participation strategies, designed using the PPP goals, principles and methods.

The PPP aims to offer early, continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at BART. The PPP is intended as a guide for how BART will deepen and sustain its efforts to engage diverse community members throughout its service area. The PPP also includes example public participation strategies, designed using the PPP goals, principles and methods. These examples have proven successful for BART in doing outreach to these populations.

BART may continue to modify its public participation methods over time based on feedback from the low income, minority and LEP populations, including customer and community-based organizations, about the effectiveness and inclusiveness of the PPP. The PPP is intended to be a living document and may be updated periodically to reflect community preferences, changing demographics and transit services, as well as respond to new communication and outreach methods.

C. Process to Develop the PPP

To develop the PPP, BART hosted 22 community meetings throughout the BART service area between March 31, 2010 and April 21, 2010. The meetings were held to determine how BART could best provide information and receive public input on transportation issues from low income, minority and LEP populations.

Based on the feedback received, BART developed a draft PPP. BART mailed the draft PPP to all participants who provided their addresses on the sign-in sheets at the community meetings. The draft PPP was sent to participants in their preferred language, as indicated on the sign-in sheets, and in Braille to participants with visual impairments. BART also distributed the draft PPP to community-based organizations (CBOs) and posted it on the BART website. A printed comment form was included with the draft PPP.

BART conducted a second round of 7 meetings to discuss the draft PPP during the first three weeks of May 2010. The PPP incorporated the feedback and suggestions received during the community meetings, comments received through the website, written comment forms, letters and verbal comments expressed during the BART Board of Directors meeting held on May 13, 2010.

BART supplemented the extensive public participation process by conducting informational meetings with CBO stakeholders serving LEP populations in the BART service area. In May 2010, outreach was conducted that included telephone interviews and focus group meetings conducted throughout the BART service region. In the fall of 2010, 19 LEP focus group meetings were conducted and attended by CBOs serving LEP populations, as well as over 400 LEP persons. The CBOs represented the following language groups: Chinese, Korean, Russian, Spanish, Tagalog and Vietnamese. These six languages were identified as the most prevalent languages in the BART service area. They provided feedback on how to improve language assistance measures at BART, including use of BART fare equipment, safety and security, awareness of current language assistance measures, and improvements to BART's language assistance measures. In April and May 2011, BART conducted outreach to LEP populations to review BART's Language Assistance Plan (LAP) in preparation for inclusion in the PPP. Through each of these efforts, more than 400 people provided feedback on how to improve understanding and increase use of the BART system by persons with limited English proficiency.

Public Participation Survey

In addition, BART distributed a public participation survey at the PPP community meetings and to CBOs in the following languages: Spanish, Chinese, Tagalog, Russian, Korean and Vietnamese, and, in response to community requests for additional languages, in Laotian, Cambodian and Portuguese. The survey was also provided in Braille and posted on the BART website. BART received more than 1,350 responses to the survey. The survey queried participants regarding their preferences for public participation processes.

BART hired a consulting firm, MIG, Inc., a planning, design and communications firm in Berkeley, California, to assist with the development of the PPP. During development of the PPP, MIG staff served as neutral, third-party facilitators and recorded comments expressed at the community meetings. MIG transcribed and compiled the comments submitted in writing, tallied the meeting evaluation responses and transcribed participant contact information from the meeting sign-in sheets. MIG also assisted BART with the development of the PPP survey.

MIG provided an objective review of the findings from the meetings, comment cards and surveys; these findings and analysis were used to develop this PPP. MIG has compiled a PPP Development Summary Report on the Plan development outreach process, which includes the following appendices: a database of all public comments submitted; a tally and analysis of meeting evaluation responses; and a tally and analysis of survey responses.

Responses to surveys were tallied and analyzed by calculating the percentage of respondents who gave each possible multiple-choice answer. This analysis was performed both on overall data and on data from low income, minority and LEP respondents in order to determine where the preferences of those populations differed from or matched the overall results.

The surveys also included space for respondents to identify alternatives to the options given, as well as make general comments on the public participation process. Comments submitted in writing as well as graphic recordings of comments made during the meetings were compiled into a database. The comments were tracked by meeting location, source (whether from an online or print survey, comment card or meeting wallgraphic) and preferred language. Comments were categorized by both major themes and sub-themes developed with reference to meeting agendas and questions asked on the surveys. An example survey from the PPP development process is included as Appendix L.

Target Audience Identification

BART determined geographical areas where meetings would be held through a mapping analysis of Bay Area communities based on income and race. Using the results of the mapping, BART identified and contacted CBOs located in BART's four service

areas to determine their interest in assisting with outreach to these residents. The CBOs that BART contacted serve a broad range of community interests.

Community-Based Organizations

CBOs played an important role in the development of the PPP. BART worked with a variety of CBOs, including: ethnic cultural centers; churches and faith-based organizations; geographic-specific such as tenant associations; neighborhood and community groups; civic groups; business organizations; educational facilities including schools providing English as a Second Language programs; service providers for children, youth, families and persons with disabilities; recreation; environmental; political; youth- and senior-oriented organizations; and many others. Many CBOs were receptive to BART's request for assistance and BART staff worked closely with the CBOs to schedule and conduct outreach for the PPP meetings. The CBOs assisted BART by selecting meeting venues, recommending languages for translation and interpretive services, providing refreshments and childcare assistance, and helping to publicize the meeting and recruit participants. BART arranged and supplied staff support, interpreters, meeting materials, supplies and equipment for all of the meetings. The contacts and relationships established through the meeting planning process helped to renew and expand some of the partnerships BART had in place and provide a good foundation to implement the PPP over time. A comprehensive list of these CBOs can be found in Appendix B: BART Community-Based Organization Partners.

Notification Methods for PPP Community Meetings*

- CBO Newsletters
- CBO Mailing Lists
- Direct Mail
- Ethnic Media
- Paid Advertisement
- Flyer Distribution to CBOs
- Flyer Distribution at BART Stations
- Flyer Distribution on BART Car Seats
- Posting on the BART website (www.bart.gov)
- Offices of city and county elected officials

Translation Services

Translated materials and interpretive services were available for every PPP community meeting in the nine languages already identified above under "Public Participation Survey," plus Braille. Written comments received in these languages were translated after the meetings and were included in the comments database (included as an appendix to the PPP Development Summary Report).

The PPP reflects participant preferences for how BART should invite, listen to and respond to all residents when making decisions that will affect them. The PPP identifies a menu of public participation methods to consult in the future. The plan and menu of methods was developed based on a review and analysis of comments expressed orally during the 29 community meetings, more than 750 written comments submitted on comment cards or evaluation forms and expressed during the meetings, and the results of more than 1,350 surveys.

The PPP also draws on the LAP. As part of the LAP development, the importance of BART services to persons with limited English proficiency was evaluated. LAP outreach activity findings highlight opportunities, challenges and access needs for public participation from and public outreach to LEP populations. One of the common themes that emerged from interviews conducted with CBOs and focus groups was that LEP community members were often unaware of BART's public participation due to the lack of translated information.

D. Low Income, Minority and LEP Population in BART Service Areas

BART periodically identifies the number and proportion of low income, minority and LEP population distribution in the four-county region that BART serves. BART uses the following thresholds to identify census tracts in the service area that are predominantly minority, low income and LEP:

- **Low income:** Using 2000 U.S. Census data, low income is defined as less than 200 percent of the federal poverty level.¹ The 200 percent threshold was used to account for the high cost of living in the Bay Area compared to the rest of the country. The 200 percent threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission in its February 2009 Equity Analysis Report. The percentage of low income population within BART's four county service area was determined to be 21.6 percent.
- **Minority:** Using the year 2000 Census data, 52.7 percent of the total population living within the BART service area are minority. This includes persons who self-identified as Black or African American, Asian or Pacific Islander, Native American or Alaska Native, Hispanic or Latino, and those persons who identified themselves as some other race or two or more races.
- **Limited English Proficient (LEP):** are persons for whom English is not their primary language and who have a limited ability to speak, understand, read, or write English. This definition includes people who reported to the U.S. Census that they do not speak English well or do not speak English at all. BART's analysis of 2000 U.S. Census data showed that LEP populations represent 18.6 percent of the total BART service area. Of the LEP populations, the largest

¹ As a reference, for a single person household, 200% of the federal poverty level in 2008 was \$21,982. For a two-adult, two-child household, the 200% threshold was \$43,668. (Note that the data mapped are based on 2000 Census data as these are the only such data available at the tract level.)

groups are Spanish-speaking (43%), Chinese-speaking (27%), Vietnamese-speaking (4%), Russian-speaking (2%), and Korean-speaking (2%).

The methodology for low income and minority population identification is included in Appendix J: Minority and Low Income BART Service Area Census Tracts.

Appendix H: Service Area Maps illustrates the location as of 2010 of the following populations in the BART service area:

- Minority populations predominantly;
- Low income populations predominantly;
- LEP populations who do not speak English or do not speak English at all;
- Spanish-speaking LEP populations;
- Chinese-speaking LEP populations;
- Vietnamese-speaking LEP populations; and
- Korean-speaking LEP populations.

Low Income Population by Home-Origin BART Station

The number and proportion of low income populations by home-origin BART station were assessed for BART’s 2008 Station Profile Study. The table below illustrates the home-origin BART stations with the largest percentage of low income customers.* Data is based on weekday usage.

Home-Origin BART Station	% of Low Income Customers*
Powell St	45%
Balboa Park	38%
Richmond	37%
Coliseum / Oakland Airport	37%
Downtown Berkeley	37%
Civic Center	36%
12th St / Oakland City Center	34%
19th St / Oakland	31%
Lake Merritt	31%
Ashby	30%
MacArthur	29%
Fruitvale	28%
Hayward	27%
El Cerrito del Norte	26%
Pittsburg/ Bay Point	26%
Bay Fair	25%

Home-Origin BART Station	% of Low Income Customers*
San Leandro	24%
16th St Mission	24%
24th St Mission	23%
Colma	23%
Daly City	22%
South Hayward	22%

* Note: In this table, "low income" includes those with annual household incomes under \$25,000 (regardless of household size) and those with annual household incomes of \$25,000 - \$49,999 with household sizes of two or more people. In certain cases, this may be a broader definition than the threshold described in Section D (200% of the federal poverty level) where low income is defined as \$44,700 for a household size of 4.

Minority Population by Home-Origin BART Station

The number and proportion of minority populations by home-origin BART station were assessed for BART's 2008 Station Area Profile Study. The table below identifies the 17 home-origin BART stations with the largest percentage of minority customers.* Data is based on weekday usage.

Home-Origin BART Station	% of Minority Customers*
Coliseum / Oakland Airport	82%
South Hayward	79%
Union City	78%
Balboa Park	77%
Richmond	74%
Pittsburg/Bay Point	73%
South San Francisco	73%
Hayward	71%
Fremont	70%
Colma	68%
El Cerrito del Norte	68%
Daly City	67%
Bay Fair	67%
12 th Street/Oakland City Center	66%
San Leandro	65%
San Bruno	59%

Home-Origin BART Station	% of Minority Customers*
Lake Merritt	57%

* Note: BART's 2008 Station Area Profile identified 56 percent of the population in its service area as non-white based on U.S. Census Bureau 2006 to 2008 American Community Survey (ACS) 3-Year Sample data.

Limited-English Proficient Population within BART Service Area

The number and proportion of persons with limited English-speaking proficiency and their language characteristics likely to be encountered within BART's four-county service area were assessed for the LAP. Both the U.S. Census and ACS data sources identify the top six languages spoken by LEP persons in the BART service area as the following: Spanish, Chinese (Cantonese and Mandarin), Vietnamese, Tagalog, Russian and Korean.

Primary Languages Spoken in the BART Service Area, Census 2000		
Language	Population Speaking Non-English Languages	Percent of Total Population
Spanish	517,983	14.24
Chinese	282,398	7.76
Tagalog	141,341	3.88
Vietnamese	37,785	1.04
Russian	28,993	0.80
All Other Languages	332,738	9.14
Total Speaking Non-English Languages	1,341,238	36.86

Source: U.S. Census Bureau, Summary File 3 (SF 3), 2000, Table PCT.10

F. Definitions

To ensure consistent use of terminology in the PPP, the following definitions are provided.

- **Community Partners:** Any organization or group that desires to work with BART to help facilitate participation by their members in a BART-sponsored participation strategy method. Community partners are also stakeholders and play a critical role in helping to reach target audiences.
- **Language Assistance Plan (LAP):** A tailored plan that describes BART's self assessment which identifies appropriate language assistance measures needed to improve access to BART services and benefits from limited English proficient persons.
- **Limited English Proficient (LEP) population:** Those persons who reported to the U.S. Census Bureau that they do not speak English well or who do not speak English at all.
- **Outreach:** An effort by individuals in an organization or group to share its ideas or practices, to educate or inform, and to engage and seek input from other organizations, groups, specific audiences or the general public.
- **Outreach Methods:** Methods that identify and invite target audiences and stakeholders to participate in a public participation opportunity.
- **Public Information:** A one-way communication from BART to the public with the goal of providing clear and objective information about a policy, project, program or activity.
- **Public Input:** Participation methods that seek community feedback on a policy, project, program or activity. A response is required from the public.
- **Public Participation:** Any process that seeks to inform, collect input from or involve the public in decision-making processes. Public participation is an umbrella term that describes methods including: public information, education, outreach, input, involvement, collaboration and engagement, and communication from the public to BART.
- **Public Participation Plan (PPP):** A tailored plan that describes how BART may undertake public involvement, information, education, participation and/or outreach methods.

- **Public Participation Strategy:** A specific program of participation methods tailored to meet the participation needs and preferences of a specific geographic area or cultural group. The public participation strategy is informed by BART's overall PPP, as defined above, but is adapted for that geographic area, specific group and/or issue at hand.
- **Public Relations:** The dissemination of information to the media and the public with an emphasis on the promotion of a particular policy, program, project or activity.
- **Target Audience and Participants:** Low income, minority and Limited English Proficiency (LEP) populations.
- **Government and Community Relations (GCR):** BART's Government and Community Relations Department serves as a direct liaison to the community and local, state and federal elected officials and their staff representing the San Francisco Bay Area on all issues related to BART.
- **Office of Civil Rights (OCR):** BART's Office of Civil Rights oversees and monitors BART's Civil Rights compliance ensuring all BART policies, practices and procedures are free from discrimination, harassment and retaliation and to coordinate BART's Title VI compliance.

II. GOALS AND GUIDING PRINCIPLES

A. Goals

The PPP endeavors to offer meaningful opportunities for the public, including low income, minority and limited English proficient populations, to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions at BART.

Specific goals and outcomes include:

- **Quality Input and Participation**
Comments received by BART are useful, relevant and constructive, contributing to better plans, projects, strategies and decisions.
- **Consistent Commitment**
BART communicates regularly, develops trust with communities and builds community capacity to provide public input.
- **Diversity**
Participants represent a range of socioeconomic, ethnic and cultural perspectives, with representative participants including residents from low income neighborhoods, ethnic communities and residents with limited English proficiency.
- **Accessibility**
Every effort is made to ensure that opportunities to participate are physically, geographically, temporally, linguistically and culturally accessible.
- **Relevance**
Issues are framed in such a way that the significance and potential effect is understood by participants.
- **Participant Satisfaction**
People who take the time to participate feel it is worth the effort to join the discussion and provide feedback.
- **Clarity in Potential for Influence**
The process clearly identifies and communicates where and how participants can have influence and direct impact on decision-making.
- **Partnerships**
BART develops and maintains partnerships with communities through the methods described in the PPP.

B. Guiding Principles

Effective public participation should be based on the following principles:

- **Flexible**
The engagement process should accommodate participation in a variety of ways and be adjusted as needed.
- **Inclusive**
BART should proactively reach out and engage low income, minority and LEP populations from the BART service area so these groups will have an opportunity to participate.
- **Respectful**
All feedback received should be given careful and respectful consideration.
- **Tailored**
BART's public participation methods should be tailored to match local and cultural preferences as much as possible.
- **Proactive and Timely**
Participation methods should allow for early involvement and be ongoing and proactive so participants can influence BART's decisions.
- **Clear, Focused and Understandable**
Participation methods should have a clear purpose and use for the input, and should be described in language that is easy to understand.
- **Trustworthy**
Information provided should be accurate and trustworthy.
- **Responsive**
BART should strive to respond and incorporate appropriate public comments into transportation decisions.
- **Transparent in Impact**
BART should communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.
- **Authentic and Meaningful**
BART should support public participation as a dynamic and meaningful activity that requires teamwork and commitment at all levels of the organization.

III. PUBLIC PARTICIPATION STRATEGY DESIGN FACTORS

A. Introduction

The following factors will guide BART in designing an appropriate public participation strategy and determining which methods should be employed in relation to transportation decisions which include major service changes, fare changes or construction projects. Strategies should be scaled in intensity, duration, number and frequency of methods used, with consideration of the following:

- Scale of plan or project (region-wide, county level, neighborhood level)
- Level of potential impact
- Cost of potential decision for BART, taxpayers and customers

The PPP includes methods that are tailored to achieve participation from specific geographic areas or communities and are culturally sensitive and inclusive of low income, minority and LEP populations. FTA guidelines provide BART "wide latitude to determine how, when and how often specific public involvement measures should take place, and what specific measures are most appropriate. Recipients [of federal funds] should make these determinations based on the composition of the population affected by the recipient's action, the type of public involvement process planned by the recipient, and the resources available to the agency."

Project-specific public participation strategy development will take the following into consideration: target populations and needs, partnerships with CBOs, and translation and interpretive services.

B. Target Populations and Needs

To reach low income, minority and LEP populations within BART's service area, a geographically focused public participation strategy will be needed to achieve the desired participation outcomes. BART staff will work with community partners and stakeholders to identify the most effective methods to support participation within a particular area or cultural group. For example, during the PPP development process, participants suggested specific meeting locations, meeting times, community-based organizations and media outlets that work best in their particular area. One community member illustrated the importance of tailoring each public participation strategy specifically to the project and community, asserting "in reaching out to minority and limited English language populations, you have to meet them where they are...to gather and communicate in the way that these various communities are accustomed to doing so. This may mean by unconventional methods."

Public participation outreach methods and strategies will likely vary depending on the nature and location of the project. For example, participants in PPP development

activities suggested a number of public participation methods other than traditional community meetings, such as: walking tours of specific stations conducted by BART Directors or staff; development of a “roadshow” with representatives staffing tables at community events such as fairs and festivals and locations such as malls, local supermarkets and BART parking lots; making suggestion boxes or comment cards, surveys on kiosks, or even a BART representative available at stations in order to gather feedback; surveying riders on BART regarding their needs; and sending representatives to city council and other regularly-scheduled community governmental meetings on a regular basis.

C. Partnerships with Community-Based Organizations (CBOs)

Based on past experience, BART finds that strong partnerships result in more participation, better meeting locations and better meetings overall. The CBOs provide a bridge between BART and the community, which helps to build and deepen trust. For example, the Lao Family Development Center in central East Oakland hosted a PPP meeting with BART and their locally-elected representative from the BART Board. The Center’s outreach methods helped attract over 200 center members to participate in a community meeting.

CBOs can be helpful in clarifying the best outreach strategies for their constituent community. For example, Russian American Community Services noted that their Russian community members tend to have internet access and prefer to receive information online.

CBOs that serve persons from multi-lingual/multi-cultural groups have been helpful in hosting meetings that ensure participation by low income, minority and LEP populations. Methods at these locations can be both targeted and open to the public. The Native American Intertribal Friendship House located in Oakland is an example of one such location.

BART will continue to communicate with partner CBOs and take advantage of CBOs’ ability to support BART public participation methods. However, care should be taken to consider the most strategic and targeted use of CBOs’ resources so as to avoid placing an undue burden on the same organizations.

D. Translation and Interpretive Services

BART staff will work with CBOs to identify the specific language services that community members may expect to be provided. When BART is hosting public meetings in a particular geographic area with a known, significant LEP population, the following should be done:

1. Meeting notices should be produced and distributed according to the language translation threshold in the LAP², encouraging community members to participate. In addition, participants can request interpreter services 48 hours in advance of the meeting, if needed; and
2. BART will provide at least one qualified interpreter at these meetings who is fluent in the designated LEP language(s).

PPP Survey Results and Community Input

Community input in the form of comments received during the PPP process indicated that LEP PPP development participants support translation and interpretive services when possible to encourage their participation in BART-related public participation methods. PPP development survey results indicated the following population-specific findings regarding translation and interpretive services:

- More than 50% of PPP survey respondents were LEP. Among LEP survey respondents, some LEP language groups had stronger preferences for the presence of an interpreter at meetings than other language groups:
 - 63% of 193 Spanish-speaking PPP survey respondents
 - 69% of 67 Chinese-speaking PPP survey respondents
 - 77% of 320 Vietnamese-speaking PPP survey respondents
- 56% of 193 Spanish-speaking PPP survey respondents preferred having translated written material available at community meetings.

Targeted translation and interpretive services outlined in the LAP inform the PPP's targeted public participation methods. LAP translations and interpretation requirements and services are described at length in the LAP.

Vital Documents

BART will take reasonable steps to ensure that LEP persons receive the language assistance services necessary by translating "vital" written materials into the Language Translation Threshold in the LAP.

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.

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

² The language translation threshold consists of a minimum of four languages (Chinese, Spanish, Vietnamese and Korean), with the possibility of up to twenty-two additional languages, depending on the circumstances (the "Language Translation Threshold").

translated by providing a summary of the key information in the document. In other cases, notice of the availability of language assistance services may be sufficient.

IV. PUBLIC PARTICIPATION METHODS

A. Introduction

BART will be successful in reaching out to low income, minority and LEP populations by utilizing a variety of methods to provide information, invite participation and seek input. Regardless of the method, BART will select the most appropriate and feasible methods to support each public participation activity from the methods suggested by participants in the process of developing the PPP and determined by the LAP. Care should be taken to ensure that the selected methods are implemented in a manner that specifically targets the participation of low income, minority and LEP populations as well as the general public. It should also be noted that there is no “golden rule” as far as the preferences of any given population are concerned, so circumstances influencing participants affected by a particular project, as well as other factors such as geographic location, need to be considered.

B. Methods Suggested by Target Populations

I. Methods and Considerations for Enhancing Participation from Low Income Populations

The majority of PPP survey respondents were identified as low income, with an annual household income (before taxes) of less than \$40,000. Of 1,140 respondents who answered the question regarding income, 890, or 78% of all respondents, were low income. In addition, input from CBOs serving low income populations was also solicited at focus group meetings held in April 2010. Following is a summary of methods suggested by CBOs or low income participants for enhancing participation from low income populations.

1a. Meeting Considerations

Focus group and survey respondents suggested that meeting organizers carefully consider meeting location and time in order to enhance participation from low income communities. Many low income participants were concerned with transportation to and from BART meetings. Some participants asked that BART “coordinate meeting times with transit schedules,” ensuring that evening meetings occur “before the last bus” leaves. The vast majority of low income PPP survey respondents (65% or 488 respondents) also indicated a preference for weekend meetings over weeknight evenings or during business hours. Other participants asked that meetings be held in accessible meeting locations, near or even at a BART station, or that free transportation from BART to/from a meeting location be offered. One participant explained that many “can’t budget the extra trips.” Another participant also suggested that BART consider “pay[ing] for focus groups,” offering some compensation to public participants who provide feedback on BART decisions. Finally, a few meeting participants asked that meeting organizers carefully consider the safety of a meeting location, requesting that meetings be located in an area considered “safe for all of us.”

Another significant group of comments related to meeting amenities. Refreshments and childcare were ranked as among the top considerations that most low income respondents identified as “very important” or “somewhat important” in their decision to attend a meeting.

1b. Methods for Publicizing Participation Opportunities

Both low income meeting participants and survey respondents suggested that publicity at BART stations or trains would be one of the more effective methods for publicizing participation opportunities to low income populations. Survey respondents also suggested direct mail as an effective method. At a focus group meeting hosted by BOSS (Building Opportunities for Self-Sufficiency), an organization that serves low income populations, advocates from BOSS and other CBOs noted that BART seat drops were one of the more effective outreach methods. Other effective notification methods that were cited included flyers at turnstiles and advertisements on BART trains. Many participants also suggested that BART consider publicizing opportunities on local buses or at local bus stops.

Also, like most survey respondents, low income respondents ranked receiving information on public participation opportunities via “postcard or letter in the mail” as the preferred notification method (when compared to newspaper ads, announcements made through a CBO, BART’s website, email, or telephone). However, if meetings were to be publicized through newspapers, low income participants suggested that BART use free neighborhood weekly newspapers because many consider them to be the best source of information and events in local areas. Finally, some CBOs suggested that BART publicize participation opportunities through social service agencies that serve low income populations. For example, BART could explore adding publicity to the monthly rent notices sent out by local housing agencies. A large number of PPP survey respondents (65% of 756 respondents) also indicated involvement with religiously-affiliated CBOs, as contrasted with 5%-13% indicating involvement with other types of CBOs. They also suggested CBOs that specifically serve low income communities. Therefore, these organizations may be helpful in suggesting effective outreach methods for any low income communities they may serve.

1c. Other Considerations

Many of the survey respondents among PPP development participants who were identified as low income also identified themselves as LEP. Among PPP survey respondents, the majority (78%) of low income participants were also LEP, and 84% ranked the availability of translation services as “very important” or “somewhat important” factors in their decision to attend a meeting. Because of this, public participation methods targeted towards low income populations may also need to consider the translation/interpretation needs of LEP populations. Also, a number of low income and/or LEP participants were illiterate and depended on CBOs to help them learn about topics and issues of interest, as well as to help them fill out sign-in sheets

and surveys at meetings, so methods targeted toward both these populations may need to take this into consideration as well.

II. *Methods and Considerations for Enhancing Participation from LEP Populations*

Well over half of PPP survey respondents were identified as LEP. Of 1,227 respondents who answered the question regarding the language they prefer to communicate in, 774, or 63% of all respondents, were LEP. In addition, input from CBOs serving LEP populations was also solicited at focus group meetings held in April 2010. The availability of interpreters at meetings and translated outreach materials is crucial to enhancing participation from LEP populations. Following is a summary of additional methods suggested by CBOs or LEP participants.

2a. *Meeting Considerations*

As with low income participants, focus group and survey respondents suggested that meeting organizers carefully consider meeting location, time and accessibility in order to enhance participation from LEP communities. However, since many LEP participants are not low income, they had additional suggestions as well. Some LEP participants echoed the same concerns with convenient transportation to and from BART meetings that were voiced by low income participants. Others clearly had their own transportation, but asked that meeting locations have “better parking.” In addition, several LEP participants suggested that meetings have a live online video feed so that those who cannot conveniently travel to the meeting location could still participate.

Preferences for meeting time varied between different LEP populations. While Vietnamese (94% of 401) and Chinese (56% of 66) PPP survey respondents indicated a preference for weekend meetings over weeknight evenings or during business hours, Spanish PPP survey respondents (61% of 188 respondents) preferred weeknight evenings. This suggests that preferences for meeting time may be influenced by income and other factors in addition to the language spoken. Therefore, outreach efforts targeted toward LEP populations need to clarify the preferences of the specific group.

As with low income PPP survey respondents, refreshments and childcare were ranked as among the top considerations that most LEP respondents identified as “very important” or “somewhat important” in their decision to attend a meeting.

2b. *Methods for Publicizing Participation Opportunities*

LEP meeting participants and survey respondents, like low income participants, also suggested that publicity at BART stations or trains would be one of the more effective methods for publicizing participation opportunities to LEP populations.

LEP survey respondents also ranked receiving information on public participation opportunities via “postcard or letter in the mail” as the preferred notification method. However, LEP participants were also much more likely to suggest using ethnic media

sources and online notices to publicize meetings. Since a number of LEP meeting participants were illiterate, outreach methods that do not depend on reading, such as announcements on ethnic TV or radio stations or through CBOs, may be considered. At a meeting hosted by the Lao Family Development Center in central East Oakland, several participants suggested that phone calls in Nepalese would be most effective.

Like low income survey respondents, a much larger number of PPP survey respondents indicated involvement with religiously-affiliated CBOs rather than with other types of CBOs. They also suggested CBOs serving particular neighborhoods with a high population of LEP persons. Therefore, these organizations may be helpful in suggesting effective outreach methods for any LEP communities they may serve.

III. Methods and Considerations for Enhancing Participation from Minority Populations

The majority of meeting participants and PPP survey respondents were low income and/or LEP, but there was also significant participation from minority community members who were English-speaking and came from a variety of economic situations. At most of the focus group meetings where minority populations were predominant, including meetings in Richmond, in the San Francisco Tenderloin, at Pittsburg High School, and at the San Leandro Library, participants recommended ethnic media as one of the best methods to reach out to the public. In addition, minority participants and survey respondents suggested doing outreach at community events and through neighborhood notices, such as postings on store windows. Many participants also stressed the importance of developing a long-term relationship with community organizations that serve minorities. Some suggested that developing a community advisory committee would be the most effective means of creating such a relationship. This theme was emphasized in meetings at the South Berkeley Senior Center and the El Cerrito Community Center, in the San Francisco Mission District, and in West Oakland.

Minority PPP survey respondents had a much greater likelihood of being involved in a variety of types of CBOs including political, environmental, regional or urban planning as well as religiously-affiliated CBOs. In addition to those specifically serving minorities, the most common factor was geographic. CBOs suggested by minority meeting participants often served a particular neighborhood or region with a large minority population.

C. Menu of Public Participation Methods

The following menu of methods includes those used to inform (Public Information), reach out and invite participation (Outreach), and those to seek input (Public Input). The menu identifies how each method could best be used and is based on input collected from the community and BART staff experience. The methods are not listed in priority order, and are summarized in a matrix on page 35.

Population-specific findings from surveys conducted during the PPP development process are excerpted throughout this section; the complete data can be found in Appendix A: Population-Specific Findings from PPP Development Process Surveys. In analyzing these findings, the following definitions were used to determine low income, minority or LEP status:

- PPP survey respondents were considered to be low income if they replied to the question, "What is the total annual income of your household before taxes?" by indicating that they have an annual household income (before taxes) of less than \$25,000.
- PPP survey respondents were considered to be minority if they responded to the question "What is your race or ethnic identification?" by indicating any race or ethnic identifications other than "White."
- PPP survey respondents were considered to be LEP if they responded to the question, "In which language do you prefer to communicate?" by indicating any language other than English.

1. Printed Materials Produced by BART

(Public information and outreach)

Outreach information can be publicized in print materials produced by BART such as newsletters, flyers and posters. BART newsletters include the monthly BART Times and the quarterly Fleet of the Future newsletter. BART flyers include periodic one-page Passenger Bulletins distributed at fare gates and in trains. Per the LAP, vital information in printed materials must be translated into Spanish, Chinese, Vietnamese and Korean and, potentially, into additional languages as needed. If all information cannot be translated, notices could offer translated tags, describing where to obtain translation/interpretations. LEP survey participants indicated in significant percentages a preference for translated information.

Many participants noted that the most effective notification method is the distribution of flyers/notices on or at BART trains and stations. Based on its experience, BART has also found that notices and flyers can also be effectively distributed through community partners.

PPP Community Input – Printed Materials Produced by BART

A PPP development participant emphasized the effectiveness of flyers to reach communities: "Too many of these questions assume the people who [they] are trying to reach can use the Internet. Most do not. They even have a hard time seeing a newspaper. Use TV and flyers." Community members recommended locations such as the bulletin board at local branch libraries, YMCAs, supermarkets and coffee shops.

2. Printed Materials Produced by Other Organizations

(Public information and outreach)

Coordinating with community partners can be cost-effective and can help partner organizations provide information that is of interest to the groups they represent. Information can be publicized in local and regional community newsletters, church bulletins, flyers and other publications.

2a. Local Service Providers

Local service providers regularly communicate with community members through their newsletters to provide information about local services and activities of interest. For example, Housing Authorities communicate regularly with the community they serve through rent notices. Other service providers identified by community members included: emergency food and housing centers, daytime drop-in service providers, food banks, travelers' aid groups, veterans organizations and drop-in service providers.

2b. Local Schools, Community Colleges and Universities

BART may be able to reach parents of school children by coordinating with local schools. Notices and flyers can be provided to the school, with students taking the notices home to their parents. BART may also provide translated materials as recommended by school officials. Community members who were parents or guardians of school-age children identified this as an effective method for getting information to them. Community members also suggested local universities and community colleges in order to get information to college-age students and their families.

3. BART Website

(Public information, outreach and public input)

The BART website, www.bart.gov, is a communications tool that provides substantial information about BART policies, strategies, plans and methods. BART's website offers the BART Rider Guide translated into Chinese, Spanish, Japanese, Korean, German, French and Italian (<http://www.bart.gov/guide/index.aspx>). BART also uses social networking applications such as Facebook and Twitter.

It should be noted that many community members have cell phones that can receive text messages, but not necessarily smart phones with internet service. Text messages may be a more effective means of sharing BART information than smart phone applications.

Many community members are not aware of the volume of information available on the BART website. Informing community members of what is available on the website is an important element of public outreach, especially outreach to LEP populations.

There were many comments from participants requesting more translated information on the BART website; for example, one Chinese-speaking LEP participant requested that BART "email in Chinese" or "use the web" because "30-40% of [LEP Chinese] use

the web. However, there was also a large number of low income, minority and LEP participants and survey respondents who do not have convenient access to the internet. Therefore BART should ensure that information and participation methods available on the website are available in alternative locations and formats so that users without access to or who prefer not to use the internet can participate. CBOs can be helpful in identifying their constituent communities' communications preferences.

4. Webcast Meetings

(Public information, outreach and public input)

BART, in venues with high-speed web-access, can webcast meetings and public participation methods to allow remote viewing and participation. Informational materials and videos can be posted online for advance review. Webcast meetings may include opportunities for web participants to ask questions or make comments through email or other web-based applications. BART currently webcasts BART Board meetings in English and is exploring the webcasting of meetings in multiple languages.

5. Postcards and Letters Distributed by Mail

(Public information, outreach and public input)

Participation methods can be publicized by letter or postcard distributed by mail. While it is costly for BART to contact all interested persons by mail (regardless of their communications preference), it can be the most effective method for reaching a specific geographic area or population group. For example, sending a postcard in English, Spanish, Chinese, Vietnamese and/or Korean to promote a participation activity may be an effective and cost efficient manner to reach members of a specific community who may be directly impacted by a specific activity.

PPP Survey Results and Community Input – Postcards and Letters Distributed by Mail

Comments made by community members throughout the PPP development process emphasized the effectiveness of direct mailings to publicize participation opportunities. Survey results received during the PPP process indicated population-specific findings regarding the use of postcards and letters distributed by mail to publicize participation opportunities.

- Receiving a postcard or letter by mail was by far the most popular method for publicizing participation opportunities among low income, LEP and minority PPP survey respondents, as follows:
 - 54% of 727 low income PPP survey respondents
 - 44% of 98 American Indian or Native PPP survey respondents
 - 61% of 551 Asian or Pacific Islander PPP survey respondents
 - 39% of 222 Spanish, Hispanic or Latino PPP survey respondents
 - 43% of 187 Spanish-speaking PPP survey respondents
 - 59% of 66 Chinese-speaking PPP survey respondents
 - 64% of 410 Vietnamese-speaking PPP survey respondents

- Although this represents less than a majority (50% or more) of respondents in several cases, that was more than twice the number of those who preferred any of the other options given.
- Black/African American PPP survey respondents preferred receiving emails to other methods. Although only 41% of 59 respondents chose receiving emails as their preference, that was more than twice the number of those who preferred any of the other options given.

6. Station Information Resources

(Public information and outreach)

Many community members expect BART stations to provide information about BART public participation methods, beyond basic fare and schedule information. Using station information resources allows BART users to stay up to date on BART public participation methods while they wait for their train. Providing this information in multiple languages assists those with limited English proficiency. BART currently provides multilingual brochures in Spanish, Chinese, Vietnamese and Korean on such subjects as safety guidelines and evacuation procedures.

Information resources located in BART stations that are used to communicate schedule and service information can be used to conduct outreach. The Destination Sign System (also referred to by community members as electronic information signs) can provide important information combined with train and other community announcements. BART newsletters, bulletin boards, information kiosks and other information stations should also be used to promote participation opportunities.

7. Media Targeted to Ethnic Communities

(Public information and outreach)

Participation opportunities can be publicized through radio, television and newspapers that serve both English speaking and language-specific audiences, including Spanish, Chinese, Vietnamese and Korean.

Some local news or radio shows and local publications, such as free neighborhood weekly papers, are considered to be good sources of information and events in the immediate area. BART should tailor its message to the appropriate audience and remind participants that they can contact BART and receive information in their preferred language. BART should continue outreach to numerous media outlets in the Bay Area that are targeted or appeal to ethnic communities. A listing of media outlets is attached as Appendix C: BART Media Outlets.

PPP Survey Results and Community Input – Media Targeted to Ethnic Communities

Survey results and community input received during the PPP process indicate that the majority of minority and LEP community members are likely to learn about BART-related methods through ethnic media such as television, radio and newspapers.

BART could continue and expand advertising and outreach to local and ethnic media sources, including TV public service announcements, radio, print and web-based outlets. Community participants also suggested that in-person appearances by BART staff or Directors on local media outlets would be particularly effective. Specific media outlet suggestions are compiled in Appendix C and designated by population, language, and/or geographic group. These suggestions will be used to inform future participation strategies.

8. Coordination with Community Events

(Public information, outreach and public input)

In cooperation with community organizations, BART should continue its current practice of hosting information tables that provide materials about BART service and outreach methods at community events and activities. These events can range in scale from large city-wide events to localized activities. CBO representatives and community members recommended that outreach be conducted in locations where people already gather, for instance, at community events such as fairs and festivals. Most community events can help BART reach specific audiences such as seniors, youth, families with children, commuters and others. Community members suggested that BART use assistance from bi-lingual community partners to ensure that LEP persons receive adequate and accurate information in their language.

Community Input – Coordination with Community Events

Community input in the form of comments received during the PPP process indicated that low income, minority and LEP participants supported BART's efforts to coordinate public participation methods with community events. PPP participants suggested the following specific events for future BART coordination: the El Sobrante Stroll, El Cerrito 4th of July, Solano Stroll in Albany, the El Cerrito Farmers Market, the San Mateo County Fair, Cinco de Mayo, and soccer games hosted by the Liga Latina Soccer League in Concord.

9. Coordination with Other Agencies

(Public information and outreach)

BART may develop partnerships with agencies that regularly communicate with local residents. BART could identify agencies in the project area by considering who serves the population and where they convene. BART may consider the following types of agencies to comprehensively reach low income, minority and LEP populations: faith-based, geographic-specific such as tenant associations, neighborhood and community, education, social services, recreation, environmental, political, youth- and senior-oriented organizations.

BART can work with these partners to provide information about public participation opportunities, included in notices and regular mailings sent by these agencies.

10. Government Meetings

(Public information and outreach)

BART can continue to provide updates on its plans and projects to federal, state and local elected officials through regularly scheduled government meetings. BART regularly sends letters and emails that summarize decisions and potential decisions. BART will need to contact these entities in advance to ensure they are on the agenda and that any helpful information can be included in the meeting packet.

11. Regular Meetings of Civic and Community Organizations

(Public information, outreach and public input)

BART can provide updates on its policies, projects, strategies and methods by participating periodically in scheduled meetings of local civic and community organizations. These gatherings provide an opportunity to make a presentation and answer questions. Depending on the meeting format, BART may also be able to solicit public input at these meetings.

12. Public Participation at BART Board Meetings

(Public information, outreach and public input)

Currently, to comment at a meeting of the BART Board of Directors, a participant must complete and submit a speaker card. Individuals are then called on in the order the speaker cards were received and are allowed to speak for a limited amount of time, usually 2-3 minutes.

BART will continue its current public participation rules, which help the Board manage the high level of participation that often occurs at BART meetings.

13. Participation by BART Directors

(Public information, outreach and public input)

Community members expressed a desire to see their local BART Directors take a more active role in all public participation methods. Community members also asked for a report of BART Director activities in their Districts as a part of each Board meeting.

Currently, calls and emails to a Director all go to one centralized phone number and email address. Some participants expressed a desire to reach their elected representative directly, similar to the way they can reach their supervisor or council person. BART staff could work with the Directors to enhance direct communication.

BART Directors could continue their efforts to attend as many public participation methods as possible and be available to communicate with residents. Community members want BART Directors to be kept fully informed of the results of public participation methods. BART staff may summarize the issues discussed and the results of public participation methods and share the information with the BART Board and the public.

14. Community Meetings

(Public information, outreach and public input)

Community members have a variety of preferences for public input opportunities at community meetings. Meeting formats should be tailored to help achieve specific public participation goals. Some meetings are designed to share information and answer questions. Others are designed to engage the public in providing input, establishing priorities and helping to achieve consensus on a specific recommendation. It is important to create an agenda that works to achieve BART's goals but is relevant to and not overwhelming for the public.

For all meetings, the venue should be a facility that is fully accessible for persons with disabilities and, preferably, is served by public transit. The venue should be a location that is familiar and comfortable for the target audience. If a series of meetings are scheduled on a topic, BART may consider different meeting locations, since no one location is usually convenient to all participants.

14a. Community Meeting Formats

i. Open House

(Public information, outreach and public input)

This format provides opportunities for participants to receive information at their own pace by visiting a series of information stations that may include table top displays, maps, photographs, visualizations and other tools. Individual questions are responded to by staff and technical experts. Some open houses include a short educational presentation and comment period at a designated time. Participants are often given comment cards so they can provide written comments. Staff may be assigned to take verbal comments and transcribe them to provide a written record. The Open House Format can be effective when BART is seeking to introduce a new concept or when a lengthy process has been finalized and BART is sharing the final results.

ii. Workshops

(Public information, outreach and public input)

Workshops feature an educational presentation designed to orient participants to the issue being discussed. Workshops often include break-out or discussion groups, where participants have the opportunity to discuss topics in small groups. Participants can share their feedback orally during the small group discussion and in writing on comment cards.

Workshops include the use of tools that promote interaction and may include: electronic or show-of-hands polling, mapping exercises, discussion questions, priority setting methods and other techniques to promote dialogue and discussion.

iii. Large Group Discussion

(Public information, outreach and public input)

These meetings are usually focused on a specific topic and feature an informational presentation followed by a comment period. The comment period can be formal or informal depending on the number of participants and the meeting venue. Individual comments are often limited to 2-3 minutes, especially when there are a large number of people wanting to comment. This format can also include some interactive techniques suitable for a large group such as electronic or show of hands polling or short questionnaires or surveys.

PPP Survey Results and Community Input – Community Meeting Formats

Survey results received during the PPP process indicated population-specific findings regarding community meeting formats. Note that this data is not meant to indicate that only the method receiving the largest number of votes should be used in isolation – a variety of methods is important.

Participants in the PPP development process were given a list of input methods and asked to select one or more of the methods that they thought would help them express their views at meetings. The most popular methods among PPP survey respondents for expressing their views at community meetings were as follows:

- Low income (57% of 756 respondents), Asian or Pacific Islander (65% of 575 respondents), Spanish, Hispanic or Latino (58% of 230 respondents), Spanish-speaking (63% of 193 respondents), Chinese-speaking (69% of 67 respondents), and Vietnamese-speaking (77% of 413) PPP survey respondents indicated that they preferred to express their views through having a translator present at community meetings.
- Spanish-speaking (63% of 193) PPP survey respondents also preferred to use written translated material at community meetings.
- American Indian or Native (51% of 101) PPP survey respondents preferred large group discussions to express their views at community meetings.
- Black/African American (52% of 64) PPP survey respondents preferred small group discussions to express their views at community meetings.
- Electronic voting was the least preferred method of expressing views at community meetings for low income and LEP PPP survey respondents, as follows:
 - 4% of 756 low income PPP survey respondents
 - 5% of 193 Spanish-speaking PPP survey respondents
 - 6% of 67 Chinese-speaking PPP survey respondents
 - 2% of 413 Vietnamese-speaking PPP survey respondents

- A low income PPP development participant emphasized the importance of weighing all input, including community comments and surveys. He stated, "My main concern with voting methods such as electronic or voting by hand at public meetings is being forced to choose options that no one agrees with. There should always be the option for people to express alternatives, or not agree with any proposals presented."

Participants in the PPP development process were also asked to select one or more preferences from a list of methods for having detailed materials presented to them for a meeting. The most popular methods among PPP survey respondents for having detailed materials presented to them for a meeting were as follows:

- Spanish-speaking (58% of 193 respondents), American Indian or Native (53% of 101 respondents), Black/African American (53% of 64 respondents), and Spanish, Hispanic or Latino (57% of 230 PPP survey respondents) indicated that they preferred to have detailed information presented to them at community meetings via a live presentation.
- Vietnamese (59% of 413) PPP survey respondents preferred to review information online before a community meeting.

14b. Community Meeting Considerations

i. Scheduling

BART staff could coordinate the scheduling of community meetings with community partners to minimize conflicts. However, some scheduling conflicts may be unavoidable when a public participation activity is urgent or linked to a time-sensitive topic.

ii. Meeting Locations

Convenient and comfortable meeting locations are key to soliciting active public participation, particularly in low income, minority and LEP communities. BART can host meetings in venues recommended by community members who understand their community dynamics best.

Community members identified locations specific to their area including the local branch libraries, YMCA, local school or community college, churches and many others. It is important that meetings are held in different venues since it is unlikely that no one location is ideal for all community members. Meeting locations can be rotated to ensure access for as many community members as possible. Community partners should be reminded that regardless of the popularity or convenience of a venue, BART is required to conduct all public participation methods in locations that are fully accessible to persons with disabilities and, preferably, the venues should be served by public transit.

iii. Meeting Times

A convenient meeting time is important to low income, minority and LEP survey participants. Public participation methods can be scheduled at varying times of day and on different days of the week. Survey data indicates that the majority of community members prefer meetings to be held on weekends. Weeknights after traditional work hours are also acceptable. Fewer community members can participate during the workday; however, seniors are more likely to attend daytime activities scheduled during the week.

PPP Survey Results and Community Input – Meeting Times

Survey results received during the PPP process indicated distinct population-specific preferences regarding meeting times among PPP survey respondents, as follows:

- Low income (65% of 746 respondents), Asian or Pacific Islander (80% of 470 respondents), Chinese-speaking (56% of 66 respondents), and Vietnamese-speaking (94% of 411) PPP survey respondents prefer meetings to be held on weekends.
- Spanish-speaking (61% of 188 respondents), American Indian or Native (51% of 100 respondents) Black/African American (72% of 64 respondents) and Spanish, Hispanic or Latino (61% of 225) PPP survey respondents prefer weeknight meetings.

iv. Number of Meetings

Some transportation decisions require more meetings than others. BART has held anywhere from two to more than twenty meetings for system-wide decisions. For decisions that affect one or two existing stations, BART has held anywhere from one to three meetings. The number of meetings will depend on the project.

v. Childcare and Refreshments

Many adults with childcare responsibilities can only participate if childcare is provided. Childcare services can be available on-site and provided by a community partner staff or volunteers who are screened to work with youth and have appropriate training. Bi-lingual childcare providers may also be needed, depending on community interpretation needs. BART will need to receive requests for childcare at least 72 hours in advance. Community members suggested that many community members are more likely to attend if refreshments are provided, especially if the meeting is held close to meal time.

PPP Survey Results – Childcare and Refreshments

Survey results received during the PPP process indicate the following population-specific findings regarding childcare and refreshments being provided at meetings:

- Childcare was identified as a “very important” or “somewhat important” factor in their decision to attend a BART-related meeting by low income, minority and LEP PPP survey respondents, as follows:
 - 82% of 331 low income PPP survey respondents
 - 76% of 89 American Indian or Native PPP survey respondents
 - 67% of 163 Asian or Pacific Islander PPP survey respondents
 - 67% of 55 Black/African American PPP survey respondents
 - 89% of 205 Spanish, Hispanic or Latino PPP survey respondents
 - 94% of 168 Spanish-speaking PPP survey respondents
 - 85% of 33 Chinese-speaking PPP survey respondents
 - 68% of 59 Vietnamese-speaking PPP survey respondents
- Refreshments being provided at meetings was identified as a “very important” or “somewhat important” factor in their decision to attend a BART-related meeting by low income, minority and PPP survey respondents, as follows:
 - 92% of 676 low income PPP survey respondents
 - 87% of 90 American Indian or Native PPP survey respondents
 - 92% of 508 Asian or Pacific Islander PPP survey respondents
 - 73% of 55 Black/African American PPP survey respondents
 - 86% of 199 Spanish, Hispanic or Latino PPP survey respondents
 - 86% of 162 Spanish-speaking PPP survey respondents
 - 84% of 60 Chinese-speaking PPP survey respondents
 - 96% of 365 Vietnamese-speaking PPP survey respondents

15. Focus Groups

(Public information, outreach and public input)

BART will continue to host discussion groups held with small, targeted groups of participants. Focus groups can provide in-depth information about projects, plans or issues that may impact a specific group or community. These groups can be both formal and informal and can be conducted in a specific language. BART will proactively include low income, minority and LEP communities.

PPP Survey Results and Community Input – Focus Groups

Many participants expressed discomfort with large meeting formats. Survey results received during the PPP process indicate the following population-specific findings regarding focus groups:

- Focus groups were identified as one of the best methods other than a community meeting to provide input to BART by low income, minority and LEP PPP survey respondents as follows:
 - 86% of 329 low income PPP survey respondents
 - 50% of 101 American Indian or Native PPP survey respondents
 - 88% of 191 Asian or Pacific Islander PPP survey respondents
 - 84% of 51 Black/African American PPP survey respondents
 - 92% of 162 Spanish, Hispanic or Latino PPP survey respondents
 - 97% of 128 Spanish-speaking PPP survey respondents
 - 87% of 39 Chinese-speaking PPP survey respondents
 - 95% of 88 Vietnamese-speaking PPP survey respondents

16. Special Events

(Public information, outreach and public input)

BART can develop special events to announce, highlight or kick-off its outreach about a policy, program, project or activity. Events can be region-wide or focus on a specific station or geographic area. An example might be to convene town hall meetings in each Board member's district. Along with providing information and/or collecting input, the events should include something interactive and/or entertaining to attract participation.

17. Walking Tours and On-Site Meetings

(Public information, outreach and public input)

BART can host walking tours and on-site meetings specific to locations that interest the public, in order to highlight an initiative, project or facility. Walking tours can be primarily educational and BART may ask participants to complete a survey or questionnaire during or after the tour. Walking tours may be helpful in helping BART collect community opinion on issues such as station improvements and proposed extensions. BART can work with community partners to host language specific meetings. For example; meetings can be held for specific populations in Spanish-only, Chinese-only, Vietnamese-only and Korean-only.

18. Key Person Interviews

(Public information, outreach and public input)

BART staff and Directors could continue to meet individually with community leaders and stakeholders to exchange information and gain early insight into upcoming outreach and engagement methods. BART will specifically include low income, minority and LEP populations. Interviewees are asked the same set of questions to allow BART to compare responses and identify key themes and issues. BART may contact interviewees throughout the span of a project or activity to keep them engaged in the public participation process.

19. Surveys

(Public information, outreach and public input)

BART may conduct surveys in print, by telephone and online to collect public opinion on specific topics or issues. Web surveys provide general qualitative data, since it is difficult to control who responds. Print surveys can also provide substantial information, but response rates are typically low.

Depending on the data being collected, BART should consider methodologies that provide statistically valid data when possible. BART should also consider strategies for letting people know that surveys are available in multiple languages, so as to increase the response rate from low income, minority and LEP populations.

20. Telephone Information and Comment Line

(Public information, outreach and public input)

All BART Station Agents, BART Police and Call Center Operators have access to Language Line Services (LLS), which is an over-the-phone language interpretation service. The Service allows BART Station Agents to call the LLS number when a customer is unable to speak English. The professionally trained and tested LLS interpreters listen to the customer, analyze the message and accurately convey its original meaning to the BART staff member, then respond to the customer in his/her own language. The LLS offers interpretation in 170 languages.

Non-English speaking attendees at community meetings advocated strongly for future BART messages in more languages. BART could work not only to translate future BART messages into these languages, but also to ensure that it better promotes the services currently available to non-English speakers, such as LLS, to make the system more accessible and user-friendly to all communities. New Language Assistance Services outlined in the LAP aim to increase LEP population access to services and benefits in the BART system.

PPP Survey Results and Community Input – Methods of Providing Input to BART Other than Community Meetings

Participants in the PPP development process were asked to rank various methods of providing input to BART in addition to community meetings by indicating whether they were “very likely,” “somewhat likely,” or “not likely” to use a particular method.

Survey results indicate the following population-specific findings regarding most preferred input methods:

- Low income (73% of 468 respondents), Asian or Pacific Islander (74% of 322), and Vietnamese-speaking (92% of 205) PPP survey respondents prefer writing a letter to BART in order to provide their input.
- Spanish, Hispanic or Latino (75% of 162 respondents), Spanish-speaking (80% of 128) and Chinese-speaking (73% of 37) PPP survey respondents prefer participating in focus groups in order to provide their input to BART.
- American Indian or Native PPP survey respondents (44% of 101) prefer providing their input to BART via mail-back surveys.
- Black/African American PPP survey respondents (63% of 52) prefer providing their input to BART via online surveys.

However, because all respondents did not necessarily rank all methods, the sample size varies greatly from method to method. Also, in many cases the distinction between preferences is not particularly great. Therefore, a variety of methods for providing input to BART should be made available to community members.

21. Community Advisory Committee on Title VI Compliance

(Public information, outreach and public input)

Several community groups, minority and LEP participants recommended that BART develop a local advisory group to provide advice on public participation methods. BART believes that the creation of a Title VI Community Advisory Committee (CAC) has merit and can consider the feasibility of such a committee, given capacity and availability of resources. Currently, BART supports three community advisory groups: the Business Advisory Committee, Citizens Oversight Committee for the Earthquake Safety Program and the Citizen Review Board of the BART Police Department.

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D. BART's Ongoing Public Participation Methods

(Public information, outreach and public input)

BART will continue to promote and enhance the use of its ongoing public participation methods to reach out to low income, minority and LEP populations. BART will conduct proactive outreach to expand the reach, inclusivity and effectiveness of these ongoing methods. Many community members participating in the development of this plan are not fully aware of these resources and BART should conduct specific methods to promote their use. Examples of these existing methods include:

- BART website (www.bart.gov)
- BART Facebook page
- BART communications via Twitter
- Regular newsletters distributed through BART stations
- Regular communications with media
- BART Board meetings
- Key person interviews
- Focus groups
- Partnerships with CBOs
- Communication with elected officials
- Press briefings and news releases
- Regular emails to community members
- Participation in community fairs and festivals
- Sponsorship of major community events
- Passenger bulletins in stations
- Mailings to neighbors of stations
- Educational tours and briefings
- Language Line Services (LLS)
- Language interpreters at public meetings
- Written language assistance services

BART is committed to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available. BART will also evaluate how to consolidate its language assistance measures to deliver the most cost-effective services.

V. PUBLIC PARTICIPATION STRATEGY EXAMPLES

During the PPP review process, community members expressed requests for a more tailored public participation strategy for their community or neighborhood.

The following public participation strategy examples can be utilized as guides to develop a project-specific, tailored strategy, once a project is identified as having impacts on low income, minority and LEP communities. The following examples demonstrate the level of specificity BART could provide when developing a public participation strategy at the community level.

The following public participation strategy examples include an example strategy useful for a variety of BART project types and strategies created and implemented utilizing the principles of the PPP for specific BART projects. Each strategy example is detailed to demonstrate how population-appropriate outreach methods can be and were identified and utilized to develop and conduct transportation decision-specific outreach strategies. Each strategy follows basic public participation steps:

- Identify target populations and public participation needs;
- Coordinate internally to identify methods and develop public participation strategy;
- Coordinate with CBO partners;
- Conduct outreach;
- Identify language needs per the LAP;
- Implement public participation strategy; and
- Compile, review and report results.

These strategy examples may be used to guide, rather than prescribe, the development of future targeted outreach strategies.

A. Example of Public Participation Strategy for BART Projects

This example could be adapted for a variety of scenarios such as a construction project, service change or fare increase.

The public participation strategy for the example project would be communicated broadly throughout the BART service area. BART would use its ongoing tools, which are well-established and reach a wide audience. There would also be significant public participation activities focused in the different communities, especially those most impacted by BART's proposal.

At the community level, BART would take the following steps to implement a geographically focused public participation strategy:

Identify Target Populations and Public Participation Needs

- Perform demographic analysis of the population.
- Identify significant populations for targeted outreach.

Coordinate Internally

- Government and Community Relations Department (GCR), Office of Civil Rights (OCR), and the project team determine the most appropriate form of outreach to be meetings and determine the goals and objectives for the meeting.
- Develop a draft public participation strategy.

Coordinate with CBO Partners

- Identify all CBO partners by considering the following in the project area: who serves the population and where they convene.
- Consider the following types of CBOs to comprehensively reach low income, minority and LEP populations within the project area: faith-based, geographic-specific such as tenant associations, neighborhood and community, education, social services, recreation, environmental, political, youth- and senior-oriented organizations.
- Clearly explain the desired outcomes for the different public participation methods such as sharing information, collecting input and setting community priorities.
- Identify the best way to publicize the public participation methods, select meeting dates and venues, and determine translation needs. The 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.
- Identify the recommended participation methods to achieve these outcomes. For example, a CBO may recommend a meeting format that allows small group discussion so that participants have an opportunity to discuss and understand the information being presented. For a construction project, BART might host some on-site informational tours to help community members better understand the impact the project would have on their immediate neighborhood.

Conduct Outreach

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

Identify Language Service Needs

- Identify language interpretation needs, translate outreach documents, and provide language interpretation services at the activity.

Implement Public Participation Strategy

- Implement the methods identified in the public participation strategy.

Compile, Review and Report Results

- Continue to review the participation goals established at the beginning of PPP strategy development and monitor progress and performance.
- Regularly update the community on the status of the issue and identify additional opportunities for community input.
- Make sure the community is aware of key decision-making activities, such as Board meetings, where action would be taken, so community members can see how the decision was made.
- Communicate the results back to the community, providing a record of the number and characteristics of participants and date, time and location of meetings, and describing the rationale for how and why suggestions made through community input were or were not implemented.

B. Specific Project Examples

Specific Project Example 1

This project is a 10-mile extension eastward from the Pittsburg/Bay Point BART Station near Hillcrest Avenue. Construction began in late 2010. Service opening is scheduled for 2015 and will coincide with the completion of the widening of State Highway 4.

In July 2010, BART hosted three meetings to solicit input from East Contra Costa County community members regarding station access, span of service, fare and travel times.

Identify Target Populations and Public Participation Needs

- Performed demographic analysis of the population within the project corridor.
- Identified significant populations for targeted outreach; low income, minority and LEP populations.

Coordinate Internally

- GCR, OCR, and the project team determined the most appropriate form of outreach to be meetings and determined the topics.
- Determined the locations for three meetings to cover the entire corridor based on the demographic analysis and recommendations from community leaders. Meetings were scheduled in the cities of Pittsburg, Antioch and Brentwood.
- Developed public participation strategy.

Coordinate with CBO Partners

- GCR researched and identified the following specific, local organizations through which to conduct targeted outreach to Blacks, Hispanic and Latinos, Asian and Pacific Islanders, low income and Spanish and Chinese language

speaking corridor residents: ALIVE – Futures Explored, Inc. (developmentally disabled community); NAACP, Antioch; Monument Community Partnership, Concord; La Clinica, Pittsburg; West County Toxics Coalition, Dr. Henry Clark (multi-racial, low income); Contra Costa Interfaith Supporting Community Organization (CCISCO); Antioch Church Family; Holy Rosary Church, Antioch; Antioch Christian Center; Community Presbyterian Church, Pittsburg; Immaculate Heart of Mary, Brentwood; and Golden Hills Community Church, Brentwood.

Conduct Outreach

- Meeting agenda produced in English, Spanish and Chinese.
- Created a meeting notice in multiple languages (English, Spanish and Chinese) for conventional mail distribution and circulation at community and civic organizations.
- Mailed multi-lingual meeting notice to a half-mile radius around each meeting location, as follows: Antioch, Nick Rodriguez Community Center, 625 notices mailed; Pittsburg, Pittsburg Senior Center, 1,550 notices mailed; Brentwood, Brentwood Senior Center, 1,200 notices mailed.
- GCR, OCR and Planning drafted a meeting survey instrument which was produced in English, Spanish and Chinese.
- Distributed multi-lingual meeting notices to environmental advocacy groups in the corridor: Transform, Sierra Club, East Bay Bicycle Coalition and Sustainable Contra Costa.
- Posted meeting flyers at Senior Centers, Community Centers, Libraries, City Halls, Pittsburg/Bay Point BART station and on cars at Brentwood and Antioch Park and Ride lots.
- Informed the staffs of the following City, County, State and Federal elected officials of upcoming meetings and asked them to share the information with their constituents: City Councils and Mayors of Pittsburg, Antioch, Oakley, Brentwood; Contra Costa County Supervisors; State Assembly members and Senator; and U.S. Congressional Representatives.
- Contacted local City Managers and Planning Commissioners to inform them of meetings.
- Contacted local transportation planning agency/groups and requested that meeting flyer be distributed among members (CCTA, 511.org, TRANSPLAN).
- Contacted and informed other transit agencies in the corridor (Tri Delta, AC Transit, County Connection).
- Requested all cities, county and chambers of commerce to post the meeting notice on their website.
- Electronically posted meeting notice including: BART website, project page, Facebook and Twitter.
- Advertised meetings in local newspapers including: Contra Costa Times, Antioch Press, Brentwood Press, and El Mundo, among others.

- Utilized an email list/database created through the project to send out meeting notice via email blast.

Identify Language Service Needs

- Spanish language interpretation was requested for one meeting and translation services were provided.

Implement Public Participation Strategy

- Implemented public participation strategy, which included three public meetings.

Compile, Review and Report Results

- Compiled and reviewed results.
- Reported results.

Specific Project Example 2

BART is preparing a station access plan for the Daly City BART station area. The plan focuses on key elements including the bus intermodal facility; bike, pedestrian and station circulation issues related to access and safety; and consideration of possible amenities including wayfinding signage and real time technology. The plan area encompasses a half-mile radius around the station and straddles the southern edge of San Francisco and the northern edge of Daly City.

In Spring 2011, BART hosted two community meetings to solicit input from Daly City and San Francisco community members who live in the study area. The study continues through 2011, with a third meeting planned for Summer 2011. Completed study / final report is anticipated in Fall 2011.

Identify Target Populations and Public Participation Needs

- Performed demographic analysis of the population within the study area.
- Identified significant populations for targeted outreach; low income, minority (Asian, Hispanic) and LEP (Tagalog) outreach to a large Pilipino population and smaller Spanish speaking population.

Coordinate Internally

- GCR, OCR and Planning determined the most appropriate form of outreach to be meetings.
- Determined the meeting locations would be central, accessible and walkable to the study area.

Coordinate with CBO Partners

- GCR researched and identified specific, local organizations through which to conduct targeted outreach low income, Asian, Hispanic and Tagalog and Spanish language speakers in the study area: North Peninsula Neighborhood

Services Center; El Concilio of San Mateo (Spanish speakers, low income); Pilipino Bayanihan Resource Center (Asian, Tagalog and Spanish speakers); North Peninsula Food Pantry & Dining Center of Daly City; Liwanag Kultural Center (Asian); Daly City Community Service Center (multi-cultural); Filipino Community Center (Asian, Tagalog speakers); Pacifica Resource Center (Asian, Hispanic, low income, Spanish and Tagalog speakers); St. Bruno's Catholic Church (multi-cultural, low income); Legal Aid Society of San Mateo; Samaritan House (low income); Merced Extension Triangle Neighborhood Association; Doelger Senior Center; City of Daly City Planning Department; City of San Francisco Office of Supervisor Sean Elsbernd; War Memorial Community Center; Westlake Community Center; Colma Community Center; Lincoln Community Center; Parkmerced; San Francisco State University (multi-cultural, low income); Alma Via of San Francisco (senior housing).

- Partnered with local community-based organization (Pilipino Bayanihan Resource Center to conduct extensive outreach and host community meeting).

Conduct Outreach

- Created and hand-distributed first meeting notice to BART passengers who use the Daly City BART Station during morning and evening peak commute periods, as well as conventional mail distribution, and circulation by hand to local organizations, community leaders, businesses and community-based organizations
- Created multi-lingual meeting notice for BART passengers who use the Daly City BART Station during morning and evening peak commute periods, as well as conventional mail distribution, and circulation by hand to local organizations, community leaders, businesses and community-based organizations.

Identify Language Service Needs

- Translation services were offered but no requests were submitted.

Implement Public Participation Strategy

- Implementing public participation strategy, which includes three community meetings.

Compile, Review and Report Results

- Will compile and review results.
- Will report results.

Specific Project Example 3

The purpose of this project is to implement BART's Strategic Maintenance Plan and to accommodate an expanded fleet. Project construction will take place in two Phases, with Phase 1 construction potentially beginning in 2012.

In October 2010, BART hosted a public meeting to discuss and solicit input from community members regarding the proposed project.

Identify Target Populations and Public Participation Needs

- Performed demographic analysis of the population surrounding the project area (Hayward and Union City).
- Identified significant populations for targeted outreach: low income and LEP persons (Spanish, Chinese and Tagalog language speakers).

Coordinate Internally

- GCR, OCR and project staff determined the most appropriate form of outreach to be a meeting and determined the goals and objectives of the community meeting.
- Developed public participation strategy.

Coordinate with CBO Partners

- GCR researched and identified specific, local organizations through which to conduct targeted outreach to low income and Spanish- and Tagalog-speaking area residents.

Conduct Outreach

- Created a meeting notice in multiple languages (English, Spanish and Tagalog) for conventional mail distribution and circulation through community and civic organizations.
- Mailed a multi-lingual meeting notice to approximately 4,600 residents and 600 businesses within a one-mile radius of the project.
- Posted a multi-lingual meeting notice on BART website and distributed it to the following community and municipal organizations: Afghan & International Refugees Support Services, Alameda County One Stop Career Center, Centro de Servicios, Continental Mobile Home Park, Daison Japan (Asian and Pacific Islander Market), Eden Area YMCA, Hayward City Hall, Hayward Day Labor Center, Hayward Family Resource Center, Hillview Baptist Church, Hillview Crest Elementary School, Kennedy Community Center, La Familia Counseling Services, Lincoln Child Center, Marina Food (Asian and Pacific Islander Market), Masjid Abubaker Siddiq (Islamic Mosque), New Haven Adult School, Nichiren Buddhist Center International Center, Our Lady of the Rosary Parish, Rental Housing Owners Association of Hayward, South Hayward Parish, Spanish Ranch Mobile Home Park No. 2, Tiburcio Vasquez Health Center, Union City Library, and the City Hall of Union City.
- Advertised meetings in local and ethnic newspapers including: Tri-City Voice, Sing Tao (Chinese), Philippine News (Tagalog), and Philippines Today (Tagalog).

Identify Language Service Needs

- Chinese language interpretation was requested for one meeting and translation services were provided.

Implement Public Participation Strategy

- Implemented public participation strategy, which included one public meeting.

Compile, Review and Report Results

- Compiled and reviewed results.
- Reported results. Project information on the comment period and meeting was made available on the BART website in English, Spanish, Chinese, Korean, Vietnamese and Tagalog.

Specific Project Example 4

This project is a 5.4 mile extension of the end of the line in Fremont to a new station. Construction is underway and anticipated to be complete in late 2014.

In April 2011, BART hosted two public meetings to solicit input from southern Alameda County and northern Santa Clara County residents on key station elements including access, parking, fares and amenities. Express bus riders along the corridor were also surveyed.

Identify Target Populations and Public Participation Needs

- Performed demographic analysis of the population within the corridor.
- Identified significant populations for targeted outreach: Hispanic, Asian and Pacific Islander and LEP persons (Spanish, Chinese, Vietnamese and Korean language speakers).

Coordinate Internally

- GCR, OCR and project staff determined the most appropriate form of outreach to be two meetings and a field survey.
- Determined the locations for two meetings within the corridor based on the demographic analysis and recommendations from community leaders. Meetings were scheduled in Fremont and Milpitas.
- Developed public participation strategy.

Coordinate with CBO Partners

- GCR researched and identified the following specific local organizations through which to conduct targeted outreach to Spanish-, Chinese-, Vietnamese- and Korean-speaking corridor residents: Fremont Family Resource Center; Bay Area Immigration and Refugee Services (BAIRS); South Bay Chinese Club; India Community Center; Milpitas Food Pantry; The Family Giving Tree; Jain Center of Northern California; LIFE Eldercare.

Conduct Outreach

- Performed field surveys in Downtown San Jose and at Fremont BART Station of express bus riders along the corridor.
- Contacted and worked with Santa Clara Valley Transit Authority (VTA) staff to inform them of the outreach process and determine what outreach they have done for the VTA BART extension project.
- Created a meeting notice in multiple languages (Spanish, Chinese, Vietnamese and Korean). Also, included a tag line in Persian and Hindi informing the speakers of those two languages that translation services and child care can be made available if requested 72 hours in advance of meeting time.
- Mailed multi-lingual meeting notice to a half-mile radius around each meeting location, as follows: Fremont, Warm Springs Community Center, 1,752 notices mailed; Milpitas, Milpitas Community Center, 893 notices mailed.
- GCR, OCR and project staff drafted a meeting survey instrument and field survey instrument which was produced in Spanish, Chinese, Vietnamese and Korean.
- Informed City staff and County elected officials of upcoming meetings and asked them to share the information with their constituents, including: City Councils and Mayors of Fremont and Milpitas, Local Chambers of Commerce, and Alameda County Board of Supervisors.
- Contacted local City Managers and Planning Commissioners to inform them of meetings.
- Electronically posted meeting notice including: BART website, project page, Facebook and Twitter.
- Advertised meetings in the following newspapers: Milpitas Post, Fremont Bulletin, Tri City Voice, India West, Vision Hispania (Spanish), Kyocharo News (Korean), World Journal (Chinese) and Vietnam Daily News (Vietnamese).
- Contacted local neighborhood and business groups to request the distribution of the multi-lingual meeting notice, including: Irvington Business Association, Warm Springs Business, Community Association, Niles Main Street and Avalon HOA.
- Called and visited local community-based and faith based organizations including: South Bay Community Church, Fremont; First Baptist Church, Fremont; Church of Jesus Christ of Latter Day Saints, Fremont; Warm Springs Church, Fremont; Cross Point Church of Silicon Valley, Milpitas; Saint John the Baptist, Milpitas; Milpitas Community Church, Milpitas; India Community Center, Milpitas; Barbara Lee Senior Center, Milpitas; League of Women Voters; National Federation for the Blind; Fremont/Newark YMCA, California School for the Deaf, Fremont; Irvington Community Center, Fremont; Bay Area Community Services Center, Fremont; Warm Springs Community Center, Fremont; and Northwest Polytechnic University, Fremont.
- Contacted and informed other transit agencies in the corridor (AC Transit, VTA).

Identify Language Service Needs

- Korean language interpretation was requested for one meeting and translation services were provided.

Implement Public Participation Strategy

- Implemented public participation strategy, which included two public meetings.

Compile, Review and Report Results

- Currently compiling and reviewing results.
- Will report results.

VI. PERFORMANCE MEASURES AND OBJECTIVES

A. Monitoring and Tracking

Public Participation Plan

Community members emphasized accountability during the process of developing the PPP. BART's Office of Government and Community Relations will monitor and track its public participation methods and share results in a transparent way. This includes being clear about process timelines and changes at BART that affect public participation methods.

BART already has some information about the reach of its ongoing methods. For example, BART currently tracks how many people receive notifications by email or text and through its Facebook page. BART also tracks website hits, telephone inquiries, the number of newsletters distributed through its stations and other measures of community contacts. BART staff track the number of inquiries and comments they receive by phone, email and in-person.

These numbers can help track communication methods, but additional measurements will be needed to determine if public participation goals are being met. Depending on the nature and scale of the topic or decision at hand, BART will identify specific measurable objectives for public participation methods.

Some measurable performance objectives BART will consider include:

- Number of participants attending a participation activity.
- Percent of the participants from a specific geographic area.
- Number and percent of participants providing feedback in languages other than English (identify number of respondents by language).
- Number and percent of responses received to a survey or questionnaire.
- Number of webpage downloads occurring during a specific time period.
- Number and percent of participants signed up to receive web, phone, or mail-based communications as a result of a participation activity.
- Number and percent of contacts updated (on a monthly or quarterly basis) to ensure participants continue receiving notices and announcements.
- Number and percent of participants expressing satisfaction regarding the process or results of a participation activity.

Other Methods

Community partners may be able to help BART identify baseline information and other data to help determine additional performance measurement methods. It is also

important to ask community meeting participants how they heard about the meeting so as to determine how best to target outreach efforts.

B. Public Participation Outcomes

After each public participation strategy implementation, community members have expressed an expectation and preference that BART share what it has learned from the community, and how it took that information into account. 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. BART should explain its rationale when, for example, a highly popular suggestion was not implemented because it was found to be technically unfeasible or cost-prohibitive. BART staff and Directors need to report back on the results of the analysis for methods for which public input was sought.

C. Conclusion

The BART Public Participation Plan is intended to be a living document that will be informed by current and future practices, successes and lessons learned. BART could continue to adapt and modify its public participation practices and language assistance services over time.

The more than 1,000 community members who gave so graciously of their time during the last few months told us that not only must BART do a better job of reaching out, but we must also better define the services that we already have.

Through this process of asking the community to help us to create the most effective Public Participation Plan possible, we have learned that building bridges and trust among people who have historically felt excluded from real institutional decision-making is a journey that will take time and a redoubled commitment from all of the staff at BART.

APPENDIX A: Population-Specific Findings from PPP Development Process Surveys

I. Factors in Decision to Attend a Meeting

PPP development process survey respondents were given a list of input methods and asked to rank each method individually in answer to the question, “How important are each of the following in your decision to attend a meeting to discuss BART-related issues?”

Tables 1-8 show the number and percentage of those who gave each ranking to a particular factor, with the total number of respondents who ranked that method given in the last row.

Factors	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Topics of interest that affect me directly	283	78%	64	18%	16	4%	363
Co-sponsored by a familiar community-based organization	220	65%	92	27%	29	9%	341
Childcare provided during the meeting	202	61%	69	21%	60	18%	331
Refreshments served	513	76%	108	16%	55	8%	676
Convenient time and location of meeting	415	75%	130	24%	8	1%	553
Translation services available	256	76%	30	9%	53	16%	339

Factors	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Topics of interest that affect me directly	143	82%	23	13%	8	5%	174
Co-sponsored by a familiar community-based organization	138	79%	27	16%	9	5%	174
Childcare provided during the meeting	124	74%	34	20%	10	6%	168
Refreshments served	93	57%	47	29%	22	14%	162
Convenient time and location of meeting	158	90%	16	9%	2	1%	178
Translation services available	164	92%	11	6%	3	2%	178

Factors	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Topics of interest that affect me directly	26	68%	12	32%	0	0%	38
Co-sponsored by a familiar community-based organization	28	74%	9	24%	1	3%	38
Childcare provided during the meeting	20	61%	8	24%	5	15%	33
Refreshments served	34	57%	16	27%	10	17%	60
Convenient time and location of meeting	44	76%	14	24%	0	0%	58
Translation services available	35	90%	2	5%	2	5%	39

Table 4: Factors in Decision to Attend a Meeting Vietnamese-Speaking PPP Survey Respondents							
Factors	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Topics of interest that affect me directly	24	50%	20	42%	4	8%	48
Co-sponsored by a familiar community-based organization	16	42%	19	50%	3	8%	38
Childcare provided during the meeting	30	51%	10	17%	19	32%	59
Refreshments served	324	89%	27	7%	14	4%	365
Convenient time and location of meeting	138	59%	87	37%	9	4%	234
Translation services available	24	69%	7	20%	4	11%	35

Table 5: Factors in Decision to Attend a Meeting American Indian or Native PPP Survey Respondents							
Factors	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Topics of interest that affect me directly	76	76%	20	20%	4	4%	100
Co-sponsored by a familiar community-based organization	53	57%	30	32%	10	11%	93
Childcare provided during the meeting	50	56%	18	20%	22	25%	89
Refreshments served	50	56%	28	31%	13	14%	90
Convenient time and location of meeting	67	73%	17	18%	9	10%	92
Translation services available	29	34%	13	15%	44	52%	85

Factors	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Topics of interest that affect me directly	107	68%	42	27%	8	5%	157
Co-sponsored by a familiar community-based organization	63	44%	63	44%	17	12%	143
Childcare provided during the meeting	68	42%	41	25%	54	33%	163
Refreshments served	400	79%	66	13%	42	8%	508
Convenient time and location of meeting	245	66%	115	31%	10	3%	370
Translation services available	86	76%	23	20%	34	30%	113

Factors	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Topics of interest that affect me directly	47	78%	9	15%	2	3%	60
Co-sponsored by a familiar community-based organization	29	53%	17	31%	9	16%	55
Childcare provided during the meeting	22	40%	15	27%	18	33%	55
Refreshments served	24	44%	16	29%	15	27%	55
Convenient time and location of meeting	49	84%	7	12%	2	3%	58
Translation services available	25	46%	9	17%	20	37%	54

Table 8: Methods of Providing Input to BART Spanish, Hispanic or Latino PPP Survey Respondents							
Factors	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Topics of interest that affect me directly	171	82%	29	14%	8	4%	208
Co-sponsored by a familiar community-based organization	155	73%	43	20%	13	6%	211
Childcare provided during the meeting	139	68%	44	21%	22	11%	205
Refreshments served	103	52%	67	34%	29	15%	199
Convenient time and location of meeting	190	90%	21	10%	1	0%	212
Translation services available	181	84%	18	8%	17	8%	216

II. Timing of Meetings

PPP development process survey respondents were given three options and asked to select only one in answering the question “What time would you prefer to attend a meeting?” Table 9 shows the number and percentage of those who selected each meeting time as their preference, with the total number of surveys in that category given in the last row. The most preferred meeting time for each specific population is highlighted.

Preferred Meeting Time	Low income		LEP – Spanish		LEP - Chinese		LEP – Vietnamese		Minority – American Indian or Native		Minority – Asian or Pacific Islander		Minority – Black/African American		Minority – Spanish, Hispanic or Latino	
	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total
During business hours	66	9%	34	18%	8	12%	12	3%	22	22%	27	5%	7	11%	43	19%
Evenings	192	26%	114	61%	21	32%	12	3%	51	51%	87	15%	46	72%	138	61%
Weekends	488	65%	40	21%	37	56%	387	94%	27	27%	456	80%	11	17%	44	20%
Total Surveys	746	100%	188	100%	66	100%	411	100%	100	100%	470	100%	64	100%	225	100%

*Note that preferences for Korean-, Russian- and Tagalog-speaking PPP development participants could not be established due to lack of significant numbers of survey responses from those populations.

III. Methods for Publicizing Participation Opportunities

PPP development process survey respondents were given a list of methods of publicizing participation opportunities and asked to select only one in answering the question “What is the best way to notify you about an upcoming meeting or event?” Table 10 shows the number and percentage of those who selected each method as their preference, with the total number of surveys in that category given in the last row. The most preferred method for each specific population is highlighted.

Publicity Method	Low income		LEP – Spanish		LEP - Chinese		LEP – Vietnamese		Minority – American Indian or Native		Minority – Asian or Pacific Islander		Minority – Black/African American		Minority – Spanish, Hispanic or Latino	
	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total
Ad in newspaper	16	2%	3	2%	2	3%	10	2%	5	5%	14	3%	1	2%	5	2%
Announcement from community group	68	9%	40	21%	12	18%	11	3%	8	8%	33	6%	5	8%	42	19%
BART’s website	51	7%	7	4%	5	8%	38	9%	7	7%	50	9%	6	10%	8	4%
Email notice	62	9%	19	10%	6	9%	18	4%	25	26%	55	10%	24	41%	40	18%
Postcard or letter in mail	392	54%	80	43%	39	59%	264	64%	43	44%	338	61%	11	19%	87	39%
Telephone	137	19%	38	20%	1	2%	68	17%	10	10%	69	13%	11	19%	40	18%
Total Surveys	727	100%	187	100%	66	100%	410	100%	98	100%	551	100%	59	100%	222	100%

*Note that preferences for Korean-, Russian- and Tagalog-speaking PPP development participants could not be established due to lack of significant numbers of survey responses from those populations.

IV. Community Meeting Formats

PPP development process survey respondents were asked to select one or more preferences from a list of methods in answer to the question “Which of the following methods would help you express your views on specific issues at meetings?” Table 11 shows the number and percentage of those who selected each method, with the total number of surveys in that category given in the last row. Note that since respondents were allowed to select more than one method, the percentages do not add up to 100%.

Input Method	Low income		LEP – Spanish		LEP - Chinese		LEP - Vietnamese		Minority – American Indian or Native		Minority – Asian or Pacific Islander		Minority – Black/African American		Minority – Spanish, Hispanic or Latino	
	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total
Translated written material in my preferred language	258	34%	109	56%	21	31%	67	16%	27	27%	126	22%	19	30%	121	53%
Translator at the meeting	434	57%	122	63%	46	69%	320	77%	17	17%	372	65%	11	17%	133	58%
Large group discussion	136	18%	69	36%	10	15%	39	9%	52	51%	77	13%	24	38%	82	36%
Small group discussion	134	18%	63	33%	23	34%	16	4%	47	47%	75	13%	33	52%	84	37%
One-on-one discussion	48	6%	15	8%	8	12%	13	3%	5	5%	24	4%	11	17%	20	9%
Electronic voting	32	4%	10	5%	4	6%	7	2%	20	20%	32	6%	19	30%	23	10%
Voting by questionnaire (written survey)	117	15%	59	31%	23	34%	21	5%	45	45%	65	11%	27	42%	70	30%
Show-of-hands voting	116	15%	80	41%	13	19%	19	5%	8	8%	47	8%	14	22%	87	38%
Total Surveys	756	N/A	193	N/A	67	N/A	413	N/A	101	N/A	575	N/A	64	N/A	230	N/A

*Note that preferences for Korean-, Russian- and Tagalog-speaking PPP development participants could not be established due to lack of significant numbers of survey responses from those populations.

PPP development process survey respondents were also asked to select one or more from a list of methods in answer to the question “What are the best ways to present detailed material to you for a meeting?” Table 12 shows the number and percentage of those who selected each method, with the total number of surveys in that category given in the last row. Note that since respondents were allowed to select more than one method, the percentages do not add up to 100%.

**Table 12: Methods of Presenting Detailed Information for Community Meetings
Low income, LEP and Minority-Specific Preferences from PPP Survey Data***

Presentation Method	Low income		LEP – Spanish		LEP - Chinese		LEP - Vietnamese		Minority – American Indian or Native		Minority – Asian or Pacific Islander		Minority – Black/African American		Minority – Spanish, Hispanic or Latino	
	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total
Information online for review before meeting	355	47%	43	22%	23	34%	245	59%	23	23%	338	59%	28	44%	57	25%
Online video to watch before meeting	95	13%	31	16%	5	7%	42	10%	15	15%	61	11%	12	19%	40	17%
Live presentation at meeting	244	32%	111	58%	28	42%	75	18%	54	53%	147	26%	34	53%	132	57%
Tabletop display to look at before/during meeting	72	10%	18	9%	10	15%	18	4%	24	24%	41	7%	15	23%	30	13%
Printed material to look at before/during meeting	145	19%	70	36%	20	30%	40	10%	48	48%	85	15%	28	44%	85	37%
Map, chart or other visual aids at meeting	101	13%	44	23%	15	22%	9	2%	22	22%	51	9%	21	33%	55	24%
Total Surveys	756	N/A	193	N/A	67	N/A	413	N/A	101	N/A	575	N/A	64	N/A	230	N/A

*Note that preferences for Korean-, Russian- and Tagalog-speaking PPP development participants could not be established due to lack of significant numbers of survey responses from those populations.

V. Input Methods Other than Community Meetings

PPP development process survey respondents were given a list of input methods and asked to rank each method individually in answer to the question, "In addition to a meeting, how likely would you be to use the following to express your views on BART-related issues?"

Tables 13-20 show the number and percentage of those who gave each ranking to a particular method, with the total number of respondents who ranked that method given in the last row.

Method of Providing Input	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Online survey	126	51%	80	32%	41	17%	247
Online discussion	95	42%	71	32%	59	26%	225
Comments by email	126	51%	71	29%	48	20%	245
Mail-back survey	182	59%	102	33%	23	7%	307
Focus group	215	65%	70	21%	44	13%	329
Write letter	340	73%	70	15%	58	12%	468
Phone comment line	43	51%	25	29%	19	22%	85

Method of Providing Input	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Online survey	60	56%	42	39%	5	5%	107
Online discussion	53	54%	35	35%	11	11%	99
Comments by email	61	58%	35	33%	10	9%	106
Mail-back survey	91	72%	33	26%	2	2%	126
Focus group	102	80%	22	17%	4	3%	128
Write letter	72	65%	28	25%	11	10%	111
Phone comment line	16	64%	6	24%	3	0%	25

Method of Providing Input	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Online survey	10	43%	11	48%	3	13%	24
Online discussion	3	17%	11	61%	4	22%	18
Comments by email	12	46%	11	42%	3	19%	26
Mail-back survey	22	56%	13	33%	4	10%	39
Focus group	27	73%	7	19%	3	8%	37
Write letter	19	54%	12	34%	4	11%	35
Phone comment line	9	41%	11	50%	2	0%	22

Method of Providing Input	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Online survey	8	36%	12	55%	2	9%	22
Online discussion	2	13%	7	47%	6	40%	15
Comments by email	1	5%	5	24%	8	38%	14
Mail-back survey	17	30%	33	59%	6	11%	56
Focus group	64	73%	19	22%	4	5%	87
Write letter	188	92%	11	5%	6	3%	205
Phone comment line	5	63%	2	25%	1	38%	8

Table 17: Methods of Providing Input to BART American Indian or Native PPP Survey Respondents							
Method of Providing Input	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Online survey	34	34%	16	16%	28	28%	101
Online discussion	10	10%	18	18%	39	39%	101
Comments by email	21	21%	17	17%	28	28%	101
Mail-back survey	44	44%	15	15%	15	15%	101
Focus group	25	25%	25	25%	24	24%	101
Write letter	14	14%	15	15%	41	41%	101
Phone comment line	4	4%	4	4%	5	5%	101

Table 18: Methods of Providing Input to BART Asian or Pacific Islander PPP Survey Respondents							
Method of Providing Input	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Online survey	60	51%	43	37%	14	12%	117
Online discussion	21	22%	47	50%	26	28%	94
Comments by email	48	43%	40	36%	24	21%	112
Mail-back survey	59	39%	72	48%	20	13%	151
Focus group	114	60%	55	29%	22	12%	191
Write letter	238	74%	46	14%	38	12%	322
Phone comment line	16	28%	22	38%	20	34%	58

Method of Providing Input	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Online survey	33	63%	15	29%	4	8%	52
Online discussion	15	37%	14	34%	12	29%	41
Comments by email	24	50%	17	35%	7	15%	48
Mail-back survey	24	53%	9	20%	12	27%	45
Focus group	28	55%	15	29%	8	16%	51
Write letter	12	29%	12	29%	18	43%	42
Phone comment line	3	17%	6	33%	9	50%	18

Method of Providing Input	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No. of Responses
Online survey	79	56%	51	36%	11	8%	141
Online discussion	59	46%	43	33%	27	21%	129
Comments by email	74	54%	46	34%	17	12%	137
Mail-back survey	109	68%	42	26%	10	6%	161
Focus group	121	75%	27	17%	14	9%	162
Write letter	84	58%	38	26%	22	15%	144
Phone comment line	22	50%	10	23%	12	27%	44

VI. Methods of Keeping Participants Informed after Meetings

PPP development process survey respondents were given a list of options and asked to select only one in answering the question “BART would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of BART’s actions after meetings?” Table 21 shows the number and percentage of those who selected each method as their preference, with the total number of surveys in that category given in the last row. The most preferred method for each specific population is highlighted.

Table 21: Methods of Keeping Participants Informed After Meetings Low income, LEP and Minority-Specific Preferences from PPP Survey Data*																
Preferred Information Method	Low income		LEP – Spanish		LEP - Chinese		LEP – Vietnamese		Minority – American Indian or Native		Minority – Asian or Pacific Islander		Minority – Black/African American		Minority – Spanish, Hispanic or Latino	
	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total
BART website	46	6%	11	6%	7	11%	7	2%	15	15%	36	6%	9	15%	17	8%
Email	65	9%	21	12%	8	13%	12	3%	30	30%	61	11%	35	57%	42	21%
Regular mail	600	79%	136	75%	45	71%	383	95%	50	50%	459	81%	11	18%	145	71%
Total Surveys	756	100%	182	100%	63	100%	404	100%	101	100%	565	100%	61	100%	204	100%

VII. Types of Community-Based Organizations (CBOs) Participated In

PPP development process survey respondents were also asked to select one or more from a types of CBOs in answer to the question “What type(s), if any, of community-based organizations do you participate in??” Table 22 shows the number and percentage of those who selected each type of CBO, with the total number of surveys in that category given in the last row. Note that since respondents were allowed to select more than one type of CBO, the percentages do not add up to 100%.

Type of CBO	Low income		LEP – Spanish		LEP - Chinese		LEP – Vietnamese		Minority – American Indian or Native		Minority – Asian or Pacific Islander		Minority – Black/African American		Minority – Spanish, Hispanic or Latino	
	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total	No. selected	% of total
Religious	492	65%	93	48%	32	48%	372	90%	24	24%	455	79%	26	41%	109	47%
Political	36	5%	10	5%	2	3%	14	3%	13	13%	29	5%	23	36%	15	7%
Environmental	100	13%	18	9%	9	13%	14	3%	17	17%	41	7%	22	34%	24	10%
Urban/Regional Planning	38	5%	8	4%	6	9%	4	1%	20	20%	27	5%	18	28%	20	9%
Total Surveys	756	N/A	193	N/A	67	N/A	413	N/A	101	N/A	575	N/A	64	N/A	230	N/A

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
21st Century Multi-Cultural Community	7106 Johnson Dr.	Pleasanton	Various	Various
Adventist Homeless Action Team	24091 Madeiros Ave.	Hayward	Low-income, minority	Various
Affordable Housing Associates	1250 Addison St.	Berkeley	Low-income, minority	Various
Afghan & International Refugees Support Services	27287 Patrick Avenue	Hayward	Asian	Dari, Pashto
Afghan Society	3005 Flora Vista	Alameda	Asian	Dari, Pashto
Afghan Women's Association International	39155 Liberty St.	Fremont	Asian	Dari, Pashto
African American Advisory Committee on Crime	455 7th St. Rm.313	Oakland	Black	N/A
African American Art & Culture Complex	762 Fulton St.	San Francisco	Black	N/A
African American Development Assocaition	1235 Peralta St.	Oakland	Black	N/A
African American Development Institute	1630 12th St.	Oakland	Black	N/A
Aid for the Philipines	575 Callan Ave	San Leandro	Asian	Tagalog
Alameda Alliance for Health	1240 South Loop Rd.	Alameda	Low-income, minority	Various
Alameda Chamber of Commerce	1416 Park Ave.	Alameda	Various	Various
Alameda County Community Food Bank	7900 Edgewater Dr.	Oakland	Low-income, minority	Various
Alameda County Social Services Agency	1106 Madison Street	Oakland	Low-income, minority	Various
Alameda County Workforce Investment Board	24100 Amador Street, 6th Floor	Hayward	Low-income, minority	Various
Alameda County Youth Development Inc.	1651 Adeline St.	Oakland	Low-income, minority	Various
Alameda Cultural Diversity Committee	555 Atlantic Ave.	Alameda	Various	Various
Alameda Korean Presbyterian	2001 Santa Clara Ave.	Alameda	Asian	Korean
Alameda Multi-Cultural Community Center	842 Central Ave.	Alameda	Various	Various
Alameda Senior Citizens	1155 Santa Clara Ave.	Alameda	Low-income, minority	Various
Alameda Senior Council	555 Atlantic Ave.	Alameda	Low-income, minority	Various
Alameda Special Olympics	2200 Central Ave	Alameda	Low-income, minority	Various
Alexander & Baldwin Foundation	555 12th St.	Oakland	Low-income, minority	Various
Alternatives in Action	1900 Third St.	Alameda	Low-income, minority	Various
American Indian Child Resource Center	522 Grand Ave.	Oakland	American Indian	Various
American Indian Public Charter School	3626 35th Ave.	Oakland	American Indian	Various
American Muslim Alliance	39675 Cedar Blvd. Ste 220E	Newark	Asian	Arabic
Anchor Education, Inc.	2075 Hillside Dr.	San Leandro	Low-income, minority	Various

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Antioch Chamber of Commerce	101 H St. Unit 4	Antioch	Various	Various
Antioch Church Family	55 E. 18th St.	Antioch	Black	N/A
API Cultural Center Inc.	388 9th St.	Oakland	Asian	Various Asian
Asian American for Community Involvement	2400 Moorpark Avenue, Suite 300	San Jose	Asian	Various
Asian Communities for Reproductive Health	310 8th Street, Ste. 309	Oakland	Asian	Various Asian
Asian Community Mental Health Services	310-8th Street, Ste 201	Oakland	Asian	Various Asian
Asian Community Mental Health Services	12240 San Pablo Ave.	Richmond	Asian	Various Asian
Asian Employees Association at the Port of Oakland	530 Water Street	Oakland	Asian	Various Asian
Asian for Job Opportunities	1911 Addison Street	Berkeley	Asian	Various Asian
Asian Health Services	818 Webster St.	Oakland	Asian	Various Asian
Asian Immigrant Women Advocates	310 8th St. Ste 301	Oakland	Asian	Various Asian
Asian Law Alliance	184 E. Jackson Street	San Jose	Asian	Various Asian
Asian Neighborhood Design	1182 Market St, Ste 300	San Francisco	Asian	Various Asian
Asian Pacific American Community Center	2442 Bay Shore Blvd	San Francisco	Asian	Chinese Vietnamese
Asian Pacific Environmental Network	310 8th St. Ste 309	Oakland	Asian	Various Asian
Asian Pacific Fund	225 Bush Street	San Francisco	Asian	Various Asian
Asian Pacific Islander Legal Outreach	1212 Broadway, Ste. 400	Oakland	Asian	Various Asian
Asians and Pacific Islanders with Disabilities	c/o Pacific DBTAC 555 12th St. Ste 1030	Oakland	Asian	Various Asian
AsianWeek Foundation	809 Sacramento Street	San Francisco	Asian	Chinese, Tagalog
Association of Africans and African Americans	1001 Linden St.	Oakland	Black	N/A
Barbara Lee Senior Center	40 N. Milpitas Blvd.	Milpitas	Low-income, minority	Various
BART/Customer Services	300 Lakeside Dr, 18th Flr	Oakland	Low-income, minority	Various
Bay Area Community Connection	810 Clay St.	Oakland	Low-income, minority	Various
Bay Area Community Services	7901 Oakport St. Ste 3400	Oakland	Low-income, minority	Various
Bay Area Immigrant and Refugee Services	37371 Fremont Blvd., Suite D	Fremont	Low-income, minority	Various
Bay Area Legal Aid	P.O. Box 2289	Richmond	Low-income, minority	Various
Bay Area Marathi Mandal	3666 Anis Circle	Pleasanton	Asian	Marathi
Bay Area Partnership	1611 Telegraph Ave. Ste 404	Oakland	Low-income, minority	Various
Bay Area Rescue Mission	2114 Macdonald Ave.	Richmond	Low-income, minority	Various
Bay Area Somali Community	1650 Zanker Road #213	San Jose	Black	Somali
Bay Area Telugu Association	39120 Argonaut Wy. #555	Fremont	Asian	Telugu
Bay Area Youth Vaishnav Parivar	25 Corning Ave	Milpitas	Asian	Hindi

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Bay-o-vista Improvement Association	2175 Longview Dr.	San Leandro	Various	Various
Bayview Hunters Point YMCA	1601 Lane Street	San Francisco	Low-income, minority	Chinese Vietnamese
Bayview YMCA	1601 Lane St.	San Francisco	Low-income, minority	Chinese Vietnamese
Berkeley Institute of Language and Culture	890 Fargo Ave.	San Leandro	Asian	Chinese
Berkeley Zen Center	1931 Russell St.	Berkeley	Various	Various
Beth Eden Baptist Church of Oakland California	1183 10th St.	Oakland	Black	N/A
Black house Cultural Center Inc.	1531 Adeline St.	Oakland	Black	N/A
Black Property Owners Association	P.O. Box 2758	Berkeley	Black	N/A
Black United Front for Educational Reform	702 Union St.	Oakland	Black	N/A
Bobby Seale Reach Foundation	809 57TH ST	Oakland	Black	N/A
Boys and Girls Club of Pittsburg	1001 Stoneman Avenue	Pittsburg	Low-income, minority	Various
Brandon C Smith Youth Foundation for the Arts	250 MacArthur Blvd	San Leandro	Low-income, minority	Various
Buddhist Temple of Alameda	2325 Pacific Ave.	Alameda	Asian	Various Asian
Building Opportunities for Self Sufficiency (BOSS)	2065 Kittredge St. Ste E	Berkeley	Low-income, minority	Various
Cal State East Bay Small Business Development Center	475 14th St. Ste 150	Oakland	Various	Various
Calico Center	524 Estudillo Ave.	San Leandro	Low-income, minority	Various
Cambodian Community Dev., Inc.	1900 Fruitvale Ave, Ste. 3	Oakland	Asian	Cambodian
Cantonese Association of Oakland	715 Webster St. Apt 2	Oakland	Asian	Chinese
CARH-Comminty Assistance for the Retarded and Handicapped	20513-17 Alameda St.	Castro Valley	Low-income, minority	Various
CaroLena Foundation	1290 Estudillo Ave	San Leandro	Low-income, minority	Various
Catholic Charities of the East Bay	433 Jefferson St.	Oakland	Low-income, minority	Spanish
Catholic Charities of the East Bay	2369 Barrett Ave	Richmond	Low-income, minority	Spanish
Center for Employment Training	701 Vine Street	San Jose	Low-income, minority	Various
Center for Independent Living	2539 Telegraph Ave.	Berkeley	Low-income, minority	Various
Center for Independent Living: Downtown Oakland	1904 Franklin St. Ste 320	Oakland	Low-income, minority	Various

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Center for Lesbian and Gay Studies in Religion and Ministry	Pacific School of Religion, 1798 Scenic Ave.	Berkeley	Various	Various
Centerville Presbyterian Church Free Dining Room	4360 Central Ave	Fremont	Black	N/A
Central Business District Assn. of Oakland	Socail Policy Research Associates (SPR) 1330 Broadway Ste 1426	Oakland	Various	Various
Centro de Servicios, Corp	525 H Street	Union City	Hispanic	Spanish
Centro de Vida Independiente	1470 Fruitvale Ave.	Oakland	Hispanic	Spanish
Chabad of the Tri-Valley	6101 Via de los Cerros	Pleasanton	Jewish	Hewbrew, Yiddish
Change to Come	520 Monogram Rd.	San Leandro	Low-income, minority	Various
Charles P. Foster Foundation	1271 Washington Ave. Ste 174	San Leandro	Low-income, minority	Various
Child, Family & Community Services	32940 Alvarado-Niles Road, Suite 450	Union City	Low-income, minority	Various
Chinatown Chamber of Commerce	388 9th Street	Oakland	Asian	Chinese
Chinatown Community Development Center	663 Clay Street	San Francisco	Asian	Chinese
Chinatown Merchants Association	667 Grant Ave.	San Francisco	Asian	Chinese
Chinatown Transportation Research and Improvement Project	1525 Grant Ave.	San Francisco	Asian	Chinese
Chinese American Citizens Alliance, Oakland Lodge	303 8th St.	Oakland	Asian	Chinese
Chinese Consolidated Benevolent Association	373 9th St.	Oakland	Asian	Chinese
Chinese for Affirmative Action	17 Walter U Lum Place	San Francisco	Asian	Chinese
Chosen out of Love	1271 Washington Ave. Ste 129	San Leandro	Low-income, minority	Various
Christian Church Homes	303 Hegenberger Rd. Ste 201	Oakland	Low-income, minority	Various
City of Fremont - Family Resource Center	39155 Liberty St. Ste A110	Fremont	Various	Various
City of Pittsburg Community Access Department (CDBG Program)	916 Cumberland Street	Pittsburg	Low-income, minority	Various
City of Pittsburg Planning Department	65 Civic Avenue	Pittsburg	Low-income, minority	Various
Clarence B. Coleman and Joan F. Coleman Charitable Foundation	2557 Merced St.	San Leandro	Low-income, minority	Various
Community Counseling & Education	3775 Beacon Ave. #2	Fremont	Low-income, minority	Various
Community Education Foundation for San Leandro	151 Callan Ave. Ste 306	San Leandro	Low-income, minority	Various

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Community Housing Development Corporation	1452 Filbert Street	Richmond	Low-income, minority	Various
Community of Grace	580 Elmhurst St.	Hayward	Low-income, minority	Various
Community Resources for Independent Living	439 "A" St.	Hayward	Low-income, minority	Various
Community Resources for Independent Living Tri-Valley Branch Office; City of Livermore Multi-Services Center	3311 Pacific Ave.	Livermore	Various	Various
Concord Family Service Center	3540 Chestnut Ave	Concord	Low-income, minority	Various
Concord Senior Center	2727 Parkside Circle	Concord	Low-income, minority	Various
Congregations Organizing for Renewal	22634 2nd St. #209	Hayward	Black	N/A
Conselho Supremo da Uniao Portuguesa do Estado da California	1120 E. 14th St.	San Leandro	Hispanic	Spanish
Continental Mobile Home Park	28606 Huntwood Avenue	Hayward	Low-income	N/A
Contra Costa Child Care Council	1035 Detroit Ave.	Concord	Low-income, minority	Various
Contra Costa County Community Development Division	651 Pine St. 5th Floor, North Wing	Martinez	Low-income, minority	Various
Contra Costa County Employment and Human Services Dept.	40 Douglas Dr.	Martinez	Low-income, minority	Various
Contra Costa County Planning Department	40 Douglas Dr.	Martinez	Various	Various
Contra Costa County Workforce Development Board	300 Elinwood Way 3rd Floor	Pleasant Hill	Low-income, minority	Various
Contra Costa County Workforce Services	40 Douglas Dr.	Martinez	Low-income, minority	Various
Contra Costa for Every Generation	3478 Buskirk Ave. Ste. 1026	Pleasant Hill	Low-income, minority	Various
Contra Costa Health Services	50 Douglas Dr.	Martinez	Low-income, minority	Various
Contra Costa Interfaith Supporting Community Organization (CCISCO)	724 Ferry St.	Martinez	Low-income, minority	Various
Contra Costa Transportation Authority (CCTA) Paratransit Coordinating Council	3478 Buskirk Ave. Ste. 100	Pleasant Hill	Low-income, minority	Various
Corner Stone Community Development Corporation	1395 Bancroft Ave.	San Leandro	Low-income, minority	Various
Corporation for Supportive Housing	1330 Broadway, Ste 601	Oakland	Low-income, minority	Various
County Connection	2477 Arnold Industrial Way	Concord	Low-income, minority	Various

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Creekside Community Services, Inc.	951 MacArthur Blvd	San Leandro	Low-income, minority	Various
Crosscultural Community Services Center	2296A Quimby Road	San Jose	Low-income, minority	Various
Crosspoint Church of Silicon Valley	658 Gibraltar Court	Milpitas	Asian	Chinese
Cypress Mandela Training Center, Inc.	2229 Poplar St.	Oakland	Low-income, minority	Various
Daly City Community Service Center	350 - 90th Street	Daly City	Low-income, minority	Tagalog, Spanish
Delta 2000	301 W. 10th Street, Suite 2	Antioch	Low-income, minority	Various
Demolay International	116 W. Joaquin Ave.	San Leandro	Low-income, minority	Various
Development Center for Children, Youth & Their Families	2940 16th St.	San Francisco	Low-income, minority	Various
Disabled American Veterans	1301 Clay St. Rm. 1110, North	Oakland	Low-income, minority	Various
Donaldina Cameron House	920 Sacramento St.	San Francisco	Asian	Chinese
Downtown Berkeley Association	2230 Shattuck Ave. Ste C	Berkeley	Various	Various
East Bay Asian Local Development Corp (EBALDC)	310 8th St. Ste 200	Oakland	Asian	Various
East Bay Asian Youth Center	2025 East 12th Street	Oakland	Asian	Chinese, Spanish
East Bay Christian Fellowship	1111 H Street	Union City	Black	N/A
East Bay Community Law Center	3130 Shattuck Avenue	Berkeley	Low-income, minority	Various
East Bay Housing Organizations	538 9th St. Ste 200	Oakland	Low-income, minority	Various
East Bay Innovations Inc.	303 W. Joaquin Ave.	San Leandro	Low-income, minority	Various
East Bay Korean-American Senior Service Center	1723 Telegraph Ave	Oakland	Asian	Korean
East Bay Korean-American Senior Service Center	2516 Mira Vista Dr	El Cerrito	Asian	Korean
East Bay Refugee Forum Coordinator	1218 Miller Ave.	Oakland	Low-income, minority	Various
East Bay Resource Center for Non-Profit Support	359 Frank H. Ogawa Plaza	Oakland	Various	Various
East Bay Vietnamese Alliance Church of the Christian and Missionary	136 Farrelly Dr.	San Leandro	Asian	Vietnamese
East Bay Vietnamese Association	1218 Miller Avenue	Oakland	Asian	Vietnamese
East County Boys and Girls Club	1001 Stoneman Ave.	Concord	Low-income, minority	Various
Eastbay Works - Hayward	24100 Amador Street, 3rd Floor	Hayward	Low-income, minority	Various
Eastbay Works, Inc	Attn. Ed McMillan 1212 Broadway Ste. 300	Oakland	Low-income, minority	Various

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
EBMUD	375 11th Street (MS802)	Oakland	Various	Various
Echo Housing	770 "A" St.	Hayward	Low-income, minority	Various
Economic Council for West Oakland Revitalization	1001 Linden St.	Oakland	Various	Various
Eden Area YMCA	951 Palisade Street	Hayward	Low-income, minority	Various
Eden Housing, Inc.	409 Jackson St.	Hayward	Low-income, minority	Various
Eden I&R Inc.	570 "B" St.	Hayward	Low-income, minority	Various
Eden Youth Center	680 West Tennyson Road	Hayward	Low-income, minority	Various
El Concilio of San Mateo	1419 Burlingame Ave. Suite N	Burlingame	Low-income, minority	Spanish
Envirojustice	2520 Pine St.	Martinez	Low-income, minority	Various
Estrella Family Services	1155 Meridan Avenue, Suite 110	San Jose	Hispanic	Spanish
Ethiopian Community Services	304 N. 6th Street	San Jose	Black	Ethiopian
Excelsior Family Connections	49 Ocean Ave	San Francisco	Low-income, minority	Chinese
Exchange Inc.	3055 Alvarado St.	San Leandro	Low-income, minority	Various
Fairway Park Baptist Church	425 Gresel Street	Hayward	Black	N/A
Family Bridges, Inc	168 - 11th Street	Oakland	Asian	Chinese
Family Paths	22455 Maple Ct. Ste 402	Hayward	Low-income, minority	Various
Family Services of San Leandro	2200 San Leandro Blvd	San Leandro	Low-income, minority	Various
Farrelly pond Neighborhood Association	220 Bowling Green St.	San Leandro	Low-income, minority	Various
Filipino Advocates for Justice - Oakland	310 8th Street, Suite 306	Oakland	Asian	Tagalog
Filipino Advocates for Justice - Union City	31080 Union City Blvd, Suite 104	Union City	Asian	Tagalog
Filipino Community Center	4681 Mission Street	San Francisco	Asian	Tagalog
Filipino Community Christian Church	32462 Alvarado Blvd.	Union City	Asian	Tagalog
Filipino Community of Alvarado and Vicinity	3939 Smith St.	Union City	Asian	Tagalog
Filipino-American Community Services Agency	138 Santa Clara Ave.	Alameda	Asian	Tagalog
First 5 San Mateo	1700 S. El Camino Real, Suite 405	San Mateo	Low-income, minority	Various
First Samoan United Church of Christ	1911 Everett St.	Alameda	Asian	Samoan
Foundation for Rehabilitation and Development of Children and Family	2232 Windlass Way	San Leandro	Low-income, minority	Varous
Foundation for Self Reliance	P.O. Box 604	Fremont	Asian (Afghani)	Dari, Pashto
Fremont Family Resource Center	39155 Liberty St. Suite A110	Fremont	Low-income, minority	Various
Fundacion Venezolana Educacion y Cultura	1960 CLEVELAND ST	San Leandro	Hispanic	Spanih
Fundamental Gospel Baptist Church	618 Victoria Ct.	San Leandro	Black	N/A

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Gardner Family Care Corporation	160 E. Virginia Street, Suite 255	San Jose	Low-income, minority	Various
Global Charity Organization, Inc.	1198 JEFFERSON ST APT 202	San Leandro	Low-income, minority	Various
Grace Chinese Church	296 BROADMOOR BLVD	San Leandro	Asian	Chinese
Grail Family Services	2003 E. San Antonio Street	San Jose	Low-income, minority	Various
Greater New Beginnings Youth Services, Inc.	1625 Filbert Street	Oakland	Low-income, minority	Various
Greater Richmond Interfaith Program (GRIP)	165 22nd St.	Richmond	Low-income, minority	Various
Gujarati Cultural Association of the Bay Area	P.O. Box 7832	Fremont	Asian (Gujarati)	Gujarati
H & M Nakano Foundation	1503 SCENICVIEW DR	San Leandro	Low-income, minority	Various Asian
Harbor House	1811 11th Avenue	Oakland	Low-income, minority	Various
Hayward Adult School	22100 Princeton Street	Hayward	Low-income, minority	Various
Hayward Day Labor Center	680 W Tennyson Road	Hayward	Hispanic	Spanish
Hilltop Family YMCA	4300 Lakeside Dr.	Richmond	Low-income, minority	Various
Hillview Baptist Church	904 H Street	Union City	Black	N/A
Hindu Community and Cultural Center	1232 Arrowhead Ave.	Livermore	Asian	Hindi
Hispanic Family of California, Inc	101 CALLAN AVE STE 204	San Leandro	Hispanic	Spanish
Hispanic Foundation of Silicon Valley	60 S. Market Street, Suite 1000	San Jose	Hispanic	Spanish
Housing Rights Inc.	P.O Box 12895	Berkeley	Low-income, minority	Various
Human Outreach Agency	22425 Flagg St.	Hayward	Low-income, minority	Various
Iglesia Bautista Ebenezer	300 E St.	Union City	Hispanic	Spanish
Iglesia Del Nasareno Casa De	30538 Union City Blvd.	Union City	Hispanic	Spanish
Iglesia Luz Del Valle	33442 9th St.	Union City	Hispanic	Spanish
Impala, Inc.	1816 SYLVAN CIR	San Leandro	Low-income, minority	Various
India Community Center	525 Los Coches St.	Milpitas	Asian	Hindi
Indian Health Center of Santa Clara Valley	1333 Meridan Ave.	San Jose	American Indian	Various
Indigenous Nationa Child & Family Agency	1436 CLARKE ST	San Leandro	American Indian	Various
International Children's Assistance Network	512 Valley Rd	Milpitas	Asian	Vietnamese
Iron Triangle Neighborhood Council	N/A	Richmond	Low-income, minority	Various
Iron Triangle Neighborhood Council	598 Nevin Ave	Richmond	Low-income, minority	Various
Islamic Center of Pleasanton-Dublin	1279 Quarry Ln. Ste B	Pleasanton	Asian	Arabic
J4NA Foundation	P.O. Box 120	Fremont	Low-income, minority	Various
Jain Center of Northern California	722 South Main Street	Milpitas	Asian	Hindi
Japan Pacific Resource Network	310 8th St, Ste 305B	Oakland	Asian	Japanese
Japanese American Services of the East Bay	2126 Channing Way	Berkeley	Asian	Japanese

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Jayhad Foundation	296 JUANA AVE	San Leandro	Low-income, minority	Various
John Muir Parent Teacher Student Organization, Inc.	1444 WILLIAMS ST	San Leandro	Various	Various
Kanzhongguo Association Inc.	1765 Landess Ave, #260	Milpitas	Low-income, minority	Various
Korean American Association of San Francisco & Bay Area	745 Buchanan St.	San Francisco	Asian	Korean
Korean American Community Services	1800 B Fruitdale Ave.	San Jose	Asian	Korean
Korean Community Center of the East Bay	4390 Telegraph Ave, Ste.A	Oakland	Asian	Korean
Korean Grace Presbyterian Church	7424 Foothill Rd.	Pleasanton	Asian	Korean
Korean Youth Cultural Center	4216 Telegraph Avenue	Oakland	Asian	Korean
La Clinica	339 E. Leland Road	Pittsburg	Hispanic	Spanish
La Clínica Monument	2100 Monument Blvd. Ste. 8	Pleasant Hill	Hispanic	Spanish
La Familia Counseling Services	26081 Mocine Avenue	Hayward	Hispanic	Spanish
La Familia Developmental Disabilities	1525 B St.	Hayward	Hispanic	Spanish
Lao Family Community Center	2325 East 12th Street	Oakland	Asian	Laotian/ Burmese
Lao Family Community Development Inc.	1865 Rumril Blvd., Ste. #B	San Pablo	Asian	Laotian/ Burmese
Lao Seri Association	875 O'Farrell St.	San Francisco	Asian	Laotian
Latina Coalition of Silicon Valley	1346 The Alameda, Suite #7-293	San Jose	Hispanic	Spanish
Legal Aid Society of San Mateo	521 East 5th Avenue	San Mateo	Low-income, minority	Various
Legal Assistance for Seniors	464 7th Street	Oakland	Low-income, minority	Various
Lighthouse for the Blind	214 Van Ness Avenue	San Francisco	Various	Various
Lincoln Child Center	27287 Patrick Ave.	Hayward	Low-income, minority	Various
Lincoln Elementary	225 11th Street	Oakland	Low-income, minority	Various
Lindhurst Christine a CPM	409 Jackson St.	Hayward	Various	Various
Lions Center for the Blind	3834 Opal St.	Oakland	Low-income, minority	Various
Live Oak Adult Day Services	49 North 4th Street	San Jose	Low-income, minority	Various
Livermore Downtown Inc.	2060 Second St.	Livermore	Various	Various
Liwanag Kultural Center	222 Lausanne Ave	Daly City	Asian	Tagalog
Los Rancheros Market	1099 A Reganti Drive	Concord	Hispanic	Spanish
Low-income Families Empowerment Through Education	1880 Fairway Drive	San Leandro	Low-income. Minority	Various
Loyal Order of Moose	6904 Rich Ave.	Newark	Various	Various
Macdonald Senior Center	2525 Macdonald Ave.	Richmond	Low-income, minority	Various
Manilatown Heritage Foundation	953 Mission Street, Ste. 30	San Francisco	Asian	Tagalog
Martinez Senior Community Center	818 Green St.	Martinez	Low-income, minority	Various

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Masjid Abubaker Siddiq	29414 Mission Boulevard	Hayward	Asian	Hindi
Masjid Muhajireen	185 Folsom Ave.	Hayward	Asian	Hindi
Masonic Home for Adults	34400 Mission Blvd.	Union City	Various	Various
Mayor's Office of Neighborhood Services (MONS)	1 Dr. Carlton P. Goodlet Pl. Rm. 160	San Francisco	Low-income, minority	Various
Mayor's Committee for the Disabled	2263 Santa Clara Ave.	Alameda	Various	Various
Mexican American Community Services Agency	130 N. Jackson	San Jose	Hispanic	Spanish
Milpitas Community Chinese School	3435 Birchwood Lane	San Jose	Asian	Chinese
Milpitas Food Pantry	196 South Main Street	Milpitas	Low-income, minority	Various
Mission Community Council	1850 Mission St.	San Francisco	Hispanic	Spanish
Mission Hiring Hall	3042 16th Street	San Francisco	Hispanic	Spanish
Mission Housing Development Corporation	474 Valenica Street	San Francisco	Hispanic	Spanish
Mission Neighborhood Centers, Inc	362 Capp Street	San Francisco	Hispanic	Spanish
Monument Community Partnership (MCP)	1760 Clayton Rd.	Concord	Low-income, minority	Spanish
Museum on Main Street	603 Main St.	Pleasanton	Various	Various
NAACP	P.O. Box 571	Alameda	Black	N/A
NAACP San Jose	304 North 6th Street	San Jose	Black	N/A
National Network for Immigrant and Refugee Rights	310 8th St. Ste 303	Oakland	Low-income, minority	Various
Neighborhood Housing Services of America	7627 Hansom Dr.	Oakland	Low-income, minority	Various
NEMS Noriega Street Clinic	1450 Noriega Street	San Francisco	Low-income, minority	Various
Newark Soccer Club Inc.	37053 Cherry St.	Newark	Various	Various
Nichiren Buddhist International Center	29490 Mission Boulevard	Hayward	Asian	Japanese
Nightingale Nursing	101 Callan Ave.	San Leandro	Low-income, minority	Various
North Mission Neighborhood Alliance	4104 24th Street #388	San Francisco	Hispanic	Spanish
North of Market / Tenderloin Community Benefit District	134 Golden Gate Ave. Ste A	San Francisco	Low-income, minority	Various
North of Panhandle Neighborhood Association	P.O. Box 591504	San Francisco	Low-income, minority	Various
North Peninsula Food Pantry and Dining Center of Daly City	31 Bepler Street	Daly City	Low-income, minority	Various
North Peninsula Neighboord Services Center	600 Linden Ave.	South San Francisco	Low-income, minority	Spanish
Northern California Cancer Center	2201 Walnut Ave. #300	Fremont	Various	Various
Oak Center Cultural Center	1324 Adeline St.	Oakland	Various	Various
Oakland Asian Cultural Center	388 9th St, Ste. 290	Oakland	Asian	Chinese

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Oakland Asian Students Educational Services (OASES)	196 10th Street	Oakland	Asian	Chinese
Oakland Business Association	1005 7th St.	Oakland	Various	Various
Oakland Chinatown Chamber of Commerce	388 9th St. Ste 258	Oakland	Asian	Chinese
Oakland Chinese Association	731 Webster St.	Oakland	Asian	Chinese
Oakland Concerned Mens Youth Program	1670 13th St.	Oakland	Low-income. Minority	Various
Oakland Safe Streets Committee	Tribune Towers 409 13th St. Ste 19-A	Oakland	Low-income, minority	Various
Ohlone Foundation	43600 Mission Blvd.	Fremont	Low-income, minority	Various
OMI/Excelsior Beach Center	241 Oneida Ave., Room 181	San Francisco	Low-income, minority	Chinese Vietnamese
Operation Dignity	1504 Franklin St.	Oakland	Low-income, minority	Various
Opportunity West	598 Nevin Ave.	Richmond	Low-income, minority	Various
Organization of Alameda Asians	c/o Buena Vista United Methodist Church 2311 Buena Vista Ave.	Alameda	Asian	Various Asian
Our Lady of the Rosary Parish	678 B Street	Union City	Low-income, minority	Tagalog, Spanish
Outreach & Escort, Inc.	2625 Zanker Rd. St. 200	San Jose	Low-income, minority	Various
Pacifica Resource Center	1809 Palmetto Ave.	Pacifica	Low-income, minority	Spanish, Tagalog
Padres Unidos Association	400 GARCIA AVE	San Leandro	Hispanic	Spanish
Peacemakers, Inc	3081 TEAGARDEN ST	San Leandro	Low-income, minority	Various
Pilipino Bayanihan Resource Center	2780 Junipero Serra Blvd	Daly City	Asian	Tagalog
Planned Parenthood	1866 B St.	Hayward	Low-income, minority	Various
Pleasanton Cultural Arts Foundation	400 Main St.	Pleasanton	Various	Various
Plumber and Steamfitters Local Union No. 159	1308 Roman Way	Martinez	Various	Various
Portola Family Connections	2565 San Bruno Ave.	San Francisco	Low-income, minority	Various
Portugese Organization for Social Services & Opportunities	1115 E. Santa Clara Suite A	San Jose	Hispanic	Portugese
Portugese-American Pastoral Cultural Center	5800 Thorton Avenue	Newark	Hispanic	Portugese
Prescott-Joseph Center for Community Enhancement	920 Peralta St.	Oakland	Low-income, minority	Various
Primera Iglesia Bautista	33933 10th St.	Union City	Hispanic	Spanish
Punjabi Educational and Cultural Foundation	1950 Williams St.	San Leandro	Asian	Punjabi
Purple Lotus Buddhist School and Temple	33615 9th St.	Union City	Asian	Various Asian
Rebuilding Together Oakland	1111 Pine St. Ste A	Oakland	Low-income, minority	Various

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Resources for Community Development	2730 Telegraph Ave.	Berkeley	Low-income, minority	Various
Respect for Life Institute	818 27th St.	Oakland	Low-income, minority	Various
Richmond Annex Senior Center	5801 Huntington Ave.	Richmond	Low-income, minority	Various
Richmond Chamber of Commerce	3925 Macdonald Ave.	Richmond	Various	Various
Richmond Main Street	1000 Macdonald Ave.	Richmond	Low-income, minority	Various
Richmond Neighborhood Coordinating Council	P.O. Box 485 Station A	Richmond	Low-income, minority	Various
Richmond Village Beacon	600 32nd Ave T3	San Francisco	Low-income, minority	Chinese
Richmondworks	330 25th St.	Richmond	Low-income, minority	Various
Rides for Bay Area Commuters	300 Frank H. Ogawa Plaza, Ste 275	Oakland	Low-income, minority	Various
Rising Sun Energy Center	2033 Center St.	Berkeley	Various	Various
Rubicon Programs	2500 Bissell Ave.	Richmond	Low-income, minority	Various
Russian American Community Services	300 Anza Street	San Francisco	Russian	Russian
Sacred Heart Community Service	1381 South 1st Street	San Jose	Low-income, minority	Various
Saint Bruno's Catholic Church	555 W. San Bruno Ave.	San Bruno	Low-income, minority	Spanish
Saint Clement Catholic Parish	790 Calhoun Street	Hayward	Low-income, minority	Tagalog, Spanish
Saint Edward Catholic Church	5788 Thornton Ave.	Newark	Low-income, minority	Spanish, Portugese
Saint Elizabeth Church	750 Sequoia Dr	Milpitas	Low-income, minority	Spanish, Tagalog, Vietnamese
Saint John the Baptist	279 South Main Street	Milpitas	Low-income, minority	Tagalog, Vietnamese
Salvation Army	36700 Newark Blvd	Newark	Low-income, minority	Various
Salvation Army Hayward Corps	430 "A" St.	Hayward	Low-Income, minority	Various
Samaritan House	400 E. 5th Ave.	San Mateo	Low-income, minority	Various
San Francisco Board of Supervisors	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
San Francisco Cultural Arts Traditions	1380 Valencia Street	San Francisco	Hispanic	Spanish
San Francisco Health Plan	201 3rd St. 7th floor	San Francisco	Low-income, minority	Various
San Francisco Senior Center	481 O'Farrell St.	San Francisco	Low-income, minority	Chinese
San Francisco Southeast Asian Community Center	San Francisco	San Francisco	Asian	Vietnamese
San Leandro Fair Housing Committee	2010 NOME ST	San Leandro	Low-Income, minority	Various
San Leandro Hebrew Congregations - Temple Beth Sholom	642 DOLORES AVE	San Leandro	Jewish	Hebrew, Yiddish
San Lorenzo Village Community Hall	377 Paseo Grande	San Leandro	Various	Varioius

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Satellite Senior Homes	2526 Martin Luther King Jr. Wy.	Berkeley	Low-income, minority	Various
Self Help for Hard of Hearing People, Inc. (SHHH)	280 West MacArthur Blvd.	Oakland	Low-income, minority	Various
Senior Action Network	965 Mission St. Ste. 705	San Francisco	Low-income, minority	Various
Senior Housing Solutions	926 Rock Ave. St. 100	San Jose	Low-income, minority	Various
SENIOR SERVICES FOUNDATION	c/o Davis St. Family Resource Center, 3081 Teagarden St.	San Leandro	Low-income, minority	Various
Senior Support Program of the Tri-Valley	5353 Sunol Blvd.	Pleasanton	Low-income, minority	Various
Serra Center	4066 Bonde Wy.	Fremont	Low-income, minority	Various
Services, Immigrant Rights & Education Network	1425 Koll Circle, Suite #103	San Jose	Low-income, minority	Various
Shared Living Resource Center	2337 Parker St. Apt. 9	Berkeley	Low-income, minority	Various
Shelter Inc. of Contra Costa	1815 Arnold Dr.	Martinez	Low-income, minority	Various
Sikh Temple	300 Gurdwara Rd.	Fremont	Asian	Punjabi
Silicon Valley Alliance Church	10 Dempsey Road	Milpitas	Asian	Chinese
SOMCAN	1070 Howard Street	San Francisco	Low-income, minority	Tagalog Spanish
Somos Mayfair	370-B South King Road	San Jose	Hispanic	Spanish
South Bay Chinese Club	No address		Asian	Chinese
South Berkeley Senior Center	2939 Ellis Street	Berkeley	Black	N/A
South Hayward Parish	27287 Patrick Ave	Hayward	Black	N/A
South of Market Employment Center	288 7th St.	San Francisco	Low-income, minority	Various
Southern Alameda County Buddhist Church	32975 Alvarado-Niles Rd.	Union City	Asian	Various Asian
Spanish Ranch Mobile Home Park No. 2	121 Ranchero Way	Hayward	Low-income	N/A
Spectrum Community Services	1435 Grove Wy.	Hayward	Low-income, minority	Various
St. Joseph's Center for the Deaf	3880 Smith St.	Union City	Low-income, minority	Various
Sunset Neighborhood Beacon Center	3925 Noriega Street	San Francisco	Low-income, minority	Chinese
Supervisor Adrienne Tissier, District 5	400 County Center	Redwood City	Low-income, minority	Various
Supervisor Alice Lai-Bitker's office	1221 Oak Street, 536	Oakland	Low-income, minority	Various
Supervisor Bevan Dufty	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor Carmen Chu	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor Chris Daly	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor David Campos	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Supervisor David Chiu	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor Eric Mar	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor John Avalos	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor Michaela Alioto-Pier	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor Ross Mirkarimi	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor Sean Elsbernd	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
Supervisor Sophie Maxwell	1 Dr. Carlton P. Goodlet Pl. Rm. 244	San Francisco	Low-income, minority	Various
The Family Giving Tree	606 Valley Way	Milpitas	Low-income, minority	Various
The Interfaith Council of Contra Costa County	1543 Sunnyvale Ave.	Walnut Creek	Low-income, minority	Various
The Salvation Army	36700 Newark Blvd.	Newark	Low-income, minority	Various
Thoi Bao Weekly Newspaper	308-12th Street	Oakland	Asian	Vietnamese
Tiburcio Vasquez Health Center	33255 Ninth Street	Union City	Hispanic	Spanish
TransForm	436 14th St. Ste 600	Oakland	Low-income, minority	Various
Tri-Cities Children's Centers	4533 Mattos Dr.	Fremont	Low-income, minority	Various
Tri-City African Methodist Episcopal Church	210 E St.	Union City	Black	N/A
Tri-City League of Volunteers	36120 Ruschin Drive	Newark	Various	Various
Tri-City Volunteers	37350 Joseph St.	Fremont	Various	Various
Tri-Valley Chinese Bible Church	1055 Serpentine Ln.	Pleasanton	Asian	Chinese
Tri-Valley Housing Opportunity Center	141 N. Livermore Ave.	Livermore	Low-income, minority	Various
Tri-Valley One-Stop Center	5020 Franklin Dr.	Pleasanton	Low-income, minority	Various
UC Berkeley Ethnic Studies	592 Barrows Hall	Berkeley	Various	Various
Ujamaa Youth Education Foundation	1714 Franklin St. Ste 100 PMB 127	Oakland	Low-income, minority	Various
United Indian Nations, Inc.	1320 Webster St.	Oakland	American Indian	Various
United Neighborhood Improvement Association	1485 8th St.	Oakland	Various	Various
United Pilipinos of America	1611 Concordia St.	Alameda	Asian	Tagalog
Unity Care Group	237 Race Street	San Jose	Low-income, minority	Various
Unity Council	1900 Fruitvale Ave. Ste 2A	Oakland	Hispanic	Spanish
Urban Strategies Council	672 Thirteenth St.	Oakland	Low-income, minority	Various
Urojas Ministry Center	685 14th Street	Oakland	Black	N/A
Veterans Resource Center	1010 Mission Street, Suite C	San Francisco	Asian	Tagalog
Victory Center A.M.E. Zion Church	33527 Western Ave.	Union City	Black	N/A
Vietnamese Alliance Church	38325 Cedar Blvd	Newark	Asian	Vietnamese
Vietnamese Alliance Church of Union City	4214 Homer St.	Union City	Asian	Vietnamese

Appendix B: BART Community-Based Organization Partners

Organization	Address	City	Title VI Group	LEP Speakers
Vietnamese American Community Center of the East Bay	106 International Blvd.	Oakland	Asian	Vietnamese
Vietnamese Community Center of San Francisco	766 Geary Street	San Francisco	Asian	Vietnamese
Vietnamese Youth Development Center	166 Eddy St.	San Francisco	Asian	Vietnamese
Viola Blythe Community Services	37365 Ash Street	Newark	Low-income, minority	Various
Vision Latina	1531 Sunnyside Ave. #16	Walnut Creek	Hispanic	Spanish
Volunteers of America	1601 Harbor Bay Pkwy. Ste 150	Alameda	Various	Various
West Bay Pilipino Multi-Service Center	175 7th Street	San Francisco	Asian	Tagalog
West County Toxics Coalition	305 Chesley Avenue	Richmond	Low-income, minority	Various
Women of Faith Recovery Home	20424 Haviland Ave	Hayward	Low-income, minority	Various
Women's Initiative for Self-Employment	300 S 1st Street, Suite #340	San Jose	Low-income, minority	Various
Yu-Ai Kai/Japanese American Community Senior Services	588 N. 4th Street	San Jose	Asian	Japanese

Appendix C: Public Participation Survey Results

A total of 1,380 surveys were submitted. Results received are detailed below.

Question 1: How important are each of the following in your decision to attend a meeting to discuss BART-related issues?

	Very Important	% of Total*	Somewhat Important	% of Total*	Not Important	% of Total*	No Answer
Topics of interest that affect me directly	637	81%	125	16%	29	3%	791
Co-sponsored by a familiar community-based organization	416	55%	223	30%	115	15%	754
Childcare provided during the meeting	356	46%	180	24%	232	30%	768
Refreshments served	663	59%	253	23%	204	18%	1120
Convenient time and location of meeting	784	78%	199	20%	25	2%	1008
Translation services available	441	59%	93	12%	219	29%	753

***Note:** for Question 1, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Any other ways to make it easier for you to attend?

- 6 am meetings or at a BART station
- After 7 pm
- An online meeting (webinar) would be ideal
- At a BART-able location
- Available via webex with video would be nice
- Better communication about these meetings. I was not aware of the meetings until it was too late.
- Close to BART, disability accessible, alternative formats of handouts available
- Close to my home
- Close to public transportation. Not during typical work hours.
- Communicate events in advance in overt way
- Evening meetings near BART
- Free transportation from BART (Repeated by two respondents)
- Have meeting closer to BART stations
- In Public Library close to where I live
- In San Francisco
- Keep meeting short and to the point.
- Knowing when and where the meeting will be
- Knowing when these meetings are, I didnt know about the Tenderloin meeting.
- Live online video feed
- Live stream on computer, with ability to make public comment via computer
- Locations close to a BART station
- More publicity
- Near a BART station with free parking available
- Near transit
- Nearby
- On a Saturday
- On-line access
- Online forum
- Online video
- Please have a place with better parking
- Plenty of advance notice
- Position of the meeting's speaker
- Provide free transportation. Can't budget extra trips
- Public transport available
- Respect comments, follow up with actions
- Schedule them during outside of work hours.
- Shuttle service
- That the meeting location is safe for all of us.
- That they talk about the price for children to take Bart because it's really expensive in comparison to other cities.
- Time in my life
- Virtual - online
- Web conference the meetings
- Webchat
- Webex, teleconference, etc
- Weekend

*Note: for both Questions 2 and 3, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Question 2. When would you prefer to attend a meeting? *(select only one)*

	No. selected	% of Total*
During business hours (8:00 am to 5:00 pm)	130	10%
Evenings (6:00 pm to 9:00 pm)	484	39%
Weekends	643	51%
No answer given	123	N/A

Question 3. What is the best way to notify you about an upcoming meeting or event? *(select only one)*

	No. selected	% of Total*
Email notice	255	20%
Postcard or letter in mail	549	44%
Ad in newspaper	25	2%
BART’s website	97	8%
Announcement from community group (religious, political, etc.)	113	9%
Telephone	173	14%
Multiple choices made	1	0%
Other	37	3%
No answer given	130	N/A

Specific newspapers identified:

- Argus
- Day / Journal News
- Mo Magazine (Vietnamese)
- World’s Journal (identified on Chinese survey)
- Daily Review (identified by Spanish speaker)
- Chinese newspapers (China Press, Sing Tao)
- Times Magazine (Vietnamese?)
- East Bay Viet Newspaper

Other notification methods specified:

- Advertisement on BART (specified by 2 respondents)
- Also on BART + local buses
- Announcements and involvement with the MCP community events
- At BART stations
- Banner at station
- BART advertisement and community outreach
- Facebook
- Flyers around community
- Flyers at stations (specified by 2 respondents)
- Flyers door-to-door
- From BART employee
- Material @ BART station "take one" and/or platform signs
- Notification in and around BART station
- Pass out flyers on BART
- Postings on neighborhood store's windows
- Put in the BART seat
- Signs in your stations
- Social Media (FB Twitter) (specified by 2 respondents)
- Special flyers on BART monthly announcement
- Telephone in Nepali (specified by 2 respondents whose preferred primary language is Nepali)
- Text msg
- The flyers on BART worked well
- TV (specified by 7 respondents)
- TV Radio (specified by 3 respondents)
- Twitter (3)

*Note: for both Questions 4 and 5, the “% of Total” represents the percentage of all survey respondents who selected a specific method.

Question 4. Which of the following methods would help you express your views on specific issues at meetings? (select one or more)

	No. selected	% of Total*
Translated written material in my preferred language	391	28%
Translator at the meeting	600	43%
Large group discussion	327	24%
Small group discussion	355	26%
One-on-one discussion	109	8%
Electronic voting	155	11%
Voting by questionnaire (written survey)	303	22%
Show-of-hands voting	220	16%
Other	21	2%

Methods specified and comments under “Other:”

- Choices would depend on the size of the meeting
- Comment cards
- Don't like email
- Each person allowed to speak
- English
- Facilitates discussion - problem solving groups
- Interaction with commissioner
- Mail
- Nothing
- Powerpoint
- Preview the agenda
- Question and answer format
- Speaking talking stick
- The option to do it in my own language
- Time on agenda for audience feedback
- Vote by mail
- What are we voting on?
- When can voting ever be relevant?

Question 5. What are the best ways to present detailed material to you for a meeting? (select one or more)

	No. selected	% of Total*
Information online for review before meeting	587	43%
Online video to watch before meeting	179	13%
Live presentation at meeting	521	38%
Tabletop display to look at before/during meeting	174	13%
Printed material to look at before/during meeting	354	26%
Map, chart or other visual aids at meeting	260	19%
Other	28	2%

Other presentation methods specified:

- 511.org
- A staff member that's been identified as the contact person to talk with for questions/clarifications
- Accessible materials
- All material translated
- Braille and large print
- Conversation w/ BART director
- Electronic documents
- Email with information
- In advance email
- Information BART station
- Interactive dialogs
- Mail
- Mailed info before meeting
- Mail survey
- Microphone to help with being able to listen
- Multimedia
- Power point
- Someone to talk to in my language
- Topic on email
- TV
- Webinars

Question 6. In addition to a meeting, how likely would you be to use the following to express your views on BART-related issues?

	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No Answer
Online survey	347	57%	175	29%	84	14%	774
Online discussion	178	33%	193	36%	171	31%	838
Comments by email	290	50%	187	32%	108	18%	795
Mail-back survey	348	53%	212	32%	99	15%	721
Focus group	417	58%	191	26%	112	16%	660
Write letter	434	54%	169	21%	203	25%	574
Phone comment line	86	33%	70	27%	102	40%	1,122

***Note: for Question 6, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”**

Any other suggestions to help you express your views?

- Civil disobedience
- Claycord.com
- Do I have a vote? BART and any public transportation is the future so I want it as in expensive as possible so people will use. It also needs to be user friendly and of course safe. I have been taking BART for years even though I have a car.
- Email
- I would like a "meet your BART supervisor" on a regular basis
- If officials would listen to my suggestions.
- I've submitted comments in the past, but never received any acknowledgement that they were received, much less considered.
- Let me know whether and when my view points lead to any direct action
- Only if it matters
- Pay for focus groups
- Public meeting
- Regular meetings with BART board members in the district
- Social media: Facebook, Twitter
- Suggestion box at stations
- Text msg?
- There should always be more than one option available for participation (especially for those who do not have easy internet access).

Question 7. BART would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of BART’s actions after meetings? (select only one)

	No. selected	% of Total*
Email	283	33%
Regular mail	769	63%
BART website	116	10%
Other	54	4%
Multiple choices made	1	0%
No answer given	157	N/A

***Note: for Question 7, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”**

Methods specified under “Other:”

- Advertisements (specified by 2 respondents)
- Bulletins/newsletter
- Community meetings (specified by 3 respondents)
- Discuss
- Facebook
- Facebook twitter
- Factor
- HCP
- In and around bart stations
- In person
- Lao family (Burmese-Karenni lang.)
- Materials in Vietnamese
- Meeting
- Newspaper (specified by 4 respondents)
- Phone (specified by 13 respondents)
- Phone in nepali (specified by 2 respondents)
- Postcard on local sites (local publicity)
- Postings on store windows
- Public meeting
- Regular public participation, direct democracy
- School
- Social media
- Telephone w/ interpreter (Lao)
- The news
- Transit flyer
- TV (specified by 7 respondents)
- TV Radio (specified by 4 respondents)
- Twitter
- Twitter Link to BART website
- Valencia Garden (specified by 2 Spanish-speaking respondents)

Question 8. What type(s), if any, of community-based organizations do you participate in?
(select one or more)

	No. selected	% of Total*
Religious	703	51%
Political	145	11%
Environmental	197	14%
Urban/regional planning	136	10%
Other	211	15%

***Note:** for Question 8, the “% of Total” represents the percentage of all survey respondents who identified a specific type of community-based organization as one they participate in.

Types of CBOs specified under “Other:”

- AA (specified by 2 respondents)
- Affordable housing
- Art + cultural
- B.O.S.S.
- BART
- Bayview Hunters Point YMCA
- Business (specified by 4 respondents)
- Business-community econ. development
- CAA & VVPA (identified on Chinese survey)
- Caterers and restaurants
- CBO
- Chamber of Commerce
- Child care
- Chinese language school
- Clinic
- Community (specified by 3 respondents)
- Community based YMCA
- Community org (specified by 20 respondents)
- Cultural (specified by 2 respondents)
- Day program for adults /w disabilities
- Dien Hong Vietnamese Community Association
- Dien Hong Senior Association (specified by 5 respondents)
- Disability groups, arts group
- Disabled community
- EDIA - SPCA
- Educational
- Family Connections
- FORDECUSA
- Genesis
- HCP
- Hispanic Chamber of Commerce, Alameda County
- Historic preservation scouting
- Historical
- Indian Health Center
- Indian Health Center San Jose
- Inter Tribal Friendship House
- International Friendship House (specified by 17 respondents)
- Labor center
- Labor union
- Lao family (specified by 6 respondents)
- Local school, K-12 (specified by 2 respondents)
- Monument Community Partnership (specified by 32 respondents)
- MCP school
- Mental health community
- Monument Crisis Center
- Museums
- Musical toastmasters
- Native (specified by 3 respondents)
- Native American or American Indian (specified by 9 respondents)
- Native American community in Bay Area (2)
- Native youth support
- Neighborhood policing (specified by NCPC respondents)
- Neighborhood watch meeting (specified by 3 respondents)
- Non profit charities
- Non profit/disability/blindness
- Non-profit (specified by 2 respondents)
- Not relevant
- Organizations that support the deaf community
- Public ones
- Recreational bicycle club
- Richmond Main Street
- School (specified by 4 respondents)
- Senior Activities Center (481 O’Farrell)
- Service providers
- SF Chinatown Renters Association
- Shell mound preservation, shell mound walken
- Social seniors
- Social service, Social services CBO
- Sports teams
- Transit flyer
- Union
- Veterans
- Volunteer
- YMCA (specified by 2 respondents)
- Youth services

*Note: for Questions 9, 10, and 11 the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Question 9. How often, if at all, do you usually ride BART? (select only one)

	No. selected	% of Total*
Never	39	3%
Less than once a month	285	23%
1 – 3 days a month	343	28%
1 – 2 days a week	205	17%
3 days a week or more	351	29%
No answer given	157	N/A

Question 10. What is the total annual income of your household before taxes? (select only one)

	No. selected	% of Total*
Under \$25,000	756	66%
\$25,000 - \$40,000	134	12%
\$41,000 - \$75,000	127	11%
Over \$75,000	123	11%
No answer given	240	N/A

Question 11. In which language do you prefer to communicate? (select only one)

	No. selected	% of Total
English	452	37%
Spanish	194	16%
Chinese	67	5%
Korean	3	0%
Tagalog	5	1%
Russian	1	0%
Vietnamese	408	33%
Other	101	8%
Multiple choices made	1	0%
No answer given	148	N/A

Languages specified under “Other:”

Arabic	1
Burmese	12
Burmese-Arakan	1
Burmese-Karenni	19
Cambodian	3
Karenni	6
Lao	5
Nepali	24
Portuguese	1
Thai	3
Unspecified	2

Second languages specified: English/Nepali (specified by 2 respondents)

Question 12. What is your race or ethnic identification?

Notes: The survey passed out at meetings specified "select only one;" the online survey specified "select one or more." The majority of respondents specified only one race or ethnic identification. * For Question 12, the "% of Total" columns represent the percentage of those who answered the question who gave that particular answer; it does not include the "no answers."

	No. selected	% of Total
American Indian or Alaska Native	101	8%
Asian or Pacific Islander	576	48%
Black/African American	60	5%
Spanish, Hispanic or Latino	230	19%
White	124	10%
Other (specified, see list below)	96	8%
Other (unspecified)	7	0%
Combination of two or more race or ethnic identifications specified	20	2%
No answer given	161	N/A

Race or ethnic identifications specified under "Other:"

- American (1)
- Arabic (1)
- Asian Indian (1)
- Bhutanese (22)
- Burmese (11)
- Burmese-Arakan (1)
- Burmese-Karenni (24)
- Chicano/Yaqui (1)
- Eurasian (1)
- European descent (1)
- Filipino (1)
- Filipino/Portuguese/Chinese (1)
- Iranian (1)
- Karenni (1)
- Lao (1)
- Latino white (1)
- Mexican (9)
- Mixed (2)
- Not relevant (1)
- Not stated (1)
- Nothing that you care 4 (1)
- Pennsylvania Dutch (1)
- Vietnamese (10)

Comments:

- "Spanish, Hispanic or Latino" is not a race. (Comment from survey in Spanish)

Number of surveys filled out in each language:

	No. filled out	% of total
English	588	51%
Spanish	175	15%
Chinese	41	4%
Vietnamese	321	28%
Tagalog	1	0%
Russian	1	0%
Laotian	21	2%
Cambodian	6	0%
Korean	0	0%
Online	226	N/A

*Note: The “% of Total” column represents the percentage of the hard copy surveys that were available to be counted; it does not include the “online” number. The survey was available online in six languages, but tallies of the online did not call out which language a survey was completed in.

APPENDIX D: BART LEP Assessment Findings

The Factor 1 analysis assessed the number and proportion of persons with limited English-speaking proficiency likely to be encountered within BART's four-county service area. The LEP population is those persons who reported to the Census Bureau that they speak English "less than very well."

The four-county BART service area, shown in Figure 1, includes Alameda, Contra Costa, San Francisco, and San Mateo Counties. Within this area, the most recent census data from the American Community Survey (ACS) estimate that 689,499, or 18.6 percent, of the population age 5 years and older is LEP. The ACS data show 22 languages with 1,000 or more LEP persons.

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 language characteristics through an analysis of available data. 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 2000
- U.S. Census Bureau, 2006 to 2008 ACS 3-Year Sample, Public Use Microdata Sample (PUMS)
- California Department of Education (CDE), English Learner Data

Census 2000

Census 2000 provides the most geographically detailed information about English language proficiency within the four-county BART service area. The census provides information on languages spoken at home and the English proficiency of nonnative persons. These data are available at the census block group and census tract level. There are 820 census tracts in the service area. The San Francisco Airport census tract has no population, which results in 819 tracts with population. FTA identifies Census 2000 as a primary data source for identifying LEP populations. Data from Census 2010 will become available beginning in 2011.

U.S. Department of Labor

The U.S. Census Bureau prepared a special tabulation for the U.S. Department of Labor (DOL) One Stop Career Centers to identify languages spoken in states and in Local Workforce Investment Areas (LWIAs). FTA suggests that recipients consider this dataset as a supplement to the census data in efforts to identify locations of LEP populations because the LWIAs likely match or overlap with a transit provider's service area. The tabulation is based on LWIA geography that generally corresponds to county and city boundaries. This special DOL tabulation includes all of the BART service area except for the city of Richmond. Because of confidentiality concerns, the U.S. Census Bureau could not tabulate Richmond separately.

APPENDIX D: BART LEP Assessment Findings

American Community Survey

The ACS is a continuous nationwide survey of addresses conducted monthly by the U.S. Census Bureau. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis. 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. While the ACS data currently available are considered a reliable source of information, data are not yet available at the census tract level.

This report follows the FTA Handbook to use the ACS data to provide a secondary estimate of the number and distribution of LEP persons. The PUMS is a U.S. Census Bureau product available from the 2006 to 2008 ACS 3-Year Sample. There are 110,440 records available for the four-county BART service area. The geographies that correspond to these sample data are the Public Use Microdata Areas (PUMAs). There are 31 PUMAs in the BART service area. The PUMS data are used to prepare maps showing the distribution of LEP populations.

California Department of Education English Learner 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 CDE data provide 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 64 primary, secondary, and unified school districts within the BART service area.

LEP Population Identification

Census 2000

FTA describes LEP persons as having a limited ability to read, write, speak, or understand English. For this LEP analysis, those who reported to the U.S. Census Bureau that they speak English less than very well were used to tabulate the LEP population for the BART service area.

Table 1 shows English proficiency by county for the BART service area. The table shows that 17.8 percent of the population age 5 years and older reported speaking English less than very well. This is the overall LEP population.

APPENDIX D: BART LEP Assessment Findings

Table 1 Census 2000 English Proficiency, by County

County or Area	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Alameda	1,346,666	850,906	257,896	237,864	17.7
Contra Costa	883,762	654,278	128,289	101,195	11.5
San Francisco	745,650	404,571	154,678	186,401	25.0
San Mateo	662,509	387,594	152,491	122,424	18.5
Service Area	3,638,587	2,297,349	693,354	647,844	17.8%

Source: U.S. Census Bureau, Summary File 3 (SF 3), 2000, Table P19.

The Census 2000 data, based on a sample of the population, include the number of persons ages 5 and above 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 four-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.

The data displayed in Table 2 are for the four-county BART service area population ages 5 years and above. When considered exclusively for persons 18 years and above, the data suggest that approximately 15.5 percent of the adult population residing in the BART service area (approximately 565,268 persons in total) spoke English “well,” “not well,” or “not at all” in 2000.

Additionally, the Census 2000 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 ‘very well.’ In other words, all members 14 years old and over have at least some difficulty with English” (Census 2000). In total, the Census 2000 Summary File 3 data identified 1,452,278 households in the four-county BART service area. The entire membership of a linguistically isolated household would be considered LEP. Table 3 details those data for linguistically and non-linguistically isolated households.

APPENDIX D: BART LEP Assessment Findings

Table 2 Service Area English Proficiency, by Language Category

English Proficiency	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
Speak English "Very Well"	246,854	47.7	151,778	68.6	270,666	47.6	24,056	71.7
Limited English Proficient								
Speak English "Well"	122,419	23.6	43,623	19.7	160,058	28.2	6,908	20.6
Speak English "Not Well"	103,114	19.9	20,604	9.3	104,107	18.3	2,152	6.4
Speak English "Not At All"	45,596	8.8	5,241	2.4	33,617	5.9	445	1.3
LEP Subtotal	271,129	52.3	69,468	31.4	297,782	52.4	9,505	28.3
Grand Total	517,983	100.0%	221,246	100.0%	568,448	100.0%	33,561	100.0%

Note: Data are for population age 5 years and older. Source: U.S. Census Bureau, Summary File 3 (SF 3), 2000, Table P19.

Table 3 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
Linguistically Isolated	41,929	2.9	18,287	1.3	64,999	4.5	2,125	0.1
Not Linguistically Isolated	137,673	9.5	96,513	6.6	146,153	10.0	14,435	1.0
Total	179,602	12.4%	114,800	7.9%	211,152	14.5%	16,560	1.1%

Source: U.S. Census Bureau, Summary File 3 (SF 3), 2000, Table P20.

APPENDIX D: BART LEP Assessment Findings

Table 4 shows the top five non-English languages spoken in the BART service area in 2000 among the total population ages 5 years and older (includes both LEP and non-LEP populations). Although respondents to the 2000 Census identified a variety of languages spoken within the BART service area, Spanish, Chinese, Tagalog, Vietnamese, and Russian were the primary languages spoken.

Table 4 Primary Languages Spoken in the BART Service Area, Census 2000

Language	Population Speaking Non-English Languages	Percentage of Total Population
Spanish	517,983	14.24
Chinese	282,398	7.76
Tagalog	141,341	3.88
Vietnamese	37,785	1.04
Russian	28,993	0.80
All Other Languages	332,738	9.14
Total Speaking Non-English Languages	1,341,238	36.86%

Source: U.S. Census Bureau, Summary File 3 (SF 3), 2000, Table PCT.10.

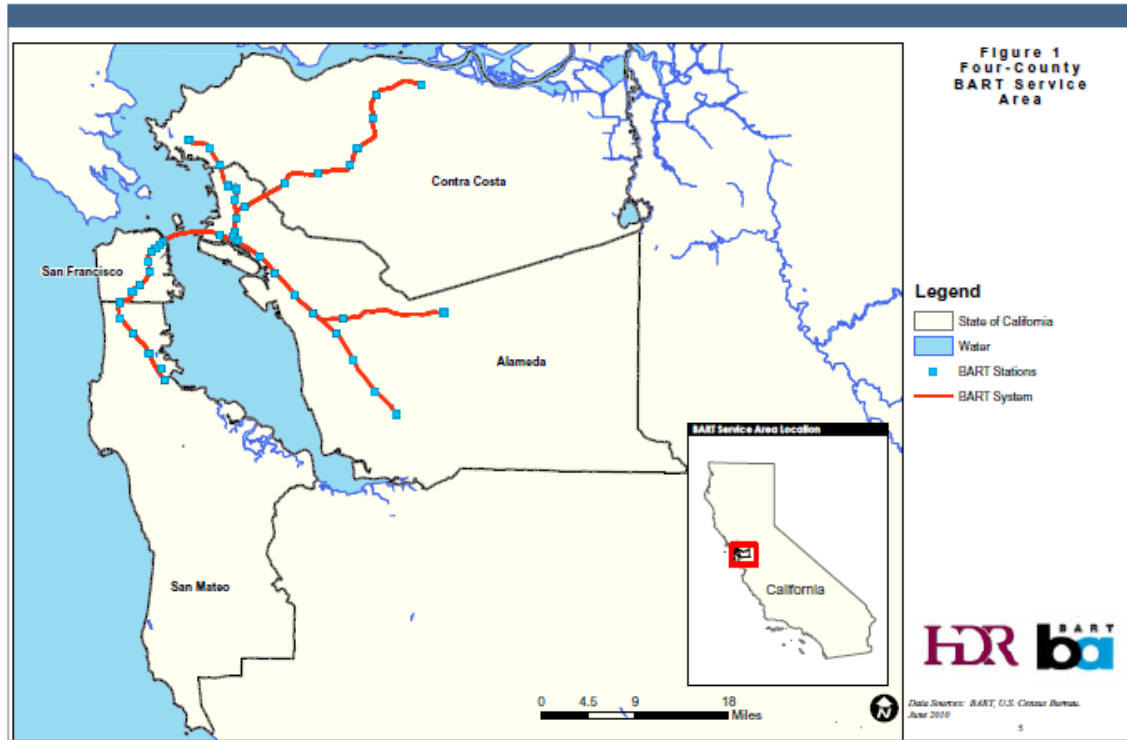
Figure 1 identifies the LEP census tracts using Census 2000 Summary File 3 data. This map shows the census tracts where the proportion of the population speaking English less than very well is greater than or equal to 17.8 percent, the service area mean.

More than 52 percent of the Spanish language speaking population is LEP in the four-county BART service area. 0 shows the census tracts where the proportion of the LEP Spanish speaking population is greater than or equal to the service area mean

The study team did not prepare maps showing the "Indo-European" and "Asian or Pacific Islander" categories. Because of the large number of languages grouped within these broad categories, showing the geographic distribution of language categories would be inconclusive about where concentrations of specific languages are located. The map set prepared from the 2006 to 2008 ACS 3-Year PUMS shows the geographic distribution of LEP persons for the primary languages by PUMA.

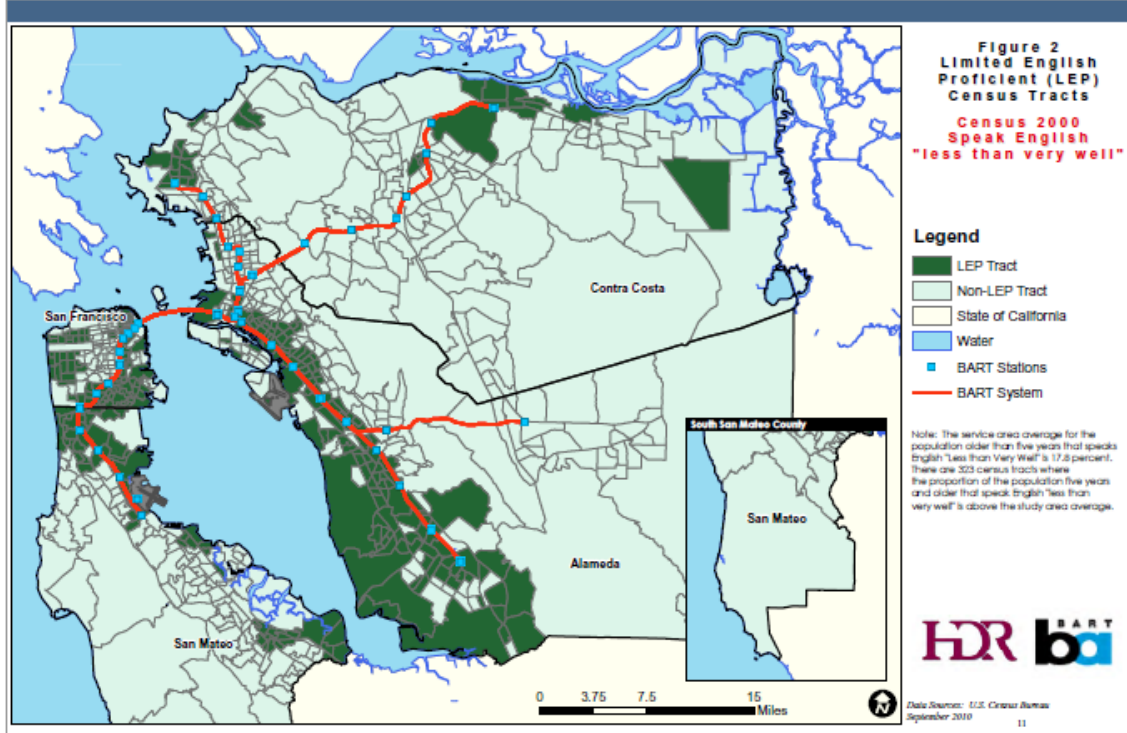
APPENDIX D: BART LEP Assessment Findings

Figure 1 Limited English Proficient Census Tracts



APPENDIX D: BART LEP Assessment Findings

Spanish Limited English Proficient Census Tracts



APPENDIX D: BART LEP Assessment Findings

Table 5 was prepared using the LEP tabulation prepared for DOL. It shows the Census 2000 breakdown for the languages with more than 1,000 estimated LEP persons. Laotian is included because public outreach activities conducted by BART have identified a significant Laotian population that may be undercounted by both Census 2000 and the more recent 2006 to 2008 ACS 3-Year Sample. Overall, the DOL tabulation identified 29 distinct languages and 10 linguistic categories in the BART service area. These data for DOL were prepared using LWIA geography. They were not summarized at the census tract level. Total population age 5 and older in the DOL tabulation is 3,546,520. This total excludes the city of Richmond for confidentiality reasons.

Discussion

The Census 2000 data, together with the special DOL tabulation, provide a detailed picture of the LEP population for the BART service area. It shows the top languages spoken by the LEP populations and the census tracts with higher-than-average concentrations of people who reported that they spoke English less than very well. Geographic analysis shows that 46 percent of the LEP population lives in a census tract within 1 mile of a BART line.

It shows the Spanish speaking LEP population clustered primarily near the BART system. More than 40 percent of Spanish speaking LEP persons live in a census tract within 1 mile of a BART line. This LEP population concentrated along the system shows that for the Spanish LEP population, public transit is available as a key means of achieving mobility.

While the Census 2000 data is the most geographically detailed dataset, it does not reflect changes in the population over the past decade. It also does not provide enough detail to see the regional distribution of specific languages at the census tract level.

APPENDIX D: BART LEP Assessment Findings

Table 5 Department of Labor Special Tabulation of LEP for Languages Spoken in Alameda, Contra Costa, San Francisco, and San Mateo Counties

Language	County				Total	Percentage of Total Population
	Alameda	Contra Costa ^a	San Francisco	San Mateo		
Spanish	102,395	46,455	44,780	65,290	258,920	7.30
Chinese (Cantonese and Mandarin)	55,160	8,110	90,920	18,010	172,200	4.86
Tagalog	16,300	7,315	12,205	13,950	49,770	1.40
Vietnamese	13,620	2,530	6,210	1,235	23,595	0.67
Russian	2,275	1,405	10,500	2,365	16,545	0.47
Korean	6,855	1,765	3,245	1,750	13,615	0.38
Japanese	2,780	1,440	3,650	3,000	10,870	0.31
Persian	5,130	2,720	389	1,010	9,249	0.26
Portuguese	2,809	930	535	1,165	5,439	0.15
Hindi	2,925	695	265	1,435	5,320	0.15
Arabic	1,340	545	1,480	1,720	5,085	0.14
Italian	829	655	1,355	1,650	4,489	0.13
French	1,169	740	1,670	885	4,464	0.13
German	1,200	625	665	950	3,440	0.10
Mon-Khmer, Cambodian	2,259	250	430	110	3,049	<0.10
Thai	745	230	905	350	2,230	<0.10
Laotian	885	740	330	100	2,055	<0.10
Other	19,152	6,174	6,857	7,432	39,615	1.12
Total	237,828	83,324	186,391	122,407	629,950	17.76%

Source: U.S. Department of Labor, Special Tabulation of Census 2000 data.

^a Data do not include the city of Richmond because of confidentiality concerns.

APPENDIX D: BART LEP Assessment Findings

2006 to 2008 American Community Survey

One of the U.S. Census Bureau products from the 2006 to 2008 ACS is the PUMS data. There are 110,440 records available for the four-county BART service area. The geographies that correspond to this sample data are the PUMAs. PUMAs are special non-overlapping areas that partition a state, and each PUMA contains a population of about 100,000. There are 31 PUMAs in the BART service area. These data are used to provide a secondary estimate of the number and distribution of LEP persons.

For this Factor 1 LEP analysis, these data were used to identify the geographic distribution of the languages spoken at home.

FTA describes limited English proficiency as having a limited ability to read, write, speak, or understand English. Similar to the approach used with the Census 2000 data, the study team defined the LEP population as the members of the population age 5 years and older who reported to the ACS that they speak English less than very well.

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 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered." The total population age 5 years and older estimated by the 2006 to 2008 ACS for the four-county BART service area is 3,716,645. The LEP population was estimated at 689,499, or 18.6 percent of the eligible population. Table 6 shows 22 languages with more than 1,000 estimated LEP persons. Overall, the PUMS data reported 88 different languages spoken in the service area.

APPENDIX D: BART LEP Assessment Findings

Table 6 ACS Languages Spoken by LEP Persons Age 5 and Older

Language Spoken at Home	LEP Population Estimate	Percentage of Total Population
Spanish	295,763	7.96
Chinese (Cantonese, Mandarin)	185,070	4.98
Tagalog	47,047	1.27
Vietnamese	27,229	0.73
Russian	17,083	0.46
Korean	16,834	0.45
Japanese	9,857	0.27
Persian	9,691	0.26
Hindi	7,776	0.21
Arabic	6,909	0.19
Portuguese	5,094	0.14
French	3,907	0.11
Italian	3,688	0.10
Thai	3,162	<0.10
Mon-Khmer, Cambodian	2,720	<0.10
German	2,131	<0.10
Urdu	2,004	<0.10
Laotian	1,767	<0.10
Serbo-Croatian	1,632	<0.10
Guajarati	1,481	<0.10
Greek	1,348	<0.10
Polish	1,305	<0.10
Other Languages	36,001	0.97
Total	689,499	18.6%

Source: U.S. Census Bureau, 2006 to 2008 American Survey Community.

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. Appendix A provides a more detailed geographic distribution for all languages shown in Table 6.

Figure 2 identifies the BART service area PUMAs. 0 shows the PUMAs within the BART service area with the highest concentrations of LEP populations. These areas were determined by comparing the proportion of the LEP population in each PUMA with the average LEP population in the service area. The average LEP population is 18.6 percent, so any PUMA with at least 18.6 percent LEP population was identified as an LEP area.

Figures 6 to 11 identify the LEP population distribution for the top six languages spoken at home. These figures show the distribution by PUMA. Appendix A shows the LEP population by PUMA for the languages presented in Table 6.

APPENDIX D: BART LEP Assessment Findings

Discussion

A comparison of the Census 2000 data with the 2006 to 2008 ACS data shows that both sources identify the same top six languages spoken by LEP persons in the BART service area:

- Spanish
- Chinese (Cantonese and Mandarin)
- Vietnamese
- Tagalog
- Russian
- Korean

APPENDIX D: BART LEP Assessment Findings

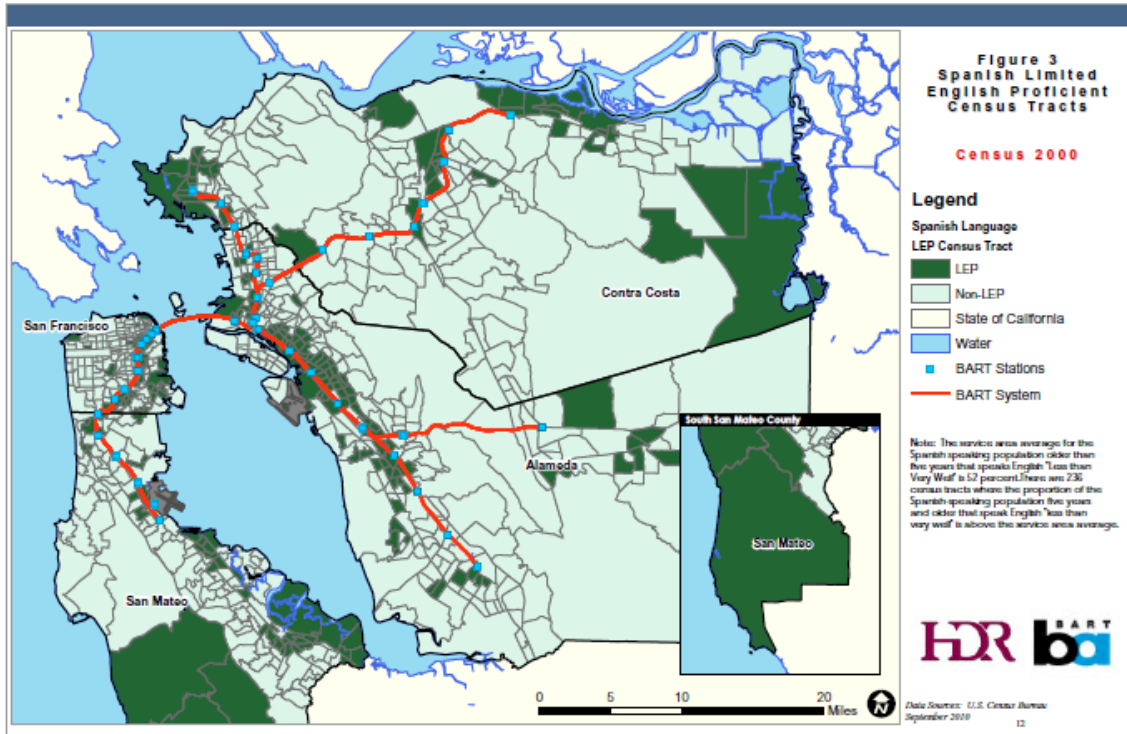
Table 7 ACS LEP Population, by County

County or Area	Spanish	Chinese	Viet- namese	Tagalog	Russian	Korean	Other Languages	LEP Population	Total Population Age 5 and Over
Alameda	114,426 8.5%	60,488 4.5%	15,457 1.1%	15,509 1.1%	2,230 0.2%	7,947 0.6%	41,753 3.1%	257,810 19.0%	1,354,609 100.0%
Contra Costa	80,833 8.5%	10,956 1.2%	2,914 0.3%	6,297 0.7%	2,683 0.3%	3,165 0.3%	21,496 2.3%	128,344 13.5%	950,488 100.0%
San Mateo	58,521 8.9%	20,098 3.1%	1,550 2.4%	14,585 2.2%	2,241 0.3%	2,442 0.4%	19,490 3.0%	118,009 18.0%	655,128 100.0%
San Francisco	41,983 5.6%	93,528 12.4%	7,308 1.0%	10,656 1.4%	9,929 1.3%	3,280 0.4%	17,734 2.3%	185,336 24.5%	756,420 100.0%
BART Service Area	295,763 8.0%	185,070 5.0%	27,229 0.7%	47,047 1.3%	17,083 0.5%	16,834 0.5%	100,473 2.7%	689,499 18.6%	3,716,645 100.0%

Source: U.S. Census Bureau, 2006 to 2008 American Survey Community.

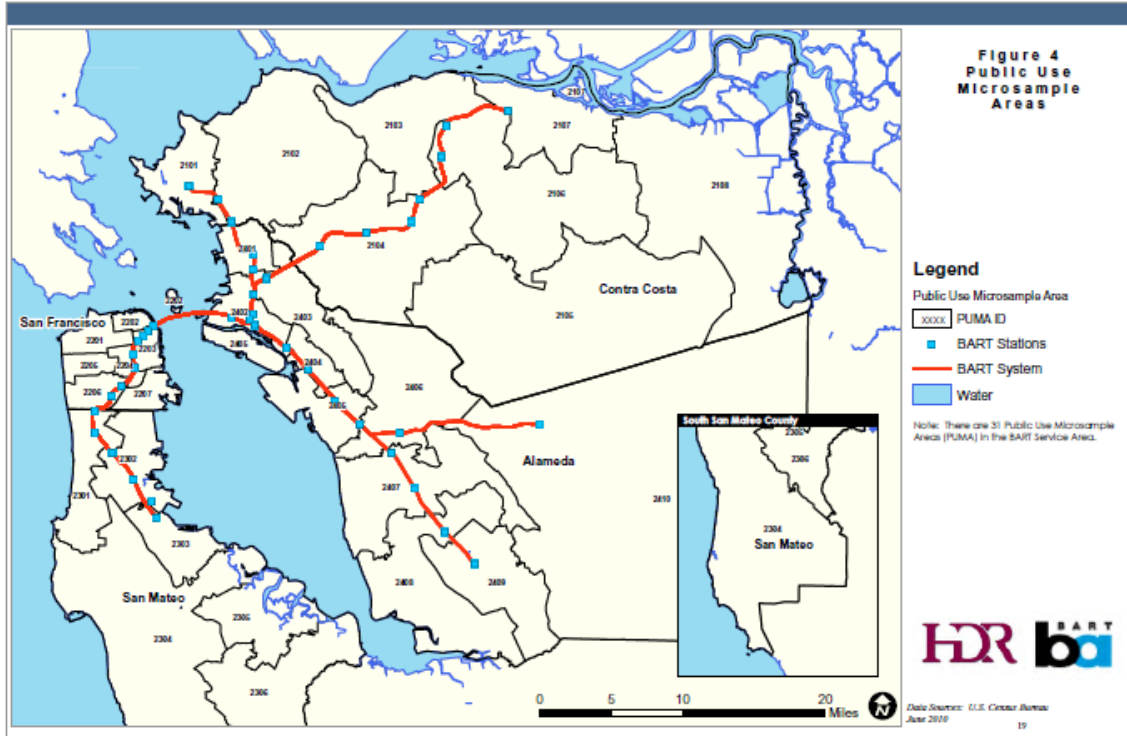
APPENDIX D: BART LEP Assessment Findings

Figure 2 Public Use Microdata Areas



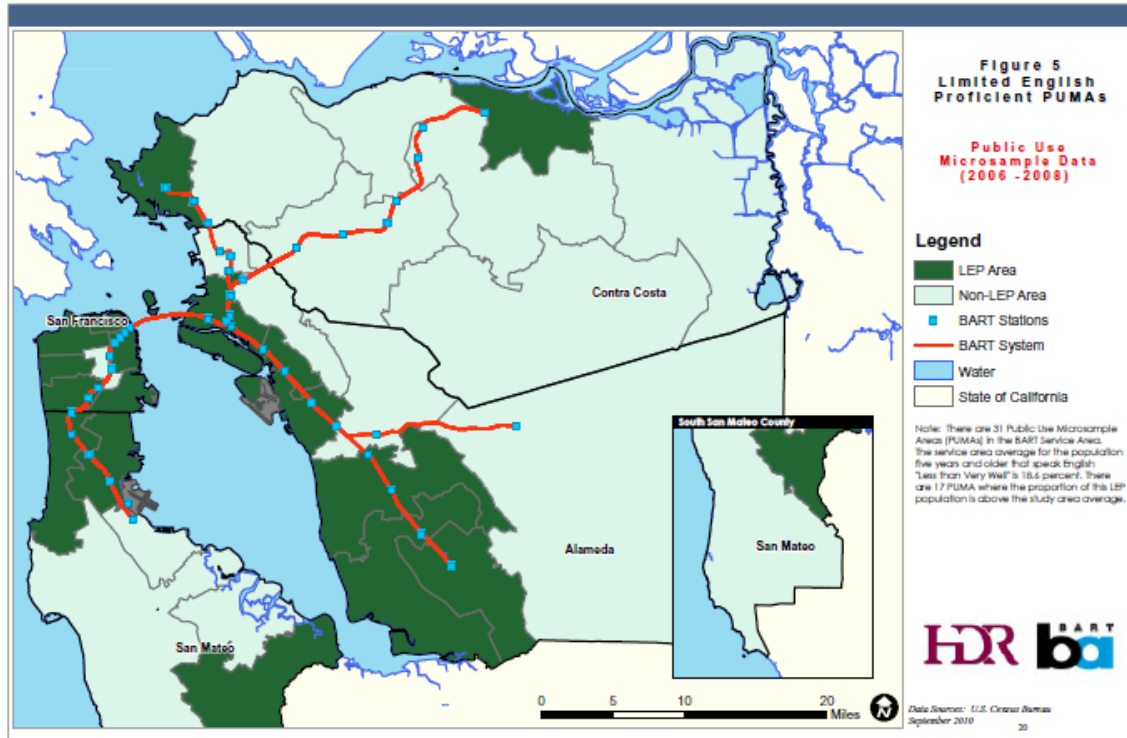
APPENDIX D: BART LEP Assessment Findings

Limited English Proficient PUMAs



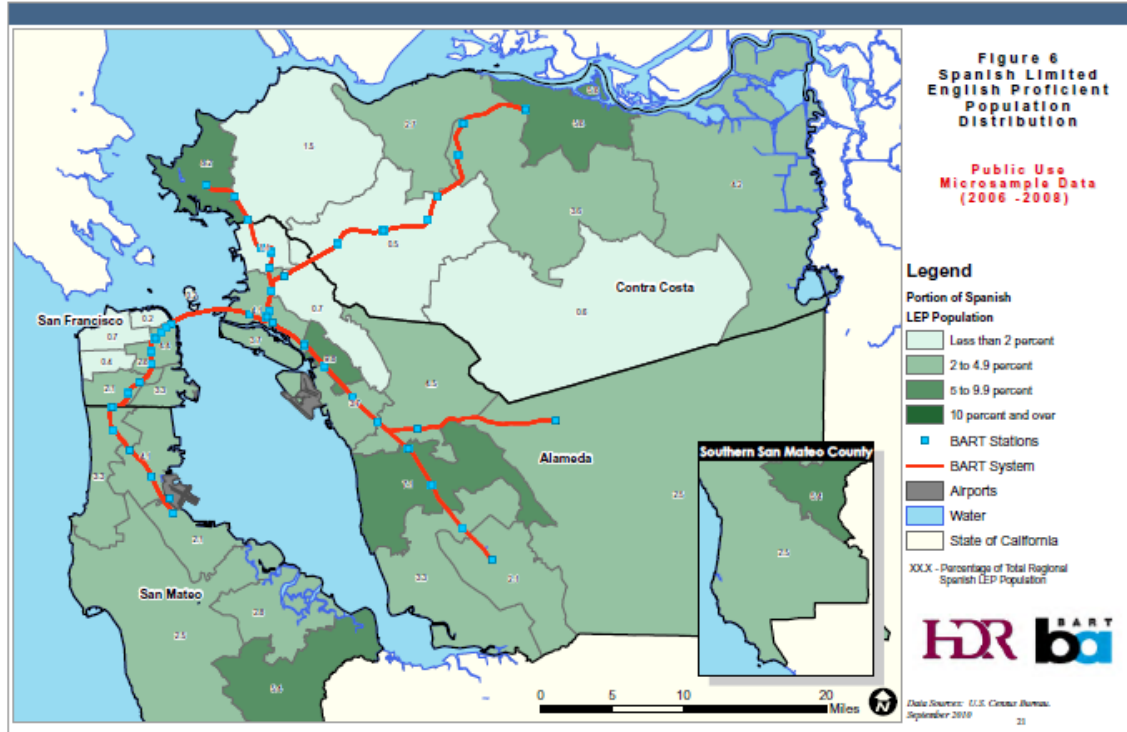
APPENDIX D: BART LEP Assessment Findings

Spanish Limited English Proficient Population Distribution



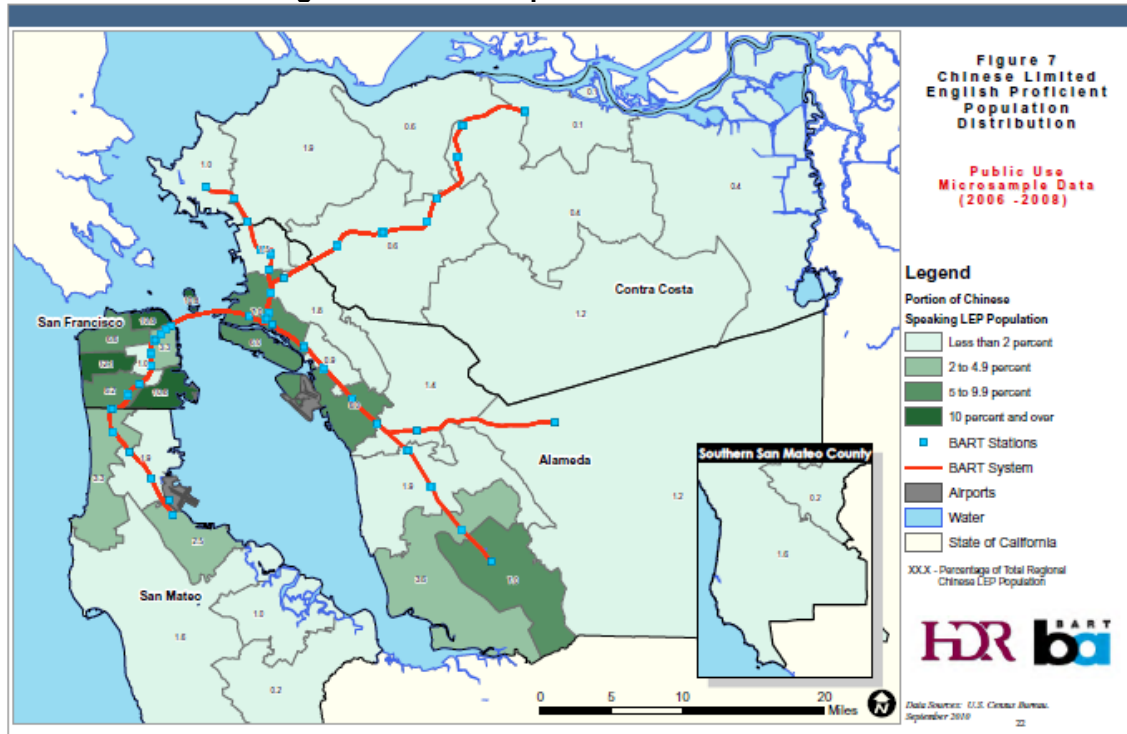
APPENDIX D: BART LEP Assessment Findings

Chinese Limited English Proficient Population Distribution



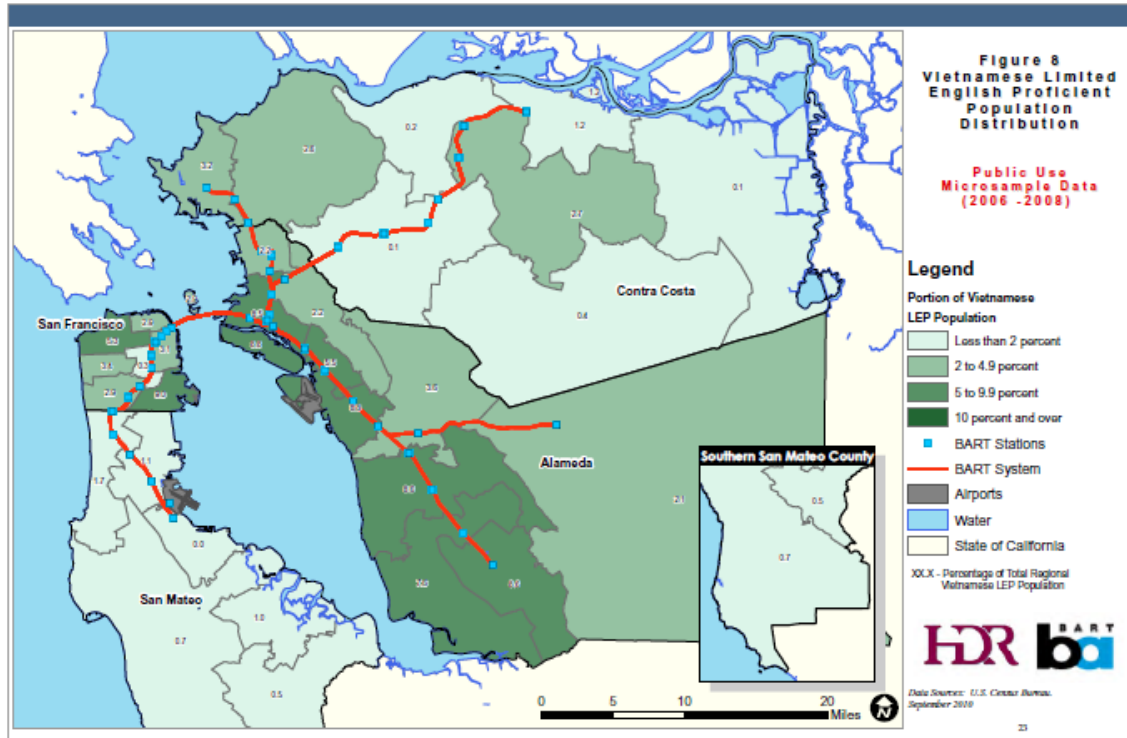
APPENDIX D: BART LEP Assessment Findings

Vietnamese Limited English Proficient Population Distribution



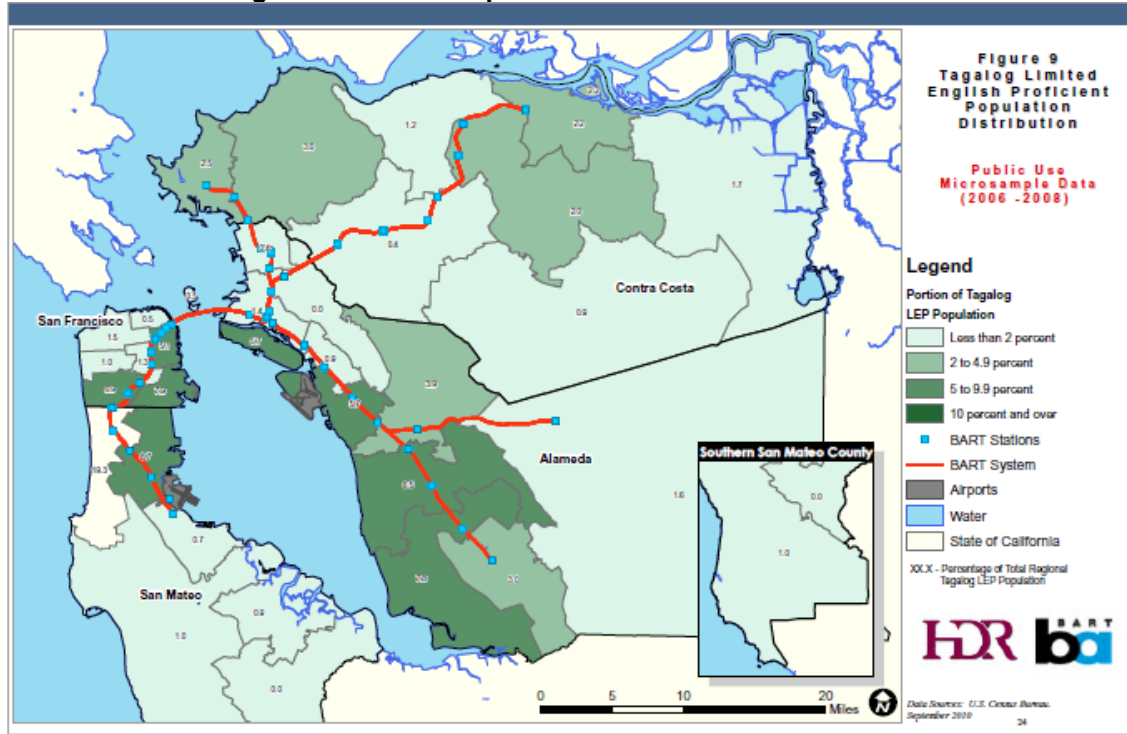
APPENDIX D: BART LEP Assessment Findings

Tagalog Limited English Proficient Population Distribution



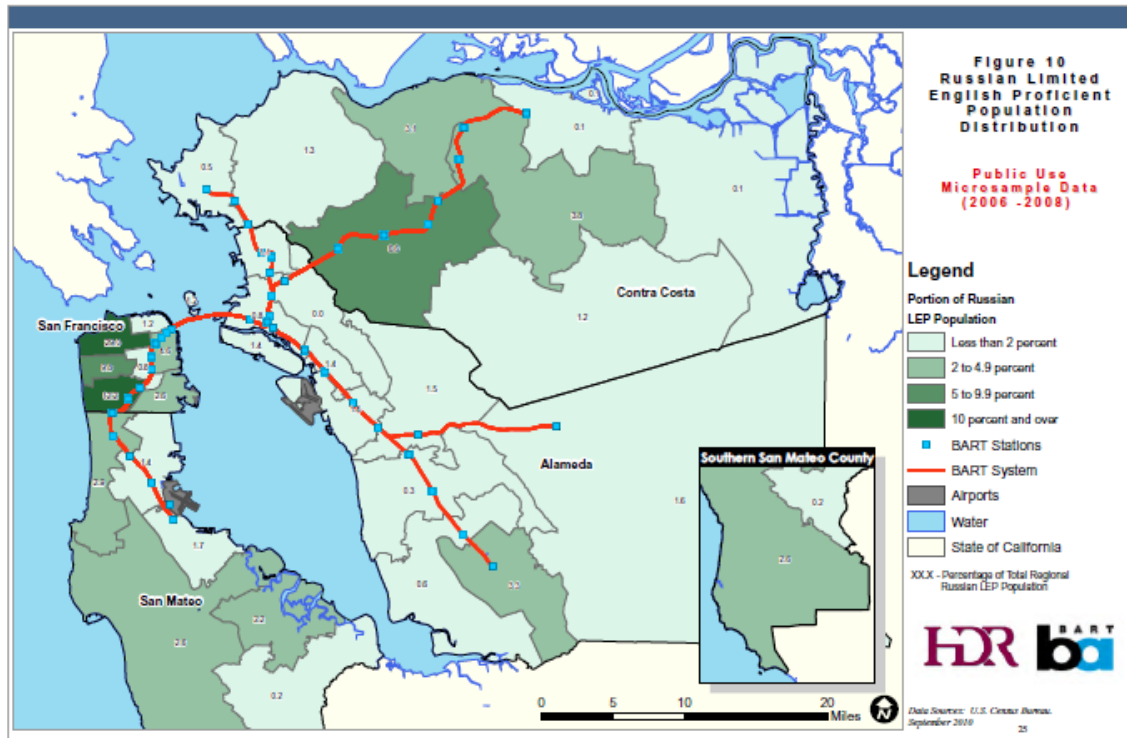
APPENDIX D: BART LEP Assessment Findings

Russian Limited English Proficient Population Distribution



APPENDIX D: BART LEP Assessment Findings

Korean Limited English Proficient Population Distribution



APPENDIX D: BART LEP Assessment Findings

California Department of Education

In addition to considering the 2006 to 2008 ACS PUMS, the Factor 1 analysis considered language data from the CDE. The state's English Learners Database is another tool for identifying concentrations of potential LEP populations based on recent public school enrollment data.

These data include statistics on the language spoken at home by students who are English learners. The data include 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," then 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 2008 to 2009 enrollment of 526,578 students within the 64 primary, secondary, and unified school districts in the four-county BART service area. Table 8 shows the breakdown for the languages with more than 500 English learners. The CDE language census data reported 52 separate languages spoken by students in the service area. Table 9 shows the distribution of English learners by county.

Table 8 **English Learners, by Language Spoken at Home**

Language	English Learners	Percentage of Total Enrollment
Spanish	76,430	14.5
Chinese	12,888	2.4
Tagalog	5,122	1.0
Vietnamese	3,052	0.6
Arabic	1,995	0.4
Punjabi	1,492	0.3
Persian	1,347	0.3
Korean	1,139	0.2
Hindi	1,079	0.2
Tongan	887	0.2
Russian	718	0.1
Urdu	583	0.1
Japanese	571	0.1
Other Languages	8,188	1.6
Total	115,491	21.9%

Source: 2008 to 2009 Language Census Data, California Department of Education, 2010.

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. Appendix B includes additional

APPENDIX D: BART LEP Assessment Findings

detail from the English learner database, including a table that shows English learners by school district for the 13 languages shown in Table 8. It also includes figures that show the distribution of English learners by school district.

Table 9 English Learners, by County

County or Area	Total Enrollment	English Learners	Percentage of English Learners
Alameda	213,263	47,653	22.3
Contra Costa	166,890	28,483	17.1
San Francisco	56,454	17,126	30.3
San Mateo	89,971	22,229	24.7
Service Area	526,578	115,491	21.9%

Source: 2008 to 2009 Language Census Data, California Department of Education, 2010.

Discussion

The CDE data provide a similar picture of the mosaic of languages spoken within the BART service area as that shown by Census 2000 data and the 2006 to 2008 ACS data. Spanish and Chinese are the top languages spoken at home by English learners. While Vietnamese, Tagalog, Russian, and Korean all appear in the list of languages with more than 500 English learners, the rank order of these languages is different than that shown by either U.S. Census Bureau dataset.

Tongan and Urdu both appear on the English learner language list, but do not appear in either the Census 2000 or ACS data. This may be because the U.S. Census Bureau's survey methodology may undercount the actual number of people who speak English less than well.

Summary

This Factor 1 analysis used three sources of data recommended by FTA to describe the LEP population within the four-county BART service area. These sources are the Census 2000 data, the 2006 to 2008 ACS 3-year sample, and the CDE data. These descriptions 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 Census 2000 and ACS data are both sample data sets that can undercount the actual number of people who speak English less than well

APPENDIX E: Frequency of Contact with LEP Individuals

Through its analysis of available census, school district, and DOL data, the Factor 1 analysis identified significant LEP populations within the four-county BART service area. The second step of the four-factor LEP needs assessment was 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.”

Following this guidance, BART surveyed its station agents, police personnel, transportation supervisors, and Transit Information Center (TIC) representatives, reviewed TIC requests for language assistance services, reviewed language assistance services through the Language Line Services, reviewed the number of translated website page views, and reviewed its 2008 on-board customer satisfaction survey. From these reviews, BART determined that its personnel are in frequent contact with LEP persons.

The language groups with the highest frequency varied depending on the data source. At the TIC, Spanish, Chinese (Cantonese and Mandarin), and Vietnamese were most frequently reported. BART station agents, police personnel, and transportation supervisors reported the highest number of contacts with Spanish, Chinese, Tagalog, and Japanese speakers. Both Japanese and German speakers have a high frequency of contact with the BART website and the BART train and station personnel because of the high number of tourists from these countries.

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:

- Calls to BART’s TIC and Language Line Services
- BART’s website page views
- BART’s 2008 customer satisfaction survey
- BART’s 2008 station profile study
- May 2010 survey information from station agents, police personnel, and transit information representatives

Appendix C shows BART notices to personnel related to LEP services.

Calls to the Transit Information Center

The TIC is staffed between 6 a.m. and 11 p.m. daily. It employs 20 transit information representatives and 1 supervisor who speak the following languages: English (16), Spanish (2), and Chinese (1) (Cantonese and Mandarin). In 2009, the TIC received 500 calls per month from non-English and limited-English speaking individuals, of which 150 calls requested language services through the Language Line Services. LEP individuals who call the TIC have direct access to Spanish and Chinese (Cantonese and Mandarin) speaking transit

APPENDIX E: Frequency of Contact with LEP Individuals

information representatives. For other languages, LEP individuals can be connected to the Language Line Services that can interpret over 170 languages.

Table 10 represents the details of BART's efforts to provide information in multiple languages through Language Line Services. Spanish is the number one language for which language services were requested.

Table 10 **Calls to Transit Information Center, January 2009 – December 2009**

Language	Language Line Calls
Spanish	89
Mandarin	20
Cantonese	20
Vietnamese	10
French	5
Korean	2
Burmese	1
Japanese	1
Bosnian	1
Arabic	1
Total	150

Source: BART Transit Information Center, October 2010.

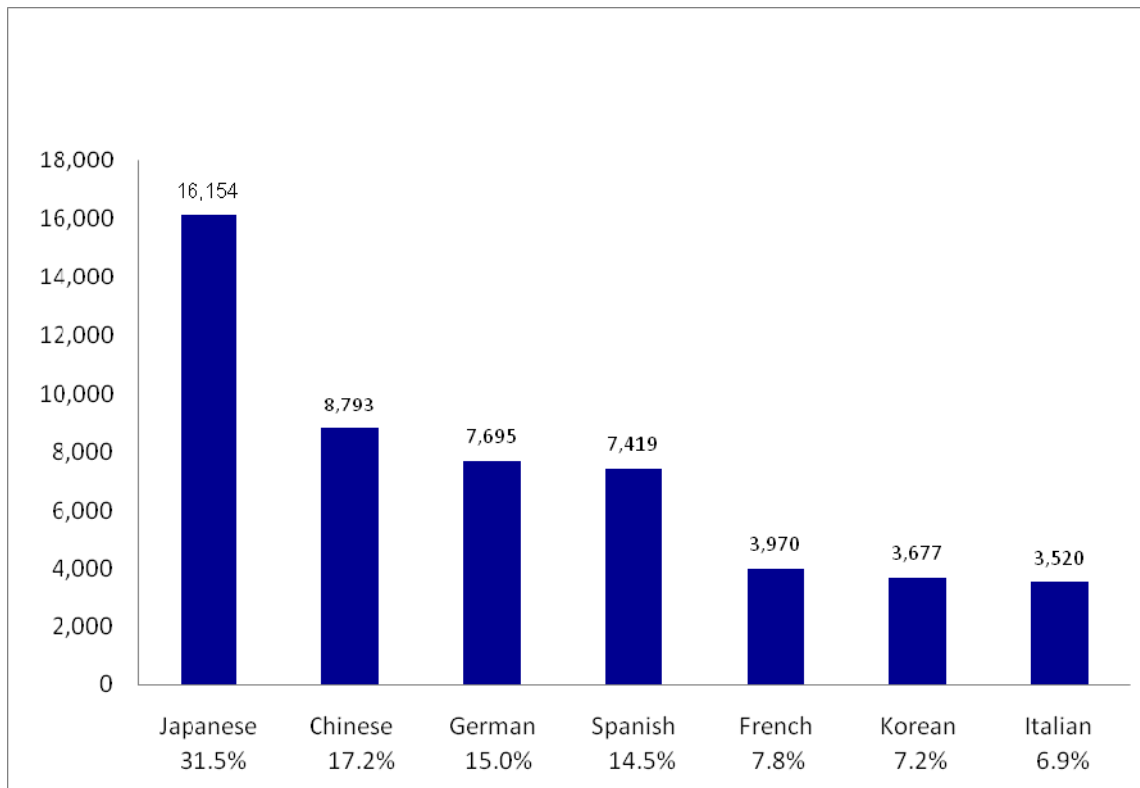
BART Website

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. Figure 3 shows the page views of the translated pages on BART's website in 2009. However, these page views shown do not reflect all translation requests for the www.bart.gov website pages. Customers frequently translate other pages of the site using third-party services, such as www.microsofttranslator.com and translate.google.com.

The basic BART transit information 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.

Figure 3 BART Website 2009 Translated Page View Summary

APPENDIX E: Frequency of Contact with LEP Individuals



Source: BART, October 2010.

Figure 3 shows that approximately 32 percent of the translations were for Japanese pages, 17 percent for Chinese pages, 15 percent for German pages, and 15 percent for Spanish pages. The high numbers for Japanese and German translation requests are not proportionate to the smaller size of these language groups relative to the Chinese and Spanish-speaking groups in the BART service area. These higher numbers, however, could be attributable to tourist language groups. BART serves international airports with a high percentage of tourist-riders. According to the San Francisco Convention and Visitors Bureau, Japan and Germany are the second and third highest producing international markets for San Francisco International Airport travel, behind the United Kingdom.¹

BART Customer Satisfaction Survey

This on-board survey is conducted every 2 years to track customer satisfaction. While the questionnaire does not specifically collect LEP information, it is available in Spanish and Chinese, in addition to English. In 2008, a total of 6,216 completed questionnaires were collected. Among these, 163 (2.6 percent) were completed in Spanish, and 105 (1.7 percent) were completed in Chinese.

BART 2008 Station Profile Study

Table 11 shows an estimate of LEP riders riding the BART system that was produced using the U.S. Census Bureau data in combination with the BART 2008 Station Profile Study data.

¹ http://www.sfcvb.org/media/downloads/travel_media/sf_facts.pdf

APPENDIX E: Frequency of Contact with LEP Individuals

For each of the four counties in the BART service area, the total population and LEP population were obtained from the Census 2000 database. From this, the percentage of LEP population in each of the four counties was estimated. Next, from the BART 2008 Station Profile Study and estimated 2010 average weekday ridership, the number of BART riders originating from each of the four counties was estimated. An estimate of potential LEP encounters in each county was estimated by applying half the percentage of LEP population² in that county to the 2010 BART ridership originating from that county. It is estimated that on an average weekday about 8.9 percent of BART's riders are LEP.³

Table 11 Estimated LEP Ridership, by County

County	Census 2000 population age 5+	Speak English Less than Very Well	Percentage LEP	2010 Average Weekday Riders ^b	Percentage LEP Riders ^b	LEP Riders
Alameda	1,346,666	237,864	17.7	66,366	8.8	5,861
Contra Costa	883,762	101,195	11.5	36,479	5.7	2,089
San Francisco	745,650	186,401	25.0	42,818	12.5	5,352
San Mateo	662,509	122,424	18.5	16,196	9.2	1,496
Total	3,638,587	647,884	17.8%	161,858	8.9%	14,410

Source: U.S. Census Bureau, Summary File 3 (SF 3), 2000, Table P19; BART, October 2010.

^a Assumes round-trips

^b LEP population rides subway/rail at about half the rate of general population per ACS data from 2006 to 2008.

Employee Survey

In May 2010, BART conducted an online survey of its station agents, police personnel, and transit information representatives to determine the frequency of contact with LEP persons, as well as the language spoken by the LEP groups. A copy of the survey used is included in Appendix D.

Based on the 594 responses received for the above questions, about 18 percent of the respondents answered they encountered a customer seeking assistance who was unable to communicate well in English "many times a day." About 19 percent reported encounters a "few times a day." Employee respondents identified Spanish and Chinese-Mandarin or

² According to the 2006 to 2008 ACS Public Use Microdata Sample (PUMS), the LEP population likely rides subway and rail modes at about half the rate of the general population. This rate assumption is based on the following data: (1) In the four-county service area, 6.4 percent of workers ride rail transit to work (includes "subway or elevated" and "railroad" categories, and (2) Among LEP populations, 3.6 percent rode rail transit to work.

³ According to the U.S. Census Bureau and FTA, persons who self-declare that they speak, read, or write English well could be LEP and unable to fully access transit services because of their language limitations. For this reason, BART is including persons who speak English "less than very well" in its broader definition of LEP. Such a definition also captures and includes "linguistically-isolated households" where children may act as the sole English proficient speakers/translators for the family.

APPENDIX E: Frequency of Contact with LEP Individuals

Chinese-Cantonese as the most common languages used by LEP customers. Table 12 shows a breakdown of the employee survey results.

Table 12 Employee Survey Summary

Response	Count	Percentage of Total (n=594)
Question 1: How often do you typically encounter customers seeking assistance who are unable to communicate well in English?		
A few times a week	139	23.40
A few times a month	128	21.55
A few times a day	111	18.69
Many times a day	106	17.85
Less than once a month	67	11.28
Rarely or never	43	7.24
Question 2: Do you recognize any languages commonly used by limited English speaking customers?^a		
Spanish	515	86.70
Chinese-Mandarin	275	46.30
Chinese-Cantonese	270	45.45
Tagalog	145	24.41
Japanese	124	20.88
Vietnamese	98	16.50
Russian	67	11.28
Korean	66	11.11
Indian/Hindi	65	10.94
Portuguese	49	8.25
Arabic	40	6.73
Thai	30	5.05
Persian	26	4.38
Cambodian	22	3.70
Laotian	20	3.37
Burmese	12	2.02
I do not recognize any languages	37	6.23
Not applicable	7	1.18

Source: BART, October 2010.

^a Multiple responses accepted

APPENDIX E: Frequency of Contact with LEP Individuals

Table 13 shows the frequency of LEP encounters by station location. Employees at the Lake Merritt Station reported the highest number of encounters with customers who were unable to speak English well.

Table 13 Survey Responses Pertaining to LEP Encounters

Station Name	Rarely or never	Less than once a month	A few times a month	A few times a week	A few times a day	Many times a day	Total Responses
12th Street Oakland	—	—	—	2	2	8	12
16th Street Mission	—	—	3	1	—	2	6
19th Street Oakland	2	3	3	3	2	3	16
24th Street Mission	—	—	—	—	—	4	4
Ashby	—	—	1	—	1	2	4
Balboa Park	—	—	—	4	3	3	10
Bayfair	2	2	2	2	3	—	11
Berkeley	1	1	6	2	2	4	16
Castro Valley	—	1	6	5	—	—	12
Civic Center	1	—	1	3	3	3	11
Coliseum/ Oakland Airport	—	—	1	2	3	—	6
Colma	2	—	1	2	1	1	7
Concord	1	3	1	5	3	4	17
Daly City	3	1	1	3	1	4	13
Dublin/Pleasanton	1	2	4	3	4	1	15
El Cerrito Del Norte	—	4	3	2	3	3	15
El Cerrito Plaza	—	—	2	1	1	1	5
Embarcadero	1	—	2	2	2	3	10
Fremont	—	—	1	3	2	5	11
Fruitvale	—	—	—	—	3	2	5
Glen Park	—	—	—	2	2	1	5
Hayward	1	2	3	3	3	2	14
Lafayette	1	—	1	1	2	—	5
Lake Merritt	10	10	16	19	13	5	73
MacArthur	—	—	—	4	4	2	10
Millbrae	—	1	2	5	2	3	13
Montgomery Street	1	2	3	4	4	4	18

APPENDIX E: Frequency of Contact with LEP Individuals

N. Concord/Martinez	1	—	2	—	1	—	4
North Berkeley	—	1	—	1	—	2	4
Orinda	—	1	1	1	1	—	4

Table 13 Survey Responses Pertaining to LEP Encounters (continued)

Station Name	Rarely or never	Less than once a month	A few times a month	A few times a week	A few times a day	Many times a day	Total Responses
Pittsburg/Baypoint	1	4	1	5	4	4	19
Pleasant Hill	—	—	1	3	1	1	6
Powell Street	—	2	5	3	7	7	24
Richmond	1	1	2	—	1	4	9
Rockridge	—	—	1	2	1	1	5
San Bruno	1	3	—	1	2	—	7
San Leandro	—	—	—	1	2	1	4
SFIA	—	2	3	1	3	8	17
South Hayward	2	—	—	1	4	1	8
South San Francisco	—	1	—	—	1	2	4
Union City	1	—	—	—	3	—	4
Walnut Creek	—	1	6	3	2	2	14
West Oakland	1	—	—	2	2	1	6
ZONE1	2	9	14	14	1	—	40
ZONE2	1	3	11	4	—	—	19
ZONE3	1	3	9	6	3	1	23
ZONE4	4	4	9	8	3	1	29
Grand Total	43	67	128	139	111	106	594

Source: BART, October 2010.

Note: '—' indicates no survey response.

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 TSIWeb intranet system. Personnel are required to complete the LEP Language Specific Counter after assisting each LEP customer. Table 14 provides a summary of the contacts recorded by BART personnel from August 2010 to October 2010.

APPENDIX E: Frequency of Contact with LEP Individuals

Table 14 BART LEP Contacts from August 2010 to October 2010.

Language	Total
Spanish	251
Chinese (Cantonese and Mandarin)	95
French	5
Hindi	5
Japanese	3
Other	34
Grand Total	392

Source: BART, November 2010.

Community Outreach

Since May 2010, BART has conducted telephone interviews with 19 community-based organizations (CBOs) and focus group meetings that reached over 400 people.

Key findings from this outreach effort include:

- Access to public transportation is a primary need. LEP persons typically do not have access to a private vehicle, and they rely on public transportation for mobility. However, LEP populations have also declared confusion and fear as primary reasons for not using public transportation.
- LEP populations generally expressed a need for translated transit service schedule information, larger font sizes for transit schedules, and more audible announcements on trains, buses, and at stations.

CBO Interviews

In May, BART conducted telephone interviews with 19 CBOs to better understand how to increase use of the BART system by persons with limited English abilities. Conducted by HDR Engineering, Inc., during these interviews the CBOs were 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 list of the CBOs contacted for this survey is in Appendix D.

CBOs typically dealt with populations living in the immediate vicinity of their offices, but they also served greater Bay Area populations. The size of populations served by CBOs ranged from 2,000 to over 20,000 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, Laotian, Vietnamese, Thai, Cambodian, and Tagalog.

APPENDIX E: Frequency of Contact with LEP Individuals

CBOs indicated that over 50 percent of the population served typically has some high school education. CBOs surveyed indicated a willingness to host BART meetings with their constituencies. The presence of a BART staff member with a recognized local translator would be an effective method for communicating service information to their constituencies. CBOs also indicated that simple handout materials were often the best method to communicate with LEP populations. Finally, some CBOs felt that materials could also be provided at public schools or English-learner schools that would be available to both students and parents.

According to the CBOs, the expressed needs of LEP populations regarding language assistance include the following:

- **Transit Service Schedule Information:** LEP populations have expressed a general need for bus or train schedule information published in a format readily understandable in their primary languages.
- **Font Sizes of Schedules and Media:** Community groups identified age as an influential factor for making trips on the transit network. According to survey respondents, seniors are often one group of LEP populations who take transit to access their agency's services. As a result, these populations may require larger printed fonts for transit service information. One group noted that seniors were often accompanied by younger family members assisting them during visits to the agency offices. According to this agency, seniors have expressed difficulty reading and understanding schedules or other media on transit service.
- **Audible Announcements on Trains, Buses, and at Stations:** Many of the community groups interviewed indicated that LEP persons might feel more comfortable using public transportation if general automated announcements (arriving and departing trains, door announcements, and public safety announcements) were made in their primary language.
- **Visual versus Typed Information:** Some LEP populations have indicated that they are unable to read or have difficulty reading media with typed color names in English referring to the colors of transit lines. Additionally, each responding group indicated that a proportion of the LEP population they served was illiterate. Visual cues were an important aspect of mobility for persons with little to no literacy ability.
- **System Transfers:** As another aspect of system comprehension and navigation, understanding the need to transfer between transit lines could be confusing to LEP populations. Directional instructions, either through a website or at stations on how to access destinations in specified languages would also help LEP populations.
- **Accessibility for Persons with Disabilities:** Responding organizations indicated that public transportation services provide very good service to citizens with disabilities. However, LEP populations with disabilities sometimes felt uncertain about how to use these services. Providing information in a variety of languages on how to access and use public transportation for persons with disabilities was also cited as a need. According to some agencies, LEP populations may feel more comfortable using public transportation systems if drivers, station managers, or staff were available and could assist them with securing wheelchair or other mobility aides.

Conclusion

This Factor 2 analysis showed that there is frequent contact between LEP individuals and BART personnel. Language line calls, website page views, and the employee

APPENDIX E: Frequency of Contact with LEP Individuals

survey all show a high degree of contact between persons with limited English proficiency and BART programs. Further, telephone interviews with CBOs and focus group meetings indicated ways BART could improve its services to accommodate riders who have limited English abilities.

APPENDIX F: BART's Language Assistance Services

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.

Current Language Assistance Measures

As discussed earlier in this Language Assistance Plan, BART currently provides both oral and written language assistance. Oral language assistance includes bilingual transit information representatives that staff the TIC. These representatives speak Spanish and Chinese (Cantonese and Mandarin). Language Line Services provide interpreters for 170 languages over the telephone. This is available at each of the 43 stations in the District's system. BART also provides interpreters at public meetings.

Written language assistance includes:

- BART's Title VI complaint form and Title VI policy and procedures are available in 22 languages and have been posted in Chinese, Spanish, Korean, Russian, Vietnamese, and Tagalog on the BART website: <bart.gov>.
- Translation of some vital documents is provided, such as the BART Basics brochure and service bulletins in Spanish and Chinese.
- Translation of paratransit information is provided in Spanish and Chinese.
- Language Line Services identification ("I Speak Card") is available at all 43 stations.
- Third-party website translation services (such as <www.microsofttranslator.com> and <translate.google.com>) are available to translate content on <bart.gov>.
- Limited use of pictograms or other symbols is present in stations.
- Basic BART transit information in seven languages is available on the BART website (<bart.gov>). The seven languages are: Japanese, Chinese, German, French, Italian, Korean, and Spanish.
- Meeting notices and public input surveys at public meetings are translated.
- Biannual customer satisfaction surveys in Spanish and Chinese are translated.

Future Language Assistance Services

BART has identified future language assistance services that can be implemented. Table 15 identifies both Category 1 and Category 2 language assistance services. Category 1 services can be implemented with existing resources by the stated due date or can be provided on a continual basis. Category 2 language assistance services that require further study and analysis and can be implemented if resources are available.

APPENDIX F: BART's Language Assistance Services

Table 15 Language Assistance Services

Implementation Timeframe	Language Assistance Service
Category 1	
June 30, 2011	Provide notices to LEP populations to inform them of BART's language assistance measures
June 30, 2011	Implement a training program for train operators, operations foreworkers, and new hires on the District's LEP program
February 17, 2011	Develop a procedure to ensure that written materials are accurately translated
February 17, 2011	Create a one-stop LEP information center in the Office of Civil Rights for BART employees
December 31, 2011	Explore opportunities to train volunteer BART bilingual staff to act as interpreters and translators
December 31, 2011	Enhance the BART Safety Guide to include translated emergency evacuation information
December 31, 2011	Develop safety and security materials and partnering with CBOs to provide training to their constituents
On-going	Conduct outreach to LEP populations and CBOs to enhance meaningful access to BART services and benefits
Three-year cycle	Monitor and update the LEP Plan; evaluate changes in LEP demographics
Quarterly	Measure frequency of LEP contacts
Category 2	
As resources become available	Explore technology or other options to improve language assistance measures at BART stations that provide information on navigating the BART system and using fare equipment and fare media, including safety, security, and other information
	Upgrade telephone equipment in the station information booths to dual handsets to enhance customer service while using Language Line Services. Prioritize the rollout of the dual handsets in BART stations with high LEP concentrations
	Explore the feasibility of expanding the use of pictograms for informational and instructional signs with input from LEP populations.
	Explore the feasibility of enhancing signage and automated announcements on new revenue cars so that LEP persons can clearly identify station locations and train direction
	Explore the feasibility of using pictograms and symbols for the emergency evacuation car cards.
	Explore the feasibility of consolidating brochures and printed media for translation.

Source: BART, November 2010.

APPENDIX G: Language Translation Threshold Analysis

Based on the analysis conducted in Factor 1, Factor 2 and Factor 3, the District defines its Language Translation Threshold as Spanish, Chinese, Vietnamese, and Korean. At each triennial review, the District will reevaluate this threshold based on its LEP tracking data so that it corresponds to the language groups the District frequently encounters. With due consideration to resource and time constraints, any document designated as a Vital Document will be translated into these four languages.

Beyond these four languages, the District will translate documents into additional languages in the following cases:

Twenty-two languages: The Notice on Language Assistance Measures and Title VI Policy, Compliant Procedure and Rights under Title VI will be translated into 22 languages.

Eight languages: The BART Basics and Safety Guide will be translated into 4 languages (Spanish, Chinese, Vietnamese, and Korean) plus the 4 languages most frequently encountered on www.bart.gov (Japanese, German, Italian and French).

Additional languages: On case-by-case basis for significant projects the District may, at its discretion, translate documents into additional languages if the nature of the document and the character of the document's target audience justify additional translation. Additional languages will be determined by the frequency of encounters with language groups. If the District lacks data on encounters, additional languages may be determined by demographic data and USDOT guidelines on language translation.

The Factor 1 demographic analysis for the four-county service area identified the LEP population as 689,499 or 18.6 percent of the total population. The most common languages that represent over 85 percent of the LEP population in the service area include: Spanish (295,763), Chinese (185,070), Tagalog (47,047), Vietnamese (27,229), Russian (17,083) and Korean (16,834). With the exception of one language group (Russian), these LEP persons are either distributed throughout the District's service area or concentrated near or around BART stations. However, for Russian LEP riders, close to half of the population is concentrated in areas far from BART stations, like the westernmost portions of San Francisco and San Mateo counties.

The Factor 2 analysis of frequency of LEP contacts reviewed calls to BART's Transit Information Center and Language Line and bart.gov page views and the May 2010 survey of station agents, police personnel and transit information clerks.

- For the period from January 2009 to December 2009, Spanish and Chinese were the most frequently requested languages for interpretation among calls to the BART TIC. All other remaining languages logged few requests during the same period, with only three languages (Vietnamese, French, and Korean) logging more than one request. No recorded requests were made to the TIC for assistance in Tagalog or in Russian.
- For the 2009 calendar year period, the most frequent languages requested for translation on the BART website, www.bart.gov, were French, Japanese, Chinese, German, Spanish, Korean and Italian. The BART website provides basic transit information including airport and transit connections that are used by visitors to the San Francisco Bay Area.

APPENDIX G: Language Translation Threshold Analysis

- BART conducted an on-line survey of station agents, police personnel and transit information clerks in May 2010 to determine the frequency of contact with LEP persons and with their respective language groups. Based on the responses received, more than 80 percent of surveyed employees reported encounters with Spanish- and Chinese-speaking LEP riders. Less than one quarter of surveyed employees reported recognizing the remaining language groups among LEP riders.

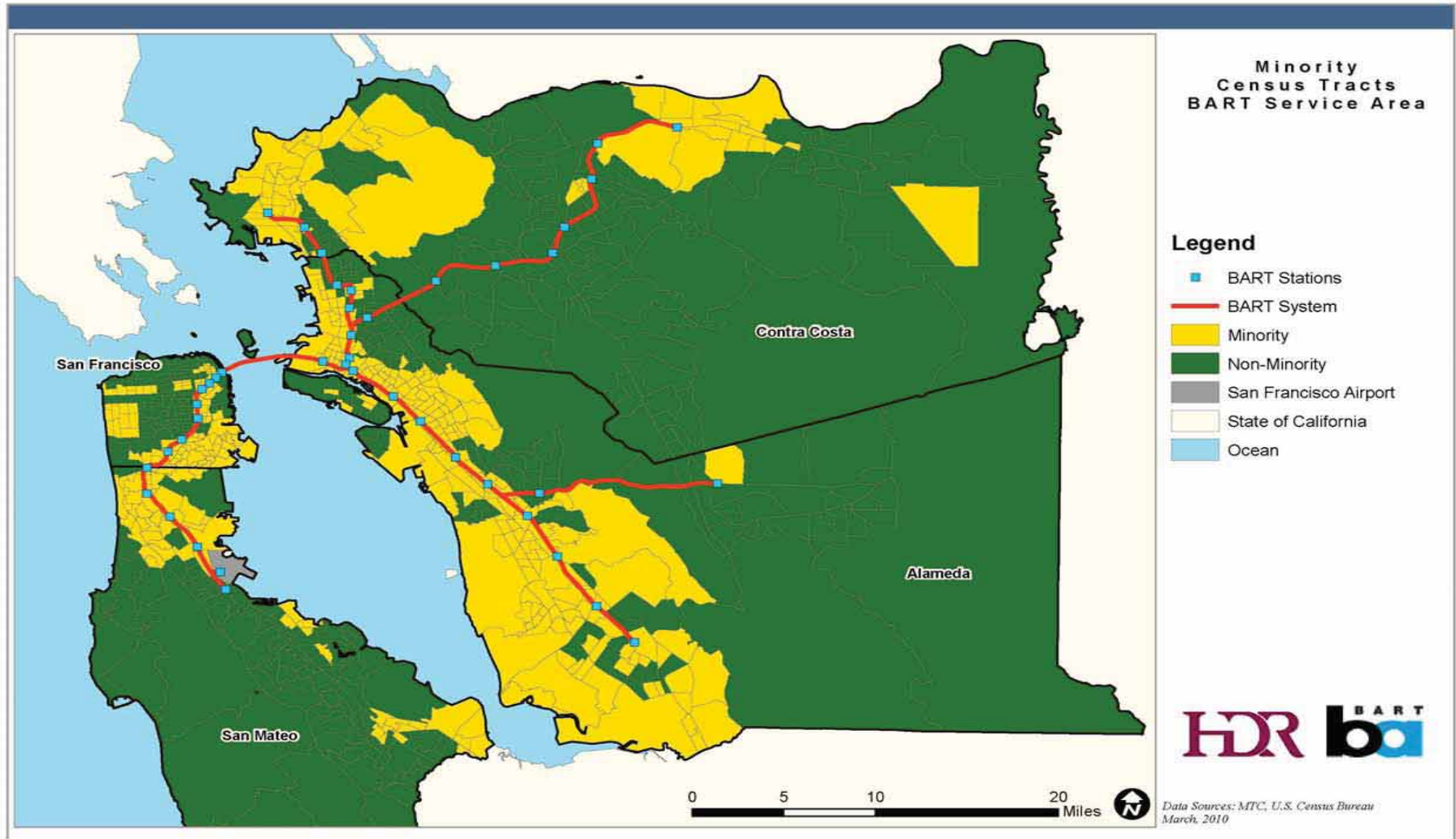
As a part of its Factor 3 assessment, BART conducted 19 focus groups meetings in Spanish, Chinese, Tagalog, Japanese, Vietnamese, Russian and Korean. Among the language groups surveyed, the assessment reported that one language focus group (Tagalog) had limited to no need for translation. It further found that another language group (Russian) expressed more concerns regarding other transit agencies services than those of BART.

- **Tagalog:** Three focus group meetings were held with the Filipino LEP community. At all three meetings a translator was available however, the participants did not request assistance. All of the meetings, including the question and answer session were conducted in English. The survey, which was handed to participant at the end of the meeting, was printed in English and Tagalog. Most participants did not request the Tagalog version of the survey.
- **Russian:** Based on Factor 1 demographic analysis, the Russian population is located in the northwestern section of San Francisco. The Russian transit riders primarily use San Francisco Municipal Transportation Agency buses because they are not close to a BART line. During the Factor 3 community meeting, the majority of the questions from the participants were regarding the use of the Clipper on San Francisco Municipal Transportation Agency system. A few questions about BART arose during the meeting.

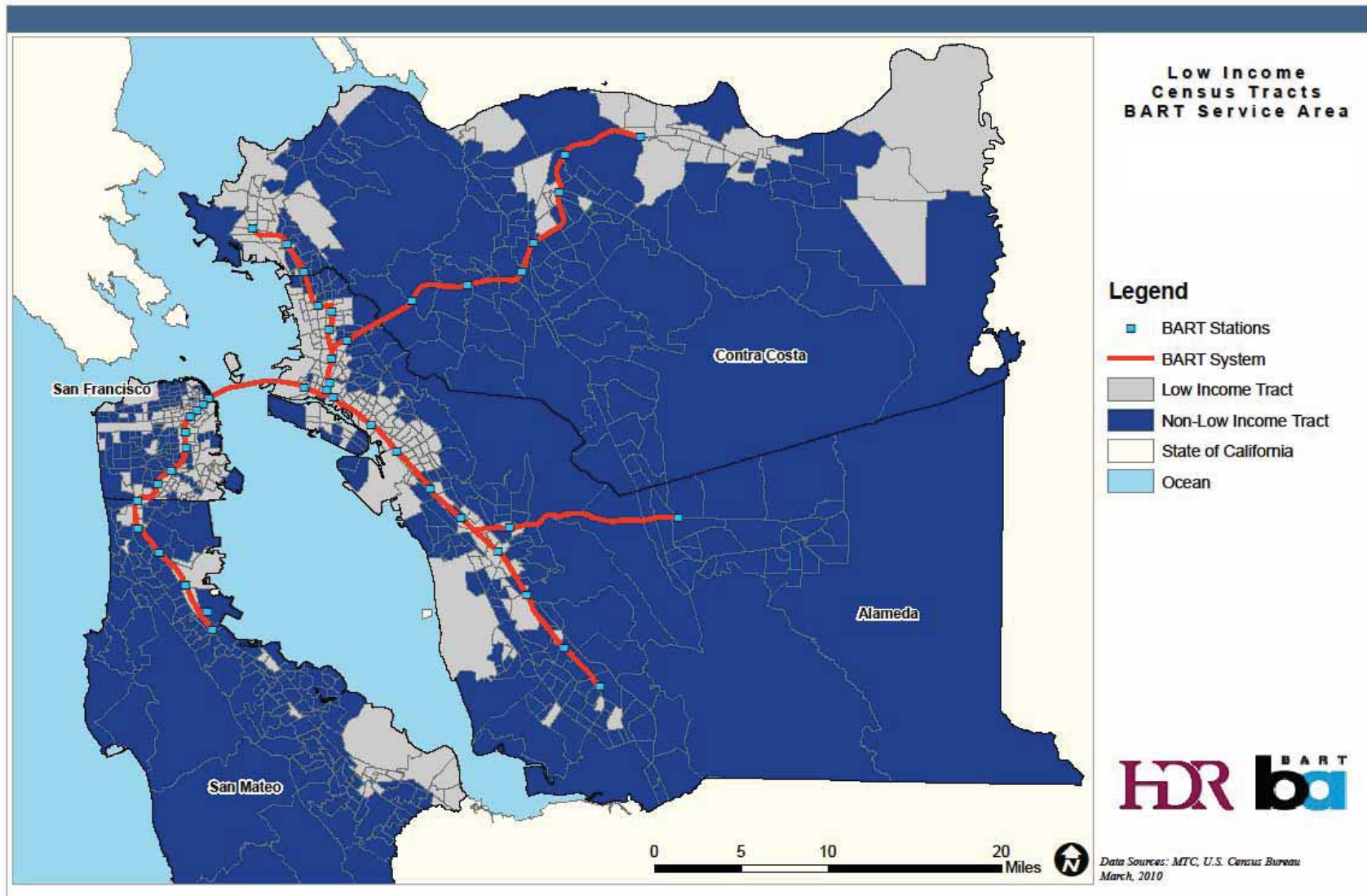
Information from Factor 1, 2, and 3 self-assessments was used to determine the District's Language Translation Threshold. The District determined that the language groups that it most frequently encountered were Spanish and Chinese. However, if notice of language services and actual translation services were expanded, the District could serve more language groups.

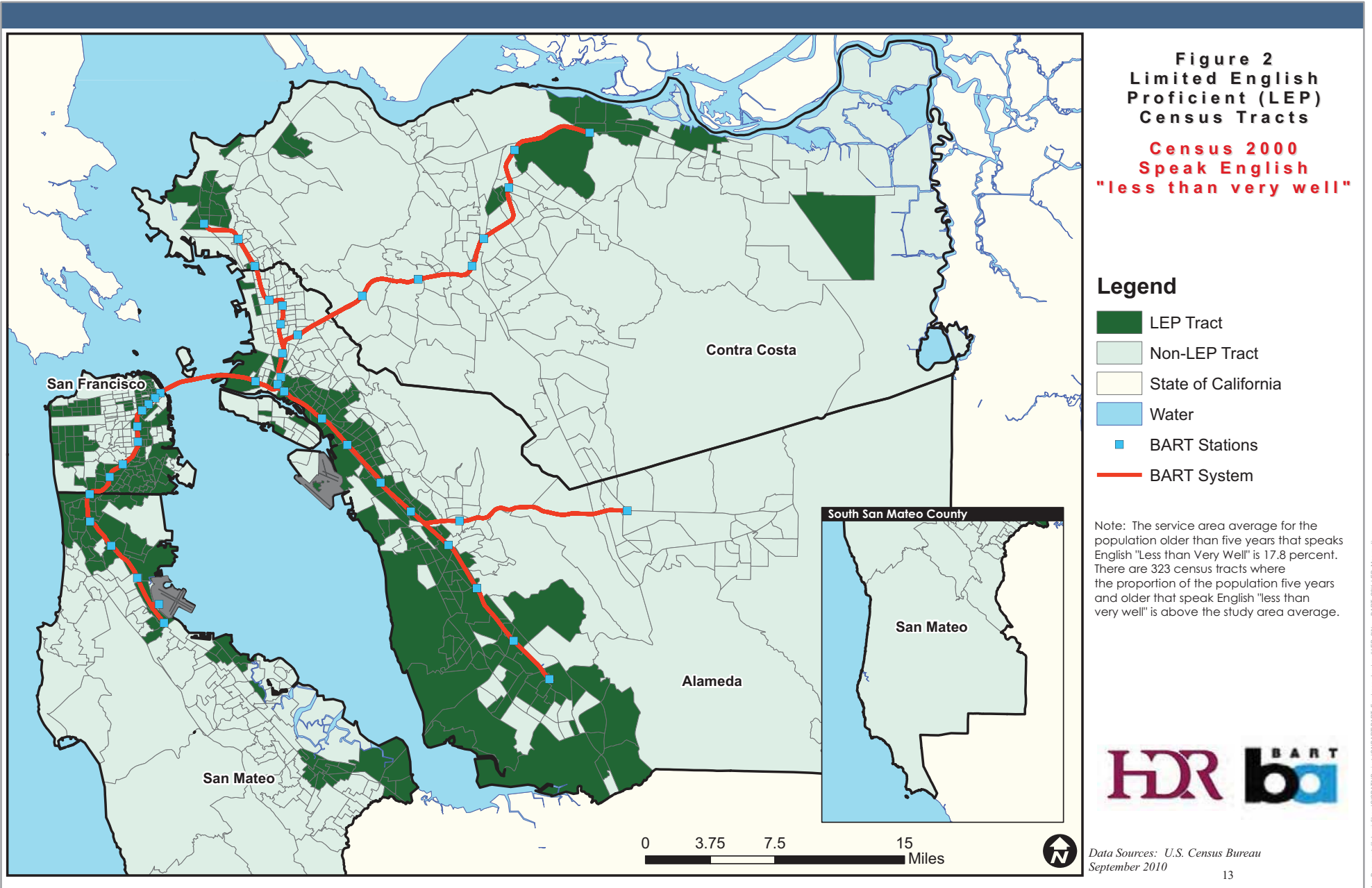
Accordingly, the District determined a threshold of four languages in order to serve the most frequently encountered language groups (Spanish and Chinese) and to serve potential languages groups whose encounters with BART services could become frequent (Vietnamese and Korean). Based on focus group surveys and meetings, these latter two groups represent the most populous language groups that are in need of language assistance that may find BART services important.

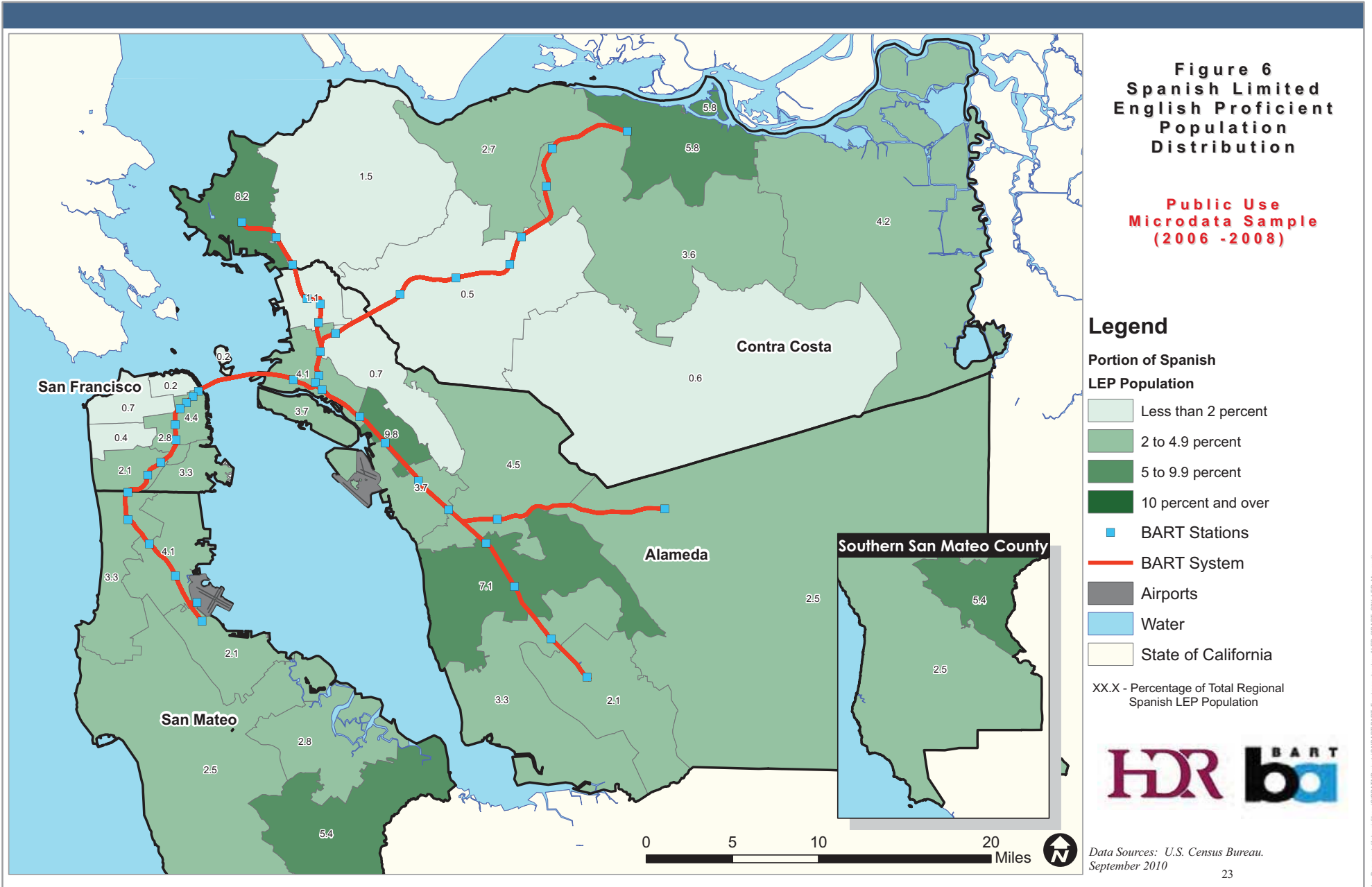
Locations of Predominantly Minority Population in the BART Service Area



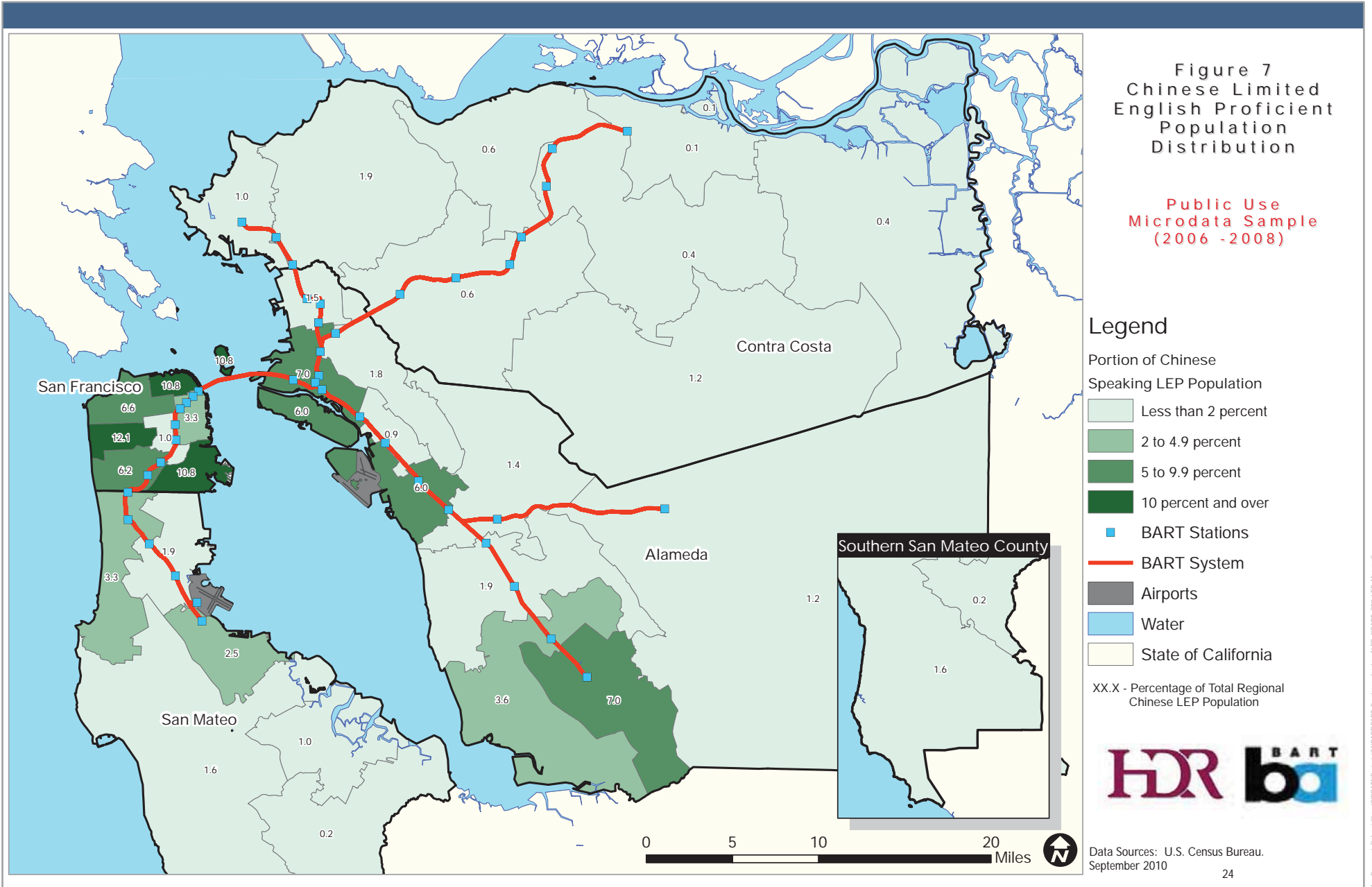
Locations of Predominantly Low-income Population in the BART Service Area

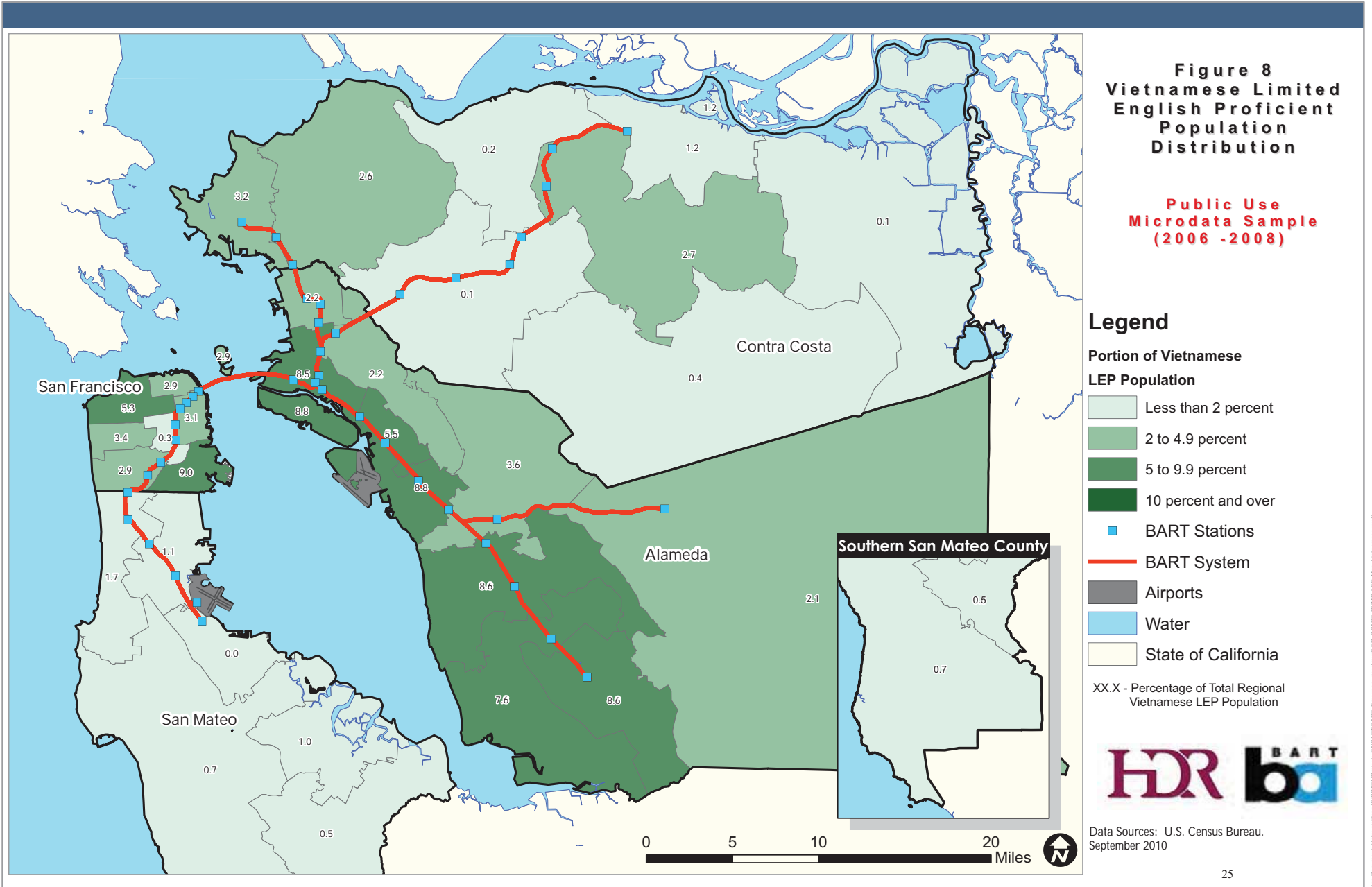


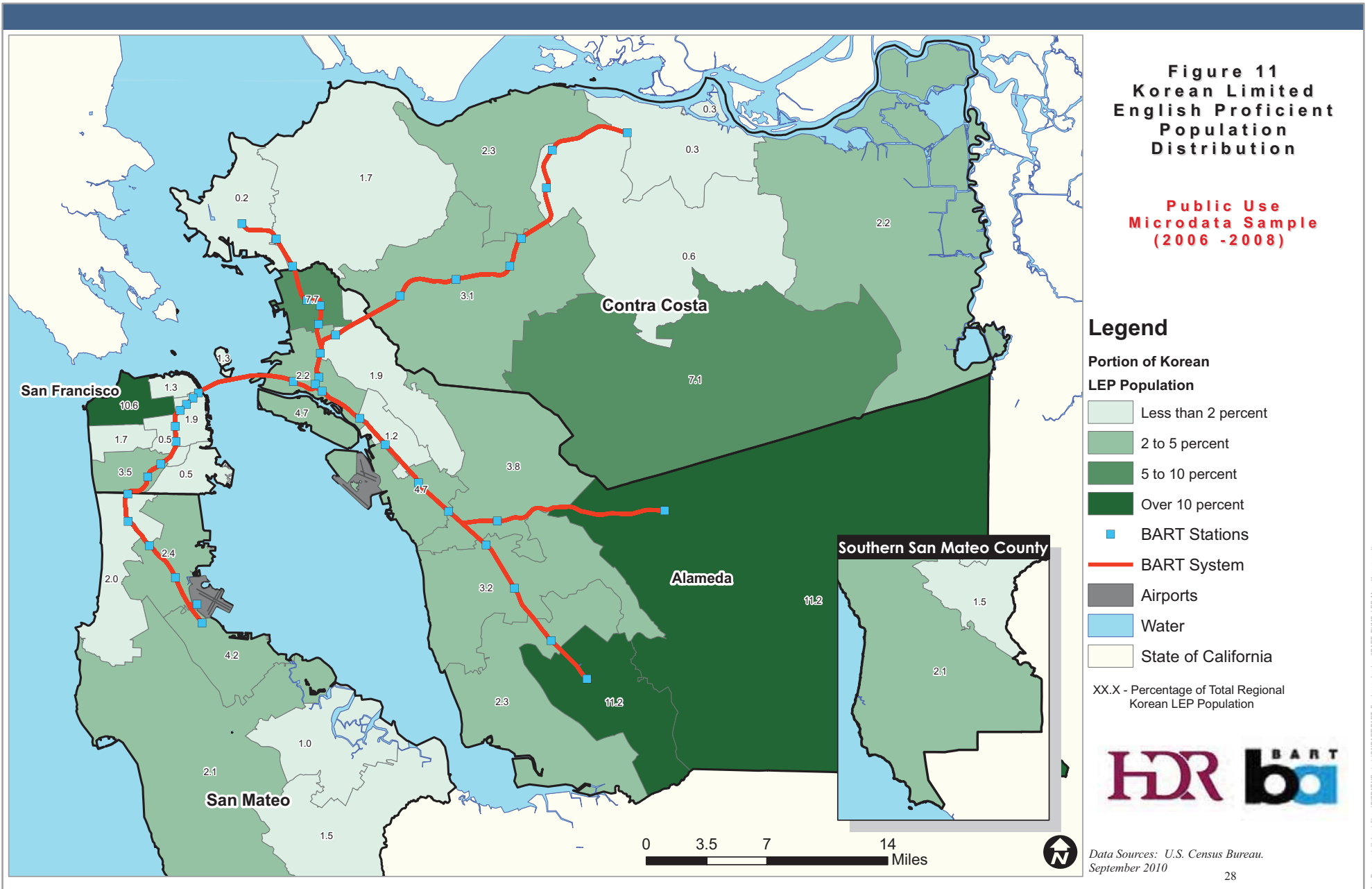




Appendix H: Service Area Maps







Appendix I: Corrective Action Plan Excerpt

Action Office: Customer Service

- Provide telephone interpretation for basic transit questions and trip planning assistance in different languages. Use the Language Line for additional languages.
- Survey BART staff to determine existing multilingual resources.

Action Office: Government and Community Relations and Office of Civil Rights

- Place foreign-language information and notices in publications serving LEP populations to demonstrate BART's commitment to full information; to share current significant, service-related announcements; to increase comfort levels regarding access to information in a native language.
- Provide information to LEP populations of the available services in the language assistance plan that is free of charge.
- Notice of availability of language assistance.

Inclusive Public Participation Plan

Responsible Office: Government and Community Relations and Office of Civil Rights

3. Establish an Inclusive Public Participation Plan: The District commits to developing a customized public participation program in order to offer early and continuous opportunities for the public to be involved in the identification of social, economic and environmental impacts of transportation decisions. The District's Plan will identify low-income, minority and LEP populations within the District's service area relative to specific transportation decisions and will identify population appropriate strategies to be utilized to engage such populations and to seek their input on specific decisions. Our inclusive public participation process will be constantly improving and expanding to include contacts with community-based organizations and networks that can reach the minority, low-income and LEP populations.

Government and Community Relations and the Office of Civil Rights will work with District staff going forward to ensure that inclusive public participation is included in transportation decisions during the planning and programming stages of projects and any fare change or major service change.

Government and Community Relations will tailor the District's Public Participation Plan for a specific action, and solicit public participation during staff planning phases. The elements listed below constitute a draft of the District's Inclusive Public Participation Plan. It includes some effective best practices already used in BART outreach and has also incorporated best practices from other transportation agencies. Once the draft BART Public Participation Plan has been circulated and comments received in a series of public engagements, the plan will be redrafted and recirculated before a final plan is completed.

BART has significant relationships already established with community-based organizations that serve low income, minority and LEP populations. Immediately, we will reach out to these organizations and ask to meet to discuss outreach and ask them to help us put together a survey, small meetings and focus groups with the targeted population to give them an opportunity to comment on outreach for BART and suggest improvements. Existing and newly established relationships with LEP community-based organizations will be used during the Factor 3 LEP analysis to assess the importance of BART's programs, activities and or services.

Below is a sample of community-based organizations that BART works with actively:

Appendix I: Corrective Action Plan Excerpt

- Martin Luther King Jr. Freedom Center in Oakland – The group helped us fashion diversity training exercise for our police officers last year and continues to work with us on Citizens Oversight of the BART Police Department.
- Oakland Chinatown Chamber of Commerce – the group is an active participant with BART and the City of Oakland in a planning study of the Chinatown Area adjacent to our Lake Merritt BART Station.
- Oakland and San Francisco NAACP are working with BART on Citizens Oversight of the BART Police Department.
- Spanish Speaking Unity Council - BART's partner in an award winning transit oriented development project, which was completed in 2005. Currently, BART and the Unity Council are actively working together to complete the project's last phase.
- The Alameda County Office on Education, the SF School District and approximately 15 other school districts partnered with BART this year on our Free Rides for School Field Trips Program sponsored by American Express, which underwrote free BART trips for approximately 15,000 students and chaperones.
- Mission Housing Corporation, Urban Ecology and the Mission Community Council continue to work with BART on the 16th Street Station renovation of West (2003) and East (2006) plazas in San Francisco's Mission District. The plaza renovations required significant community outreach with local neighborhood residents and merchants. The community groups that partnered with BART also played a significant role in helping us to accomplish ethnic and socially sensitive outreach to groups who may otherwise never participate in such a process. The groups helped us to reach non-English speaking, low-income, disabled and homeless groups.
- The Monument Corridor Project in Concord is one of more than 40 youth groups, recreation centers and non-profit organizations that BART has partnered with over the last four years on our Summer Youth Tour Program, which invites 200 K-12 students each summer to ride BART, learn about transportation and take tours of our Central Control Command Center, the BART-SFO airport connecting line and learn what goes on in BART shops.

Guiding Principles for BART's Inclusive Public Participation Plan:

Public participation is a dynamic activity that requires teamwork and commitment at all levels of the organization.

One size does not fit all – Effective strategies must be tailored to fit the audience – low-income, minority, and LEP populations – on each issue.

Effective public participation is about relationship and trust building.

Engaging interested citizens in transportation issues is challenging. We must approach the low-income, minority, LEP populations at the places where they live and gather and establish relationships with the community-based organizations that interact with them to help us connect.

Outreach to low-income, minority, and LEP populations must be an ongoing process, and our outreach plan must be constantly improved and refined to meet the changing needs of the communities.

Action Office: Operations, Transit Systems Development, Financial Planning, Treasury, Planning, Customer Access, BART Police/Security Programs

- Notify Government and Community Relations and Office of Civil Rights in the planning and programming stages of developing projects that could potentially impact low-income, minority and LEP populations.
- In conjunction with Government and Community Relations and Office of Civil Rights, determine appropriate outreach practices from the menu of outreach strategies as listed on Page 8, which constitute an Interim Inclusive Public Participation Plan for BART. This Interim Plan will be distributed for comment and discussion with low-income, minority and LEP populations from February 22, 2010

Appendix I: Corrective Action Plan Excerpt

until April 30, 2010 using the outreach components listed below, including language assistance measures. The comments will be reflected in the Interim Inclusive Public Participation Plan that will be completed by May 21, 2010. Upon Completion of the LEP Plan, BART will incorporate the LEP Plan into the District's Final Inclusive Public Participation Plan.

Action Office: Marketing and Research

- Provide 2000 (or more recent) census tract maps of BART station service areas to identify communities that have higher than average minority populations.
- Provide when available 2000 (or more recent) census tract maps of BART station service areas to identify communities that have higher than average low-income populations.
- Provide information about English Language Learners by School District to identify districts within BART's service area that are likely to have high concentrations of LEP populations.
- Use the 2008 System Profile Study to determine which BART stations have high percentages of minority and low-income passengers.
- Publicize Title VI Policy on the BART website in multiple languages. Upon completion, publicize Inclusive Public Participation Plan on the BART website in multiple languages.

Action Office: Government and Community Relations

- Identify the low-income, minority and LEP populations relative to the transportation decision for which public participation is sought. Partner with community-based organizations so they may assist BART with conducting outreach to specific low-income, minority and LEP populations. In consultation with community-based organizations, BART will develop appropriate strategies to engage each population and determine the types of outreach most effective for each group. (Currently, BART has relationships with dozens of organizations, which have access to low-income, minority and LEP populations.)
- Identify appropriate outreach methods for each population.
- Where appropriate, schedule and implement public meetings using locations, facilities and times that are convenient and accessible and culturally appropriate.
- Where appropriate, use surveys (verbal or written) at appropriate locations (on-system, off-system), using community-based organization staff to lead, facilitate, translate or administer as appropriate.
- Public participation will commence during staff planning and programming phases.
- Create databases of community-based organizations and networks that have access to minority, low-income and LEP populations, and constantly refine and add additional elements.
- Provide multi-language invitation tools as needed. Make qualified interpreters available and outreach materials available in appropriate language.
- Accept oral comments. Incorporate comments from the public for further consideration by BART decision makers.
- Compile an Interim Inclusive Public Participation Plan based upon aforementioned public outreach.
- Finalize Inclusive Public Participation Plan by incorporating LEP analysis from final LEP Plan, conducting outreach to LEP populations to seek input, and revising based on experience with Interim Inclusive Public Participation Process.
- Upon completion, publicize BART's Final Inclusive Public Participation Plan in the community in multiple languages.

Action Office: Media and Public Affairs

- Prepare in advance of public meetings, news media announcements in which communications are tailored to the news media that serves the particular communities or populations.

Action Office: Customer Service

Appendix I: Corrective Action Plan Excerpt

- Develop a standard to identify BART employees who accurately speak or write another language including sign language to accommodate members of the LEP population.
- Provide Language Line services access to BART employees who regularly provide information to the public (including the BART Police).
- Meeting notices shall include BART Telephone Interpreter telephone number to provide access to LEP participants.

Action Office: Government and Community Relations and Office of Civil Rights

- Publicize in the BART system in multiple languages the Title VI Notice to Beneficiaries of Protections under Title VI.
- Seek feedback from the low-income, minority and LEP populations including customer and community-based organizations about the effectiveness and inclusiveness of the District’s Inclusive Public Participation Plan.

Deliverables to FTA: <ul style="list-style-type: none"> • District’s Interim Inclusive Public Participation Plan. • Upon Completion of the LEP Plan, BART will incorporate the LEP Plan into the District’s Final Inclusive Public Participation Plan. 	To FTA: May 21, 2010 May 23, 2011
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“Major Service Change” Threshold

Responsible Office: Operations Planning

4. **Establish a “Major Service Change” Threshold:** In order to comply with FTA Circular 4702.1A, BART will develop, conduct outreach for, and establish a “Major Service Change” threshold.

4.a Draft a new guideline that defines BART’s threshold for what constitutes a “Major Service Change.”

Deliverables to FTA: Preliminary Draft “Major Service Change” Threshold	To FTA: Mar 15, 2010
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4.b Pursuant to the District’s Inclusive Public Participation Plan (item 3), the District will reach out to low-income, minority and LEP populations and provide them with opportunities to review and provide input on the District’s draft “Major Service Change” threshold. Such an outreach plan would include, but not be limited to the following activities:

- Identify the low-income, minority and LEP populations relative to the transportation decision for which public participation is sought. Partner with community-based organizations so they may assist BART with conducting outreach to specific low-income, minority and LEP populations. In consultation with community-based organizations, BART will develop appropriate strategies to engage each population and determine the types of outreach most effective for each group. (Currently, BART has relationships with dozens of organizations, which have access to low-income, minority and LEP populations.)
- Identify appropriate outreach methods for each population.
- Where appropriate, schedule and implement public meetings using locations, facilities and times that are convenient and accessible and culturally appropriate.
- Where appropriate, use surveys (verbal or written) at appropriate locations (on-system, off-system), using community-based organization staff to lead, facilitate, translate or administer as appropriate.
- Public participation will commence during staff planning and programming phases.
- Create databases of community-based organizations and networks that have access to minority, low-income and LEP populations, and constantly refine and add additional elements.

Appendix J: Minority and Low Income BART Service Area Census Tracts

Predominantly Minority or Low-Income BART Service Area Census Tracts

The BART service area used in these analyses was the four-county region that BART serves: Alameda, Contra Costa, San Francisco and San Mateo counties. This is the same service area used in BART's Inclusive Public Participation Plan.

The following process was followed to identify census tracts in the BART service area that are predominantly minority or low-income tracts.

1. Using the 2000 Census data, the percent of minority population for the BART service area as defined above was estimated to be 52.7 percent.
2. Next, using the 2000 Census data, the percent of minorities for each census tract within the BART service area was estimated. If the percent of minorities in any single census tract was found to be greater than the four-county percentage of 52.7 percent, then that census tract was flagged as predominantly minority.
3. Using 2000 Census data, the percent of the population that is low-income within the BART service area was determined to be 21.6 percent. Low-income was defined as under 200 percent of the federal poverty level¹⁰. The 200 percent threshold was used to account for the high cost of living in the Bay Area compared to the rest of the country and therefore is a more inclusive definition of low-income populations. The 200 percent threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission in its February 2009 *Equity Analysis Report*.
4. Next, using the 2000 Census data, the percent of low-income population was determined for each tract. If that value for any single census tract was found to be higher than the service area percentage of 21.6 percent, then that tract was mapped as a predominantly low-income tract.

The results of this process indicate the following for the 819 census tracts that comprise the four-county BART service area, as mapped in Figure 1 and Figure 2:

Minority Population Tracts

	Service Area Census Tracts	% of Tracts
Minority Tract: a tract is counted as predominantly minority if more than 52.7% of that tract's population is minority	383	47%
Non-Minority Tract	436	53%
Total	819	100%

Low-income Population Tracts

	Service Area Census Tracts	% of Tracts
Low-income Tract: a tract is counted as predominantly low-income if more than 21.6% of the tract's households have incomes under 200% of federal poverty level	327	40%
Non-Low-income Tract	492	60%
Total	819	100%

¹⁰ As a reference, for a single person household, 200% of the federal poverty level in 2008 was \$21,982. For a two adult, two child household, the 200% threshold was \$43,668. (Note that the data mapped are based on 2000 Census data as these are the only such data available at the tract level.)

Appendix K: PPP Process – Topics of Ongoing Interest

Topics of Ongoing Interest to Community Members

The following topics were raised at almost every community meeting held to develop the PPP. Regardless of the meeting agenda, BART is likely to continue to receive comments or questions about these topics. Given this high level of interest, BART staff and Directors should regularly provide information about these topics at all public participation methods.

BART Employment and Job Opportunities

Community members expressed interest in regular updates on potential employment opportunities with BART. Their interest included potential job opportunities with BART and with businesses that have been awarded contracts with BART for construction and professional services. Some participants were aware that many contracts were funded with federal monies and were subject to the Disadvantaged Business Enterprise (DBE) requirements set forth in 49 CFR Part 26. Community members also expressed interest in being kept informed about internships and career development opportunities for youth and young adults. BART staff should be prepared to provide regular updates or have information available on this topic at public participation methods. For example, a hand-out translated into several languages could be provided that describes where community members can get this information online, by phone or in-person.

Discounted Fares for Seniors, Youth and Educational Groups

While BART has established programs to provide discounted fares to seniors, youth and educational groups, many community members do not know how to receive these discounts. BART should routinely remind community members of the availability of fare discounts and provide specific directions on how they can be received.

Along with the consideration of these factors, the public participation strategy for the geographic region will include community recommended methods drawn from the menu of public participation methods described in the following section.



BART Public Participation Survey

BART will be organizing meetings to discuss transportation-related topics with local communities. Please complete this survey to help us determine how to make your participation as easy and productive as possible.

1. How important are each of the following in your decision to attend a meeting to discuss BART-related issues?

	<i>Very important</i>	<i>Somewhat important</i>	<i>Not important</i>
Topics of interest that affect me directly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Co-sponsored by a familiar community-based organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Childcare provided during the meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refreshments served	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenient time and location of meeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Translation services available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1a. Any other ways to make it easier for you to attend?

Description _____

2. When would you prefer to attend a meeting? (select only one)

- During business hours (8:00 am to 5:00 pm)
- Evenings (6:00 pm to 9:00 pm)
- Weekends

3. What is the best way to notify you about an upcoming meeting or event? (select only one)

- Email notice
- Postcard or letter in mail
- Ad in newspaper (name of newspaper: _____)
- BART's website
- Announcement from community group (religious, political, etc.)
- Telephone
- Other: _____

Appendix L: Sample PPP Development Process Survey

4. Which of the following methods would help you express your views on specific issues at meetings? (select one or more)

- Translated written material in my preferred language
- Translator at the meeting

- Large group discussion
- Small group discussion
- One-on-one discussion

- Electronic voting
- Voting by questionnaire (written survey)
- Show-of-hands voting

- Other: _____

5. What are the best ways to present detailed material to you for a meeting? (select one or more)

- Information online for review before meeting
- Online video to watch before meeting
- Live presentation at meeting
- Tabletop display to look at before/during meeting
- Printed material to look at before/during meeting
- Map, chart or other visual aids at meeting
- Other: _____

6. In addition to a meeting, how likely would you be to use the following to express your views on BART-related issues?

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Not likely</i>
Online survey	○	○	○
Online discussion board	○	○	○
Submit comments by email	○	○	○
Mail-back survey	○	○	○
Participate in focus group	○	○	○
Write letter	○	○	○
Phone comment message line	○	○	○

6a. Any other suggestions to help you express your views?

Describe: _____

7. BART would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of BART's actions after meetings? (select only one)

- Email
- Regular mail

Appendix L: Sample PPP Development Process Survey

- BART website
- Other: _____

--A final few questions about yourself--

8. What type(s), if any, of community-based organizations do you participate in?
(select one or more)

- Religious
- Political
- Environmental
- Urban/regional planning
- Other: _____

9. How often, if at all, do you usually ride BART? (select only one)

- Never
- Less than once a month
- 1 – 3 days a month
- 1 – 2 days a week
- 3 days a week or more

10. What is the total annual income of your household before taxes? (select only one)

- Under \$25,000
- \$25,000 - \$40,000
- \$41,000 - \$75,000
- Over \$75,000

11. In which language do you prefer to communicate? (select only one)

- English
- Spanish
- Chinese
- Korean
- Tagalog
- Russian
- Vietnamese
- Other: _____

12. What is your race or ethnic identification? (select one or more)

- American Indian or Native
- Asian or Pacific Islander
- Black/African American
- Spanish, Hispanic or Latino
- White

Appendix L: Sample PPP Development Process Survey

Other: _____

13. Do you have any additional comments or concerns?

14. Your Contact Information

Name: _____

Mailing address: _____

City: _____

ZIP: _____

Phone: _____

Email address: _____

May 21, 2010



Public Participation Plan Development Summary Report

San Francisco Bay Area Rapid Transit District



Table of Contents

I.	INTRODUCTION	1
	Process for Developing the Public Participation Plan.....	1
II.	MEETING PLANNING AND PREPARATIONS.....	4
	Meeting Locations and Logistics	4
	Meeting Results Processing	5
III.	SUMMARY OF COMMUNITY MEETINGS.....	6
	Round 1 Meetings–Developing the Public Participation Plan	9
	Round 2 Meetings–Comments on the Draft Public Participation Plan.....	18

APPENDICES

Appendix A: Description of Mapping Task for Inclusive Public Participation Plan

Appendix B: BART Notification Ads and Flyers

Appendix C: Public Participation Survey Results

Appendix D: Community Meeting Evaluation Results, Round 1

Appendix E: Public Comment Database, Round 1

Appendix F: Public Comment Letters Received

Appendix G: Draft Public Participation Plan Evaluation Results

Appendix H: Public Comment Database, Round 2

I. INTRODUCTION

In order to expand public access to BART's transportation decision-making process, the San Francisco Bay Area Rapid Transit District (BART) initiated an intensive community involvement process and planning effort to develop the Public Participation Plan (PPP) document. The Plan will guide 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 under-represented groups.

The purpose of this summary is to describe and document the process BART used to develop the PPP and provide a record of the issues discussed and public comments received through a variety of public participation activities. The comments helped inform the PPP. They include specific suggestions from participants for potential meeting venues, partner organizations, events and other local information that will be helpful to BART staff as they continue to work closely with communities throughout the region. Comments, survey and evaluation results and other documentation are attached as appendices.

Process for Developing the Public Participation Plan

The process for developing the PPP included an intensive community involvement process and planning effort. In order to engage diverse community members in development of the PPP and to identify preferences for elements of BART's future public participation, BART conducted an extensive public participation process throughout the BART service area (San Francisco, Alameda, Contra Costa and San Mateo counties). The process included the following public participation activities:

Outreach

To ensure targeted community participation, BART conducted extensive outreach at the beginning of the Plan development process. BART determined geographical areas where meetings would be held through a mapping analysis of Bay Area communities based on income and race. A full description of this mapping process is included as Appendix A. Using the results of the mapping, BART identified and contacted community-based organizations (CBOs) located in these areas to determine their interest in assisting BART with reaching out to residents. The CBOs contacted by BART serve a broad range of community interests including: civic groups; business organizations; service providers for children, youth, families and persons with disabilities; schools providing English as a Second Language programs; churches and faith-based organizations; senior centers; community centers; and many others.

BART also used a variety of notification methods such as CBO newsletters, direct mail and ethnic media, among others, to attract participants to the community meetings. Meeting notifications also highlighted the fact that translation services,

childcare and refreshments would be provided. Ads and flyers used by BART are included as Appendix B.

Multi-Lingual Community Meetings

Between March 31, 2010 and April 21, 2010, BART conducted or participated in 22 community meetings throughout the BART service area. The purpose of the meetings was to determine how BART could best provide information and receive public input on transportation issues from low-income, minority and Limited English Proficient (LEP) resident populations. Meetings were professionally facilitated to support productive community discussions and record real-time comments.

Upon completion of the draft PPP, the document was mailed to all participants who provided contact information on the sign-in sheets at the community meetings, as well as interested CBOs and transportation advocates. The Plan was sent to participants in their preferred language, as indicated on the sign-in sheets. BART also posted the document on its website. A printed comment form was included with the draft PPP. BART conducted additional meetings with key stakeholders and community members to solicit feedback on the document. The draft PPP was then revised to reflect the feedback received and the Final Public Participation Plan was completed and submitted to the Federal Transit Administration on May 21, 2010. This Summary was also submitted along with the Final PPP to help inform the FTA about how BART developed the PPP and provide the source material that was the basis for the Plan.

Public Participation Survey

In addition to conducting or participating in community meetings, BART distributed a public participation survey at the community meetings and to CBOs in each of the identified ten languages. The survey was also posted on the BART website (www.bart.gov). BART received more than 1,350 responses to the survey. The survey queried participants on their preferences for elements of BART's future public participation processes, including:

- The importance of various factors in determining whether they would attend a meeting;
- The best methods for helping them express their views on specific issues at meetings;
- How likely they would be to use suggested non-meeting methods to express their views on BART-related issues;
- What types of community-based organizations they participate in;
- The best way to keep them informed of BART's actions after meetings; and
- The demographic characteristics of survey respondents.

Public participation survey results are included as Appendix C.

Written Comments and Public Testimony

In addition to completing the survey, meeting participants were encouraged to submit written comments. The public was also able to provide comments online. Comments received in languages other than English were translated and included in the comment database. The draft PPP was also discussed at the May 13, 2010 BART Board meeting and several attendees made comments on the draft PPP at that meeting.

A compilation of the comments is included as Appendix E. Comments received as full-length letters are included as Appendix F.

II. MEETING PLANNING AND PREPARATIONS

The meeting planning process involved significant coordination among BART staff and CBOs. Three BART staff members, Molly Burke (San Francisco and San Mateo County), June Garrett (Alameda County) and Walter Gonzales (Contra Costa County), did extensive outreach in March 2010, including personal meetings, telephone contacts, mailings and online communications.

Meeting Locations and Logistics

BART determined geographical areas where meetings would be held through a mapping analysis of Bay Area communities based on income, race and ethnicity. A full description of this mapping process is included as Appendix A. Using the results of the mapping, BART identified and contacted CBOs located in these areas to determine their interest in assisting BART with reaching out to these residents. The CBOs BART contacted serve a broad range of community interests including: civic groups; business organizations; service providers for children, youth, families and persons with disabilities; schools providing English as a Second Language programs; churches and faith-based organizations; senior centers; community centers; and many others. Twenty-two meeting locations were selected for Round 1 meetings and seven were selected for Round 2.

CBO Partnerships

BART staff found the meetings to be a great opportunity to build relationships within the community. Many organizations were receptive to BART's request for assistance, and BART staff worked closely with the CBOs to schedule and conduct outreach for the meetings. The CBOs assisted BART in selecting meeting venues, recommending languages for translation and interpretive services, providing refreshments and childcare assistance, publicizing the meetings and recruiting participants. BART arranged and supplied staff support, interpreters, meeting materials, supplies and equipment for all of the meetings.

Notification Methods*

Community members were notified of opportunities to participate in meetings through:

- CBO Newsletters
- CBO Mailing Lists
- Direct Mail
- Radio Announcements
- Ethnic Media
- Paid Advertisement
- Flyer Distribution at BART Stations
- Flyer Distribution on BART Car Seats

* See PPP Appendix A for CBOs contacted to date.

Consultant Support to Develop the PPP

BART hired a consulting firm, MIG, Inc., to assist with the development of the PPP. MIG is a planning, design and communications firm based in Berkeley, California. MIG has more than 25 years' experience specializing in collaborative processes, stakeholder outreach and participation, facilitation and community involvement. MIG has extensive experience assisting transportation agencies throughout the state with public participation activities. During development of the Plan, MIG staff served as neutral, third-party facilitators and recorded comments expressed at the community meetings. MIG also worked with BART to fully document the process of developing the PPP.

Translation Services

Translated materials and interpretive services were available for every meeting in the following languages: Spanish, Chinese, Tagalog, Russian, Korean and Vietnamese. In response to community requests for additional languages, translated materials and interpretive services were also provided in Laotian, Cambodian, Portuguese and Braille. Written comments received in these languages were transcribed after the meetings and were included in the comments database (Appendix E). This summary document will be translated in all languages listed above and distributed to CBOs and participants.

Meeting Results Processing

MIG also transcribed and compiled the comments submitted in writing, tallied the meeting evaluation responses and transcribed participant contact information from the meeting sign-in sheets. Comments were tracked by meeting location, source and language. MIG provided an objective review of the findings from the meetings, comment cards and surveys; these findings and analysis were used to develop the Public Participation Plan. This summary report includes the following appendices:

- A description of the mapping process (Appendix A);
- Notification ads and flyers (Appendix B);
- A tally and analysis of public participation survey responses (Appendix C);
- A tally and analysis of Round 1 meeting evaluation responses (Appendix D);
- A database of all Round 1 public comments submitted (Appendix E);
- Letters of public comments received during the process (Appendix F);
- A tally and analysis of draft PPP evaluations (Appendix G); and
- A database of all Round 2 public comments submitted (Appendix H).

III. SUMMARY OF COMMUNITY MEETINGS

BART conducted the following meetings as a part of the Public Participation Plan development process.

<i>Round 1 Community Meetings</i>					
Location	Address	Date and Time	CBO	Attendees (approx. no.)	Translation Services Provided
Oakland	American Indian Child Resource Center 522 Grand Avenue Oakland	Wednesday March 24, 2010 11:00 a.m.–1:00 p.m.	Various Native American CBOs	12	<i>Not requested</i>
Berkeley	BOSS 2065 Kittredge Street, Suite E Berkeley	Sunday March 27, 2010 2:00–3:30 p.m.	Building Opportunities for Self-Sufficiency (BOSS)	15	<i>Not requested</i>
Richmond	Richmond English Action Center 2369 Barrett Ave. Richmond	Wednesday March 31, 2010 9:00-10:00 a.m.	Catholic Charities of the East Bay	74	Spanish and Laotian
Fremont	Fremont Library Fukaya Rm B 2400 Stevenson Blvd., Fremont	Wednesday March 31, 2010 6:30-8:00 p.m.	<i>CBO-BART partnership in development</i>	15	Chinese
San Francisco Tenderloin	Cova Hotel 8th Fl, Meeting Room 655 Ellis St. San Francisco	Wednesday March 31, 2010 6:00-7:30 p.m.	Vietnamese Community Center of San Francisco	27	Laotian, Cambodian, Vietnamese and Chinese
San Leandro	San Leandro Library, Estudillo Room 300 Estudillo Ave. San Leandro	Thursday April 1, 2010 6:30-8:00 p.m.	I-880 Healthy Communities, Fordee USA	15	Chinese
Antioch	Antioch High School 700 West 18th St. Antioch	Thursday April 1, 2010 6:30-8:00 p.m.	CISCO, Transform	18	Spanish
Hayward	Hayward City Hall Room 2A 777 B St. Hayward	Friday April 2, 2010 6:30-8:00 p.m.	<i>CBO-BART partnership in development</i>	7	<i>Not requested</i>

Appendix M: Public Participation Plan Development Summary Report

<i>Round 1 Community Meetings</i>					
Location	Address	Date and Time	CBO	Attendees (approx. no.)	Translation Services Provided
Oakland	American-Vietnamese Community Center 128 International Blvd. Oakland	Saturday April 3, 2010 10:00 a.m.–1:00 p.m.	American-Vietnamese Community Center	60	Vietnamese
San Francisco Mission District	Valencia Gardens Community Room 390 Valencia St. San Francisco	Monday April 5, 2010 6:00-7:30 p.m.	Mission Community Center; Mission Housing Development Corporation	17	Spanish
West Oakland	Mandela Gateway 1350 7th St. Oakland	Monday April 5, 2010 6:30-8:00 p.m.	<i>CBO-BART partnership in development</i>	15	<i>Not requested</i>
San Francisco Bayview	Bayview YMCA Community Room 1601 Lane Street San Francisco	Tuesday April 6, 2010 6:00-7:30 p.m.	Bayview Hunter's Point YMCA	56	Spanish
East Oakland	San Antonio Community Center 2325 East 12th St. Oakland	Tuesday April 6, 2010 5:30-7:00 p.m.	Lao Family Community Development	170	Spanish, Laotian, Burmese and Bhutanese
Pittsburg	Pittsburg HS, 250 School St. Pittsburg	Tuesday April 6, 2010 6:30-8:00 p.m.	<i>CBO-BART partnership in development</i>	7	Chinese
San Francisco Excelsior	Excelsior Church 32 Ocean Ave. San Francisco	Thursday April 8, 2010 6:00-7:30 p.m.	Excelsior Family Connections	50	Spanish and Chinese
Oakland	Intertribal Friendship House 523 International Blvd. Oakland	Thursday April 8, 2010 6:00-8:00 p.m.	Various Native American CBOs	51	<i>Not requested</i>
Berkeley	South Berkeley Senior Center 2939 Ellis Street Berkeley	Friday April 9, 2010 6:30-8:00 p.m.	Berkeley Senior Center	4	<i>Not requested</i>

Appendix M: Public Participation Plan Development Summary Report

<i>Round 1 Community Meetings</i>					
Location	Address	Date and Time	CBO	Attendees (approx. no.)	Translation Services Provided
El Cerrito	El Cerrito Community Center 7007 Moeser Lane El Cerrito	Saturday April 10, 2010 10:00-11:30 a.m.	<i>CBO-BART partnership in development</i>	9	Spanish
San Francisco Chinatown	Cameron House Main Hall 920 Sacramento St. San Francisco	Monday April 12, 2010 6:00-7:30 p.m.	Cameron House	51	Chinese
Concord	Cambridge Elementary 1135 Lacey Lane Concord	Wednesday April 14, 2010 6:30-8:00 p.m.	Monument Community Partnership	78	Spanish
San Bruno	555 West San Bruno Ave. San Bruno	Monday April 19, 2010 9:30-1130 a.m.	Saint Bruno's Catholic Church - School of E.S.L.	12	<i>Not requested</i>
San Bruno	555 West San Bruno Ave. San Bruno	Wednesday April 21, 2010 6:00-7:30 p.m.	Saint Bruno's Catholic Church	46	Spanish and Chinese

Appendix M: Public Participation Plan Development Summary Report

<i>Round 2 Community Meetings</i>					
Location	Address	Date and Time	CBO	Attendees (approx. no.)	Translation Services Provided
Concord	Cambridge Elementary 1135 Lacey Lane Concord	Wednesday April 28, 2010 6:30-8:00 p.m.	Monument Community Partnership	32	Spanish
Oakland	Z Café 2735 Broadway Oakland	Thursday May 6, 2010 11:45 a.m.-1:30 p.m.	Various CBOs (see text on p. 18)	17	Spanish
Richmond	Nevin Community Center 598 Nevin Avenue Richmond	Thursday May 6, 2010 12-1:30 p.m.	Various CBOs (see text on p. 19)	15	<i>Not requested</i>
San Francisco Inner Sunset	Park Chow 1240 9th Avenue San Francisco	Friday May 7, 2010 12:30-2 p.m.	Various CBOs (see text on p. 19)	7	<i>Not requested</i>
North Richmond	North Richmond Senior Center 515 Silver Ave. North Richmond	Tuesday May 11, 2010	North Richmond Municipal Advisory Council	15	<i>Not requested</i>
Richmond	Shields Reid Community Center 1410 Kelsey Street Richmond	Wednesday May 12, 2010	Shields Reid Neighborhood Council	15	<i>Not requested</i>
Oakland	Oakland Metropolitan Chamber of Commerce 475 14th Street Oakland	Monday May 17, 2010 1:30-2:30 p.m.	Genesis, Public Advocates, TransForm, Urban Habitat	5	<i>Not requested</i>

Round 1 Meetings–Developing the Public Participation Plan

Twenty-two community meetings were conducted during Round 1 to solicit feedback and input regarding preferred outreach methods and processes. BART staff worked closely with CBOs in each location to organize the meeting venue and to publicize the meeting. Note that since some participants chose not to sign in at the meetings, attendance is estimated to be approximately 5-10% higher than indicated by the number of attendees listed on the sign-in sheet.

Round 1 Meeting Format and Process

Most meetings followed a similar format to help ensure that the meetings were conducted and feedback was received in a consistent manner. Meeting participants were welcomed, provided an overview of BART and site-specific information, responded to questions related to the PPP, provided an opportunity to comment and ask questions of BART staff, and discussed next steps. The following questions were used to direct each meeting discussion:

- What is most important when it comes to getting you to attend a meeting to discuss BART-related issues? What's most important? Is it the topic?
- What other factors are important to you?
- How would you like to give BART input in the future at meetings? What methods work best for you?
- Besides meetings, what other ways are you interested in sharing your opinions on BART related issues?
- Do you rely on another organization to help you stay informed about BART?
- What organizations do you rely on and trust to help you stay informed about BART?
- After BART has gotten feedback from the community and made its decision, what is the best way to share that information to keep you informed?

After the group discussion, meeting participants were asked to fill out a public participation survey, which included these discussion questions, and a meeting evaluation form. Participants were also encouraged to submit written comments.

Summary of Meeting Results

The following is a brief summary of participant feedback, suggestions and concerns expressed, listed by meeting location.

Oakland – American Indian Child Resource Center, Wednesday, March 24

BART staff attended a Native American community collaborative meeting at the American Indian Child Resource Center comprised of several CBO leaders from organizations providing services to the Native American community. The CBO

Appendix M: Public Participation Plan Development Summary Report

leaders completed surveys and were supportive of BART's outreach efforts. They invited BART to an upcoming inter-tribal community dinner to present surveys and gather input from members of their CBOs.

Oakland – *BOSS Central Offices, Sunday, March 27*

Advocates representing Building Opportunities for Self-Sufficiency, as well as numerous other organizations, provided input on the PPP development and other BART-related concerns. Participants asked about the Plan completion date. They also noted that they support using seat drops as a method of notifying community members in advance of public participation and decision-making opportunities.

Richmond – *Catholic Charities, Wednesday, March 31*

Participants at this meeting emphasized the need for the PPP to specify timely meeting notices that clearly communicate the meeting agenda and topic. They noted that direct communication in multiple languages with the community is important and will increase the number of meeting participants. According to participants, ethnic media and organizations are the best methods to share BART-related information with the Richmond community. Trusted organizations identified included: employers, faith-based organizations and community-based organizations. Meeting participants stressed the importance of developing a long-term relationship with the community.

Participants also expressed concerns on additional topics. Personal safety and the cost of riding BART were primary concerns among meeting participants. There was interest in free, discounted and subsidized fares for seniors and students. Multi-lingual announcements and information, effective public communication, the punctuality of trains and general expansion plans were also discussed.

Fremont – *Fremont Library, Wednesday, March 31*

Meeting participants emphasized the need for the PPP to encourage meeting attendance and community participation through timely and effective meeting notices, appropriate meeting types and locations. Community members identified a number of potential meeting locations in the area. Some community members commented that it is most effective to share information through local organizations, employers and municipalities. Community members identified the PPP as an opportunity for public input to make a difference.

Other BART-related concerns mentioned at the meeting included: need for multi-lingual station announcements and information, station and train maintenance, system expansion and ticketing.

San Francisco Tenderloin – *Cova Hotel, Wednesday, March 31*

San Francisco Tenderloin meeting participants requested translation services for several languages including Laotian, Cambodian, Vietnamese and Chinese.

Appendix M: Public Participation Plan Development Summary Report

Participants highlighted the importance of ethnic media and organizations in reaching low-income, minority and LEP community members; this is a key method for publicizing BART-related information and soliciting input. Preferred feedback methods, according to participants, include: various meeting types, online and email, phone, social media and alternatives to traditional meeting formats.

Additional concerns discussed at the meeting included: cost of fares, need for multi-language announcements and information, system expansion to the Oakland Airport and San Jose, service frequency and reliability, and restroom amenities at stations.

San Leandro – *San Leandro Library, Thursday, April 1*

Community members at this meeting highlighted preferred methods for providing input including: opportunities for direct communication, a comment and suggestions box at stations, phone, social media, surveys, online and email. Participants thought that the best methods for BART to share information are: ethnic media and organizations, other media sources, on transit or at stations and in a timely manner. Residential organizations, ethnic organizations and schools were suggested as the most effective groups to reach community members.

San Leandro meeting participants expressed concerns regarding other BART-related issues, including: inaudible announcements and information at stations, renovation and repairs on trains and at stations, system expansion to the Oakland Airport and Warm Springs, ticketing inconveniences and difficulties, elevators at stations, signage, jobs with BART and personal safety.

Antioch – *Antioch High School, Thursday, April 1*

Community members highlighted the importance of sharing information and announcing meetings in a timely and effective manner via email, online, on transit and at stations. According to participants, people attend meetings based on the type of meeting, topic and location accessibility. The importance of including the public in decision-making and gaining trust was also highlighted.

Participants also expressed concerns on additional topics including: station amenities and maintenance, eBART and eastern system expansion, ticketing and customer service.

Hayward – *Hayward City Hall, Friday, April 2*

Participants at this meeting trust community institutions and faith-based, educational, residential, health-care, labor and senior organizations. Community members rely on publications, social media, information provided on transit or at stations, media and community-based organizations to learn about BART-related news. Meeting attendance hinges on the convenience of the location and notices being timely and effective.

Appendix M: Public Participation Plan Development Summary Report

Additional topics that raised participant concerns include: congestion at parking lots, system expansion to the Oakland Airport, fare increase, BART jobs and directional signage to stations.

Oakland – *American-Vietnamese Community Center, Saturday, April 3*

Community members attending this meeting at the American-Vietnamese Community Center emphasized the importance of providing translation services as the single best method of sharing information. Participants were generally pleased with the meeting and appreciated the opportunity to provide input to the development of the PPP.

Other concerns expressed at the meeting included: security and personal safety, ticket purchasing and riding assistance for seniors, and multi-language announcements and information.

San Francisco Mission District – *Valencia Gardens, Monday, April 5*

Community members at this meeting expressed interest in the timing and process of the PPP, and identified the importance of developing a long-term relationship with the community. Preferred methods for receiving BART-related information include: media, on transit or at stations and social media. Participants suggested that successful meetings stem from relevant agendas and topics, convenient venues and timely notices. Participants emphasized the importance of working with organizations, including community-based organizations and media, to publicize and invite community members to meetings.

Meeting participants identified additional areas of concern as follows: cost of fares, frequency of service, bicycle rules, station amenities and accessible restrooms, and personal safety.

West Oakland – *Mandela Gateway, Monday, April 5*

West Oakland community members emphasized the inclusion of high-quality input, an informed public and public participation among the goals set by the PPP. Participants highlighted the importance of public input affecting change, developing a stable and long-term relationship with BART, and facilitating two-way communication between the community and BART. The inclusion of alternatives to traditional meeting formats in future public outreach is also important to meeting participants. Participants suggested working with community advisory committees and enabling access to BART decision makers to develop trust among the community, and encouraged BART to consult other model PPPs.

Meeting participants articulated strong concern regarding the BART organization and BART's relationship with the West Oakland community. Personal safety, a lack of trust and system expansion decisions were significant topics of discussion at the

Appendix M: Public Participation Plan Development Summary Report

meeting. Participants also identified additional BART-related issues including: station and train maintenance, service frequency, customer relations and inadequate public information.

San Francisco Bayview – *Bayview YMCA, Tuesday, April 6*

San Francisco Bayview community members emphasized the importance of sharing information through educational, media and municipal sources, on transit or at stations, via phone or email and through community advisory committees. It is important to meeting participants that information is translated to include all ethnicities and provided in an effective and timely manner. Meeting participants recommended the following meeting locations: churches, community centers and venues, and schools.

Meeting participants also discussed safety, especially along the Third Street rail line which is a main connector to BART, jobs with BART, accessibility and availability of information for all abilities and languages, and developing a working partnership with the community and with youth.

East Oakland – *San Antonio Community Center, Tuesday, April 6*

East Oakland meeting participants emphasized the importance of developing a long-term relationship with the community, including public involvement in decision-making and access to decision makers, through PPP implementation. Community members identified the PPP as an opportunity for public input to make a difference. Some participants expressed satisfaction with the meeting and the opportunity to provide input.

Community members at this meeting were largely concerned with other BART-related issues including: personal safety and property security, the need for multi-lingual information at stations, high fare cost, safety and BART police service, and system expansion. Participants highlighted difficulties related to ticket purchasing and exchange.

Pittsburg – *Pittsburg High School, Tuesday April 6*

Inclusivity, trust and public input were valued and highlighted by community members at this meeting. Participants suggested that BART utilize social media, publications, online and email tools, mailings and various media sources; these are the best methods to share information with low-income, minority and LEP populations. Information must be clear, direct and inclusive. The following organizations are most trusted by participants: educational, ethnic media, faith-based, transportation, veterans, municipal, employers and other CBOs.

Pittsburg meeting participants were also concerned about the accessibility and cleanliness of restrooms, system expansion and costs specific to eBART, improving transfer between transit modes, and fares.

San Francisco Excelsior – *Excelsior Community Connections, Thursday, April 8*

Community members at the San Francisco Excelsior meeting identified the following methods to best share BART-related information: mailings, media, through community-based organizations, local businesses, educational and municipal organizations, and online and via email. Timely and effective notice of meetings should be given, and they should provide translation services and childcare and be conveniently located. Additionally, according to participants, meeting materials should be clear and relevant. Meeting participants trust faith-based, ethnic, educational, municipal and community-based organizations, youth centers and local arts organizations to keep them informed about BART.

Community members at this meeting also highlighted issues including: station and train maintenance, confusion related to ticketing, station amenities such as restrooms and elevators, BART police and personal safety, vagrancy on trains, discounted fares for people with low income, disaster preparedness and the clarity of station announcements.

Oakland – *Intertribal Friendship House, Friday, April 9*

The Native American community dinner provided an opportunity for community members to complete surveys and to provide input directly to BART. Meeting participants were generally supportive and thankful to BART for soliciting information from low-income, minority and LEP resident populations. They recognized the PPP as an initial and productive step towards reaching these populations.

Berkeley – *South Berkeley Senior Center, Friday, April 9*

Meeting participants in Berkeley emphasized the need for BART to partner with trusted CBOs, including faith-based, disability advocacy, ethnically-oriented, arts and resident organizations, to reach out to all members of the community. Clear meeting agendas and topics, as well as convenient meeting times and locations are important to this group.

Participants also expressed concerns regarding additional topics including: system expansion, BART budget, cost and fares, and signage improvements.

El Cerrito – *El Cerrito Community Center, Saturday, April 10*

Participants at this meeting emphasized BART's opportunity to create a long-term relationship by engaging in dialogue with the community. Preferred sources of information regarding BART meetings and events include: online and email notifications, comment and suggestion boxes at stations, and direct communication. Senior advocacy, educational, ethnic and faith-based organizations were most trusted by meeting participants.

Appendix M: Public Participation Plan Development Summary Report

Additional BART-related concerns identified by meeting participants included: fares and discounts, parking costs, noise impacts and service frequency. Meeting participants requested fare discounts for seniors, children and families.

San Francisco Chinatown – *Cameron House, Monday, April 12*

Community members from San Francisco's Chinatown neighborhood identified the following as the best methods of sharing BART-related information: on transit or at stations, social media, ethnic media and organizations, online and via email. It is important to participants that meetings provide childcare and translation, are effectively noticed and conveniently located. Participants emphasized the importance of two-way communication between BART and the public and the impact of public input.

Participants at this meeting expressed other concerns including: the visibility and legibility of signage, service improvements such as bicycle amenities and upgrades, cost of fares and availability of discounts for seniors, children and people with low income, station amenities including restrooms and elevators, train frequency and system expansion.

Concord – *Cambridge Elementary, Wednesday April 14*

Community members at this meeting highlighted the importance of sharing information with low-income, limited English proficiency and minority communities. Effective information sharing methods include: direct, two-way contact with the community, mailings and media, and on transit and at stations. Participants noted that it is important to provide translation services at all meetings and clearly communicate the location and purpose of the meeting in advance. Trust and consistency are important principles to include in the PPP. Meeting participants suggested hosting similar community meetings regularly and targeting outreach to BART riders.

Concord meeting participants were also interested in: BART jobs, parking, and signage issues at stations.

San Bruno – *Saint Bruno Catholic Church, Monday, April 19*

Members of the Saint Bruno Catholic Church School of E.S.L. gathered to provide feedback to BART. Participants expressed their gratitude for translation services at community meetings and targeted outreach to LEP resident populations. They suggested increasing BART-related outreach to E.S.L. classes and programs in the region to increase participation from LEP residents.

Community members at this meeting also expressed concern regarding the following issues: fare prices, accessible BART contacts, safety, service expansion and BART's environmental efforts.

Appendix M: Public Participation Plan Development Summary Report

San Bruno – *Saint Bruno Catholic Church, Wednesday, April 21*

Meeting participants in San Bruno requested the addition of an informed public to the PPP's list of goals and trust and two-way communication as key principles. Community members cited the availability of information as a primary element for assuring a well-attended meeting, as well as convenient location and time and translation services. Trusted community organizations include: faith-based organizations and community-based organizations.

Other topics of interest included: system expansion to the south on the Peninsula and to San Jose, personal safety, needed repairs and renovations, service issues, fare cost and discounts for seniors and students, and station amenities such as restrooms.

Round 2 Meetings–Comments on the Draft Public Participation Plan

The results from the 22 meetings described above were used to develop the draft PPP. When the draft PPP was completed in early May 2010, BART invited a cross-section of groups and communities to meet to discuss the draft Plan and provide additional feedback. After the second round of input, BART integrated comments and submitted the PPP to the Federal Transit Administration on May 21, 2010.

BART used the following methods to solicit comments on the Draft PPP: seven follow-up community meetings, including a meeting with key public advocacy representatives; evaluation forms returned at each meeting or via mail; an online comment form on the BART website; and a discussion of Title VI compliance at the BART Board Meeting on May 13, 2010. Results from these outreach methods are described below. A detailed tally and analysis of PPP evaluation forms is included as Appendix G. A database of all comments received during Round 2 is included as Appendix H.

Community Meetings

BART conducted or participated in seven community meetings with key stakeholders and community-based organizations to solicit feedback on the Draft PPP in late April/early May 2010. The following is a brief summary of participant comments on the draft Plan at these meetings.

Concord

Stakeholders representing the greater Concord area responded positively to the Draft PPP. In a meeting held on April 28, 2010, participants supported the involvement of low-income, minority and LEP resident populations in BART decision-making. Suggestions for implementation included: tracking community events and evaluating the success of partnerships. Participants had the following additional BART-related concerns: job opportunities and cost of fares.

Downtown Oakland

Stakeholders convened in Downtown Oakland on May 6, 2010 to discuss the Draft PPP. CBOs and agencies represented included the following: American Indian Child Resource Center, Building Opportunities for Self-Sufficiency, Hispanic Chamber of Commerce Alameda County, Lao Family Community Development, LightHouse for the Blind and Visually Impaired, National Federation of the Blind, San Leandro Unified School District, Senator Ellen Corbett, Urban Strategies Council and Urojas Community Services. Participants supported the PPP and the inclusion of ideas shared at community meetings. They suggested the following principles to include in the Goals and Guiding Principles section: equity, accountability and sustainability. Participants also suggested expanding the Introduction of the Plan to list CBOs and their specific involvement. Additional participation design factors and methods for implementation were discussed.

Richmond – Nevin Community Center

Approximately 15 community members gathered in Richmond at the Nevin Community Center on May 6, 2010, to discuss the draft PPP and provide feedback. CBOs and agencies represented included: AC Transit, Building Blocks for Kids – Peres Elementary School, Catholic Charities of the East Bay, El Cerrito Senior Center, Monument Community Partnership, Millions More Movement, North Richmond Municipal Advisory Council, Richmond Main Street and Shields Reid Neighborhood Council. Stakeholders, in general, were receptive to the content of the draft Plan. Participants provided suggestions for performance measures and objectives including gathering qualitative and quantitative information. Specifically, participants suggested developing an action plan linking goals directly to collected data. Richmond stakeholders also suggested additional public participation methods and tools to involve low-income, minority and LEP resident populations.

San Francisco Inner Sunset

CBO representatives from neighborhoods throughout San Francisco gathered on May 7, 2010 in the Inner Sunset neighborhood to provide feedback on the draft PPP. CBOs represented included: Excelsior Family Connections Inc., Filipino Community Center of San Francisco, Lao Seri Association, Richmond Beacon Center Community Convenor, Sunset Beacon Center Community Convenor and Vietnamese Community Center of San Francisco. Meeting participants were generally pleased with the draft PPP, commenting that it reflected the needs of the CBOs and communities in San Francisco. General suggestions to increase transparency of BART and decision-making were provided and suggestions for publicizing BART-related information and available jobs were discussed.

North Richmond

BART staff attended an evening meeting of the North Richmond Municipal Advisory Council on May 11, 2010. Municipal Advisory Council members reviewed the PPP process and had the opportunity to provide comments and ask questions. Participants were pleased with BART's public participation efforts.

Richmond – Shields Reid Neighborhood Council

BART staff attended a meeting of the Shields Reid Neighborhood Council on May 12, 2010. Neighborhood Council members learned about the PPP development process, asked questions and shared concerns related to BART. Issues that arose included: service reliability and cost of fares. The Council welcomed the opportunity to develop a strong partnership with BART.

Oakland – Meeting with Key Public Advocacy Representatives

On May 17, 2010, BART representatives met with public advocacy representatives at the Oakland Chamber of Commerce conference room. The purpose of the meeting was to solicit feedback and recommendations from the following key advocacy representatives: Urban Habitat, Genesis, Transform and Public Advocates. Meeting participants elaborated on a cooperatively written letter to the FTA that included four primary recommendations to the PPP. Advocacy representatives would like to

ensure that the goals of the PPP are implemented and the influence of the Plan is measurable. Suggested changes also include: a standing community advisory board representing low-income, minority and LEP resident populations; increased accountability and involvement of BART Board Members in each district; and a transparent decision-making process. Advocacy representatives stressed the importance of informing the public in a timely fashion, providing accessible and clear information, and conducting equal outreach to community groups and populations to enable informed decision-making.

Representatives affirmed their role as resources for BART, highlighting the importance of negotiation, areas of agreement, and key advocacy experience and expertise. Additional CBOs, contacts and best practices were suggested as resources and models for future public participation.

BART Website

Numerous community members also provided comments regarding outreach and the PPP through the BART website. Website respondents commended the breadth and transparency of the draft Plan. The convenience, accessibility and appropriateness of meeting locations were highlighted as the most important factors in community member meeting attendance. Respondents suggested webcast or online meetings as a technique to increase meeting attendance. They also suggested that notice of meetings must be given effectively and in a well-timed manner, and that two-way communication between BART and the community will enable BART to gain trust within the community and public input to make a difference.

Website comments also provided general comments regarding system expansion in the Bay Area region, including eBART-related issues. Website respondents also expressed concerns on additional topics including: personal safety and BART police training, station amenities such as restrooms, a lack of parking, fares and discounts, and station announcements and information.

BART Board Meeting

On May 13, 2010, BART Board members and members of the public discussed Title VI Compliance. Representatives from the BART Chapter of the Service Employees International Union (SEIU), Urban Habitat, Public Advocates and other advocacy groups provided public comments at the Board Meeting. Participants recognized BART's recent efforts to meet Title VI requirements and, in general, consider the PPP as a positive first step towards reaching and more effectively involving low-income, minority and LEP resident populations. They agreed that the PPP provides an opportunity to work collaboratively with the community and interest groups, and appropriately includes transparency in the Goals and Guiding Principles and Performance Measures and Objectives sections.

Representatives also provided suggestions to improve the draft document. Participants noted that there needs to be a clear link articulated between the performance measures that help BART determine if it has effectively engaged and informed the public, and BART decision-making. Institutionalizing community input and involvement provides an opportunity to systematize public participation efforts. Representatives also encouraged Board Directors to regularly attend meetings in their districts, on a bi-weekly basis if possible, and engage in dialogue with community members at these meetings. Construction project development and implementation could also include standard public involvement and equity analysis procedures.

Additional Comments

A few community members mailed comments on the Draft PPP directly to BART staff. The majority of mailed comments reflected an overall satisfaction with the Plan. One comment requested that, in the future, BART publications be made available electronically to conserve resources.

5/11/2010

Appendix A: Description of Mapping Task for Inclusive Public Participation Plan

In developing BART's Inclusive Public Participation Plan, an extensive set of census tract maps were created to help ensure that meeting locations would be convenient for underrepresented groups. These maps helped Government and Community Relations pinpoint those tracts within BART's four-county service area which are predominantly:

- Asian/Pacific Islander
- Hispanic
- African American
- Low Income

Data for these maps were compiled from the US Census 2000.

The three ethnic groups mapped account for 92% of the minority population in BART's service area. {The other census minority groupings which were not mapped are: American Indian/Alaska Native (less than 1% of service area), some other race (less than 1%), and two+ races (7%).}

Low income was defined as less than 200% of the federal poverty level. This threshold is also used by the MTC to define low income in its "Transportation 2035 Equity Analysis Report." As a reference, for a single person household, 200% of the federal poverty level in 2008 was \$21,982. For a two adult, two child household, the 200% threshold was \$43,668. (Note that the data mapped are based on 2000 Census data as these are the only such data available at the tract level.)

Determining ranges for maps

In order to determine whether a tract was predominantly minority or low income, an average was first computed for the entire four-county service area. Those tracts below the service area average were assigned to the bottom range and shaded in grey on the maps. Those tracts at or above the service area average were assigned to the top three ranges and shaded appropriately on the maps.

As an example, in the four-county service area, African Americans account for 9.8% of the population. On the maps, census tracts in which the percentage of African Americans is less than 9.8% are shaded grey. Those tracts in which the percentage of African Americans is 9.8% or more are shown in shades of green on the map (where the darkest green represents tracts with the highest percentages of African Americans).

Appendix B: BART Notification Ads and Flyers



#2010-022

Contact: Linton Johnson
Communications Chief
BART Communications Department
510-464-7139 Desk
510-899-2285 Pager
ljohuso@bart.gov

March 29, 2010

FOR IMMEDIATE RELEASE

BART TARGETS MINORITY GROUPS TO HELP IMPROVE FARE & SERVICE POLICIES BART TO HOST 17 COMMUNITY MEETINGS IN 22 DAYS

OAKLAND, CA – BART will be making sweeping improvements to the way it reaches out to minorities and other underrepresented communities before raising fares, changing service significantly or implementing other transportation decisions that affect riders.

Beginning, Wednesday, March 31, BART will embark on an ambitious and unprecedented public outreach strategy to hold 17 community events in just 22 days.

These series of community meetings will target minority and low-income communities along with those who have limited English skills. The purpose is to ask these typically underrepresented communities the most effective ways BART should reach out to them so agency officials have a better understanding of their needs before making major transportation decisions.

"As the BART district continues to grow and become richer with its diversity, we are looking for ways to expand and improve our outreach to minorities, women and other underrepresented communities particularly when we have significant changes to service or implement transportation decisions that affect all our customers," BART Board President James Fang said. "The goal of these meetings with these underrepresented communities is to renew our contact with them and listen to their recommendations on how to further enhance our outreach process so they are aware and a part of major transit decisions by BART. We want everyone to have the opportunity to shape BART's future. After all, BART belongs to the people of the Bay Area, and it's imperative our public outreach process reflects the diversity of the people who live here."

BART is encouraging people to attend these meetings in person if possible. The agency will provide refreshments. BART will also provide translation and child care services if requested 72 hours in advance. Those who need these services should visit www.bart.gov for more information.

Should people not be able to attend the meetings in person, they can still share their thoughts through a survey BART's posted on its website www.bart.gov.

Complete details of all 17 meetings are at www.bart.gov or on the calendar on the next page.

--MORE--

San Francisco Bay Area Rapid Transit District ■ 300 Lakeside Drive ■ Oakland, CA 94612 ■ 510-464-6000



NEWS RELEASE

BART's Public Participation Meetings - March/April 2010

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
5 Alameda County Oakland Mandela Gray 1350 7th Street Oakland 6:30 - 8pm San Francisco County Valencia Gardens Community Room 390 Valerinda Street San Francisco 6 - 7:30pm	6 Alameda County Oakland Sun Antonio Dr 2205 East 12th St Oakland 6:30 - 7pm San Francisco County Bayview YMCA 1601 Lano Street, SF 8 - 7:30pm Contra Costa County Pittsburg High School 250 School Street Pittsburg 6:00-8pm	7 Contra Costa County Grace Lutheran Church 2269 Barnett Avenue Richmond 9 - 10am Alameda County Fremont Library 2400 Sherman Blvd, Fremont 6:30 - 8pm San Francisco County Civic Hall 655 Ellis Street, SF 6 - 7:30pm	8 San Francisco County Cocoma Avenue Presbyterian Church Villas Hall 32 Quelan Avenue San Francisco 6 - 7:30pm	9 Alameda County South Broadway St. Ctr. 2989 Ellis Street Berkeley 6:30 - 8pm	10 Contra Costa County El Cerrito Community Ctr. 7007 Meszar Lane El Cerrito 10 - 11:00am	11
12 San Francisco County Carmen Hesse Main Hall 821 Sacramento Street, San Francisco 6 - 7:30pm	13 Contra Costa County Cambridge Elementary 1105 Lacey Lane, Concord 6:00 - 8pm	14 Contra Costa County Cambridge Elementary 1105 Lacey Lane, Concord 6:00 - 8pm	15	16	17	18
19	20	21 San Alabao County Saint Bruno's Church 595 W. San Bruno Ave. San Bruno 6 - 7:30pm	22	23	24	25

San Francisco Bay Area Rapid Transit District ■ 300 Lakeside Drive ■ Oakland, CA 94612 ■ 510-464-6000

BART Community Meetings



Please join The San Francisco Bay Area Rapid Transit District (BART) as it seeks input from you regarding how to engage you and your community in critical transportation decisions. Below is a schedule of meetings open to the public. Translation services and child care are available if requested 72 hours prior to the meeting. Refreshments will be served.

Reuniones Comunitarias de BART - Por favor únase a San Francisco Bay Area Rapid Transit District (BART) a medida que esta organización busca obtener sus opiniones y comentarios para lograr su participación y la de su comunidad en decisiones importantes relacionadas con el transporte. A continuación se incluye el horario de reuniones abiertas al público. Se cuenta con servicios de interpretación y cuidado infantil si los solicita con 72 horas de anticipación a la reunión. Se ofrecerán refrigerios.

BART 社區會議 - 為使您和您的社區都能更好地參與重大運輸項目的決策過程，舊金山灣區捷運局 (BART) 想徵求您的意見，請踴躍參加。以下是公開會議的時間表。如需翻譯和托兒服務，請於會議開始前 72 小時提出申請。現場有茶點招待。

Các Buổi Họp Cộng Đồng của BART - Mời quý vị cùng tham gia với San Francisco Bay Area Rapid Transit District (BART) và đóng góp ý kiến nhận xét liên quan tới cách thức để quý vị và cộng đồng của quý vị tham gia vào các quyết định quan trọng về giao thông. Dưới đây là lịch trình các buổi họp dành cho công chúng. Có các dịch vụ thông dịch và trông trẻ nếu quý vị yêu cầu 72 giờ trước buổi họp. Chúng tôi sẽ phục vụ đồ ăn nhẹ.

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Собрания обществу BART - Пожалуйста, посетите собрания, организуемые Отделом быстрого транзита района залива Сан-Франциско (the San Francisco Bay Area Rapid Transit District; BART). Нам интересно узнать Ваше мнение о том, как BART может привлекать Вас и общественность к принятию критически важных решений относительно транспорта. Ниже приведен график собраний, на которые открыт доступ общественности. Услуги переводчиков и уход за детьми предоставляются, если эти услуги запрашиваются за 72 часа до собрания. Будет подаваться легкая закуска.

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For more details: / Para más información: / 欲知詳情: / Để biết thêm chi tiết: / Para sa karagdagang detalye: /

Для получения дополнительной информации: / 자세한 사항은 아래 연락처로 문의하십시오.

June Garrett, BART Government & Community Relations • (510) 464-6257 or jgarret@bart.gov

FREMONT

Wednesday, March 31
6:30 pm – 8:00 pm
Fremont Library, Fukaya Room B
2400 Stevenson Blvd.

SAN LEANDRO

Thursday, April 1
6:30 pm – 8:00 pm
San Leandro Library, Estudillo Room
300 Estudillo Avenue

HAYWARD (near Hayward BART)

Friday, April 2
6:30 pm – 8:00 pm
City Hall, Room 2A
777 B Street

OAKLAND (across from West Oakland BART)

Monday, April 5
6:30 pm – 8:00 pm
Mandela Gateway
1350 7th Street

OAKLAND (near Fruitvale BART)

Tuesday, April 6
5:30 pm – 7:00 pm
San Antonio Neighborhood Community Ctr.
2325 East 12th Street

BERKELEY (near Ashby BART)

Friday, April 9
6:30 pm – 8:00 pm
South Berkeley Senior Ctr.
2939 Ellis Street

www.bart.gov

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Molly Burke, BART Government & Community Relations • (510) 464-6172 or mburke@bart.gov

TENDERLOIN
Wednesday, March 31
6:00 pm – 7:30 pm
Cova Hotel, 8th Floor Meeting Room
655 Ellis Street, San Francisco

MISSION
Monday, April 5
6:00 pm – 7:30 pm
Valencia Gardens, Community Room
390 Valencia Street, San Francisco

BAYVIEW
Tuesday, April 6
6:00 pm – 7:30 pm
Bayview YMCA, Community Room
1601 Lane Street, San Francisco

EXCELSIOR
Thursday, April 8
6:00 pm – 7:30 pm
Ocean Avenue Presbyterian Church, Willis Hall
32 Ocean Avenue, San Francisco

CHINATOWN
Monday, April 12
6:00 pm – 7:30 pm
Cameron House, Main Hall
920 Sacramento Street, San Francisco

SAN BRUNO
Wednesday, April 21
6:00 pm – 7:30 pm
Saint Bruno's Church, Parish Hall
555 West San Bruno Avenue, San Bruno

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For more details: / Para más información: / 欲知詳情: / Để biết thêm chi tiết: / Para sa karagdagang detalye: /

Для получения дополнительной информации: / 자세한 사항은 아래 연락처로 문의하십시오.

Walter Gonzales, BART Government & Community Relations • (510) 464-6428 or wgonzal@bart.gov

RICHMOND
Wednesday, March 31
9:00 am – 10:00 am
Catholic Charities of the East Bay,
English Action Center at Grace Lutheran Church
2369 Barrett Avenue

ANTIOCH, OAKLEY, BRENTWOOD
Thursday, April 1
6:30 pm – 8:00 pm
Antioch High School
700 West 18th Street

PITTSBURG
Tuesday, April 6
6:30 pm – 8:00 pm
Pittsburg High School
250 School Street

EL CERRITO
Saturday, April 10
10:00 am – 11:30 am
El Cerrito Community Center
7007 Moeser Lane

CONCORD, PLEASANT HILL
Wednesday, April 14
6:30 pm – 8:00 pm
Cambridge Elementary
1135 Lacey Lane

www.bart.gov

BART wants to hear from you!

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Các Buổi Họp Cộng Đồng của BART - Mời quý vị cùng tham gia với San Francisco Bay Area Rapid Transit District (BART) và đóng góp ý kiến nhận xét lên quan tới cách thức để quý vị và cộng đồng của quý vị tham gia vào các quyết định quan trọng về giao thông. Dưới đây là lịch trình các buổi họp dành cho công chúng. Có các dịch vụ thông dịch và trông trẻ nếu quý vị yêu cầu 72 giờ trước buổi họp. Chúng tôi sẽ phục vụ đồ ăn nhẹ.

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Monday, April 5

MISSION, SF
6:00 pm – 7:30 pm
Valencia Gardens,
Community Room
390 Valencia Street

OAKLAND
(across from West Oakland BART)
6:30 pm – 8:00 pm
Mandela Gateway
1350 7th Street



Tuesday, April 6

BAYVIEW, SF
6:00 pm – 7:30 pm
Bayview YMCA,
Community Room
1601 Lane Street

OAKLAND
(near Fruitvale BART)
5:30 pm – 7:00 pm
San Antonio Neighborhood
Community Center
2325 East 12th Street

PITTSBURG
6:30 pm – 8:00 pm
Pittsburg High School
250 School Street

Thursday, April 8

EXCELSIOR, SF
6:00 pm – 7:30 pm
Ocean Avenue Presbyterian
Church, Willis Hall
32 Ocean Avenue

Friday, April 9
BERKELEY
(near Ashby BART)
6:30 pm – 8:00 pm
South Berkeley Senior Center
2939 Ellis Street

Saturday, April 10
EL CERRITO
10:00 am – 11:30 am
El Cerrito Community Center
7007 Moeser Lane

Monday, April 12

CHINATOWN, SF
6:00 pm – 7:30 pm
Cameron House, Main Hall
920 Sacramento Street

Wednesday, April 14
CONCORD
6:30 pm – 8:00 pm
Cambridge Elementary
1135 Lacey Lane

Wednesday, April 21
SAN BRUNO
6:00 pm – 7:30 pm
Saint Bruno's Church, Parish Hall
555 West San Bruno Avenue

www.bart.gov/meetings

For more details: / Para más información: / 欲知詳情: / 欲知詳情: / Para sa karagdagang detalye: /
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San Francisco/San Mateo Counties • Molly Burke, BART Government & Community Relations • (510) 464-6172 or mburke@bart.gov

Alameda County • June Garrett, BART Government & Community Relations • (510) 464-6257 or jgarret@bart.gov

Contra Costa County • Walter Gonzales, BART Government & Community Relations • (510) 464-6428 or wgonzal@bart.gov

Community Group Loses City Funding

By: [Anrica Deb](#) | February 26, 2010 ~ 7:00 am

Mission Community Council announced it's losing the better half of its funding as the city tightens its belt in an increasingly grim budget climate. Members met Thursday morning to discuss the repercussions.

The council functions as an umbrella, connecting over 50 community groups in the Mission District.

The most concrete result of budget changes is the handoff of the group's Plaza 16 project. Its original purpose was to bring events to the plaza at the 16th Street BART station, making the area safer and friendlier. Intersection for the Arts will take over the project.

BART representative Molly Burke said that they hoped there was a way to save the Plaza 16 project, and noted that BART wants to improve its outreach into the Mission community and will hold a meeting for that purpose some time in April.

Sixty-two percent of the council's funding comes from the Community Convener Initiative, which is getting cut for 2010-2011. That means a reduction in hours for its director and only salaried staff member, Emily Claassen.

Claassen had planned to leave the organization to start something new but agreed to stay on at 20-30 hours per week to help the council through a tough spot.

The organization isn't fighting the cuts, since the money came from the city's Department of Children, Youth, and Families.

"It's more important that kids get after school programs," said Crystal Vann Wallstrom, a volunteer board member. If the council's funding was saved, money might get shaved from kids programs or other services that the council deems more critical.

She said the council will be looking for creative ways to keep functioning on a shoestring. "It's a beloved project," Vann Wallstrom said.

Several members at the meeting had unrelated announcements:

New Door Ventures, which works with youth 17-21, will be holding a group orientation on March 4 at 3:30.

The Women's Building representative said it has an immigrant food pantry open for anyone who self-identifies as an immigrant. She said that people who make less than \$52,000 per year are eligible to have their taxes done for free in San Francisco. Call 211 for details.

La Cocina will be launching a cart vending program where they would purchase carts and rent them to vendors, if they get a grant from Pepsi. Supporters have to vote for their idea – when it's up – for them to get the funding.

The Boys and Girls Club will start summer enrollment on March 28. It'll be \$10 for the whole summer. Also the club is providing tax services from 4-8 p.m. on Tuesdays.

District 9 Supervisor David Campos' office asked everyone to come support legislation to give due process to immigrant kids during a public Rules Committee hearing Thursday March 4 in room 263.

Community United Against Violence is having a meeting about how the community can respond to violence in a way that avoids police and prisons. That will be April 15 from 7-9 at 170A Capp Street.

Plaza Adelante will be having a March 6 grand opening street festival at 230 Mission, near 19th.

3rd Sunday of Easter (C)

April 18, 2010

CHURCH ANNOUNCEMENT

1. As announced last Sunday, today's Second Collection is for the support of the **Diocese of Bangued**, the home diocese of Fr. Michael.
2. The yearly **Appreciation Dinner** at which we honor all who help at our parish, will take place tomorrow night/tonight at seven p.m. at the parish hall.
3. The Annual Mass in honor of the Blessed Mother under her title as *Our Lady of Manaoag* will be next Sunday, April 25, at 3PM starting with a rosary at 2:30 p.m.
4. The **Parish Pastoral Council** meeting will be on Thursday, April 22, at 7PM, at the Conference hall.
5. Everyone is cordially invited to the **BART Community Outreach Meeting** on *Wednesday, April 21st* from 6:00 pm to 7:30 pm at the Parish Hall. Translation services and child care are available if requested by Monday, April 19th through the Parish Office. Refreshments will be served. We need at least 30-50 people to attend. We encourage the different communities to send representatives to attend this important meeting.

Fr. Michael B. Brillantes



Aviso de BART para la Comunidad Notificación

Notificación de Actualizaciones de Electrificación Para la Estación BART de 24th Street/Mission

Mayo del 2010

Estimado(a) Miembro de la Comunidad:

En la Estación BART de 24th Street/Mission se realizarán dos proyectos de reemplazo esencial de componentes eléctricos. Para ambos proyectos, la remoción e instalación de los equipos se producirá principalmente por la noche los fines de semana durante las horas de inactividad.

El primer proyecto es el reemplazo eléctrico de PG&E de equipos obsoletos de Interruptores de Transferencia Automática (ATS). Este proyecto requiere el uso de un generador que suministre ininterrumpidamente energía eléctrica a la estación durante las obras de reemplazo. El generador será colocado en la plaza de BART y estará en constante funcionamiento durante tres días desde las 3:00 a.m. del viernes, 14 de mayo del 2010 hasta las 3:00 a.m. del lunes, 17 de mayo del 2010. Para contactar al Proyecto de Interruptores de Transferencia Automática, llame a Molly Burke al 510.464.6172.

El segundo proyecto es parte del Proyecto de Modernización de las Estaciones BART para reemplazar equipos eléctricos obsoletos en la Estación BART de 24th Street/Mission. Los equipos eléctricos —interruptores de 480 voltios— garantizan el suministro eléctrico a funciones esenciales para el funcionamiento de los trenes y de la estación, como protección contra incendios, equipos de venta de boletos e iluminación. Se instalará en el lugar un generador de apoyo para uso en caso de emergencia. Estas obras se realizarán justo después de finalizar el proyecto de reemplazo de los equipos eléctricos de PG&E el 17 de mayo del 2010 y se calcula que terminarán a mediados de junio del 2010. Para contactar al Proyecto de Interruptores de Transferencia Automática de 480 voltios, llame a Sharla Sullivan al 510.287.4982.

Esta estación es una de las muchas estaciones donde se tiene previsto instalar los interruptores de 480 voltios y los Interruptores de Transferencia Automática de PG&E. Se avisará con anticipación al público acerca de cualquier obra en las estaciones. Como siempre, la seguridad es la prioridad más importante para BART. Nuestra meta es modernizar BART lo más rápidamente posible sin interrumpir los servicios que ofrece BART. Gracias por su paciencia y cooperación.

Notificación 008 Interruptores

BART Community Meetings

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ALAMEDA COUNTY
For more info contact June Ganatt, BART Government & Community Relations, (510) 464-6257 or jganatt@bart.gov

<p>FREMONT</p> <p>Wednesday, March 31 6:30 pm - 8:00 pm Fremont Library, Fukaya Room B 2400 Stevenson Blvd.</p> <p>OAKLAND (across from West Oakland BART) Monday, April 5 6:30 pm - 8:00 pm Mandela Gateway 1350 7th Street</p>	<p>SAN LEANDRO</p> <p>Thursday, April 1 6:30 pm - 8:00 pm San Leandro Library, Estudillo Room 300 Estudillo Avenue</p> <p>OAKLAND (near Fruitvale BART) Tuesday, April 6 5:30 pm - 7:00 pm San Antonio Neighborhood Community Ctr. 2325 East 12th Street</p>	<p>HAYWARD (near Hayward BART)</p> <p>Friday, April 2 6:30 pm - 8:00 pm City Hall, Room 2A 777 B Street</p> <p>BERKELEY (near Ashby BART) Friday, April 9 6:30 pm - 8:00 pm South Berkeley Senior Ctr. 2939 Ellis Street</p>
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CONTRA COSTA COUNTY
For more info contact Walter Gonzales, BART Government & Community Relations, (510) 464-6428 or wgonzal@bart.gov

<p>RICHMOND</p> <p>Wednesday, March 31 9:00 am - 10:00 am Catholic Churches of the East Bay, English Action Center at Grace Lutheran Church 2369 Barrett Avenue</p> <p>EL CERRITO</p> <p>Saturday, April 10 10:00 am - 11:30 am El Cerrito Community Center 7007 Moorpark Lane</p>	<p>ANTIOCH, OAKLEY, BRENTWOOD</p> <p>Thursday, April 1 6:30 pm - 8:00 pm Antioch High School 700 West 16th Street</p> <p>CONCORD, PLEASANT HILL</p> <p>Wednesday, April 14 8:30 pm - 8:00 pm Cambridge Elementary 1135 Lacey Lane</p>	<p>PITTSBURG</p> <p>Tuesday, April 6 6:30 pm - 8:00 pm Pittsburg High School 250 School Street</p>
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SAN FRANCISCO/SAN MATEO COUNTIES
For more info, contact Molly Burke, BART Government & Community Relations, (510) 464-6172 or mburke@bart.gov

<p>TENDERLOIN</p> <p>Wednesday, March 31 6:00 pm - 7:30 pm Cova Hotel, 8th Floor Meeting Room 655 Ellis Street, San Francisco</p> <p>EXCELSIOR</p> <p>Thursday, April 8 8:00 pm - 7:30 pm Ocean Ave Presbyterian Church, Wilks Hall 32 Ocean Avenue, San Francisco</p>	<p>MISSION</p> <p>Monday, April 5 6:00 pm - 7:30 pm Valencia Gardens, Community Room 390 Valencia Street, San Francisco</p> <p>CHINATOWN</p> <p>Monday, April 12 6:00 pm - 7:30 pm Cameron House, Main Hall 920 Sacramento Street, San Francisco</p>	<p>BAYVIEW</p> <p>Tuesday, April 6 6:00 pm - 7:30 pm Bayview YMCA, Community Room 1601 Lana Street, San Francisco</p> <p>SAN BRUNO</p> <p>Wednesday, April 21 6:00 pm - 7:30 pm Saint Bruno's Church, Parish Hall 555 West San Bruno Ave, San Bruno</p>
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Oakland post

Reuniones Comunitarias de BART



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ALAMEDA COUNTY
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CONTRA COSTA COUNTY
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Para más información: Mely Eburto, BART Government & Community Relations, (510) 464-6172 ó mlyeburto@bart.gov

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EL MENSAJERO

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El Mundo

BART 社區會議



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CONTRA COSTA COUNTY
 欲知詳情: Waller Gonzales, BART Government & Community Relations, (510) 464-6428 or wgonzal@bart.gov

<p>RICHMOND Wednesday, March 31 9:00 am - 10:00 am Catholic Charities of the East Bay, English Action Center at Grace Lutheran Church 2369 Barrett Avenue</p>	<p>ANTIOCH, OAKLEY, BRENTWOOD Thursday, April 1 6:30 pm - 8:00 pm Antioch High School 700 West 15th Street</p>	<p>PITTSBURG Tuesday, April 6 6:30 pm - 8:00 pm Pittsburg High School 250 School Street</p>
<p>EL CERRITO Saturday, April 10 10:00 am - 11:30 am El Cerrito Community Center 7007 Moerer Lane</p>	<p>CONCORD, PLEASANT HILL Wednesday, April 14 6:30 pm - 8:00 pm Cambridge Elementary 1135 Lacey Lane</p>	

SAN FRANCISCO/SAN MATEO COUNTIES
 欲知詳情: Molly Burke, BART Government & Community Relations, (510) 464-6172 or mburke@bart.gov

<p>TENDERLOIN Wednesday, March 31 6:00 pm - 7:30 pm Cava Hotel, 8th Floor Meeting Room 655 Ellis Street, San Francisco</p>	<p>MISSION Monday, April 5 6:00 pm - 7:30 pm Valencia Gardens, Community Room 390 Valencia Street, San Francisco</p>	<p>BAYVIEW Tuesday, April 6 6:00 pm - 7:30 pm Bayview YMCA, Community Room 1601 Lane Street, San Francisco</p>
<p>EXCELSIOR Thursday, April 8 6:00 pm - 7:30 pm Ocean Ave Presbyterian Church, Wiles Hall 32 Ocean Avenue, San Francisco</p>	<p>CHINATOWN Monday, April 12 6:00 pm - 7:30 pm Cameron House, Main Hall 920 Sacramento Street, San Francisco</p>	<p>SAN BRUNO Wednesday, April 21 6:00 pm - 7:30 pm Saint Bruno's Church, Parish Hall 555 West San Bruno Ave, San Bruno</p>

www.bart.gov

unit 6
 5.825" x 5.980"
 Sing Tao

Saint Bruno Church

EASTER SUNDAY: Resurrection of the Lord

APRIL 4, 2010



"The Little Parish with a Big Heart"

555 West San Bruno Avenue
 San Bruno, CA 94066
 Telephone: 650/588-2121
 Fax: 650/588-6087
 Website: www.saintbrunos.org

OFFICE HOURS/HORAS DE OFICINA

Monday - Saturday:
 9:00 A.M. - 1:00 P.M. & 2:00 P.M. - 5:00 P.M.

RELIGIOUS EDUCATION OFFICE:

650/588-2121 Ext. 14

PASTORAL STAFF/PERSONAL PARROQUIAL

Rev. Michael Brillantes	Administrator
Rev. Santos Rodriguez,	Parochial Vicar
Rev. Mr. Joseph H. Lavulo	Deacon
Rev. Mr. Ramon de la Rosa	Deacon
Bea Zamora	Admin. Assistant
Aulola Lavulo	Pastoral Council Chair
Maritza Aberouette	Finance Council Chair
Kacey Carey	DRE
Teresa Navarro	Catechism (Español)
Veronica Rodriguez	Confirmation
Kathy Bassett	R.C.I.A.
Marco Carranza	Maintenance

MASS SCHEDULE/HORARIO DE MISAS:

Sunday 8:00 A.M., 12:00 P.M., 6:00 P.M.
 Domingo 10:00 A.M. *Spanish*
 Saturday 8:00 A.M., 4:30 P.M. (Vigil)
 Sabado 7:00 P.M. (Vigilia)
 Weekdays 8:00 A.M., 6:00 P.M. except Wed. 7:00 P.M.
1ST FRIDAYS & HOLY DAYS: 8:00 A.M. & 7:00 PM
 Pilipino Mass bawat huling Linggo ng buwan 3:00 P.M.
ANointing of the Sick/UNCION DE LOS ENFERMOS:
 Please call parish office when you know of anyone who would like to receive the sacraments but is unable to come to the church.

Favor de llamar a la Oficina cuando usted sepa de alguien que quisiera recibir los sacramentos pero no puede venir a la Iglesia.

BAPTISMS/BAUTIZOS:

Primer Sábado: 11:00 A.M. Clase Pre-Bautismal
 Segundo Sábado: 12:00 P.M. Bautismos
 Third Saturday: 11:00 A.M. Baptismal Class
 Fourth Saturday: 12:00 P.M. Baptisms

CCD SCHEDULE/CATECISMO:

Grades 1 - 7 Saturdays: 9:00 A.M. - 11:00 A.M.

CONFIRMATION CLASS:

Grades 8-12 Monday 6:00 P.M. Mass

CONFESSIONS/CONFESIONES:

Saturdays: 3:30 P.M. to 4:30 P.M.
 Wednesdays: 6 pm to 7 pm then 8 pm—10 pm

MARRIAGE/MATRIMONIO:

Arrangements must be made at least six months before the tentative date of the marriage. *Hacer arreglos por lo menos seis meses antes de la fecha de la boda.*

RICA (RITE OF CHRISTIAN INITIATION OF ADULTS):

For all adults interested in the Catholic Faith; those preparing to receive the Sacraments: Thursdays 7:30 P.M.

RICA (INICIACIÓN PARA ADULTOS):

Para adultos interesados en la Fe Católica, por favor de llamar a la Oficina Parroquial.

WELCOME TO ST. BRUNO CHURCH/BIENVENIDOS

At our Sunday Mass, we come together from all our small communities and celebrate our oneness in Christ. Take a little time to get to know the folks you are celebrating Mass with. *En nuestra misa del domingo todas nuestras pequeñas comunidades nos juntamos para celebrar nuestra unión con Cristo. Tomen un poco de tiempo y trate de conocer a la persona que está a su lado acompañándolo en la Misa.*

Bulletin Deadline: Monday 4:30 PM

EASTER SUNDAY: Resurrection of the Lord

APRIL 4TH, 2010

OUR WEEK AT A GLANCE/ NUESTRA SEMANA A LA VISTA

**CHURCH ANNOUNCEMENTS/
ANUNCIOS COMUNITARIOS**



Next Sunday, April 11, is Divine Mercy Sunday. Fr. Albert Fasina of the Diocese of Ijebu-Ode, Nigeria will be here for the Mission Appeal. He will preach at all the Masses.



There will be a celebration of the 10th Year Anniversary of the devotion to Our Lady of Manoaag. A Thanksgiving Mass will be celebrated on Tuesday, April 21, at 6PM. Reception follows after the Mass.



To all those who helped in making the Holy Week celebration a success, our profound thanks.



The raffle draw for the free trip to the Holy Land will take place after the 12NN Mass. There are still tickets available. For the price of \$10 you get the chance of joining the trip for free to the Holy Land on Oct. 12



BART Community Outreach



Kindly mark your calendar. Please join the S.F. Bay Area Rapid Transit District (BART) as it seeks input from you regarding how to engage you and your community in critical transportation

decisions. Translation services and child care are available if requested 72 hours prior to the meeting. Refreshments will be served.

St. Bruno Church, Parish Hall
6:00 p.m. — 7:30 p.m.

555 W. San Bruno Ave, San Bruno

For more information, please call the parish office.



May we all have
A Very Blessed
Easter Season!

WEEKLY CALENDAR/CALENDARIO SEMANAL

Saturday, April 3rd/Sábado 3 de Abril

9 A.M. CCD Classes (ALL HALLS)

12 P.M. Baptism (CHURCH)

Sunday, April 4th/Domingo, 4 de Abril

4:30 PM God the Father Devotion (CHURCH)

Monday, April 5th/Lunes, 5 de Abril

6 P.M. Confirmation Students (CHURCH)

7 P.M. Couples For Christ (ST. GABRIEL'S HALL)

7 P.M. Esquipulas (UPPER ROOM)

Tuesday, April 6th/Martes, 6 de Abril

7 P.M. Estudio de Biblia (MAIN HALL)

7 P.M. Fe y Esperanza Hispanic Choir (UPPER ROOM2)

7 P.M. Legion de Maria (ST. GABRIEL'S HALL)

8 P.M. Tongan Choir rehearsal (CHURCH)

Wednesday, April 7th/Miércoles, 7 de Abril

6 P.M. Our Lady's Prayer Group (CHURCH) Novena to OLPH

6:30 PM Soldiers of Christ (UPPER ROOM)

Thursday, April 8th/Jueves 8 de Abril

7 P.M. Legion de Maria (ST. GABRIEL'S HALL)

8 P.M. Tongan Choir (CHURCH)

Friday, April 9th/Viernes 9 de Abril

5:30 PM Alma de Cristo Hispanic Choir (UPPER ROOM)

7 P.M. Fe y Esperanza Hispanic Choir (UPPER ROOM)

7 P.M. La Purisima (ST. MICHAEL'S big room)

Saturday, April 10th/10 de Abril

9 A.M. CCD Classes (ALL HALLS)

Sunday, April 11th/ 11 de Abril DIVINE MERCY SUNDAY

1:30 P.M.—3 P.M. Confession

3 P.M. Divine Mercy Special Mass

REJOICE IN THE LORD ALWAYS



WORLDWIDE MARRIAGE ENCOUNTER

"I continue my pursuit toward the goal, the prize of God's upward calling, in Christ Jesus!" A Christian marriage is part of our journey to Heaven. Let Worldwide Marriage Encounter strengthen your marriage as you make this journey. Call Paul and Yvonne at (650)366-7093 or go to sf.lovemoredeeply.org. Next SF-WWME Weekend: April 9-11, San Mateo.

Saint Bruno Church

THIRD SUNDAY OF EASTER

APRIL 18, 2010



"Worthy is the Lamb that was slain to receive power and riches, wisdom and strength, honor and glory and blessing."
 - Revelation 5:12

"The Little Parish with a Big Heart"

555 West San Bruno Avenue
 San Bruno, CA 94066
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Lupita Mendoza	Front Desk Secretary
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Maritza Aberouette	Finance Council Chair
Kacey Carey	DRE
Teresa Navarro	Catecismo (Español)
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Kathy Bassett	R.C.I.A.
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Sabado 7:00 P.M. (Vigilia)
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THIRD SUNDAY OF EASTER

APRIL 18, 2010

OUR WEEK AT A GLANCE/ NUESTRA SEMANA A LA VISTA

**CHURCH ANNOUNCEMENTS/
ANUNCIOS COMUNITARIOS**



11th YEAR MANAOAG ANNIVERSARY

The Annual Mass in honor of our Blessed Mother under her title as Our Lady of Manaoag will be next Sunday, April 25th at 3:00 p.m. starting with the rosary at 2:30 p.m. Everyone is welcome to attend.

RAFFLE PRIZE WINNER FOR THE HOLY LAND:

Congratulations to LUZ FERRER who won the free trip to the Holy Land on October 12th during the drawing last Easter Sunday.

Our Second Collection last Sunday for the Missionary Cooperation Plan Appeal 2010 for the Diocese of Ijebu-Ode in Nigeria came up to \$4,946.49. Fr. Albert Fasina preached at the Masses. Thank you for your generosity!

Next week's **SECOND COLLECTION** is for the Black and Indian Home Missions & Catholic Home Missions. Please be generous!

BART COMMUNITY OUTREACH

Everyone is cordially invited to attend the BART Community Outreach Meeting on Wednesday, April 21st from 6:00 pm— 7:30 pm. at the Parish Hall. BART seeks input from our communities in critical transportation decisions. Translation services and child care are available if requested by Monday, April 19, through the Parish Office. Representatives from different communities are strongly encouraged to attend this important meeting. We hope to have a minimum of 30 people in attendance. Refreshments will be served.

Todos estan cordialmente invitados a atender la junta del comite del BART el Miercoles 21 de Abril de las 6:00 p.m. a las 7:30 p.m. en el Salon Parroquial. Es una junta importante esperamos sus asistencia. Se ofreceran refrigerios.



YOUR CONTRIBUTION / SU CONTRIBUCION

Thank You We are grateful for your consistent financial support each Sunday. Please remember us in prayer and offering even when you are not able to be present. *Agradecemos mucho su ayuda financiera de cada semana. Por favor recuerdenos en sus oraciones y en sus ofrendas aun cuando no pueda estar presente.*

APRIL 10th—11th Divine Mercy Sunday

1st Collection: \$4,497.40 2nd Collection: \$4,946.49

WEEKLY CALENDAR/CALENDARIO SEMANAL

Saturday, April 17 Sábado, 17 de Abril

- 8:30 AM CCD English/Spanish (ALL HALLS)
- 11 A.M. CCD Teachers' Meeting (ST. MICHAEL'S)
- 11 A.M. Baptismal Class (CHURCH)
- 12 P.M. Baptism (CHURCH)

Sunday, April 18 Domingo, 18 de Abril

- 1 - 6 PM Movimiento Familia Cristiana Catolica (MAIN HALL)

Monday, April 19 Lunes, 19 de Abril

- 6 P.M. Confirmation Classes (ALL HALLS)
 - 7 P.M. Esqupulas (UPPER ROOM)
 - 7 P.M. Couples For Christ (ST. GABRIEL'S HALL)
- Tuesday, April 20 Martes, 20 de Abril*
- 6 P.M. St. Vincent de Paul (UPPER ROOM)
 - 7 P.M. Estudio de Biblia (MAIN HALL)
 - 7 P.M. Fe y Esperanza Hispanic Choir (UPPER ROOM2)
 - 7 P.M. Legion de Maria (ST. GABRIEL'S HALL)
 - 8 P.M. Tongan Choir rehearsal (CHURCH)

Wednesday, April 21 Miércoles, 21 de Abril

- 6 P.M. Our Lady's Prayer Group (CHURCH) Novena to OLPH
- 6 P.M. BART Community Outreach Meeting (MAIN HALL)
- 6:30 PM Soldiers of Christ (UPPER ROOM)
- 7 P.M. Our Lady's Prayer Group Mass (CHURCH)
- 7 P.M. Tongan Faith Sharing Community (RECTORY)

Thursday, April 22 Jueves, 22 de Abril

- 7 P.M. Pastoral Council (CONFERENCE ROOM)
- 7 P.M. Legion de Maria (ST. GABRIEL'S)
- 8 P.M. Tongan Choir (CHURCH)
- 8 P.M. Couples for Christ Choir (ST. MICHAEL'S)

Friday, April 23 Viernes, 23 de Abril

- 5:30 PM Alma de Cristo Hispanic Choir (UPPER ROOM)
- 7 P.M. Fe y Esperanza Hispanic Choir (UPPER ROOM)



EDITORIAL from page 6
 thousands of farms, homes, and business properties. The people were told, "lines are long" and "money is short." Not understanding the system, they were cruelly robbed of their earnings, their savings, and their property.

No Money for Peace, but Plenty for War.

World War II ended the "depression." The same bankers who in the early 1930's had no loans for peacetime business. Food and clothing, suddenly had unlimited billions in need for army barracks, K-rations and uniforms.

A nation that in 1934 could not produce food for sale, suddenly could produce bombs to send free to Germany and Japan. (More on this article later.)

With the sudden increase in money, people were hired. Factories went to top ability, cities reopened, and "The Great Depression" was over!

Some politicians were blamed for it and others took credit for ending it. The truth is the lack of money (caused by bankers) brought on the depression, and adequate money ended it. The people were never told that simple truth and let it slide. We will endeavor to show how these same bankers who control our money and credit have used their control to plunder America and place us

in bondage.
Power to Coin and Regulate Money
 When we can see the disastrous results of an artificially created shortage of money, we can better understand why our Founding Fathers, who understood both money and God's Laws, insisted on placing the power to "create" money and the power to control it ONLY in the hands of the Federal Congress.

They believed that ALL Citizens should share in the profits of its "creation" and therefore the Federal government must be the only creator of money. They further believed that all citizens, of whatever state, territory or station in life, would benefit by an adequate and stable currency. Therefore, the Federal government must also be, by law, the only controller of the value of money.

Since the Federal Congress was the only legislative body subject to all the citizens at the ballot box, it was, in their minds, the only safe depository of so much profit and so much power. They wrote it out in Article I, but in later years, Congress shall have the power to coin money and regulate the value thereof.

Next week, How We Lost Control of the Federal Reserve, More Disasters Than Pearl Harbor and Billions to Interest Owed to Private Banks.

HOUSE from page 1
 House.
 "We ask President Barack Obama to stop the human raids," said Mexican American Feliciano Gómez. "We can no longer see whether or not they are truly voting in their best interest of their families and communities."
 Additionally, the NLC evaluated members of Congress in terms of their positions with respect to immigration law. The outcome of these evaluations may be important to the electorate during the November elec-

MARCHA de la página 1
 Historias y causas para compartir, desde mejor trato a los inmigrantes a condiciones laborales más justas y acceso a servicios de salud.

El NLC también registró variación significativa de apoyo legislativo pro-inmigrantes entre los congresistas de cada región. El 70 por ciento de miembros del Sur recibió puntajes a favor de inmigrantes más del 70 por ciento del Nordeste, el 54 por ciento del Noroeste, y el 50 por ciento del Centro Oeste. Sin embargo, el Sur mismo está lejos de ser homogéneo en términos de apoyo a favor de inmigrantes entre los representantes.

La región Atlántica del Sur muestra los niveles más bajos de apoyo con más del 50 por ciento de representantes recibiendo puntajes del 70 por ciento o mejor comparado al 13 por ciento de la

región Central del Sur Oeste y el 9 por ciento de la región Central del Sur Este. La representación estadística de estas áreas del Sur, que contienen números

CALENDARIO from page 4
 in the Spanish Civil War and fighting against fascists and fascists for today. With documentary film footage and additional commentary by Cecile Thorstein. Sunday, April 18, at 1:00 pm.

A spring lunch with vegetarian options for \$8.00 served at 12:15 pm. New Volcanic Hall, 625 Larkin

LOCAL NEWS from page 3
 from transferring assets out of the district or creating operating losses of the district hospital against any purchase price.

COLUMNAS de la página 2
 contrario, existe considerable evidencia que las evaluaciones serían mejores por lo tanto considerablemente a las escuelas y a los niños. Para minimizar el impacto probable del plan, de jermos de lado la política Florida que comienza y continúa las acciones recientes de la administración. El juez pasado, en una ordena pública de apoyo, Obama y Deacon apoyaron la independencia de los personal de una escuela secundaria "trascada" en Central Falls, Rhode Island. Los estadísticas --ve 70% latino, con un gran porcentaje de estudiantes que aprenden el inglés, así como para apoyar a sus maestros y administradores. Pero el

plan shows the highest levels of support with more than 50 percent of representatives achieving scores of 70 percent or better compared to 13 percent of the West South Central region and 9 percent of the East South Central region. The statistical representation of the southern areas, which contain large numbers of Latinos, heavily contributes to the overall disconnect between the general population and members of congress. Hispanic Link.

grandes de latinos, predominantemente contribuye a la total desconexión entre la población general y miembros del Congreso. Hispanic Link.

Street, Suite 202, San Francisco located five blocks from the Civic Center BART station, and on the #19, 31, 38, 47 & 54 (Muni lines). Sponsored by the Freedom Socialist Party. Everyone welcome. Wheelchair accessible. For more information or childcare, call 415-364-1278, or email bap@freedom.org

SB 1240 would also require annual, independent, publicly-available financial audits of any district hospital. In order to a private company.

superintendentes y los políticos locales se negaron a aceptar, desafiaron el contrato judicial y realizaron las despidos en masa, independientemente del éxito o no de los decretos individuales. Para ablandar a la legislatura, la decisión se basó en gran parte en los resultados de los estadísticas de habilidades en inglés, el idioma de la prueba, a pesar del hecho que más de la mitad de los estudiantes "trascada" en Central Falls, Rhode Island. Los estadísticas --ve 70% latino, con un gran porcentaje de estudiantes que aprenden el inglés, así como para apoyar a sus maestros y administradores. Pero el

TAMARIZ & Associates
 15 de abril, 2010

El Reportero
 (415) 648-3711
 www.elreportero.com

Reuniones Comunitarias de BART

Por favor dense a San Francisco Bay Area Rapid Transit District (BART) a reunión que esta organización busca obtener su opinión y recomendación para lograr su participación y la de su comunidad en decisiones importantes relacionadas con el transporte. A continuación se incluye el horario de reuniones abiertas al público. Se cuenta con servicios de interpretación y cuidado básico al los solicitó con 72 horas de anticipación y la reunión. Se otorgará multilingüe.

ALABAMA COUNTY
 Para más información: Jane Garrek, BART Government & Community Relations, (415) 464-8297 ó jgarrek@bart.gov

OAKLAND (solo de W) Oakland BART) Monday, April 5 8:30 pm - 8:00 pm 1350 7th Street	OAKLAND (del al Frivale BART) Tuesday, April 6 8:00 pm - 7:00 pm San Anselmo Neighborhood Community Ctr. 2225 East 12th Street	BERKELEY (del al Ashby BART) Friday, April 9 8:30 pm - 8:00 pm Scout Olympic Center Ctr. 2675 Ellis Street
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CONTRA COSTA COUNTY
 Para más información: BART Government & Community Relations, (415) 464-8428 ó regional@bart.gov

PITTSBURGH Tuesday, April 6 8:30 pm - 8:00 pm Pittsburg High School 250 School Street	EL CERQUIO Wednesday, April 14 8:30 pm - 7:30 pm El Cerro Community Center 7007 Mosier Lane	CONCORD, PLEASANT HILL Wednesday, April 14 8:30 pm - 8:00 pm Cambridge Elementary 1133 Lacey Lane
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SAN FRANCISCO BAY AREA COUNTIES
 Para más información: Mary Burns, BART Government & Community Relations, (510) 464-8172 ó mburns@bart.gov

EXETER Thursday, April 8 8:00 pm - 7:30 pm Oswego Area Presbyterian Church, 1095 Hill 33 Ocean Avenue, San Francisco	DUNHAYTH Monday, April 12 8:00 pm - 7:30 pm Cameron House, Hale Hall 920 Sacramento Street, San Francisco	SAN BRUNO Wednesday, April 21 8:30 pm - 7:30 pm Baker Brunos Church, Church Hill 655 West San Bruno Ave., San Bruno
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PARA ANUNCIAR SU NEGOCIO EN EL REPORTERO LLÁMAMOS AL 415-648-3711

COMUNIDAD DOROTHY DAY

Aceptando Aplicaciones para Residencia

La Corporación de Servicios de Hiperdonación se complace en anunciar la apertura de la lista de espera para la Comunidad Dorothy Day de la Sección B de propiedad de BRDC. La capacidad consta de 100 unidades, 28 estudios y 74 dormitorios de un dormitorio. Los solicitantes calificados deben que tener 62 años de edad o más y tener movilidad reducida, la combinación mínima es requerida. El límite máximo de ingresos para un hogar independiente es \$ 39,800. El límite máximo de ingresos para un hogar de dos personas es \$ 47,250.

Las solicitudes para la lista de espera están disponibles del 12 de Abril al 16 de Abril de 2010 en www.dorothydaycommunity.org

Las solicitudes para la lista de espera están disponibles del 12 de Abril de 2010 a Abril 16 de 2010 en www.dorothydaycommunity.org

Señe una copia lida de su solicitud será aceptada por hogar. Todas las solicitudes deben ser ingresadas en un solo día de lunes a viernes de las 9:00 am a las 5:00 pm. Las solicitudes se aceptarán en un día de lunes a viernes de las 9:00 am a las 5:00 pm. Las solicitudes NO son, siempre se llega, en un día de lunes a viernes de las 9:00 am a las 5:00 pm. Las solicitudes NO son, siempre se llega, en un día de lunes a viernes de las 9:00 am a las 5:00 pm. Las solicitudes NO son, siempre se llega, en un día de lunes a viernes de las 9:00 am a las 5:00 pm.

El procedimiento de selección será anunciado en un momento posterior. El procedimiento de selección será anunciado en un momento posterior. El procedimiento de selección será anunciado en un momento posterior.

Mary Housing



**Desea escuchar sus
opiniones y comentarios!**

**Comparta
sus ideas**

**Miércoles
14 de Abril**

y

El siguiente

**Miércoles
28 de Abril**

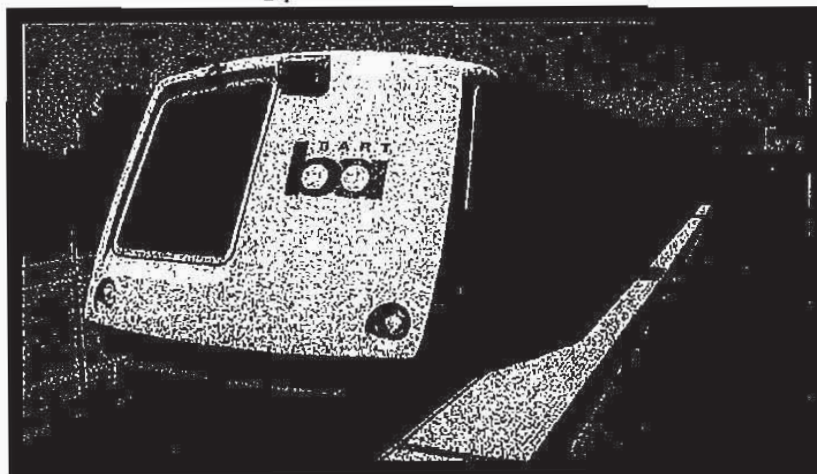
6:30-8:00 pm

Cambridge

Elementary

1135 Lacey Lane

Concord, 94520



**Cuidado de Niños
Se ofrecerá traducción y
bocadillos ligeros**

**BART, el socio reciente de MCP, esta
interesado en saber su opinión.**

**Que es lo que BART debiera
hacer en su vecindario?**

**Únase con nosotros en dos reuniones:
La primera para aportar su opinión y la
siguiente para continuar la conversación**

Es su turno de ser escuchado!



**Monument Community Partnership
Aportando valor a la comunidad sirviendo a los demás**

1760 Clayton Rd, Concord 94520 925-808-7392

www.monumentcommunity.org



Wants to hear from you!

Give your input

Wednesday

April 14th

&

Follow up

Wednesday

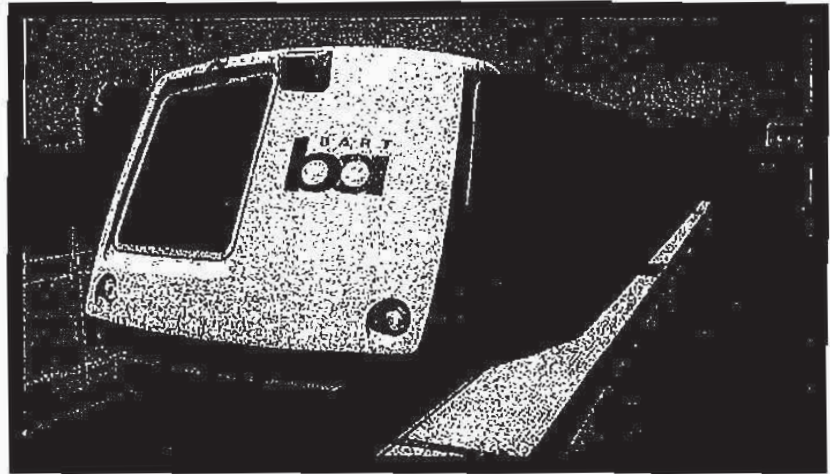
April 28th

6:30-8:00 pm

Cambridge Elementary

1135 Lacey Lane

Concord, 94520



**Child Care,
Translation, and
Refreshments**

**MCP's new partner, BART,
cares about what you think.**

**What should BART do
in our community?**

**Join us for 2 meetings:
one to give input and one for follow up.**

It's your turn to be heard!



Monument Community Partnership
Adding value to the community through service to others

1760 Clayton Rd, Concord 94520 925-808-7392

www.monumentcommunity.org

Appendix C: Public Participation Survey Results

A total of 1,380 surveys were submitted. Results received are detailed below.

Question 1: How important are each of the following in your decision to attend a meeting to discuss BART-related issues?

	Very Important	% of Total*	Somewhat Important	% of Total*	Not Important	% of Total*	No Answer
Topics of interest that affect me directly	637	81%	125	16%	29	3%	791
Co-sponsored by a familiar community-based organization	416	55%	223	30%	115	15%	754
Childcare provided during the meeting	356	46%	180	24%	232	30%	768
Refreshments served	663	59%	253	23%	204	18%	1120
Convenient time and location of meeting	784	78%	199	20%	25	2%	1008
Translation services available	441	59%	93	12%	219	29%	753

***Note: for Question 1, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”**

Any other ways to make it easier for you to attend?

- 6 am meetings or at a BART station
- After 7 pm
- An online meeting (webinar) would be ideal
- At a BART-able location
- Available via webex with video would be nice
- Better communication about these meetings. I was not aware of the meetings until it was too late.
- Close to BART, disability accessible, alternative formats of handouts available
- Close to my home
- Close to public transportation. Not during typical work hours.
- Communicate events in advance in overt way
- Evening meetings near BART
- Free transportation from BART (Repeated by two respondents)
- Have meeting closer to BART stations
- In Public Library close to where I live
- In San Francisco
- Keep meeting short and to the point.
- Knowing when and where the meeting will be
- Knowing when these meetings are, I didnt know about the Tenderloin meeting.
- Live online video feed
- Live stream on computer, with ability to make public comment via computer
- Locations close to a BART station
- More publicity
- Near a BART station with free parking available
- Near transit
- Nearby
- On a Saturday
- On-line access
- Online forum
- Online video
- Please have a place with better parking
- Plenty of advance notice
- Position of the meeting's speaker
- Provide free transportation. Can't budget extra trips
- Public transport available
- Respect comments, follow up with actions
- Schedule them during outside of work hours.
- Shuttle service
- That the meeting location is safe for all of us.
- That they talk about the price for children to take Bart because it's really expensive in comparison to other cities.
- Time in my life
- Virtual - online
- Web conference the meetings
- Webchat
- Webex, teleconference, etc
- Weekend

***Note:** for both Questions 2 and 3, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Question 2. When would you prefer to attend a meeting? *(select only one)*

	No. selected	% of Total*
During business hours (8:00 am to 5:00 pm)	130	10%
Evenings (6:00 pm to 9:00 pm)	484	39%
Weekends	643	51%
No answer given	123	N/A

Question 3. What is the best way to notify you about an upcoming meeting or event? *(select only one)*

	No. selected	% of Total*
Email notice	255	20%
Postcard or letter in mail	549	44%
Ad in newspaper	25	2%
BART’s website	97	8%
Announcement from community group (religious, political, etc.)	113	9%
Telephone	173	14%
Multiple choices made	1	0%
Other	37	3%
No answer given	130	N/A

Specific newspapers identified:

- Argus
- Day / Journal News
- Mo Magazine (Vietnamese)
- World’s Journal (identified on Chinese survey)
- Daily Review (identified by Spanish speaker)
- Chinese newspapers (China Press, Sing Tao)
- Times Magazine (Vietnamese?)
- East Bay Viet Newspaper

Other notification methods specified:

- Advertisement on BART (specified by 2 respondents)
- Also on BART + local buses
- Announcements and involvement with the MCP community events
- At BART stations
- Banner at station
- BART advertisement and community outreach
- Facebook
- Flyers around community
- Flyers at stations (specified by 2 respondents)
- Flyers door-to-door
- From BART employee
- Material @ BART station "take one" and/or platform signs
- Notification in and around BART station
- Pass out flyers on BART
- Postings on neighborhood store's windows
- Put in the BART seat
- Signs in your stations
- Social Media (FB Twitter) (specified by 2 respondents)
- Special flyers on BART monthly announcement
- Telephone in Nepali (specified by 2 respondents whose preferred primary language is Nepali)
- Text msg
- The flyers on BART worked well
- TV (specified by 7 respondents)
- TV Radio (specified by 3 respondents)
- Twitter (3)

Appendix M: Public Participation Plan Development Summary Report - Appendices

*Note: for both Questions 4 and 5, the “% of Total” represents the percentage of all survey respondents who selected a specific method.

Question 4. Which of the following methods would help you express your views on specific issues at meetings? (select one or more)

	No. selected	% of Total*
Translated written material in my preferred language	391	28%
Translator at the meeting	600	43%
Large group discussion	327	24%
Small group discussion	355	26%
One-on-one discussion	109	8%
Electronic voting	155	11%
Voting by questionnaire (written survey)	303	22%
Show-of-hands voting	220	16%
Other	21	2%

Methods specified and comments under “Other:”

- Choices would depend on the size of the meeting
- Comment cards
- Don't like email
- Each person allowed to speak
- English
- Facilitates discussion - problem solving groups
- Interaction with commissioner
- Mail
- Nothing
- Powerpoint
- Preview the agenda
- Question and answer format
- Speaking talking stick
- The option to do it in my own language
- Time on agenda for audience feedback
- Vote by mail
- What are we voting on?
- When can voting ever be relevant?

Question 5. What are the best ways to present detailed material to you for a meeting? (select one or more)

	No. selected	% of Total*
Information online for review before meeting	587	43%
Online video to watch before meeting	179	13%
Live presentation at meeting	521	38%
Tabletop display to look at before/during meeting	174	13%
Printed material to look at before/during meeting	354	26%
Map, chart or other visual aids at meeting	260	19%
Other	28	2%

Other presentation methods specified:

- 511.org
- A staff member that's been identified as the contact person to talk with for questions/clarifications
- Accessible materials
- All material translated
- Braille and large print
- Conversation w/ BART director
- Electronic documents
- Email with information
- In advance email
- Information BART station
- Interactive dialogs
- Mail
- Mailed info before meeting
- Mail survey
- Microphone to help with being able to listen
- Multimedia
- Power point
- Someone to talk to in my language
- Topic on email
- TV
- Webinars

Question 6. In addition to a meeting, how likely would you be to use the following to express your views on BART-related issues?

	Very Likely	% of Total*	Somewhat Likely	% of Total*	Not Likely	% of Total*	No Answer
Online survey	347	57%	175	29%	84	14%	774
Online discussion	178	33%	193	36%	171	31%	838
Comments by email	290	50%	187	32%	108	18%	795
Mail-back survey	348	53%	212	32%	99	15%	721
Focus group	417	58%	191	26%	112	16%	660
Write letter	434	54%	169	21%	203	25%	574
Phone comment line	86	33%	70	27%	102	40%	1,122

*Note: for Question 6, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Any other suggestions to help you express your views?

- Civil disobedience
- Claycord.com
- Do I have a vote? BART and any public transportation is the future so I want it as in expensive as possible so people will use. It also needs to be user friendly and of course safe. I have been taking BART for years even though I have a car.
- Email
- I would like a "meet your BART supervisor" on a regular basis
- If officials would listen to my suggestions.
- I've submitted comments in the past, but never received any acknowledgement that they were received, much less considered.
- Let me know whether and when my view points lead to any direct action
- Only if it matters
- Pay for focus groups
- Public meeting
- Regular meetings with BART board members in the district
- Social media: Facebook, Twitter
- Suggestion box at stations
- Text msg?
- There should always be more than one option available for participation (especially for those who do not have easy internet access).

Question 7. BART would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of BART’s actions after meetings? (select only one)

	No. selected	% of Total*
Email	283	33%
Regular mail	769	63%
BART website	116	10%
Other	54	4%
Multiple choices made	1	0%
No answer given	157	N/A

*Note: for Question 7, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Methods specified under “Other:”

- Advertisements (specified by 2 respondents)
- Bulletins/newsletter
- Community meetings (specified by 3 respondents)
- Discuss
- Facebook
- Facebook twitter
- Factor
- HCP
- In and around bart stations
- In person
- Lao family (Burmese-Karenni lang.)
- Materials in Vietnamese
- Meeting
- Newspaper (specified by 4 respondents)
- Phone (specified by 13 respondents)
- Phone in nepali (specified by 2 respondents)
- Postcard on local sites (local publicity)
- Postings on store windows
- Public meeting
- Regular public participation, direct democracy
- School
- Social media
- Telephone w/ interpreter (Lao)
- The news
- Transit flyer
- TV (specified by 7 respondents)
- TV Radio (specified by 4 respondents)
- Twitter
- Twitter Link to BART website
- Valencia Garden (specified by 2 Spanish-speaking respondents)

Question 8. What type(s), if any, of community-based organizations do you participate in?
(select one or more)

	No. selected	% of Total*
Religious	703	51%
Political	145	11%
Environmental	197	14%
Urban/regional planning	136	10%
Other	211	15%

*Note: for Question 8, the “% of Total” represents the percentage of all survey respondents who identified a specific type of community-based organization as one they participate in.

Types of CBOs specified under “Other:”

- AA (specified by 2 respondents)
- Affordable housing
- Art + cultural
- B.O.S.S.
- BART
- Bayview Hunters Point YMCA
- Business (specified by 4 respondents)
- Business-community econ. development
- CAA & VVPA (identified on Chinese survey)
- Caterers and restaurants
- CBO
- Chamber of Commerce
- Child care
- Chinese language school
- Clinic
- Community (specified by 3 respondents)
- Community based YMCA
- Community org (specified by 20 respondents)
- Cultural (specified by 2 respondents)
- Day program for adults /w disabilities
- Dien Hong Vietnamese Community Association
- Dien Hong Senior Association (specified by 5 respondents)
- Disability groups, arts group
- Disabled community
- EDIA - SPCA
- Educational
- Family Connections
- FORDECUSA
- Genesis
- HCP
- Hispanic Chamber of Commerce, Alameda County
- Historic preservation scouting
- Historical
- Indian Health Center
- Indian Health Center San Jose
- Inter Tribal Friendship House
- International Friendship House (specified by 17 respondents)
- Labor center
- Labor union
- Lao family (specified by 6 respondents)
- Local school, K-12 (specified by 2 respondents)
- Monument Community Partnership (specified by 32 respondents)
- MCP school
- Mental health community
- Monument Crisis Center
- Museums
- Musical toastmasters
- Native (specified by 3 respondents)
- Native American or American Indian (specified by 9 respondents)
- Native American community in Bay Area (2)
- Native youth support
- Neighborhood policing (specified by NCPC respondents)
- Neighborhood watch meeting (specified by 3 respondents)
- Non profit charities
- Non profit/disability/blindness
- Non-profit (specified by 2 respondents)
- Not relevant
- Organizations that support the deaf community
- Public ones
- Recreational bicycle club
- Richmond Main Street
- School (specified by 4 respondents)
- Senior Activities Center (481 O’Farrell)
- Service providers
- SF Chinatown Renters Association
- Shell mound preservation, shell mound walken
- Social seniors
- Social service, Social services CBO
- Sports teams
- Transit flyer
- Union
- Veterans
- Volunteer
- YMCA (specified by 2 respondents)
- Youth services

*Note: for Questions 9, 10, and 11 the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Question 9. How often, if at all, do you usually ride BART? (select only one)

	No. selected	% of Total*
Never	39	3%
Less than once a month	285	23%
1 – 3 days a month	343	28%
1 – 2 days a week	205	17%
3 days a week or more	351	29%
No answer given	157	N/A

Question 10. What is the total annual income of your household before taxes? (select only one)

	No. selected	% of Total*
Under \$25,000	756	66%
\$25,000 - \$40,000	134	12%
\$41,000 - \$75,000	127	11%
Over \$75,000	123	11%
No answer given	240	N/A

Question 11. In which language do you prefer to communicate? (select only one)

	No. selected	% of Total
English	452	37%
Spanish	194	16%
Chinese	67	5%
Korean	3	0%
Tagalog	5	1%
Russian	1	0%
Vietnamese	408	33%
Other	101	8%
Multiple choices made	1	0%
No answer given	148	N/A

Languages specified under “Other:”

Arabic	1
Burmese	12
Burmese-Arakan	1
Burmese-Karenni	19
Cambodian	3
Karenni	6
Lao	5
Nepali	24
Portuguese	1
Thai	3
Unspecified	2

Second languages specified: English/Nepali (specified by 2 respondents)

Question 12. What is your race or ethnic identification?

Notes: The survey passed out at meetings specified "select only one;" the online survey specified "select one or more." The majority of respondents specified only one race or ethnic identification.
 * For Question 12, the "% of Total" columns represent the percentage of those who answered the question who gave that particular answer; it does not include the "no answers."

	No. selected	% of Total
American Indian or Alaska Native	101	8%
Asian or Pacific Islander	576	48%
Black/African American	60	5%
Spanish, Hispanic or Latino	230	19%
White	124	10%
Other (specified, see list below)	96	8%
Other (unspecified)	7	0%
Combination of two or more race or ethnic identifications specified	20	2%
No answer given	161	N/A

Race or ethnic identifications specified under "Other:"

- American (1)
- Arabic (1)
- Asian Indian (1)
- Bhutanese (22)
- Burmese (11)
- Burmese-Arakan (1)
- Burmese-Karenni (24)
- Chicano/Yaqui (1)
- Eurasian (1)
- European descent (1)
- Filipino (1)
- Filipino/Portuguese/Chinese (1)
- Iranian (1)
- Karenni (1)
- Lao (1)
- Latino white (1)
- Mexican (9)
- Mixed (2)
- Not relevant (1)
- Not stated (1)
- Nothing that you care 4 (1)
- Pennsylvania Dutch (1)
- Vietnamese (10)

Comments:

- "Spanish, Hispanic or Latino" is not a race. (Comment from survey in Spanish)

Number of surveys filled out in each language:

	No. filled out	% of total
English	588	51%
Spanish	175	15%
Chinese	41	4%
Vietnamese	321	28%
Tagalog	1	0%
Russian	1	0%
Laotian	21	2%
Cambodian	6	0%
Korean	0	0%
Online	226	N/A

*Note: The “% of Total” column represents the percentage of the hard copy surveys that were available to be counted; it does not include the “online” number. The survey was available online in six languages, but tallies of the online did not call out which language a survey was completed in.

Appendix D: Community Meeting Evaluation Results, Round 1

A total of 233 meeting evaluations were submitted. Results received are detailed below. Note that in all cases, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Please rate the following aspects of the meeting:

Orientation to the Meeting	Count*	% of Total
Excellent	101	46%
Good	98	45%
Fair	13	6%
Poor	3	1%
No opinion	5	2%
No answer	13	N/A

*Note: One participant checked all five possible answers for this question; that response was counted as “No answer.”

Presentation	Count	% of Total
Excellent	108	49%
Good	90	41%
Fair	21	9%
Poor	2	1%
No opinion	1	0%
No answer	11	N/A

Comment Card Exercise	Count	% of Total
Excellent	71	35%
Good	87	44%
Fair	26	13%
Poor	9	5%
No opinion	6	3%
No answer	34	N/A

Discussion	Count	% of Total
Excellent	88	42%
Good	101	48%
Fair	12	6%
Poor	9	4%
No opinion	1	0%
No answer	22	N/A

Appendix M: Public Participation Plan Development Summary Report - Appendices

Facilitation	Count	% of Total
Excellent	104	48%
Good	92	42%
Fair	17	8%
Poor	4	2%
No opinion	1	0%
No answer	15	N/A

Meeting Location/Facility	Count	% of Total
Excellent	119	53%
Good	88	40%
Fair	14	6%
Poor	1	0%
No opinion	1	0%
No answer	10	N/A

Refreshments	Count	% of Total
Excellent	102	46%
Good	83	37%
Fair	24	11%
Poor	9	4%
No opinion	4	2%
No answer	11	N/A

Physical accessibility of the meeting and materials	Count	% of Total
Excellent	116	54%
Good	79	37%
Fair	17	8%
Poor	3	1%
No opinion	1	0%
No answer	17	N/A

Cultural accessibility of the meeting and materials	Count	% of Total
Excellent	104	49%
Good	76	36%
Fair	22	10%
Poor	3	1%
No opinion	8	4%
No answer	20	N/A

Opportunity to provide comments	Count	% of Total
Excellent	129	59%
Good	80	36%
Fair	9	4%
Poor	2	1%
No opinion	1	0%
No answer	12	N/A

Overall Meeting	Count	% of Total
Excellent	116	51%
Good	90	40%
Fair	17	7%
Poor	5	2%
No opinion	0	0%
No answer	5	N/A

Appendix E: Public Comment Database, Round 1
Key to Codes

Code	Workshop	Date
AN	Antioch	4/1/2010
AVC	Vietnamese community meeting	4/3/2010
BRK	Berkeley	4/9/2010
CNC	Concord	4/14/2010
ELC	El Cerrito	4/10/2010
EOAK	East Oakland/San Antonio	4/6/2010
FRE	Fremont	3/31/2010
HWD	Hayward	4/2/2010
Online	No workshop (online survey)	N/A
PTS	Pittsburg	4/6/2010
RCH	Richmond	3/31/2010
SB	San Bruno	4/21/2010
SFB	SF Bayview	4/6/2010
SFC	SF Chinatown	4/12/2010
SFE	SF Excelsior	4/8/2010
SFM	SF Mission	4/5/2010
SFT	SF Tenderloin	3/31/2010
SL	San Leandro	4/1/2010
WOAK	West Oakland	4/5/2010

Sources	
WG	Wallgraphic
CC	Comment card
EV	Meeting evaluation form
ON	Online survey
SV	Printed survey

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	Look at best practices - example = Atlanta	Developing PPP	Refer to other model PPPs
AN	4/1/2010	WG	Include diversity of people in process	Goals	High-quality input and participation - inclusivity
AN	4/1/2010	WG	Need more information! - need this in order to give meaningful decisions	Goals	Informed public
AN	4/1/2010	WG	Sit down one-on-one with community members to hear	Outreach Methodology	Alternatives to meetings
AN	4/1/2010	WG	Flyers are unclear	Outreach Methodology	Best methods for BART to share info - clear communication
AN	4/1/2010	WG	Need to know what we are participating in	Outreach Methodology	Best methods for BART to share info - clear communication
AN	4/1/2010	WG	Contact representatives	Outreach Methodology	Best methods for BART to share info - direct contact with community
AN	4/1/2010	CC	Think about sending a BART representative to each city council meeting to give a presentation. Do this quarterly or semiannually. Visit every city in the system.	Outreach Methodology	Best methods for BART to share info - direct contact with community
AN	4/1/2010	CC	To get information out, send an email to each bicycle club about meetings so this information can be posted on the club website.	Outreach Methodology	Best methods for BART to share info - local organizations
AN	4/1/2010	WG	Seat announcements/drops	Outreach Methodology	Best methods for BART to share info - on transit or at stations
AN	4/1/2010	WG	Turnstiles	Outreach Methodology	Best methods for BART to share info - on transit or at stations
AN	4/1/2010	WG	Bus messages; County Connection	Outreach Methodology	Best methods for BART to share info - on transit or at stations
AN	4/1/2010	WG	Online	Outreach Methodology	Best methods for BART to share info - online/email
AN	4/1/2010	WG	BART newsletter on website	Outreach Methodology	Best methods for BART to share info - online/email
AN	4/1/2010	WG	bart.gov	Outreach Methodology	Best methods for BART to share info - online/email
AN	4/1/2010	WG	Timely announcements	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Notify ahead of time (major comment, echoed by many in group)	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Prior notice - especially for developmentally disabled, seniors	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Schools - notice home with kids, in English and Spanish, phone calls	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Library	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Newspaper	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	BART email	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Radio ads	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	30 full days of outreach, notification	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Morning news shows, 1 week ahead of time	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Television	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
AN	4/1/2010	WG	Where is the recorder	Outreach Methodology	Meeting methods
AN	4/1/2010	WG	Why are we not videotaping?	Outreach Methodology	Meeting methods
AN	4/1/2010	WG	Summarize points	Outreach Methodology	Meeting methods
AN	4/1/2010	WG	Make sure meetings aren't double booked	Outreach Methodology	Meeting scheduling
AN	4/1/2010	WG	Clearly design meeting purpose - why would I come? Excite me!	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
AN	4/1/2010	EV	Informative but I would like to have more notice and more information as to what meeting was to be about.	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
AN	4/1/2010	WG	Accommodate different work schedules	Outreach Methodology	Most important to get mtg attendance - convenience
AN	4/1/2010	WG	Saturday meetings	Outreach Methodology	Most important to get mtg attendance - convenience
AN	4/1/2010	CC	Hold meetings after 7:00 pm for commuters in East County.	Outreach Methodology	Most important to get mtg attendance - convenience
AN	4/1/2010	WG	Half on community suggestions and half on questions and answers	Outreach Methodology	Most important to get mtg attendance - meeting types, methods
AN	4/1/2010	WG	Smaller formats - no big meetings - people can be heard	Outreach Methodology	Most important to get mtg attendance - meeting types, methods
AN	4/1/2010	WG	Hybrid meeting format - make sure you do something with that feedback	Outreach Methodology	Most important to get mtg attendance - meeting types, methods; public input making a difference
AN	4/1/2010	WG	Need more advanced notice!	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
AN	4/1/2010	CC	I got a postcard about this meeting <u>TODAY</u> . My neighbors probably will get their postcard <u>tomorrow</u> .	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
AN	4/1/2010	CC	Advertise meetings on morning news shows a week before the date.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
AN	4/1/2010	WG	Online surveys and results - EBART survey	Outreach Methodology	Preferred methods for giving input to BART - online/email
AN	4/1/2010	WG	Small groups (5) or more or less!	Outreach Methodology	Preferred methods for giving input to BART - meeting types
AN	4/1/2010	WG	Need comment email	Outreach Methodology	Preferred methods for giving input to BART - online/email

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	Agencies who work with accessibility - Alive!; Futures (parent organization); paratransit - PCC	Outreach Methodology	Trusted organizations to reach out to - accessibility
AN	4/1/2010	WG	Partner with community-based organization	Outreach Methodology	Trusted organizations to reach out to - CBOs
AN	4/1/2010	WG	Schools	Outreach Methodology	Trusted organizations to reach out to - educational
AN	4/1/2010	WG	Kaiser - commuter/check contact	Outreach Methodology	Trusted organizations to reach out to - employers
AN	4/1/2010	WG	Cisco	Outreach Methodology	Trusted organizations to reach out to - employers
AN	4/1/2010	WG	NAAACP	Outreach Methodology	Trusted organizations to reach out to - ethnic
AN	4/1/2010	WG	Churches, interfaith organizations	Outreach Methodology	Trusted organizations to reach out to - faith-based
AN	4/1/2010	WG	Chamber of Commerce, cities	Outreach Methodology	Trusted organizations to reach out to - municipal/government
AN	4/1/2010	WG	Political activists	Outreach Methodology	Trusted organizations to reach out to - political/activist
AN	4/1/2010	WG	Transit agencies - work directly	Outreach Methodology	Trusted organizations to reach out to - transportation organizations
AN	4/1/2010	WG	Budget allocation information	Principles - attitudes & approaches toward outreach	Informed public
AN	4/1/2010	EV	We need to present information on where BART is going. Are we sure that ebart is our scheduled means of transportation instead of regular BART. This must be brought up at all meetings.	Principles - attitudes & approaches toward outreach	Informed public
AN	4/1/2010	WG	Solicit input, don't talk down to public	Principles - attitudes & approaches toward outreach	Public input making a difference
AN	4/1/2010	WG	More action taken after meetings! - feedback from meetings to make decisions in cities - within 30 days!	Principles - attitudes & approaches toward outreach	Public input making a difference
AN	4/1/2010	WG	Tell me why I should come? (major comment, echoed by many in group)	Principles - attitudes & approaches toward outreach	Public input making a difference
AN	4/1/2010	EV	First step, but BART needs to build trust. Unless people believe their feedback will be listened to, they're not going to come out.	Principles - attitudes & approaches toward outreach	Public input making a difference; trust
AN	4/1/2010	WG	Be proactive, not reactive	Principles - attitudes & approaches toward outreach	Thoughtful planning for outreach

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	Pay attention to details	Principles - attitudes & approaches toward outreach	Thoughtful planning for outreach
AN	4/1/2010	WG	Don't cancel meetings	Principles - attitudes & approaches toward outreach	Trust
AN	4/1/2010	WG	Be sincere about reaching out; build trust	Principles - attitudes & approaches toward outreach	Trust
AN	4/1/2010	WG	Need direction from BART (major comment; echoed by many in group)	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
AN	4/1/2010	WG	Make sure people know results of these meetings	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
AVC			Would like a copy of plan in Vietnamese	Outreach Methodology	Best methods for BART to share info - translation
AVC	4/3/2010	SV	This survey is very useful and important (Comment translated from Vietnamese)	Outreach Methodology	Preferred methods for giving info to BART - surveys
BRK	4/9/2010	WG	Meeting at community	Outreach Methodology	Best methods for BART to share info - direct contact with community/meetings
BRK	4/9/2010	WG	Letters	Outreach Methodology	Best methods for BART to share info - mailings
BRK	4/9/2010	WG	Advertise on buses - other transportation agencies	Outreach Methodology	Best methods for BART to share info - on transit or at stations
BRK	4/9/2010	WG	Flyers at BART stations	Outreach Methodology	Best methods for BART to share info - on transit or at stations
BRK	4/9/2010	WG	Advertise at BART stations	Outreach Methodology	Best methods for BART to share info - on transit or at stations
BRK	4/9/2010	WG	E-mail: send to CBOs; links that work	Outreach Methodology	Best methods for BART to share info - online/email
BRK	4/9/2010	WG	Headliner of BART e-mail	Outreach Methodology	Best methods for BART to share info - online/email/timely/ effective meeting notices
BRK	4/9/2010	WG	Flyer	Outreach Methodology	Best methods for BART to share info - publications
BRK	4/9/2010	WG	Topic (interesting topic)	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
BRK	4/9/2010	WG	Clarity about meetings	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
BRK	4/9/2010	WG	Time (6:30 - 7 is good)	Outreach Methodology	Most important to get mtg attendance - convenience

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
BRK	4/9/2010	WG	Location (near BART)	Outreach Methodology	Most important to get mtg attendance - convenience
BRK	4/9/2010	WG	Accessibility (downtown area)	Outreach Methodology	Most important to get mtg attendance - convenience
BRK	4/9/2010	WG	Known locations (more familiar sites)	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
BRK	4/9/2010	WG	How info gets incorporated	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
BRK	4/9/2010	WG	Involvement in process	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
BRK	4/9/2010	WG	No small group break	Outreach Methodology	Most important to get mtg attendance - meeting methods
BRK	4/9/2010	WG	Comment box at BART stations	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
BRK	4/9/2010	WG	Table at flea market	Outreach Methodology	Preferred methods for giving input to BART - direct communication
BRK	4/9/2010	WG	Go into the community	Outreach Methodology	Preferred methods for giving input to BART - direct communication
BRK	4/9/2010	WG	Internet service	Outreach Methodology	Preferred methods for giving input to BART - online/email
BRK	4/9/2010	WG	1-800 number	Outreach Methodology	Preferred methods for giving input to BART - phone
BRK	4/9/2010	WG	Facebook	Outreach Methodology	Preferred methods for giving input to BART - social media
BRK	4/9/2010	WG	MySpace	Outreach Methodology	Preferred methods for giving input to BART - social media
BRK	4/9/2010	WG	Berkeley Drop-In Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	WG	Center for Independent Living	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Center for Independent Living	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	WG	BOSS	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	WG	Apolo Consumer	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Berkeley Drop-In Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Howie Harp Multi-Services Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Henry Robinson Center	Outreach Methodology	Trusted organizations to reach out to - CBOs

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
BRK	4/9/2010	CC	Healthy Oakland	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Ella Baker Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Community Services United (which runs Ashby Flea Market)	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Peers. Inc.	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Berkeley Emergency Food & Housing Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Berkeley Women's Daytime Drop Center	Outreach Methodology	Trusted organizations to reach out to - CBOs
BRK	4/9/2010	CC	Urojas Community Services	Outreach Methodology	Trusted organizations to reach out to - CBOs/disabled
BRK	4/9/2010	WG	Hispanic Chamber of Commerce - Alameda County	Outreach Methodology	Trusted organizations to reach out to - ethnic
BRK	4/9/2010	WG	Churches - South Berkeley, African Methodist, Assembly of God, Baptist church	Outreach Methodology	Trusted organizations to reach out to - faith-based
BRK	4/9/2010	CC	McGee Baptist Church	Outreach Methodology	Trusted organizations to reach out to - faith-based
BRK	4/9/2010	CC	St. Paul's African Methodist Episcopal Church	Outreach Methodology	Trusted organizations to reach out to - faith-based
BRK	4/9/2010	CC	Pro-Arts (struggling artists)	Outreach Methodology	Trusted organizations to reach out to - local arts organizations
BRK	4/9/2010	CC	POOR (online magazine)	Outreach Methodology	Trusted organizations to reach out to - media
BRK	4/9/2010	CC	Pool of consumer champions under Alameda Behavioral Health Care Services	Outreach Methodology	Trusted organizations to reach out to - municipal/government
BRK	4/9/2010	CC	Critical Resistance	Outreach Methodology	Trusted organizations to reach out to - political/activist
BRK	4/9/2010	CC	Just Cause Oakland	Outreach Methodology	Trusted organizations to reach out to - political/activist
BRK	4/9/2010	CC	East Bay for Housing organizations	Outreach Methodology	Trusted organizations to reach out to - residential
BRK	4/9/2010	EV	Hopefully BART will do better with reaching the communities it affects	Principles - attitudes & approaches toward outreach	High-quality input and participation - inclusivity
CNC	4/14/2010	WG	I heard about tonight's meeting through MCP (Monument Community Partnership)	Outreach Methodology	Best methods for BART to share info - CBOs
CNC	4/14/2010	WG	Work with youth groups	Outreach Methodology	Best methods for BART to share info - CBOs
CNC	4/14/2010	WG	I heard about tonight's meeting from a family member	Outreach Methodology	Best methods for BART to share info - direct contact with community

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	WG	Personal connections to youth and families	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Follow up with Julio	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Table at mall	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Face to face presentation	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Inform key people to spread the word	Outreach Methodology	Best methods for BART to share info - direct contact with community
CNC	4/14/2010	WG	Community events - soccer event	Outreach Methodology	Best methods for BART to share info - direct contact with community/events
CNC	4/14/2010	WG	Churches (especially for Latino population)	Outreach Methodology	Best methods for BART to share info - direct contact with community/faith-based
CNC	4/14/2010	WG	Identify leaders/have small group meetings	Outreach Methodology	Best methods for BART to share info - direct contact with community/meetings
CNC	4/14/2010	WG	Give info to kids at school to give to their parents	Outreach Methodology	Best methods for BART to share info - educational
CNC	4/14/2010	WG	I heard about tonight's meeting from school	Outreach Methodology	Best methods for BART to share info - educational
CNC	4/14/2010	WG	Mail - creative and colorful	Outreach Methodology	Best methods for BART to share info - mailings
CNC	4/14/2010	WG	Send plan by mail	Outreach Methodology	Best methods for BART to share info - mailings
CNC	4/14/2010	WG	Radio - local groups, AM & FM	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	PSAs	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	Radio - depends on the message	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	Bus ads	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	Newspapers	Outreach Methodology	Best methods for BART to share info - media
CNC	4/14/2010	WG	I heard about tonight's meeting through the City	Outreach Methodology	Best methods for BART to share info - municipal/government
CNC	4/14/2010	WG	Table at BART	Outreach Methodology	Best methods for BART to share info - on transit or at stations
CNC	4/14/2010	WG	Reader Board (LED)	Outreach Methodology	Best methods for BART to share info - on transit or at stations
CNC	4/14/2010	WG	Flyers at BART stations about meetings	Outreach Methodology	Best methods for BART to share info - on transit or at stations

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	WG	E-mails	Outreach Methodology	Best methods for BART to share info - online/email
CNC	4/14/2010	WG	I heard about tonight's meeting on BART website	Outreach Methodology	Best methods for BART to share info - online/email
CNC	4/14/2010	WG	Twitter	Outreach Methodology	Best methods for BART to share info - social media
CNC	4/14/2010	WG	Facebook	Outreach Methodology	Best methods for BART to share info - social media
CNC	4/14/2010	WG	Survey riders	Outreach Methodology	Best methods for BART to share info - surveys
CNC	4/14/2010	EV	I think radio ads promoting this event is effective.	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices/media
CNC	4/14/2010	WG	Provide Spanish translation and use local translators	Outreach Methodology	Best methods for BART to share info - translation
CNC	4/14/2010	EV	I found it very appropriate to have a translator	Outreach Methodology	Best methods for BART to share info - translation
CNC	4/14/2010	WG	Provide childcare	Outreach Methodology	Meeting methods
CNC	4/14/2010	EV	Meeting started 15 minutes late. Better than other meetings - could hear the facilitator as had a microphone and questions were restated for the public.	Outreach Methodology	Meeting methods - ability to hear
CNC	4/14/2010	WG	Conduct Spanish speaking-only meeting	Outreach Methodology	Meeting types - language
CNC	4/14/2010	EV	Spanish-speaking meeting would benefit the community	Outreach Methodology	Meeting types - language
CNC	4/14/2010	WG	Wanted more info about BART activities and community-related programs	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
CNC	4/14/2010	EV	I found quality information on the flyers	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics; timely/effective meeting notices
CNC	4/14/2010	WG	We'll come out Saturdays and weeknights! - coordinate with community calendars and locations	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
CNC	4/14/2010	EV	The site is well known and of easy access	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
CNC	4/14/2010	SV	knowing when and where the meeting will be	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
CNC	4/14/2010	SV	They should invite people who use Bart to the next meeting. For example, they should have some people go to Bart stations and give flyers about the next meeting. (Comment translated from Spanish)	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
CNC	4/14/2010	WG	More people/more ads - big meeting format	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices; appropriate locations
CNC	4/14/2010	EV	I would like if the event had been more promoted, so that more people could participate	Outreach Methodology	Most important to get mtg attendance - timely/effective meeting notices

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	WG	I came because - annoyed about BART's direction	Outreach Methodology	Motivation to come to meeting - interest in issues regarding BART
CNC	4/14/2010	WG	Curious why BART came out to community	Outreach Methodology	Motivation to come to meeting - interest in issues regarding BART
CNC	4/14/2010	WG	Locations - Senior Center	Outreach Methodology	Recommended meeting locations
CNC	4/14/2010	WG	Locations - Churches (especially for Latino population): St. Francis, Queen of All Saints, Fair Oaks, Parkhaven	Outreach Methodology	Recommended meeting locations
CNC	4/14/2010	WG	Locations - locations other than schools	Outreach Methodology	Recommended meeting locations
CNC	4/14/2010	WG	MCP Transportation Action Team (Monument transportation action teams) - meets regularly + blog	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	MCP service network - Monument corridor - reaches 36 organizations - meets monthly, BART should attend - next meeting April 29, noon to 2 at MCP	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	Monument Crisis program - reach families, youth and seniors	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	MCP Community Garden Club - land under BART	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	How can CBOs use BART station to promote local events?	Outreach Methodology	Trusted organizations to reach out to - CBOs
CNC	4/14/2010	WG	Table at Pride Festival - June 5	Outreach Methodology	Trusted organizations to reach out to - community events
CNC	4/14/2010	WG	County Connections	Outreach Methodology	Trusted organizations to reach out to - transportation organizations
CNC	4/14/2010	WG	BART suggested to community: if you have issues communicate with Walter!	Outreach Methodology	Two-way communication with community
CNC	4/14/2010	WG	BART needs to build relationship and interest in community	Principles - attitudes & approaches toward outreach	Long-term relationship with community
CNC	4/14/2010	WG	Come out to help BART and develop partnership - not a one-time communication	Principles - attitudes & approaches toward outreach	Long-term relationship with community
CNC	4/14/2010	EV	More outreach	Principles - attitudes & approaches toward outreach	Long-term relationship with community
CNC	4/14/2010	SV	Why do organizations look for us only when they need us? Why not always? (Comment translated from Spanish)	Principles - attitudes & approaches toward outreach	Long-term relationship with community
CNC	4/14/2010	SV	This is a very important topic and it's sad seeing that our people don't attend these meetings. But we will work more to achieve a bigger participation. (Comment translated from Spanish)	Principles - attitudes & approaches toward outreach	Long-term relationship with community (inclusivity)

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	SV	We need more forums or information meetings. (Comment translated from Spanish)	Principles - attitudes & approaches toward outreach	Long-term relationship with community; public input making a difference
CNC	4/14/2010	SV	It is very important that they ask the community for our opinion. (Comment translated from Spanish)	Principles - attitudes & approaches toward outreach	Public input making a difference
CNC	4/14/2010	EV	Surlene should not focus so much on the FTA requirement that BART do the meetings. That seems to turn people off - "BART is being forced to do this - they don't really care."	Principles - attitudes & approaches toward outreach	Public input making a difference; trust
CNC	4/14/2010	WG	Use April 28 meeting date (meeting scheduled then canceled - request that second meeting be held for those who planned to come to that one)	Principles - attitudes & approaches toward outreach	Trust/consistency
CNC	4/14/2010	WG	BART to develop partnership with community - be at the table	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
CNC	4/14/2010	WG	BART needs to communicate with community	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
CNC	4/14/2010	WG	How will BART maintain communications?	Questions for BART	Timing/process of outreach/PPP
ELC	4/10/2010	WG	Roadshow, doetail with existing community events and organizations such as Solano Stroll, El Cerrito 4th of July, Farmers Market, El Sobrante Stroll (September)	Outreach Methodology	Best methods for BART to share info - direct contact with community/events
ELC	4/10/2010	WG	Events at BART parking lots - like Asfby	Outreach Methodology	Best methods for BART to share info - direct contact with community/events
ELC	4/10/2010	WG	Newspaper - BART columnist - question and answer, ask BART!	Outreach Methodology	Best methods for BART to share info - media
ELC	4/10/2010	WG	Flyers on BART	Outreach Methodology	Best methods for BART to share info - on transit or at stations
ELC	4/10/2010	WG	Personal contact info for BART at stations - with photos of BART directors	Outreach Methodology	Best methods for BART to share info - on transit or at stations
ELC	4/10/2010	WG	Automated email response with next steps	Outreach Methodology	Best methods for BART to share info - online/email
ELC	4/10/2010	WG	Info on other community events - MyBart, eBART newsletter	Outreach Methodology	Best methods for BART to share info - publications
ELC	4/10/2010	WG	Be more specific about content - topic of meeting	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
ELC	4/10/2010	EV	Some confusion-what was the topic supposed to be-to set up ongoing meetings vs. to give feedback. Do we need ongoing meetings? I bet we would have even fewer (we had 10-11 people) if we had to come more than once. (I had to cancel a vet appointment to come to this!)	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
ELC	4/10/2010	WG	Convenience - location close to BART, transit-accessible	Outreach Methodology	Most important to get mtg attendance - convenience

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
ELC	4/10/2010	WG	Convenience - timing - variety	Outreach Methodology	Most important to get mtg attendance - convenience
ELC	4/10/2010	WG	Convenience - co-location with other activities	Outreach Methodology	Most important to get mtg attendance - convenience
ELC	4/10/2010	WG	Convenience - walkable	Outreach Methodology	Most important to get mtg attendance - convenience
ELC	4/10/2010	WG	Comment cards at stations - keep them visible/available	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
ELC	4/10/2010	WG	Interactive - fun!	Outreach Methodology	Preferred methods for giving input to BART - direct communication
ELC	4/10/2010	WG	Electronic	Outreach Methodology	Preferred methods for giving input to BART - online/email
ELC	4/10/2010	WG	Website/email	Outreach Methodology	Preferred methods for giving input to BART - online/email
ELC	4/10/2010	SV	oh yes- I'll email them to Walter Gonzales	Outreach Methodology	Preferred methods for giving input to BART - online/email
ELC	4/10/2010	WG	Telephone	Outreach Methodology	Preferred methods for giving input to BART - phone
ELC	4/10/2010	WG	Surveys	Outreach Methodology	Preferred methods for giving input to BART - surveys
ELC	4/10/2010	WG	Schools/PTA	Outreach Methodology	Trusted organizations to reach out to - educational
ELC	4/10/2010	WG	Japanese Citizens League	Outreach Methodology	Trusted organizations to reach out to - ethnic
ELC	4/10/2010	WG	Japanese church	Outreach Methodology	Trusted organizations to reach out to - ethnic/faith-based
ELC	4/10/2010	WG	Senior Center	Outreach Methodology	Trusted organizations to reach out to - seniors
ELC	4/10/2010	EV	Thank you for having the meeting & staying positive. You know we can't help but be vehement because we have never had a chance to talk with a BART representative before! I would like better ongoing communication with BART	Principles - attitudes & approaches toward outreach	Long-term relationship with community
ELC	4/10/2010	WG	Use a variety of options - timely response and reporting to our input is most important! Not just another appendix.	Principles - attitudes & approaches toward outreach	Public input making a difference; two-way communication between BART and public
ELC	4/10/2010	WG	Share results of customer surveys and feedback	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
EOAK	4/6/2010	SV	This meeting is good. I am very satisfied today (Comment translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting
EOAK	4/6/2010	SV	This meeting is interesting. I like it (Comment translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
EOAK	4/6/2010	SV	I am satisfied with the meeting today (comment repeated by 3 respondents, translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting
EOAK	4/6/2010	SV	I am very satisfied with this direct discussion (Comment translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting
EOAK	4/6/2010	SV	I like the meeting today (comment repeated by 9 respondents, translated from Vietnamese)	Outreach Methodology	Satisfaction with Meeting
EOAK	4/6/2010	WG	BART needs to have decisionmakers at meetings to listen and respond	Principles - attitudes & approaches toward outreach	Accessibility of BART decisionmakers to public
EOAK	4/6/2010	SV	I love Bart public (translated from Vietnamese)	Principles - attitudes & approaches toward outreach??	Long-term relationship with the community??
EOAK	4/6/2010	WG	Who do you take your complaints to, and are they heard?	Questions for BART	Public input making a difference
EOAK	4/6/2010	WG	Why is this public outreach now? (Answer: BART wants to do outreach better)	Questions for BART	Timing/process of outreach/PPP
FRE	3/31/2010	WG	Provide usable info to CBO groups for outreach	Outreach Methodology	Best methods for BART to share info - clear communication
FRE	3/31/2010	WG	Sources -PTA, District newsletter	Outreach Methodology	Best methods for BART to share info - educational
FRE	3/31/2010	WG	Sources -Employers	Outreach Methodology	Best methods for BART to share info - employers
FRE	3/31/2010	WG	Sources -LOWV	Outreach Methodology	Best methods for BART to share info - local organizations
FRE	3/31/2010	WG	Sources -Chambers of Commerce	Outreach Methodology	Best methods for BART to share info - municipal/government
FRE	3/31/2010	WG	Message board @ stations - Accessible: Audio	Outreach Methodology	Best methods for BART to share info - on transit or at stations
FRE	3/31/2010	WG	Brief, monthly e-newsletter	Outreach Methodology	Best methods for BART to share info - online/email
FRE	3/31/2010	WG	Text, Smart Phone Apps	Outreach Methodology	Best methods for BART to share info - phone
FRE	3/31/2010	WG	Contact community groups in advance	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	Unity Council/Oakland	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	School for the Blind	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	Committee (outreach/community) - community leaders who can help get the word out	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	E-mails/website/constant contact	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	TV/ Newspaper/ Radio	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
FRE	3/31/2010	WG	Fun!-PSA	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	WG	Fun!-AM Newsreel "Tagline"	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
FRE	3/31/2010	CC	On #3 on survey why limit us to only one selection? Several are very good choices for me.	Outreach Methodology	High-quality input and participation - direct input from/ communication with community (surveys)
FRE	3/31/2010	CC	This library is not in low income area	Outreach Methodology	Most important to get mtg attendance - appropriate location
FRE	3/31/2010	CC	Should have hit Union City area separately	Outreach Methodology	Most important to get mtg attendance - appropriate location
FRE	3/31/2010	EV	State more clearly what you expect from participants: clearer purpose	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
FRE	3/31/2010	WG	Info for riders	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
FRE	3/31/2010	WG	Consistency - Announcements @ stations	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
FRE	3/31/2010	WG	Multiple languages	Outreach Methodology	Most important to get mtg attendance - translation
FRE	3/31/2010	WG	Fun!-Community commentary section after board meeting	Outreach Methodology	Preferred methods for giving input to BART - direct communication
FRE	3/31/2010	WG	Small group discussion	Outreach Methodology	Preferred methods for giving input to BART - meeting types
FRE	3/31/2010	WG	Outreach to specific groups - Spanish speakers, disabled, ethnic groups, low income, seniors at senior centers	Outreach Methodology	Preferred methods for giving input to BART - meeting types
FRE	3/31/2010	CC	Is BART willing to participate in a "focus group" meeting	Outreach Methodology	Preferred methods for giving input to BART - meeting types
FRE	3/31/2010	CC	I am looking at your East Bay meeting calendar. What meeting is developed to talk to people who live in the Coliseum/Hegenberger OAC community.	Outreach Methodology	Recommended meeting locations
FRE	3/31/2010	CC	Reach out to New Haven Unified School District for focus group	Outreach Methodology	Trusted organizations to reach out to - educational
FRE	3/31/2010	EV	Area specific meetings; do this kind of meeting to Lighthouse for the Blind with materials for us	Principles - attitudes & approaches toward outreach	High-quality input and participation - inclusivity
FRE	3/31/2010	CC	Do you anticipate any fare hikes or outbacks in service within the next 12 months, and how can the public best voice its concern regarding this matter (i.e., to whom do we write?)	Questions for BART	Public input making a difference
FRE	3/31/2010	CC	Do you have any idea, at this point, of how you will engage the different segments of the community on your Title VI compliance?	Questions for BART	Timing/process of outreach/PPP (inclusivity)
HWD	4/2/2010	WG	Community organizations	Outreach Methodology	Best methods for BART to share info - CBOs

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
HWD	4/2/2010	WG	Newspaper	Outreach Methodology	Best methods for BART to share info - media
HWD	4/2/2010	WG	Coordinate with other transit agency	Outreach Methodology	Best methods for BART to share info - on transit or at stations
HWD	4/2/2010	WG	Billboard at BART	Outreach Methodology	Best methods for BART to share info - on transit or at stations
HWD	4/2/2010	WG	E-mail	Outreach Methodology	Best methods for BART to share info - online/email
HWD	4/2/2010	WG	Brochure	Outreach Methodology	Best methods for BART to share info - publications
HWD	4/2/2010	WG	Flyer	Outreach Methodology	Best methods for BART to share info - publications
HWD	4/2/2010	WG	FaceBook	Outreach Methodology	Best methods for BART to share info - social media
HWD	4/2/2010	WG	Twitter	Outreach Methodology	Best methods for BART to share info - social media
HWD	4/2/2010	WG	Advertisement	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
HWD	4/2/2010	WG	Churches - time sensitive	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
HWD	4/2/2010	WG	Info available in advance	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
HWD	4/2/2010	WG	Subject matter - interest in community	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
HWD	4/2/2010	WG	Target audience	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
HWD	4/2/2010	WG	Date	Outreach Methodology	Most important to get mtg attendance - convenience
HWD	4/2/2010	WG	Night time	Outreach Methodology	Most important to get mtg attendance - convenience
HWD	4/2/2010	WG	Location - close to core subject	Outreach Methodology	Most important to get mtg attendance - convenience
HWD	4/2/2010	WG	Notice time	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
HWD	4/2/2010	WG	Community/focus group discussions - "living room meeting"	Outreach Methodology	Preferred methods for giving input to BART - meeting types
HWD	4/2/2010	WG	Meetings	Outreach Methodology	Preferred methods for giving input to BART - meetings
HWD	4/2/2010	WG	E-mail	Outreach Methodology	Preferred methods for giving input to BART - online/email
HWD	4/2/2010	WG	Survey at stations	Outreach Methodology	Preferred methods for giving input to BART - surveys

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
HWD	4/2/2010	WG	Chamber of Commerce	Outreach Methodology	Trusted organizations to reach out to - CBOs
HWD	4/2/2010	WG	Library	Outreach Methodology	Trusted organizations to reach out to - community institutions
HWD	4/2/2010	WG	Community College - Chabot, Cal State East Bay	Outreach Methodology	Trusted organizations to reach out to - educational
HWD	4/2/2010	WG	Church	Outreach Methodology	Trusted organizations to reach out to - faith-based
HWD	4/2/2010	WG	Tiburcio Vasques Health Center (Promotoras)	Outreach Methodology	Trusted organizations to reach out to - health care
HWD	4/2/2010	WG	Unions	Outreach Methodology	Trusted organizations to reach out to - labor
HWD	4/2/2010	WG	Trailer Home Residents	Outreach Methodology	Trusted organizations to reach out to - residential
HWD	4/2/2010	WG	Homeowner association	Outreach Methodology	Trusted organizations to reach out to - residential
HWD	4/2/2010	WG	Senior Center - day time meeting	Outreach Methodology	Trusted organizations to reach out to - seniors
Online	N/A	ON	Why limit this meeting to minorities? In my neighborhood my ethnicity is the minority.	Goals	High-quality input and participation - inclusivity
Online	N/A	ON	I received the community meeting notice via email and I'm looking at the web page. It's not clear what the meeting is about, so a link to proposed changes/service cuts/construction whatever would be useful. The evening cuts implemented this year are pretty inconvenient, and the fact that BART stops before midnight is a bit ridiculous.	Goals	Informed public
Online	N/A	ON	I am glad you are having community meetings and I do hope that BART proposes to extend to hercules in the future. A BART extension from richmond to hercules would be nice, that would really benefit the richmond community. Ask that question on your survey how many people would ride a bart extension from richmond to hercules?	Outreach Methodology	High-quality input and participation - direct input from/ communication with community (surveys)
Online	N/A	ON	My main concern with voting methods such as electronic or voting by hand at public meetings is being forced to choose options that no one agrees with. There should always be the option for people to express alternatives, or not agree with any proposals presented.	Outreach Methodology	Meeting methods
Online	N/A	ON	Keep meeting short and to the point.	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
Online	N/A	ON	Evening meetings near BART	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	on a Saturday	Outreach Methodology	Most important to get mtg attendance - convenience

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	Schedule them during outside of work hours.	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	time in my life	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	free transportation from BART (comment from primary Spanish speaker)	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	nearby	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	weekend (comment from primary Chinese speaker)	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	after 7 pm	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	Close to my home	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	Close to public transportation. not during typical work hours.	Outreach Methodology	Most important to get mtg attendance - convenience
Online	N/A	ON	free transportation	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	Have meeting closer to BART stations	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	Provide free transportation. Cant budget extra trips	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	public transport available	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	shuttle service	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	close to BART, disability accessible, alternative formats of handouts available	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
Online	N/A	ON	in Public Library close to where I live	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	in San Francisco	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	Locations close to a BART station	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	Near a BART station with free parking available	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	Near transit	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	6 am meetings or at a BART station	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
Online	N/A	ON	at a BART-able location	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	An online meeting (webinar) would be ideal	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	available via WebEx with video would be nice	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	Live online video feed	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	live stream on computer, with ability to make public comment via computer	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	on-line access	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	online forum	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	online video	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	virtual - online	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	Web conference the meetings	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	webchat	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	webex, teleconference, etc	Outreach Methodology	Most important to get mtg attendance - online meeting/webcast
Online	N/A	ON	Better communication about these meetings. I was not aware of the meetings until it was too late.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	Communicate events in advance in overt way	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	knowing when these meetings are, i didnt know about the tenderloin meeting.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	Plenty of advance notice	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	Too many of these questions assume the people who are trying to reach can use the internet. Most do not. They even have a hard time seeing a newspaper. Use TV and flyers.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
Online	N/A	ON	The questions you include about language and translation services are negated by the fact that this survey is only available in english. I would rephrase these to ask your survey takers if they know people who would attend that would need translation services.	Outreach Methodology	Most important to get mtg attendance - translation
Online	N/A	ON	Thank you for the opportunity to help shape the future of BART.	Principles - attitudes & approaches toward outreach	Public input making a difference

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	As riders and tax payers, it's frustrating that we are not asked how BART should spend their money - expansion vs. keeping state of service, upgrading vehicles vs. more frequent service, etc.	Principles - attitudes & approaches toward outreach	Public input making a difference; two-way communication between BART and public
Online	N/A	ON	In the past few years BART has shown an unacceptable disregard for the opinions of the riders and communities it serves. I'm glad that BART is finally undertaking to get public input and hope that this input will be thoroughly integrated into planning and operations.	Principles - attitudes & approaches toward outreach	Public input making a difference; two-way communication between BART and public
Online	N/A	ON	I hope that BART will communicate with riders and the community about changes and ideas.	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
Online	N/A	ON	BART should be more transparent in informing the community about stuff: service levels, current delays key decisions.	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public; trust
PTS	4/6/2010	WG	Clear message	Outreach Methodology	Best methods for BART to share info - clear communication
PTS	4/6/2010	WG	Provide content that is worth time	Outreach Methodology	Best methods for BART to share info - clear communication
PTS	4/6/2010	WG	Clear descriptions	Outreach Methodology	Best methods for BART to share info - clear communication
PTS	4/6/2010	WG	Target age groups	Outreach Methodology	Best methods for BART to share info - inclusivity
PTS	4/6/2010	WG	Mailings	Outreach Methodology	Best methods for BART to share info - mailings
PTS	4/6/2010	WG	Contra Costa Times	Outreach Methodology	Best methods for BART to share info - media
PTS	4/6/2010	WG	Radio, TV (comment repeated by several people)	Outreach Methodology	Best methods for BART to share info - media
PTS	4/6/2010	WG	Public TV station - interview	Outreach Methodology	Best methods for BART to share info - media
PTS	4/6/2010	WG	Newspapers	Outreach Methodology	Best methods for BART to share info - media
PTS	4/6/2010	WG	City Council agendas	Outreach Methodology	Best methods for BART to share info - municipal/government
PTS	4/6/2010	WG	BART website	Outreach Methodology	Best methods for BART to share info - online/email
PTS	4/6/2010	WG	Video feed online	Outreach Methodology	Best methods for BART to share info - online/email
PTS	4/6/2010	WG	E-news list	Outreach Methodology	Best methods for BART to share info - online/email
PTS	4/6/2010	WG	E-news from city, chamber, Board of Supervisors	Outreach Methodology	Best methods for BART to share info - online/email

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	WG	Keep long range plan <u>shorter</u> and on internet	Outreach Methodology	Best methods for BART to share info - online/email
PTS	4/6/2010	WG	Shorter fliers, white space	Outreach Methodology	Best methods for BART to share info - social publications
PTS	4/6/2010	WG	Facebook, Twitter	Outreach Methodology	Best methods for BART to share info - social media
PTS	4/6/2010	WG	Chat room, blog	Outreach Methodology	Best methods for BART to share info - social media
PTS	4/6/2010	WG	Sticker on newspaper cover	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
PTS	4/6/2010	WG	Form committees	Outreach Methodology	Community advisory committees
PTS	4/6/2010	WG	Develop trust with community	Outreach Methodology	Long-term relationship with community
PTS	4/6/2010	CC	Thanks for the pedometer. You don't want us to ride BART, you want us to WALK.	Outreach Methodology	Meeting methods
PTS	4/6/2010	WG	All-day workshop - future plans, budget, results to council	Outreach Methodology	Meeting types
PTS	4/6/2010	WG	Facility that meets crowd's need	Outreach Methodology	Most important to get mtg attendance - appropriate location
PTS	4/6/2010	WG	Need know exactly where meeting is	Outreach Methodology	Most important to get mtg attendance - appropriate location
PTS	4/6/2010	WG	Specific topic - why am I here? - not too broad	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
PTS	4/6/2010	WG	People need to understand purpose, background (comment repeated by several people)	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
PTS	4/6/2010	WG	Location! Location! Location!	Outreach Methodology	Most important to get mtg attendance - convenience
PTS	4/6/2010	WG	Time - start and end - evenings are better (7-8:30 pm); before the last bus	Outreach Methodology	Most important to get mtg attendance - convenience
PTS	4/6/2010	WG	Coordinate meeting times with transit schedules	Outreach Methodology	Most important to get mtg attendance - convenience
PTS	4/6/2010	WG	Learn from mistakes	Outreach Methodology	Most important to get mtg attendance - flexibility
PTS	4/6/2010	WG	Reach out to areas that are more remote	Outreach Methodology	Most important to get mtg attendance - inclusivity
PTS	4/6/2010	WG	Who am I talking to?	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
PTS	4/6/2010	WG	Communicate results	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
PTS	4/6/2010	WG	People need to care	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
PTS	4/6/2010	WG	Respond to people	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
PTS	4/6/2010	WG	BART needs to care	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	WG	Make sure participants can hear	Outreach Methodology	Most important to get mtg attendance - meeting methods
PTS	4/6/2010	WG	If you break into small groups information is lost - larger group!	Outreach Methodology	Most important to get mtg attendance - meeting methods
PTS	4/6/2010	WG	Online survey, comment	Outreach Methodology	Most important to get mtg attendance - online/email info (or preferred methods for giving input to BART - surveys - but came up under heading of most important for mtg attendance)
PTS	4/6/2010	WG	Advance notice	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
PTS	4/6/2010	WG	Notification, advertising - overall	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
PTS	4/6/2010	WG	Chamber of Commerce - contact members	Outreach Methodology	Trusted organizations to reach out to - CBOS
PTS	4/6/2010	WG	Community colleges, government classes	Outreach Methodology	Trusted organizations to reach out to - educational
PTS	4/6/2010	WG	School district	Outreach Methodology	Trusted organizations to reach out to - educational
PTS	4/6/2010	WG	Cisco	Outreach Methodology	Trusted organizations to reach out to - employers
PTS	4/6/2010	WG	NAAACP	Outreach Methodology	Trusted organizations to reach out to - ethnic medial/organizations
PTS	4/6/2010	WG	Faith-based organizations	Outreach Methodology	Trusted organizations to reach out to - faith-based
PTS	4/6/2010	WG	City of Pittsburg - Enews	Outreach Methodology	Trusted organizations to reach out to - municipal/government
PTS	4/6/2010	WG	Board of Supervisors' List	Outreach Methodology	Trusted organizations to reach out to - municipal/government
PTS	4/6/2010	WG	Transform	Outreach Methodology	Trusted organizations to reach out to - transportation organizations
PTS	4/6/2010	WG	Veterans organization	Outreach Methodology	Trusted organizations to reach out to - veterans
PTS	4/6/2010	WG	Pay attention, hear participants	Principles - attitudes & approaches toward outreach	Public input making a difference
PTS	4/6/2010	WG	Use community input, show actual results, wallgraphics	Principles - attitudes & approaches toward outreach	Public input making a difference

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	CC	The ONLY reason you are holding this meeting is because you were turned down on the federal money for the Oakland Airport extension. The reality of it is, BART does NOT care what the citizens think or feel. BART exists to perpetuate itself. The people's response to BART is I just don't care...in return.	Principles - attitudes & approaches toward outreach	Public input making a difference; trust
RCH	3/31/2010	SV	The best way to communicate with us is through churches or schools. (Comment translated from Spanish)	Outreach Methodology	Best methods for BART to share info - educational, faith-based
RCH	3/31/2010	SV	Not everyone manages to understand English. I think it's a good idea to inform about Bart in schools. (Comment translated from Spanish)	Outreach Methodology	Best methods for BART to share info - educational, translation
RCH	3/31/2010	CC	I'd like to be aware through TV or radio. I'd like it to be in English, Spanish and other languages because there are people from different countries. (Comment translated from Spanish)	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
RCH	3/31/2010	SV	Yes, there is a Spanish TV channel that reaches everyone in the Bay Area, Univision 14. (Comment translated from Spanish)	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
RCH	3/31/2010	WG	Radio/ TV - Language Specific-Laotian	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	WG	Flyer	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	WG	Places of work/ Employment Centers	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	WG	Electronic, e-mail, web	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	WG	Phone service (info)	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	CC	Need announcements at work, factories, places not close to BART	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
RCH	3/31/2010	SV	Bart should do more co-sponsorships with organizations in Richmond.	Outreach Methodology	Long-term relationship with community
RCH	3/31/2010	WG	Topic	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
RCH	3/31/2010	EV	There wasn't an opportunity to discuss the high cost of BART fares. There is no reason to try to connect with the community if most members of the community use BART infrequently because of the cost. To go to San Francisco roundtrip for a family of four (parents and young adults) costs over \$30.	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
RCH	3/31/2010	WG	Co-sponsor with Community Groups	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	WG	North Richmond (North Richmond Advisory Council, Shield Ried) Archison Village, etc. Other neighborhoods with low BART ridership	Outreach Methodology	Most important to get mtg attendance – direct input from/ communication with community
RCH	3/31/2010	WG	Interpretation/ Translation-community announcements	Outreach Methodology	Most important to get mtg attendance - translation
RCH	3/31/2010	WG	Community Event with community groups – Go to the community - Cinco de Mayo, Juneteenth	Outreach Methodology	Preferred method for giving input to BART - meeting types
RCH	3/31/2010	WG	Comment cards @ BART stations	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
RCH	3/31/2010	WG	Family friendly	Outreach Methodology	Preferred methods for giving input to BART - meeting types
RCH	3/31/2010	CC	Have a meeting in North Richmond.	Outreach Methodology	Recommended meeting locations
RCH	3/31/2010	SV	Everything was excellent, and it's great that they ask for the public opinion. (Comment translated from Spanish)	Outreach Methodology	Satisfaction with Meeting
RCH	3/31/2010	WG	Richmond Main Street	Outreach Methodology	Trusted organizations to reach out to - CBOs
RCH	3/31/2010	WG	Neighborhood Councils	Outreach Methodology	Trusted organizations to reach out to - CBOs
RCH	3/31/2010	WG	Cisco	Outreach methodology	Trusted organizations to reach out to - employers
RCH	3/31/2010	WG	St. Mary's Church	Outreach Methodology	Trusted organizations to reach out to - faith-based
RCH	3/31/2010	SV	Bart should give back to the community. Bart should co-sponsor with groups	Principles - attitudes & approaches toward outreach	Long-term relationship with community
RCH	3/31/2010	SV	I would like to see more outreach from BART through out the city of Richmond. I would also be interested in learning more about funding opportunities for non-profits and events and programs.	Principles - attitudes & approaches toward outreach	Long-term relationship with community
RCH	3/31/2010	CC	Who is your community outreach manager/offices for Richmond?	Questions for BART	Timing/process of outreach/PPP
SB	4/21/2010	EV	This is the first time I attend a meeting like this and it's very helpful and instructive to know about our public transportation and to share with the rest of our community.	Goals	Informed public
SB	4/21/2010	SV	Time to time we like to hear the changes and new services of BART.	Goals	Informed public
SB	4/21/2010	CC	Give information via meeting in community, events	Outreach Methodology	Best methods for BART to share info - direct contact with community
SB	4/21/2010	WG	San Mateo County Fair	Outreach Methodology	Best methods for BART to share info - direct contact with community/events

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	WG	Share information through the parish	Outreach Methodology	Best methods for BART to share info - direct contact with community/faith-based
SB	4/21/2010	CC	Give information via church and prayer groups	Outreach Methodology	Best methods for BART to share info - direct contact with community/faith-based
SB	4/21/2010	WG	Host a meeting	Outreach Methodology	Best methods for BART to share info - direct contact with community/meetings
SB	4/21/2010	WG	Info at libraries, community centers	Outreach Methodology	Best methods for BART to share info - local organizations
SB	4/21/2010	WG	Send info in the mail	Outreach Methodology	Best methods for BART to share info - mailings
SB	4/21/2010	WG	Local newspapers, media - Burlingame Daily, San Mateo Daily Journal, San Bruno Cable, RWC/SF/SM Examiner	Outreach Methodology	Best methods for BART to share info - media
SB	4/21/2010	CC	Give information via telecast, radio, etc.	Outreach Methodology	Best methods for BART to share info - media
SB	4/21/2010	WG	Internet, website	Outreach Methodology	Best methods for BART to share info - online/email
SB	4/21/2010	WG	Email	Outreach Methodology	Best methods for BART to share info - online/email
SB	4/21/2010	WG	Customer service number	Outreach Methodology	Best methods for BART to share info - phone
SB	4/21/2010	WG	Languages are <u>very</u> important	Outreach Methodology	Best methods for BART to share info - translation
SB	4/21/2010	WG	Partnered with community organizations	Outreach Methodology	Long-term relationship with community
SB	4/21/2010	CC	Please continue having more meetings to discuss about what's going on in our community. Please include our community.	Outreach Methodology	Long-term relationship with community
SB	4/21/2010	EV	We should have more meetings with BART.	Outreach Methodology	Long-term relationship with community
SB	4/21/2010	EV	Thank you for coming. Please come again soon. This is a very good way to reach our communities. Keep up the good work! God Bless.	Outreach Methodology	Long-term relationship with community
SB	4/21/2010	WG	Big groups provide confidence to talk about an issue	Outreach Methodology	Meeting methods
SB	4/21/2010	WG	People can learn, listen, participate in large group	Outreach Methodology	Meeting methods
SB	4/21/2010	WG	Host meeting at City Hall - televised monthly mtg.	Outreach Methodology	Meeting types
SB	4/21/2010	WG	Community centers	Outreach Methodology	Most important to get mtg attendance - appropriate location
SB	4/21/2010	EV	St. Bruno Parish is the best venue and central to this community.	Outreach Methodology	Most important to get mtg attendance - appropriate location
SB	4/21/2010	EV	The presentation of the meeting was good and the location excellent. Thanks.	Outreach Methodology	Most important to get mtg attendance - appropriate location
SB	4/21/2010	WG	To learn, inform community	Outreach Methodology	Most important to get mtg attendance - availability of information

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	WG	Getting the facts	Outreach Methodology	Most important to get mtg attendance - availability of information
SB	4/21/2010	EV	First time to participate in a meeting that I knew was very important to get information.	Outreach Methodology	Most important to get mtg attendance - availability of information
SB	4/21/2010	WG	Topic of the meeting	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SB	4/21/2010	WG	If it sparks my curiosity	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SB	4/21/2010	EV	The time was a little inconvenient. Maybe 6:30 pm - 7:00 pm more people will attend.	Outreach Methodology	Most important to get mtg attendance - convenience
SB	4/21/2010	EV	Timing is crucial, right after we get off from work. Not extending too long on the time limit.	Outreach Methodology	Most important to get mtg attendance - convenience
SB	4/21/2010	WG	Meeting time and location	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
SB	4/21/2010	CC	3rd Tuesday of month at City Hall - public meetings	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
SB	4/21/2010	CC	Talk to our friends when we meet about the BART	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community
SB	4/21/2010	WG	Opportunity to provide feedback	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
SB	4/21/2010	WG	People like gifts	Outreach Methodology	Most important to get mtg attendance - other factors
SB	4/21/2010	WG	Translation is very important!	Outreach Methodology	Most important to get mtg attendance - translation
SB	4/21/2010	CC	If people know there is a translation in their own language	Outreach Methodology	Most important to get mtg attendance - translation
SB	4/21/2010	WG	Contact info for Molly, rep. in area	Outreach Methodology	Preferred methods for giving input to BART - direct communication
SB	4/21/2010	WG	North Neighborhood Services - South SF	Outreach Methodology	Trusted organizations to reach out to - CBOs
SB	4/21/2010	WG	Parish	Outreach Methodology	Trusted organizations to reach out to - faith-based
SB	4/21/2010	WG	South City prayer group - Spanish	Outreach Methodology	Trusted organizations to reach out to - faith-based
SB	4/21/2010	EV	It was a good opportunity for us to know that we can participate in this kind of decision.	Principles - attitudes & approaches toward outreach	Long-term relationship with community
SB	4/21/2010	EV	Thanks for sharing with us about what's going on with the BART project. Also take some of our ideas to improve our community specifically.	Principles - attitudes & approaches toward outreach	Public input making a difference; two-way communication between BART and public

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	EV	Personally, I am a little skeptic about this outreach meeting. It seems that BART is doing this just to procure the federal funding to extend BART from Coliseum to Oakland Airport. It's a day late and 50 cents short! But thanks anyway.	Principles - attitudes & approaches toward outreach	Trust
SB	4/21/2010	CC	Will we be getting back information through: mail, meetings, or internet, newspapers?	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFB	4/6/2010	WG	Need to invite and include youth from across neighborhood	Goals	High-quality input and participation - inclusivity (youth)
SFB	4/6/2010	CC	Laotian community should recruit by the leader	Outreach Methodology	Best methods for BART share info - direct contact with community/ethnic
SFB	4/6/2010	WG	Engage parents and schools	Outreach Methodology	Best methods for BART to share info - educational
SFB	4/6/2010	WG	Early childhood development centers	Outreach Methodology	Best methods for BART to share info - educational
SFB	4/6/2010	WG	Bring info to schools	Outreach Methodology	Best methods for BART to share info - educational
SFB	4/6/2010	WG	Alternative media	Outreach Methodology	Best methods for BART to share info - media
SFB	4/6/2010	WG	Channel 29	Outreach Methodology	Best methods for BART to share info - media
SFB	4/6/2010	WG	Use TV channel to provide info	Outreach Methodology	Best methods for BART to share info - media
SFB	4/6/2010	WG	Look at what kids and seniors are watching - BET	Outreach Methodology	Best methods for BART to share info - media
SFB	4/6/2010	WG	Mayors' Office of Economic Development	Outreach Methodology	Best methods for BART to share info - municipal/government
SFB	4/6/2010	WG	Use billboard space at T stations	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFB	4/6/2010	WG	Promote use of BART text and email services	Outreach Methodology	Best methods for BART to share info - phone/online/email
SFB	4/6/2010	WG	Use Housing Authority rent notices	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
SFB	4/6/2010	WG	Language specific programs - Chinese, Vietnamese, Laotian	Outreach Methodology	Best methods for BART to share info - info/preferred methods for giving info to BART - translation
SFB	4/6/2010	WG	Form a neighborhood committee that meet at Y and take info back	Outreach Methodology	Community advisory committees
SFB	4/6/2010	WG	Use indigenous infrastructure	Outreach Methodology	Community advisory committees
SFB	4/6/2010	WG	Integrate faith-based communities	Outreach Methodology	Long-term relationship with community
SFB	4/6/2010	WG	Have a meeting dedicated to public safety	Outreach Methodology	Meeting agendas

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFB	4/6/2010	WG	Address territories so people can get info and participate [explanation added by transcriber: pay attention to gang territories/hold meetings where it is safe & possible for all to attend]	Outreach Methodology	Most important to get mtg attendance - appropriate location
SFB	4/6/2010	WG	B-Magic	Outreach Methodology	Recommended meeting locations - CBOs
SFB	4/6/2010	WG	Churches	Outreach Methodology	Recommended meeting locations - churches
SFB	4/6/2010	WG	SE Community Center	Outreach Methodology	Recommended meeting locations - community centers
SFB	4/6/2010	WG	Center at Sunnydale	Outreach Methodology	Recommended meeting locations - community centers
SFB	4/6/2010	WG	Bayview opera house	Outreach Methodology	Recommended meeting locations - other community venues
SFB	4/6/2010	WG	Bayview Y	Outreach Methodology	Recommended meeting locations - other community venues
SFB	4/6/2010	WG	Libraries	Outreach Methodology	Recommended meeting locations - other community venues
SFB	4/6/2010	WG	Evans campus SF	Outreach Methodology	Recommended meeting locations - schools
SFB	4/6/2010	WG	Elementary schools	Outreach Methodology	Recommended meeting locations - schools
SFB	4/6/2010	CC	We need outreach for Latino population for information updates/programs	Principles - attitudes & approaches toward outreach	High-quality input and participation - inclusivity (ethnic)
SFB	4/6/2010	WG	People need to be confident that BART can provide info	Principles - attitudes & approaches toward outreach	Trust
SFB	4/6/2010	WG	BART outreach about available activities	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFB	4/6/2010	CC	Is there any money for community development, outreach or education?	Questions for BART	Timing/process of outreach/PPP
SFC	4/12/2010	SV	In the next meeting, it would be better if every participant is provided with BART's most updated information. (Comment translated from Chinese)	Outreach Methodology	Best methods for BART to share info - clear communication
SFC	4/12/2010	CC	Chinese newspaper - and other languages	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
SFC	4/12/2010	CC	Poster at station	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFC	4/12/2010	CC	Bulletin board with valuable info	Outreach Methodology	Best methods for BART to share info - on transit or at stations

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFC	4/12/2010	CC	E-mail	Outreach Methodology	Best methods for BART to share info - online/email/ preferred methods for giving input to BART - online/email
SFC	4/12/2010	CC	Not sure if community organizations' purpose is to answer questions about BART	Outreach Methodology	Best methods for BART to share info (group misunderstanding question as asking where they can get their questions about BART answered)
SFC	4/12/2010	CC	Hot line - bilingual	Outreach Methodology	Best methods for BART to share info/ preferred methods for giving input to BART - phone (translation)
SFC	4/12/2010	CC	Facebook	Outreach Methodology	Best methods for BART to share info/ preferred methods for giving input to BART - social media
SFC	4/12/2010	CC	Twitter	Outreach Methodology	Best methods for BART to share info/ preferred methods for giving input to BART - social media
SFC	4/12/2010	CC	Asking questions	Outreach Methodology	High-quality input and participation - direct input from/ communication with community
SFC	4/12/2010	EV	When a person asks a question it would be great if the question is repeated by the person who is conducting the meeting-the person with the mike.	Outreach Methodology	Meeting methods - ability to hear
SFC	4/12/2010	EV	I really appreciate the neighborhood elements that were included in the meeting	Outreach Methodology	Meeting methods - location-specific
SFC	4/12/2010	CC	Child care	Outreach Methodology	Most important to get mtg attendance - child care
SFC	4/12/2010	CC	Subject matter	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFC	4/12/2010	CC	Relevant and new info	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFC	4/12/2010	CC	Convenient time and place - after work	Outreach Methodology	Most important to get mtg attendance - convenience
SFC	4/12/2010	CC	Location (this is an excellent location)	Outreach Methodology	Most important to get mtg attendance - convenience
SFC	4/12/2010	CC	Near public transit	Outreach Methodology	Most important to get mtg attendance - convenience
SFC	4/12/2010	SV	respect comments, follow up with actions (comment from primary Chinese speaker)	Outreach Methodology	Most important to get mtg attendance - know my input makes a difference
SFC	4/12/2010	CC	Small groups	Outreach Methodology	Most important to get mtg attendance - meeting methods
SFC	4/12/2010	CC	Food - vegetarian option	Outreach Methodology	Most important to get mtg attendance - refreshments

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFC	4/12/2010	CC	Publicity	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFC	4/8/2010	EV	Small meeting, perhaps more advertising	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFC	4/12/2010	CC	Translation service	Outreach Methodology	Most important to get mtg attendance - translation
SFC	4/12/2010	CC	Suggestion box for comments	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
SFC	4/12/2010	CC	Call Mollie	Outreach Methodology	Two-way communication with community
SFC	4/12/2010	CC	Concerns - are heard and BART take action	Principles - attitudes & approaches toward outreach	Public input making a difference
SFC	4/12/2010	CC	Need more transparency in BART decision-making. How do things work from comment to implementation? What is the role of the Board? Upper management? Local politicians?	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFC	4/12/2010	CC	Will respond to e-mail questions?	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFC	4/12/2010	EV	More details about follow-up	Principles - attitudes & approaches toward outreach	Two-way communication between BART and public
SFE	4/8/2010	WG	Excelsior Action Group	Outreach Methodology	Best methods for BART to share info - CBOs
SFE	4/8/2010	WG	CBO, NPs	Outreach Methodology	Best methods for BART to share info - CBOs
SFE	4/8/2010	WG	Community calendars	Outreach Methodology	Best methods for BART to share info - CBOs
SFE	4/8/2010	WG	Coleman Advocates Org.	Outreach Methodology	Best methods for BART to share info - CBOs
SFE	4/8/2010	WG	Supermarket	Outreach Methodology	Best methods for BART to share info - direct contact with community
SFE	4/8/2010	WG	Schools with parents	Outreach Methodology	Best methods for BART to share info - educational
SFE	4/8/2010	WG	Chinese newspaper	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
SFE	4/8/2010	WG	La Raza	Outreach Methodology	Best methods for BART to share info - ethnic media/organizations
SFE	4/8/2010	WG	Coffee shops	Outreach Methodology	Best methods for BART to share info - local businesses
SFE	4/8/2010	WG	Local businesses	Outreach Methodology	Best methods for BART to share info - local businesses

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	WG	Snail mail	Outreach Methodology	Best methods for BART to share info - mailings
SFE	4/8/2010	WG	Mailers	Outreach Methodology	Best methods for BART to share info - mailings
SFE	4/8/2010	WG	TV news, radio	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	Community newspapers	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	Face publications	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	Radio (comment repeated by several people)	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	TV (comment repeated by several people)	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	Public Service Announcements	Outreach Methodology	Best methods for BART to share info - media
SFE	4/8/2010	WG	District 11 Council	Outreach Methodology	Best methods for BART to share info - municipal/government
SFE	4/8/2010	WG	Employment office	Outreach Methodology	Best methods for BART to share info - municipal/government
SFE	4/8/2010	WG	Flyers up in stations	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFE	4/8/2010	WG	Big sign at station - day, subject	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFE	4/8/2010	WG	Announce on MUNI buses	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFE	4/8/2010	WG	LED displays	Outreach Methodology	Best methods for BART to share info - on transit or at stations
SFE	4/8/2010	WG	Newspapers on turnstile	Outreach Methodology	Best methods for BART to share info - on transit or at stations/media
SFE	4/8/2010	WG	Email from BART - improve and expand content	Outreach Methodology	Best methods for BART to share info - online/email
SFE	4/8/2010	WG	BART website	Outreach Methodology	Best methods for BART to share info - online/email
SFE	4/8/2010	WG	Advertise ahead of time!	Outreach Methodology	Best methods for BART to share info - timely/effective meeting notices
SFE	4/8/2010	WG	I want information in my language!	Outreach Methodology	Best methods for BART to share info - translation
SFE	4/8/2010	WG	Other languages!	Outreach Methodology	Best methods for BART to share info - translation
SFE	4/8/2010	WG	Public space with a lot of foot traffic	Outreach Methodology	Best methods for BART to share info/preferred methods for giving input to BART - direct contact with community

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	WG	Open space	Outreach Methodology	Best methods for BART to share info/preferred methods for giving input to BART - direct contact with community
SFE	4/8/2010	CC	Surlene was very good and Andi "rocks" the info gathering board.	Outreach Methodology	Meeting methods
SFE	4/8/2010	EV	The speakers could have used a microphone at this meeting. The facilitator was having to speak over the translators and it was difficult to hear.	Outreach Methodology	Meeting methods - ability to hear
SFE	4/8/2010	WG	Large enough	Outreach Methodology	Most important to get mtg attendance - appropriate location
SFE	4/8/2010	EV	Room a bit small but otherwise excellent	Outreach Methodology	Most important to get mtg attendance - appropriate location
SFE	4/8/2010	WG	Information	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	What is happening?	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	How much will implementation cost?	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	Benefits to community	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	Get information, right people to answer questions	Outreach Methodology	Most important to get mtg attendance - availability of information
SFE	4/8/2010	WG	Childcare	Outreach Methodology	Most important to get mtg attendance - child care
SFE	4/8/2010	WG	Know subject of meeting	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFE	4/8/2010	WG	Subject matter	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFE	4/8/2010	WG	What are rules of meeting?	Outreach Methodology	Most important to get mtg attendance - clear, relevant agenda/topics
SFE	4/8/2010	WG	Time of day - after work, evenings	Outreach Methodology	Most important to get mtg attendance - convenience
SFE	4/8/2010	WG	Walkability	Outreach Methodology	Most important to get mtg attendance - convenience
SFE	4/8/2010	WG	Transit, accessible	Outreach Methodology	Most important to get mtg attendance - convenience/accessibility
SFE	4/8/2010	SV	Please have a place with better parking (comment from primary Chinese speaker)	Outreach Methodology	Most important to get mtg attendance - convenience/appropriate location
SFE	4/8/2010	WG	Provide feedback, complaints	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community

Appendix E: Public Comment Database, Round 1 - Comments on Public Participation Process

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	WG	Listen to questions	Outreach Methodology	Most important to get mtg attendance - direct input from/ communication with community
SFE	4/8/2010	WG	Outreach to community	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFE	4/8/2010	WG	Signage	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFE	4/8/2010	EV	Outreach for this meeting was poor. Few neighbors knew it was happening or what the purpose of the meeting was.	Outreach Methodology	Most important to get mtg attendance - timely/ effective meeting notices
SFE	4/8/2010	WG	Translation!	Outreach Methodology	Most important to get mtg attendance - translation
SFE	4/8/2010	WG	Suggestion box at station - get back via req. method	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
SFE	4/8/2010	WG	Comment wall at station - limited time	Outreach Methodology	Preferred methods for giving input to BART - comments/suggestions at stations
SFE	4/8/2010	WG	BART rep at stations - "Ask me a question." Really listen!	Outreach Methodology	Preferred methods for giving input to BART - direct communication
SFE	4/8/2010	WG	Meet the BART Supervisor	Outreach Methodology	Preferred methods for giving input to BART - direct communication
SFE	4/8/2010	WG	Discussion group	Outreach Methodology	Preferred methods for giving input to BART - meeting types
SFE	4/8/2010	WG	Email	Outreach Methodology	Preferred methods for giving input to BART - online/email
SFE	4/8/2010	WG	Feedback for BART? Response: website	Outreach Methodology	Preferred methods for giving input to BART - online/email
SFE	4/8/2010	WG	Call number	Outreach Methodology	Preferred methods for giving input to BART - phone
SFE	4/8/2010	WG	Text messages	Outreach Methodology	Preferred methods for giving input to BART - phone
SFE	4/8/2010	WG	Survey	Outreach Methodology	Preferred methods for giving input to BART - surveys
SFE	4/8/2010	WG	EDIA - Excelsior District Improvement Association	Outreach Methodology	Trusted organizations to reach out to - CBOs

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	WG	Riders/need to hear BART announcements!	Announcements/Info at Stations	Announcements inaudible
AN	4/1/2010	CC	Put a sign at fare gates, "next BART train for X leaves in Y minutes." The CRTs on the ticket machines are not accurate enough. The question I need answered is "can I make it to the next train? Should I run?"	Announcements/Info at Stations	Better train arrival/departure info
AN	4/1/2010	CC	BART - we need for the gas	General Comments	Need for BART service
AN	4/1/2010	CC	It would be VERY convenient for bicyclists to be able to ride in the commute direction from Bay Point to North Concord (over Willow Pass) i.e. no blackout between these two stations.	Improvements in Service	More bike-friendly
AN	4/1/2010	CC	eBART - local labor hiring policy to be included in contracts for construction.	Jobs	Fair contracting/labor policies
AN	4/1/2010	CC	Please charge market rate for parking at every station. Set (and adjust) the parking costs to assure that there will always be a spot available.	Parking	Lack of sufficient parking
AN	4/1/2010	CC	Can something be done in regards to parking lot security in the early AM hours at Bay Point station? (No security in AM when I am there at 4:30 am)	Safety	Personal safety
AN	4/1/2010	CC	The attitude of the community is that BART exists to appease its OVERPAID employees, not to serve the commuter or community.	Service Issues	Multiple/general complaints re. service
AN	4/1/2010	WG	Station agents should improve service	Service Issues	Need more/better attendants
AN	4/1/2010	WG	Employees need to improve customer service attitude!	Service Issues	Need more/better attendants
AN	4/1/2010	CC	Most station agents can tell me what time it is. Many can also tell how long till the next train in each direction. But ALL station agents can tell how long till their retirement...to the day.	Service Issues	Need more/better attendants
AN	4/1/2010	WG	Employee badges	Service Issues	Need more/better attendants
AN	4/1/2010	WG	Employee station agents need better training, common sense - rude to customers, don't replace ticket machine receipt paper, etc.	Service Issues	Need more/better attendants
AN	4/1/2010	WG	Clean elevators!	Station Amenities	Elevators
AN	4/1/2010	WG	Open restrooms	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
AN	4/1/2010	WG	Clean bathrooms, fix	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
AN	4/1/2010	CC	Open the restrooms. Keeping the restrooms locked means the terrorists have won.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
AN	4/1/2010	CC	Can something be done regarding the rodent problems at Bay Point? I have seen RATS multiple times in the morning.	Station/train maintenance	Cleanliness

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	CC	Since Bay Point Station opened 13 years ago, EVERY time it rains half of more of the station is cordoned off because the rain blows in. This needs to be FIXED.	Station/train maintenance	Repairs/renovations needed
AN	4/1/2010	CC	Can something be done regarding the main walkway [at Baypoint Station] and the rain/water problems? (From the stairs at entrance to the entrance gates) <u>Very unsafe</u> when it rains.	Station/train maintenance	Repairs/renovations needed
AN	4/1/2010	WG	<u>Why</u> are advertisements inaccurate, e.g. eBART?	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Requiring each city to do station-area planning for the new eBART line within a half mile of the station is <u>insufficient</u> . Planning must be done within a 4 mile radius for peds/bikes/transit.	System Expansion Issues	Issues with eBART
AN	4/1/2010	WG	Why did BART fail to conserve tax funds from CCC to allow real BART per '62 measure? (Response: mismanagement)	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Build a light rail between Martinez and Brentwood. Have it connect to BART somewhere. eBART is not worth the money.	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Let's revisit e-BART. It was worth a half billion dollars to get rail out to Brenwood. It is not worth 470 million dollars to get it to Hillcrest.	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Because the Union Pacific turned us down (for allowing eBART tracks on the MoCoCo line) we should restart from scratch with the planning. The new line should be <u>BART</u> gauge at minimum. BART is holding us hostage with its \$100 million per mile buy-in requirement. Charge the ACTUAL cost to build the extension from Bay Point to Hillcrest.	System Expansion Issues	Issues with eBART
AN	4/1/2010	WG	<u>Opposed to E-BART</u>	System Expansion Issues	Issues with eBART
AN	4/1/2010	CC	Too bad you were forced to hold these meetings by being denied the federal money to build the Oakland Airport Connector. Thank god you won't waste all the resources that would have been required to build that connector.	System Expansion Issues	Issues with OAC
AN	4/1/2010	WG	Are you extending to Antioch?	System Expansion Questions/General Comments	East Contra Costa County
AN	4/1/2010	WG	Why do we have to wait for east county?	System Expansion Questions/General Comments	East Contra Costa County
AN	4/1/2010	WG	What happened to Somerville Road?	System Expansion Questions/General Comments	East Contra Costa County
AN	4/1/2010	WG	Commuter check representatives - who are they, how to contact them so businesses can offer them to employees? (Commenters didn't know that commuter checks were available through employers)	Ticketing	Commuter checks
AN	4/1/2010	WG	Receipt paper runs out on ticket machines so people cannot collect their receipts	Ticketing	Problems with ticketing machines
AN	4/1/2010	WG	<u>Non-compliant with ADA</u> - ticket purchasing	Ticketing	Ticketing not accessible

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
AN	4/1/2010	CC	How about talking some sense into AC Transit? BRT on a street parallel to the BART tracks is crazy.	Transit issues - non-BART	Coordination with other agencies
AN	4/1/2010	CC	The Tri Delta buses sometimes park in front of the ONLY curb cut on the east edge of the sidewalk from Bailey Road. We need a curb cut at EACH cross walk.	Transit issues - non-BART	Local street improvements
AN	4/1/2010	CC	Build a ped/bike bridge over Hwy 4 just east of the new eBART station in Antioch. It must be open 24 hours.	Transit issues - non-BART	Local street improvements
AVC	4/3/2010	CC	Are translators immediately ready at BART during a crisis? How would non-english speakers get information?	Announcements/Info at Stations	Need for multi-language announcements
AVC	4/3/2010	CC	Place languages on: magnets, ticket protectors, signs in stations/trains. Include emergency phone numbers in various languages	Announcements/Info at Stations	Need for multi-language information
AVC	4/3/2010	CC	Primary concern: security matters especially since bombing in Russia. Please share in Vietnamese what is happening at BART to protect riders.	Announcements/Info at Stations	Need for multi-language announcements /Personal safety
AVC	4/3/2010	SV	It is very useful for citizens, personal and community to learn about security and traffic rules (Comment translated from Vietnamese)	Communication	More/better information to public
AVC	4/3/2010	SV	It is very useful for security, control, helpful to learn about traffic rules (Comment translated from Vietnamese)	Communication	More/better information to public
AVC	4/3/2010	SV	Please help elders like me to purchase tickets with low price, if possible. (Comment translated from Vietnamese)	Cost	Discounts - senior
AVC	4/3/2010	SV	Please help elders like us to purchase BART tickets with low price (Comment translated from Vietnamese)	Cost	Discounts - senior
AVC	4/3/2010	CC	Musicians playing at various stations - is this safe? May conceal weapons in music cases.	Safety	More security needed
AVC	4/3/2010	SV	Please improve BART's security to avoid crimes, violence and terrorisms for BART riders (Comment translated from Vietnamese)	Safety	More security needed
AVC	4/3/2010	SV	Please maintain security (comment repeated by 2 respondents, translated from Vietnamese)	Safety	More security needed
AVC	4/3/2010	CC	*Please notify authorities of any unattended packages*	Safety	Personal safety
BRK	4/9/2010	WG	If there is a surcharge to airport - should be an agreement for airport workers' fares	Cost	Airport surcharge
BRK	4/9/2010	WG	Bikes - BART cars for bikes, special space for bikes	Improvements in Service	More bike-friendly
BRK	4/9/2010	WG	Corridor - how will you get money to maintain?	Issues with BART Organization	Concerns re BART budget
BRK	4/9/2010	WG	Concerns expressed about BART budget	Issues with BART Organization	Concerns re BART budget
BRK	4/9/2010	WG	Questions asked regarding opportunities for jobs in local community	Jobs	Providing jobs through BART
BRK	4/9/2010	WG	Ashby fleamarket - brings a lot of diversity - most of community who attends - please keep the event.	Relationship with community	Station events
BRK	4/9/2010	WG	Concerns voiced about BART police - need sensitivity training	Safety	Improvement needed to BART police service/training

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
BRK	4/9/2010	CC	Connectivity between lines, e.g. Richmond to Pittsburg transfer at MacArthur usually means 20-minute wait.	Service issues	Inadequate connectivity between lines
BRK	4/9/2010	CC	Cars are overheated! Need more moderate temperature control.	Service issues	Train environment
BRK	4/9/2010	WG	Elevator signs - need more and more clarity	Signage and Wayfinding	Need better wayfinding/signage at stations (elevators)
BRK	4/9/2010	CC	Better signage, especially for the elevators.	Signage and Wayfinding	Need better wayfinding/signage at stations (elevators)
BRK	4/9/2010	WG	Questions asked about connections between different lines	System Expansion Questions/General Comments	Connectivity between lines
BRK	4/9/2010	WG	How will OAC be paid for? Response: 60% from fares; federal funding; state funding	System Expansion Questions/General Comments	Cost of extension; Oakland Airport
BRK	4/9/2010	WG	Will there be a new station at Edgewater as part of OAC?	System Expansion Questions/General Comments	Oakland Airport
BRK	4/9/2010	CC	Need San Jose extension.	System Expansion Questions/General Comments	San Jose
CNC	4/14/2010	SV	Bart could lower the price for its services. (Comment translated from Spanish)	Cost	Fare too expensive
CNC	4/14/2010	CC	My main concern is the cost of the fares for students, seniors or older adults. Additionally, neighborhoods that have high trains; we need and can use the land under the bridges, they are dangerous areas and in certain places they only show blight and lack of care. Our neighborhoods can use them as community gardens and leisure parks. (Comment translated from Spanish)	Cost; Environmental Impact	Discounts - senior, students; greening at stations
CNC	4/14/2010	SV	Provide qualitative services. Always keep price affordable for low-income people. (Comment translated from Chinese)	Cost; improvements in service	Fare too expensive; general improvements
CNC	4/14/2010	WG	Publicize and provide local job opportunities	Jobs	Providing jobs through BART
CNC	4/14/2010	EV	I do think there is a need for more parking	Parking	Lack of sufficient parking
CNC	4/14/2010	SV	We need more Bart tracks. (Comment translated from Spanish)	Service issues	Inadequate duration/frequency of daily service
CNC	4/14/2010	SV	We need more Bart tracks. (Comment translated from Spanish)	Service issues	Inadequate duration/frequency of daily service
CNC	4/14/2010	SV	I have many comments/concerns. (Comment translated from Spanish)	Service issues	Multiple/general complaints re. service

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
CNC	4/14/2010	WG	More info on Reader Boards	Signage and Wayfinding	Need better wayfinding/signage at stations
CNC-R2	4/28/2010	WG	Consider discounts for college students	Cost	Discounts - students
CNC-R2	4/28/2010	WG	Advertise the discounts better	Cost	Free or discount tickets/subsidized fares
CNC-R2	4/28/2010	WG	Reserved space for families and children - especially weekends	Improvements in Service	More family-friendly
CNC-R2	4/28/2010	WG	Communication about job opportunities - construction, service contracts	Jobs	Construction contracting opportunities
ELC	4/10/2010	CC	Child and family rates - I think it is cheaper for a family to drive to a ball game than to take BART.	Cost	Discounts - children/family
ELC	4/10/2010	CC	Senior rates on EZ Rider Card	Cost	Discounts - senior
ELC	4/10/2010	CC	Senior rates	Cost	Discounts - senior
ELC	4/10/2010	WG	Concerns raised about BART fees	Cost	Fare too expensive
ELC	4/10/2010	CC	My commute rates: \$8.00 a day is a lot! And if I go into the city on a weekend, another \$8.00.	Cost	Fare too expensive
ELC	4/10/2010	CC	Excursion fares even for entry and exit within moments	Cost	Fare too expensive
ELC	4/10/2010	CC	Noise abatement (hearing loss)	Environmental Impact	Trains too noisy
ELC	4/10/2010	CC	The very loud noise of BART, especially when going fast through the tunnel (e.g., evening service) I need earplugs! More rail grinding machines! When will this be done in tunnel? I would like feedback on this subject.	Environmental Impact	Trains too noisy
ELC	4/10/2010	WG	Concerns raised about noise of BART	Environmental Impact	Trains too noisy
ELC	4/10/2010	WG	Need an El Cerrito bus that serves as a shuttle to BART, something like the Emery-Go-Round	Improvements in service	Shuttles
ELC	4/10/2010	CC	Reduce/eliminate soliciting on trains.	Improvements in service	Supporting improvements in behavior on trains
ELC	4/10/2010	WG	Concerns raised about price of parking at BART	Parking	Cost too expensive
ELC	4/10/2010	CC	Parking fees a de facto fare increase	Parking	Cost too expensive
ELC	4/10/2010	WG	Concerns raised about safety on the BART	Safety	Personal safety
ELC	4/10/2010	CC	I miss the more frequent evening service! I take a class at night, get out at 9:30 and don't get home until 11:00. It was 10:40 - 10:45 when we had frequent evening service.	Service Issues	Inadequate duration/frequency of daily service
ELC	4/10/2010	CC	When you advertise how easy it is to "take BART to the game," it would be nice if you have increased service or longer trains available when games let out.	Service issues	Inadequate duration/frequency of daily service
ELC	4/10/2010	WG	Concerns raised about BART service	Service Issues	Multiple/general complaints re. service
ELC	4/10/2010	WG	Concerns raised about operations - elevators	Station Amenities	Elevators
ELC	4/10/2010	CC	I think the Oakland Airport Connector sounds too expensive to be worthwhile for most people. It is cheaper and more convenient to park at an offsite airport lot than for 2 or more people to take BART to the airport.	System Expansion Issues	Issues with OAC

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
ELC	4/10/2010	CC	Why can't people get youth or senior discount tickets at the ticket machines at BART stations? It seems unfair that those discounts are only available if you buy high-value tickets in advance at retail locations.	Ticketing	Difficulty of purchasing tickets/discounts
EOAK	4/6/2010	WG	BART info/how to get tickets is not in my language	Announcements/Info at Stations	Need for multi-language information
EOAK	4/6/2010	WG	Senior discount? (Answer: yes, go online to "Tickets to Go")	Cost	Discounts - senior
EOAK	4/6/2010	SV	Fare is cheaper	Cost	Fare too expensive
EOAK	4/6/2010	WG	BART fares can be too expensive for new immigrants/refugees (\$8-\$12 per day plus bus fare)	Cost	Fare too expensive
EOAK	4/6/2010	WG	Is it possible to get free tickets for non-profits to give to those in need? (Answer: can buy a lump sum of tickets through EOPS or Emergency Ride Home programs)	Cost	Free or discount tickets/subsidized fares
EOAK	4/6/2010	SV	There should be more security and lower prices. (Comment translated from Spanish)	Cost; Safety	Fare too expensive; more security needed
EOAK	4/6/2010	SV	There should be more security and lower prices -Bart is really expensive. Parking at the stations should also be safer. (Comment translated from Spanish)	Cost; Safety	Fare too expensive; more security needed
EOAK	4/6/2010	WG	Like BART, no complaints	General Comments	Satisfied with BART service
EOAK	4/6/2010	SV	The parking meters should be improved and the cars should be respected. (Comment translated from Spanish)	Parking	General problems with parking
EOAK	4/6/2010	SV	More safety parking for customer	Parking; Safety	Lack of sufficient parking/ personal safety
EOAK	4/6/2010	WG	Parking hours are too limited and cars are broken into	Parking; Safety	Lack of sufficient parking/ security of property
EOAK	4/6/2010	SV	There shouldn't be any restrictions in the parking lots, for example time restrictions. We need information on how to exchange the Bart tickets that still have credit, for example 5, 20, 40, 80 cents, etc. (Comment translated from Spanish)	Parking; Ticketing	Lack of sufficient parking; inconvenience of ticket exchange
EOAK	4/6/2010	WG	BART police should participate in trainings for mental health crisis intervention	Safety	Improvement needed to BART police service/training
EOAK	4/6/2010	SV	Bart should be safer. (Comment translated from Spanish)	Safety	More security needed
EOAK	4/6/2010	SV	I don't have any comments. Only that there should be more security and less violence on Bart. (Comment translated from Spanish)	Safety	More security needed
EOAK	4/6/2010	SV	There should be more security. (Comment translated from Spanish)	Safety	More security needed
EOAK	4/6/2010	SV	Well there not a lot of violence in the Bart but to be more Police in case there is going to be a violence.	Safety	Personal safety
EOAK	4/6/2010	SV	There should be more security because there is a lot of robbery and stolen cars. Also we shouldn't have to pay for parking. (Comment translated from Spanish)	Safety; parking	More security needed; parking cost too expensive

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
EOAK	4/6/2010	SV	There should be more security, and we shouldn't have to pay for parking. When I take Bart and I walk back home I'm scared to walk there or back to my car in the parking lot. (Comment translated from Spanish)	Safety; parking	More security needed; parking cost too expensive
EOAK	4/6/2010	SV	When I have taken Bart I've felt very unsafe to leave my car in the parking lot for the whole day. Also, parking should be free and under Bart's responsibility. (Comment translated from Spanish)	Safety; parking	More security needed; parking cost too expensive
EOAK	4/6/2010	WG	Hard to get to services (homeless, mental health)	Service issues	Service doesn't go where needed
EOAK	4/6/2010	WG	Will BART expand Lake Merritt area (Admin bldg.)?	System Expansion Questions/General Comments	Downtown Oakland
EOAK	4/6/2010	WG	Long lines to get tickets	Ticketing	Difficulty of purchasing tickets
EOAK	4/6/2010	WG	Not able to get more than 2 tickets on a card (debit or credit)	Ticketing	Difficulty of purchasing tickets
EOAK	4/6/2010	WG	Fare tickets that have 5 or 10 cents cannot be used (response: you can collect and turn in for one card)	Ticketing	Inconvenience of ticket exchange
EOAK	4/6/2010	WG	Monthly pass? (Answer: no, but we have the "Easy Rider Card" or Translink)	Ticketing	Pass cards
EOAK	4/6/2010	WG	How do we get AC Transit info? (Answers: some info here now: we can bring more to community center)	Transit issues - non-BART	Coordination with other agencies
FRE	3/31/2010	CC	PA - standard/recorded voice - different languages?	Announcements/Info at Stations	Need for multi-language announcements
FRE	3/31/2010	CC	Make visual announcements of stations in cars - use electronic signs with different languages.	Announcements/Info at Stations	Need for multi-language announcements
FRE	3/31/2010	CC	Needs - more locations at station's parking lot to pay for slots. Having only payment inside the stations is very inconvenient, especially in bad weather.	Parking	Difficulty in paying for parking
FRE	3/31/2010	CC	Better way-finding signs for LEPs, blind	Signage and Wayfinding	Wayfinding for sight-impaired
FRE	3/31/2010	CC	I hope BART should have full-time janitor so customer can use more cleaner restroom and/also the seats inside some of those I feel should be clean/w vacuum or steam whatever. Thanks.	Station/train maintenance	Cleanliness
FRE	3/31/2010	CC	Please explain the Livermore extension.	System Expansion Questions/General Comments	Livermore
FRE	3/31/2010	CC	More locations for redeeming low value tickets. It is very inconvenient now. Ticket exchange	Ticketing	Inconvenience of ticket exchange
HWD	4/2/2010	CC	If additional fares for OAC can't pay the debt, won't that hurt all of BART and cause increased fares and decreased service?	Cost	Concern re. fare increases
HWD	4/2/2010	CC	Are you gonna make more jobs available to BART?	Jobs	Providing jobs through BART

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
HWD	4/2/2010	CC	The other night at 10 PM a man stopped in the middle of handicapped lot to let off woman whose car was parked there and then she couldn't get stuff out of back. There were plenty of empty spaces. I pulled out and couldn't go anywhere or my friend who gave me ride from Fremont. When I asked them to move she said: don't disturb us we're busy.	Parking	Congestion in parking lots
HWD	4/2/2010	CC	The cars just stop in middle of LOT and wait - can't get by them.	Parking	Congestion in parking lots
HWD	4/2/2010	CC	Better lighting and signage outside of BART area for people who don't know exactly where BART is located - no signage on Foothill or other streets (Hayward station)	Signage and wayfinding	Need better signage/wayfinding directing people to station
HWD	4/2/2010	CC	Since OAC made no economic sense 25 years ago, when the cost was 100 million dollars, why does it make sense today at 500 million dollars?	System Expansion Issues	Issues with OAC
HWD	4/2/2010	CC	How does OAC benefit residents of Oakland?	System Expansion Issues	Issues with OAC
HWD	4/2/2010	CC	How will it help the local community - specifically the Oakland Airport extension? What is the employment make-up of BART? How will it [OAC] help community employment? Equity? Analysis. Why pulled?	System Expansion Issues	Issues with OAC
HWD	4/2/2010	CC	What benefits will residents in East Oakland get from this project? What are the alternatives or options on the table? What could be built instead with 500 million? [Commenter didn't specify project - assume meant OAC]	System Expansion Issues	Issues with OAC
Online	N/A	ON	Inconsistent Holiday schedules. I never know which holidays the holiday schedule will be implemented for until it's too late. Some holidays the schedule is regular weekday schedule, sometimes they're not. A flyer posted at the turnstyle would be help the week before a holiday regarding scheduling.	Announcements/Info at Stations	Better schedule info
Online	N/A	ON	Also, the message boards at the stations are really annoying. All I want to know is when the next train is coming and all I see is the security verbage and event announcements. You should always have a least one board that only runs arrival times of trains.	Announcements/Info at Stations	Better train arrival/departure info
Online	N/A	ON	Increase in fares-you should see a large drop in riders and income. Would like to see low- income reduced rate Bart cards like senior/disabled cards????	Cost	Fare too expensive; free or discount tickets/subsidized fares
Online	N/A	ON	Fares are too high and service is inadequate on the weekends. Don't you all ride the trains -- if you did, you'd know that the trains are overcrowded on weekend nights.	Cost; Service Issues	Fare too expensive; inadequate duration/frequency of daily service
Online	N/A	ON	Also I am a R>N and NP. I am very concerned about the hearing damage to regular Bart riders who do not realize they should cover their ears especially in the tube and between Ashby and Berkeley.	Environmental Impact	Trains too noisy

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	I recently moved away from BART service but will be returning to the East Bay shortly. During my normal East Bay living I personally use BART at least 1/week and my partner used it daily as a commute method. BART has been a part of my life as I'm an East Bay native and I am very committed to making sure BART continues to work.	General Comments	Need for BART service
Online	N/A	ON	Love the convenience of BART	General Comments	Satisfied with BART service
Online	N/A	ON	Bikes on BART. Just solve it already.	Improvements in service;	More bike-friendly
Online	N/A	ON	Make BART more Bike Friendly and run later hours	Service Issues	More bike-friendly; inadequate duration/frequency of daily service
Online	N/A	ON	Please fire Tony Pirone. His continued employment at BART is an affront to civil rights and is damaging BART's reputation.	Issues with BART Organization	Issues with BART staff
Online	N/A	ON	Increase parking in Oakland and Berkeley before spending money on extending the system. Get the city to change from 2-hr. limit to all day the parking on that first 2-hr. block on Miles as you go East from Rockridge BART. -there are only two houses on that block and they DON'T NEED the whole block for friends and tradesmen, who seldom use it and could park around the corner on a sidewalk.	Parking	Lack of sufficient parking
Online	N/A	ON	I have just hear that he BART chief of police has ordered a stand-down on the use of tasers, for additional training. In my opinion, you ought to consider getting rid of them altogether. The original premise for obtaining them was not well founded. In practice, they are used not when firearms might be used (which is very rare on BART), but when batons might be used, or as in the recent incident, when there is no appropriate weapon (including tasers) which can be used. Tasers create more trouble than they avoid, on BART and elsewhere. Just get rid of them and train your officers on the use of the baton.	Safety	Improvement needed to BART police service/training
Online	N/A	ON	The last survey concluded that more BART officers need to have a presence on the trains. Since that time, I have not seen a single officer on a BART train. BART needs to respond to the riders needs immediately. Some riders are mis-behaved and it is becoming a serious problem.	Safety	More security needed
Online	N/A	ON	Safety on BART trains - no conductors/security around	Safety	Personal safety
Online	N/A	ON	i feel like im talking to myself on this and i dont accept any of barts reasons for not getting bay area commuters safe access back to the east bay from the city late at night when the bars are closing, track maintenance does not out weigh driving drunk on the bay bridge because bart just cant seem to make just one more run or so before bart services shut down for the evening, no one actually wants to hear poorly executed excuses.....just do the right thing and extend service and save some lives in the process.	Service issues	Inadequate duration/frequency of daily service

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	Frustration over the service. Half the time employees are more interested in talking with their friends than assisting with actual. Frequent delays (10 minutes is a delay) that are not announced leaving us standing around, and a general feeling that nobody at BART really cares about our interests or needs. The fact that my wife and I can get to work faster than taking bart (Over an hour each way) and have to pay half as much seems obscene, and now you charge for parking. I just don't get why the people whom can afford things the least are the ones hardest hit in the community by service issues. Seems like if we are going to fix public transit, it should be the go to not a car but everything that is done seems to be the opposite and pushes people to their cars.	Service Issues	Multiple/general complaints re. service
Online	N/A	ON	BART raised fares right after I moved farther out; \$9 daily is too much but do not have a car. Complaints re condition of restroom and water leakage as evidence of structural problems at North Berkeley station, slipping down the stairs at MacArthur because janitors are mopping in late afternoon; if BART needs more money, where is our money being spent that stations are not being kept responsibly? Multiple station agents every evening at Pittsburg/Bay Point – is that a necessary expense? Feel that I have no voice even though footing part of BART's operational expenses. Feel underserved when there's a financial deficit riders get hit with higher fares and/or reduced service, actually reduces ridership (look at AC Transit as example). Wish management would look at cutting pay across the board; can barely afford to commute on BART and pay mortgage and bills and yet a station agent is earning close to six figure? (Note: Comment is summarized, was too many characters to fit here in full.)	Service Issues	Multiple/general complaints re. service
Online	N/A	ON	Bart has become very unreliable. Bart has not been on time once in the past week. Bart unfortunately proven to the public that it can not be relied upon to get anywhere on time. You would think after years of practice, you could range within 10 minutes of an eta. Bart cannot. Bart should review employee procedures and ensure that they are complying.	Service Issues	Trains not on time

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
Online	N/A	ON	To improve equity amongst riders of different economic backgrounds, BART should charge for parking, allow for discounts on BART fares for people transferring from other transit services (using Translink only to pay for both services), and increasing service in the urban core. You should eliminate Senior and Youth discounts. BART should examine the long-term shift in demographics around their stations to see if those neighborhoods tend to shift toward more affluent populations and then argue that those are changes beyond BART's control which influence the make-up of your ridership. Overall, BART's ridership should be considered within the overall context of transit services within the areas they serve including the ridership of AC Transit, MUNI, Samtrans, Union City, County Connection, etc. It should be viewed as an integrated system whereby BART carries certain demographics, but AC Transit carries another and together they serve everyone.	Service issues; Transit issues - non-BART	Multiple/general complaints re service; coordination with other agencies
Online	N/A	ON	I want to address gender neutrality with BART's single-user public restrooms.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
Online	N/A	ON	Angry over having paid BART taxes since the beginning, but not getting real BART in East County, while Santa Clara County gets real BART but has not paid; eBart using track not compatible with real Bart, should it come to be.	System Expansion Issues	Issues with eBART
Online	N/A	ON	I am really unhappy about the prospects of e-BART to Antioch as opposed to the regular BART trains. With BART planned extensions in Livermore, to San Jose and other expansion products, it seems unfair that the people of Antioch, Brentwood and others get the short stick. It seems that it is completely socioeconomic; those with less political and economic power get the least. You slap the people of Antioch with a backhanded e-BART and tell them to take what you're giving them and like it!	System Expansion Issues	Issues with eBART
Online	N/A	ON	BART needs to have service like the WMATA (Metro Rail) or LA Metro Rail. I would also like to suggest extensions to Solano and Napa Counties or at least all the way to Crockett. If the Metro Rail cars are too expensive, how about a Light Rail extension to Crockett from El Cerrito?	System Expansion Questions/General Comments	North Bay Area
Online	N/A	ON	Please study the 30th and Mission infill station!	System Expansion Questions/General Comments	San Francisco
Online	N/A	ON	I wish BART would run from North Concord/Martinez to the Fairfield/Suisun City/Vacaville area.	System Expansion Questions/General Comments	Solano County
PTS	4/6/2010	WG	Accessible services for people with disabilities	Accessibility of service	Access for disabled

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	WG	Want <u>more information</u> , follow-up - what was the problem?	Communication	More/better information to public
PTS	4/6/2010	WG	Communication between BART and cities! - ex.: Pittsburg specific plan	Communication	More/better information to public
PTS	4/6/2010	WG	Livermore expansion? (Response: fare hikes affect all riders)	Cost	Cost of extension - too expensive
PTS	4/6/2010	CC	Full-page letter received; gives context for suggestion that BART issue low income workers at airports a discounted BART ticket to get to work - possibly issue these tickets directly (or sell at a discount) to companies at airport sites. Tell all that BART is doing its part to keep salaries and prices competitive in the Bay Area. Links this to economic recovery.	Cost	Cost of extension - too expensive
PTS	4/6/2010	WG	Discount tickets for low-income/residents/SFO employees? (Response: commuter checks from employers)	Cost	Free or discount tickets/subsidized fares
PTS	4/6/2010	WG	<u>Coordinate crossover project</u> - bus/BART	Improvements in service	Transfer between transit modes/agencies
PTS	4/6/2010	WG	Better coordination between transit agencies overall!	Improvements in service	Transfer between transit modes/agencies
PTS	4/6/2010	WG	Track maintenance - 2 hour delay, can it be shortened?	Service Issues	Delay for maintenance
PTS	4/6/2010	WG	Sunday service - can it come earlier than 8 am?	Service Issues	Inadequate duration/frequency of daily service
PTS	4/6/2010	CC	BART doesn't start until 8 am on Sundays. I and 75 people were waiting at the Bay Point BART station (2 years ago). Staff opened the flood gates at 7:58 and we RAN to catch the train. Those who ran <u>fast</u> and already had a ticket made it. The train left ON TIME. Everyone else got left behind and had to wait for the next train. This is indicative of BART's attitude toward its customers.	Service Issues	Inconsiderate treatment of customers
PTS	4/6/2010	CC	Those who DO NOT arrive at BART stations by car should not subsidize those who do. Conversely: spend the same amount of money on ped/bike/transit amenities that you do on parking spaces and parking structures.	Station Amenities	General
PTS	4/6/2010	WG	Restrooms for disabled people	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
PTS	4/6/2010	CC	Control at the stations - restroom available for disabled.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
PTS	4/6/2010	CC	Open <u>ALL</u> bathrooms, especially for women, children and seniors.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
PTS	4/6/2010	CC	Pittsburg/Bay Point station to Railroad Ave. now! As BART has control of this right-of-way and Hwy 4 is completed to almost to Loveridge Road.	System Expansion Issues	East Contra Costa County
PTS	4/6/2010	WG	Extension to Livermore and Antioch? Not honest or fair!	System Expansion Issues	Extensions not going where most needed
PTS	4/6/2010	WG	eBART - diesel, expensive communication was not accurate, out to people	System Expansion Issues	Issues with eBART
PTS	4/6/2010	CC	Why does BART not fulfill its original promise to Antioch and Livermore to put "real" BART to their cities. What they get is EBART which is <u>not</u> what was promised and <u>PAID</u> for all these years.	System Expansion Issues	Issues with eBART
PTS	4/6/2010	CC	The decision to build e-BART of DMVs and of standard gauge was made by 5 or 6 people on TRANSPAN in 2003. None of these decision makers were regular BART riders. These people made a BIG mistake. And now we are stuck with it. BART HATES its riders. This is evidence. The eBART boondoggle is a colossal waste of our money.	System Expansion Issues	Issues with eBART
PTS	4/6/2010	CC	The reason we are having e-BART crammed down our throats is BART's misguided "buy-in" requirement for extensions. 100 million dollars per mile is a Big Risk. Build the extension as REAL BART at its actual cost!	System Expansion Issues	Issues with eBART
PTS	4/6/2010	WG	Finish projects on time!	System Expansion Issues	Project schedules not followed
PTS	4/6/2010	WG	Why doesn't BART follow its timeframe commitments? Esp. east county	System Expansion Issues	Project schedules not followed
PTS	4/6/2010	CC	Timing of projects start and finish DATES - especially for E. County	System Expansion Questions/General Comments	East Contra Costa County
PTS	4/6/2010	WG	What are plans to extend BART?	System Expansion Questions/General Comments	General plans
PTS	4/6/2010	WG	Orange ticket for teens? - School has to sell the ticket; <u>clarify where people can get tickets</u> , what are available	Ticketing	Difficulty of purchasing tickets/discounts
RCH	3/31/2010	SV	Yes. On the weekend, when there is transfer, please have the driver announce by mic that passengers need to change to another Bart on time. (Comment translated from Spanish)	Announcements/Info at Station	Availability of info; need for multi-language announcements
RCH	3/31/2010	SV	I'd like to know in advance of important changes in the schedule or routes. (Comment translated from Spanish)	Announcements/Info at Station	Better schedule info
RCH	3/31/2010	SV	Bart ads should be in Spanish because there are people who don't speak English or understand it. (Comment translated from Spanish)	Announcements/Info at Station	Need for multi-language information

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	CC	My comment is about passengers avoiding delays when arriving at their destinations through BART. I "think" the best way is broadcasting through TV and Radio. I think another way is using "cell" phones, not by voice calling but by sending text messages, letting us know the nature of the delay, time, accident, etc. As you know, mobile phone companies already send us information via text about balance, offers, and all sorts of other information. This way, we would avoid delays by using other transportation options and arriving on time at our destination. Thanks (Comment translated from Spanish)	Announcements/info at stations	Better train arrival/departure info
RCH	3/31/2010	CC	Need: announcements on train and platform in different languages	Announcements/Info at Stations	Need for multi-language announcements
RCH	3/31/2010	CC	Please give announcements in Spanish, English and all the other languages that are spoken here. (Comment translated from Spanish)	Announcements/Info at Stations	Need for multi-language announcements
RCH	3/31/2010	WG	Interpretation/ Translation-more information in other languages at stations about delays, conditions etc.	Announcements/Info at Stations	Need for multi-language information
RCH	3/31/2010	CC	I like this service. We need a lot more information about new projects.	Communication	More/better information to public
RCH	3/31/2010	CC	What is the best way to get information to be distributed to customers and employers?	Communication	More/better information to public
RCH	3/31/2010	SV	Thank you for the information printed -I can share it with people who use BART daily and haven't heard this information before. (Comment translated from Spanish)	Communication	More/better information to public
RCH	3/31/2010	CC	If there's an extension in the BART system, does this mean it will be expensive? (Comment translated from Spanish)	Cost	Cost of extension - too expensive
RCH	3/31/2010	CC	Senior tickets with the increases etc. <i>with increase of need and larger senior times</i>	Cost	Discounts - senior
RCH	3/31/2010	CC	Would it possible to have a student discounted plan for high school students? (Comment translated from Spanish)	Cost	Discounts - students
RCH	3/31/2010	CC	Please make a good discount for students. (Comment translated from Spanish)	Cost	Discounts - students
RCH	3/31/2010	CC	Discount tickets for students. (Comment translated from Spanish)	Cost	Discounts - students
RCH	3/31/2010	CC	BART is too expensive for me!	Cost	Fare too expensive
RCH	3/31/2010	CC	Is too expensive the ticket. Do you do something to paid less for.	Cost	Fare too expensive
RCH	3/31/2010	CC	The price of tickets are very expensive. We need the BART , but it is too expensive. (Comment translated from Spanish)	Cost	Fare too expensive
RCH	3/31/2010	SV	Yes, I want to know why they charge a child as much as a child (sic) (Comment translated from Spanish)	Cost	Fare too expensive
RCH	3/31/2010	SV	In such difficult times for everyone, but especially for those people who use public transportation the most, my question is if they could lower the prices a bit. Thank you. (Comment translated from Spanish)	Cost	Fare too expensive
RCH	3/31/2010	SV	They should provide information about how to have better fares to travel on BART, for example round-trips could be cheaper. (Comment translated from Spanish)	Cost	Fare too expensive

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	SV	I'd like to know what we can do to lower the prices. (Comment translated from Spanish)	Cost	Fare too expensive
RCH	3/31/2010	CC	Please reduce price of ticket to half - give these passes to everyone. (Comment translated from Spanish)	Cost	Free or discount tickets/subsidized fares
RCH	3/31/2010	SV	Bart is too expensive to ride. Discount cards or passes should be made available not only for children and seniors.	Cost	Free or discount tickets/subsidized fares
RCH	3/31/2010	SV	There should be some sort of discount for low income residents to ride Bart.	Cost	Free or discount tickets/subsidized fares
RCH	3/31/2010	CC	Provide 1/2 price tickets to all frequent passengers. (Comment translated from Spanish)	Cost	Free or discount tickets/subsidized fares
RCH	3/31/2010	CC	What is BART doing to take care of the environment? (Comment translated from Spanish)	Environmental Impact	Renewable energy sources
RCH	3/31/2010	CC	The BART service is very important, I think everyone needs it. (Comment translated from Spanish)	General Comments	Need for BART service
RCH	3/31/2010	CC	I am quite pleased with BART services; my comment is that BART should give away tickets once in a while so we can travel with our families and children. That way, we can show them that BART is a good public transportation, an alternative to using the car and a way to a cleaner environment. I used it for seven straight years and it was very good. So, thanks BART. (Comment translated from Spanish)	General Comments; Cost	Satisfied with BART service; free or discount tickets/subsidized fares
RCH	3/31/2010	CC	Why is BART charging for the parking lot? It was free. (Comment translated from Spanish)	Parking	Cost too expensive
RCH	3/31/2010	CC	Why is there a charge for the BART parking lot? It used to be free. (Comment translated from Spanish)	Parking	Cost too expensive
RCH	3/31/2010	CC	What are the security measures in place in case of an earthquake? (Comment translated from Spanish)	Safety	Emergency preparedness
RCH	3/31/2010	CC	I would like to see more security patrol at the Richmond station during the night. I think it is very dangerous right now, especially in the evenings. (Comment translated from Spanish)	Safety	More security needed
RCH	3/31/2010	CC	More security outside the BART stations. (Comment translated from Spanish)	Safety	More security needed
RCH	3/31/2010	CC	Question about BART inspection. (Comment translated from Spanish)	Safety	Need for more security
RCH	3/31/2010	CC	You should have more safety in BART. (About 1 year ago in Richmond - going to "TARGET" - someone shot a bullet at BART!)	Safety	Personal safety
RCH	3/31/2010	CC	What do you doing about security of the people?	Safety	Personal safety
RCH	3/31/2010	CC	What's going on with safety in Richmond station? It's very dangerous at night. (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	CC	More security outside BART stations (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	CC	Please pay more attention to safety in the last Richmond station because it's dangerous. Many people gather outside the station and we are all scared. We have children and we are regular BART users. (Comment translated from Spanish)	Safety	Personal safety

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	CC	Would like to have more security during the evening time at the Richmond because it's dangerous in most evenings. (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	SV	The safety of people. The safety of not being attacked by other people when using BART. The safety and security on and around BART are important. (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	SV	How safe is it to travel on BART with children during the ??? (congestion???) (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	SV	At night there should be more security. My children take BART, and sometimes at night, and Richmond is not so safe. I'd like it if a meeting about violence could be organized like they have organized this one. (Comment translated from Spanish)	Safety	Personal safety
RCH	3/31/2010	CC	The BART service is good but has poor Security. I wait for the bus at nights and there is absolutely no security patrol. There is a lot of vandalism. (Comment translated from Spanish)	Safety	Personal safety, security for property
RCH	3/31/2010	CC	Well, my question is what kind security you guys have. One time I saw a guy stealing a bicycle in front in the person's eyes who works in the office? And I will like to be comfortable when I'm traveling in the train. Sometimes people ask me for money or for other things.	Safety	Personal safety; security for property
RCH	3/31/2010	CC	You should charge for parking (at El Cerrito del Norte) in order to provide safety for the vehicles. (Comment translated from Spanish)	Safety	Security for property
RCH	3/31/2010	CC	A charge for the use of the El Cerrito del Norte parking lot was necessary, this provides security to the cars. (Comment translated from Spanish)	Safety	Security for property
RCH	3/31/2010	CC	My question is the security in BART. The information given through the loudspeaker at the platform is only in English, what about the other languages? What about the price? Security. Police? (Comment translated from Spanish)	Safety; Announcements/Info at Stations; Cost	Personal safety; need for multi-language announcements; fare too expensive
RCH	3/31/2010	CC	BART should travel more frequently on weekends. it should be like weekdays. (Comment translated from Spanish)	Service Issues	Inadequate duration/frequency of daily service
RCH	3/31/2010	CC	BART is always later on weekends than during the week. (Comment translated from Spanish)	Service Issues	Trains not on time
RCH	3/31/2010	CC	For the train operator - why not synchronize the way the trains run (schedules?). (Comment translated from Spanish)	Service Issues	Trains not on time
RCH	3/31/2010	CC	To the person in charge of the schedule: why are the train rides not synchronized? (Comment translated from Spanish)	Service Issues	Trains not on time
RCH	3/31/2010	CC	I think it's a good idea to extend the BART because there will be less traffic, less accidents. (Comment translated from Spanish)	System Expansion Questions/General Comments	General plans

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
RCH	3/31/2010	CC	In the future are you planning on extending the BART to more counties? I use BART a lot and I'd like to know. I live in Richmond and I use it to go to SF. I like BART because I save time and I'm not stuck on traffic or pay for the bridge. Especially I like BART because it's safe. That's all thanks. (Comment translated from Spanish)	System Expansion Questions/General Comments	General plans
RCH	3/31/2010	CC	Can you send me information about: Hi. 1. My question is if there is a plan to extend the BART system to other cities. 2. Have you considered not charging any fares to children younger than 5 years? (Comment translated from Spanish)	System Expansion Questions; Discounts	General plans; discounts - children/family
SB	4/21/2010	CC	Where can you pick up BART rates, schedule and fares - BART reply: brochure. Lately there's more in BART stations.	Announcements/info at stations	Availability of info
SB	4/21/2010	CC	Why does riding BART to the airport stations away from San Bruno cost more than riding BART from San Bruno to SF?	Cost	Airport surcharge
SB	4/21/2010	CC	Will fares increase within time? And how much will it increase?	Cost	Concern re. fare increases
SB	4/21/2010	CC	Concerns about fare increases and parking fees especially now that the economy is so bad, people losing jobs and unemployment is so much.	Cost	Concern re. fare increases
SB	4/21/2010	CC	Senior fare	Cost	Discounts - senior
SB	4/21/2010	CC	It's a little too expensive to ride it.	Cost	Fare too expensive
SB	4/21/2010	CC	Lower fare.	Cost	Fare too expensive
SB	4/21/2010	CC	How about more subsidized fares?	Cost	Free or discount tickets/subsidized fares
SB	4/21/2010	CC	It would be nice to get a free tickets to ride BART.	Cost	Free or discount tickets/subsidized fares
SB	4/21/2010	CC	Will there be a special rate for limited or low income people?	Cost	Free or discount tickets/subsidized fares
SB	4/21/2010	CC	Are there affordable fares available and security measures for BART riders?	Cost; Safety	Free or discount tickets/subsidized fares; more security needed
SB	4/21/2010	CC	How is BART helping with the economic crisis?	Cost?	Concern re. fare increases?
SB	4/21/2010	CC	The BART is a blessing to Bay Area to minimize the traffic and improve air quality. Less accidents - reduce stress among the people who drive every day. Some money in parking the car and traffic ticket.	General Comments	Satisfied with BART service
SB	4/21/2010	CC	I like the punctual schedule.	General Comments	Satisfied with BART service
SB	4/21/2010	CC	Make a better leeway of transferring from a Fremont train to a Pittsburg Bay Point without waiting an extra 20 minutes for another train, or from San Francisco train to a Richmond train.	Improvements in service	Better connectivity between lines
SB	4/21/2010	CC	What is the percentage of BART ridership on the San Mateo county population?	Miscellaneous Questions	Ridership
SB	4/21/2010	CC	What is the maximum passenger capacity per car of the train?	Miscellaneous Questions	Train capacity

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SB	4/21/2010	CC	I'm concerned about the use of taser gun and security. What is being done to ensure public safety without abuse use of force?	Safety	Improvement needed to BART police service/training
SB	4/21/2010	CC	I just want to thank you for having such a great transportation. I use BART a lot. I will say, my parents and family travel very often and we use BART to and from the airport. The only thing that bothers me or is somehow worrisome is riding when there is nobody at the stations. I wish there was a security guard or somebody at each station.	Safety	More security needed
SB	4/21/2010	CC	Lately, it's been happening bad incidents on BART especially when people get mugged. More security need it.	Safety	Personal safety
SB	4/21/2010	CC	More security at BART station.	Safety	Personal safety
SB	4/21/2010	CC	How safe is BART?	Safety	Personal safety
SB	4/21/2010	SV	I would say "security" on board and or stations.	Safety	Personal safety
SB	4/21/2010	CC	After listening of some accidents that happen at the BART station I was suggested that they should put more attention about putting cameras or more security specially with cooperate with more idea about how to improve our community.	Safety	Personal safety
SB	4/21/2010	CC	How about BART security? (Police or staff on board)	Safety	Personal safety
SB	4/21/2010	CC	Is there any safety/security improvement?	Safety	Personal safety
SB	4/21/2010	CC	How about on time? Delays?	Service Issues	Delays; Trains not on time
SB	4/21/2010	CC	Extend the time for those people that they work late to have the opportunity to use the BART at least after midnight.	Service Issues	Inadequate duration/frequency of daily service
SB	4/21/2010	CC	My husband would love to use the BART, specially that he works as a janitor in the city, downtown but by the time he gets off work, no more BART service. A lot of the Hispanic community has this type of work and getting to and from through BART it's an issue.	Service Issues	Inadequate duration/frequency of daily service
SB	4/21/2010	CC	Is BART developing a way or ways to improve service to the communities?	Service Issues	Multiple/general complaints re. service
SB	4/21/2010	CC	Despite recent cut-backs, will BART ever "go back" to how it used to be (cleaner cars, well-maintained stations, more trips, more cars, improved interior of cars, reasonable fare hikes, etc.)	Service issues	Multiple/general complaints re. service
SB	4/21/2010	CC	Nobody available to assist if you have question about which train to take.	Service Issues	Need more/better attendants
SB	4/21/2010	CC	Are there amenities for BART commuters?	Station Amenities	General
SB	4/21/2010	CC	Clean restrooms?	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SB	4/21/2010	CC	Available restroom.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SB	4/21/2010	CC	What about some trains (not all) that are dirty or worn-out fabric seats?	Station/train maintenance	Cleanliness; Repairs/renovations needed
SB	4/21/2010	CC	Upgrade the train: i.e., seat covers, carpets, etc.	Station/train maintenance	Repairs/renovations needed

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme		Subtheme
				Station/train maintenance	Repairs/renovations needed	
SB	4/21/2010	CC	How about door jammed? Less?	Station/train maintenance	Repairs/renovations needed	Repairs/renovations needed
SB	4/21/2010	CC	Why is platform 3 at Colma station closed indefinitely, knowing it's not a direct crossover platform?	Station/train maintenance	Repairs/renovations needed	Repairs/renovations needed
SB	4/21/2010	CC	When will they (BART) consider a complete circle travel of the Bay Area? It makes sense to add or extend service from Millbrae to San Jose - even if it has to be done city by city. Caltrain seems near its end. Who designs each station? Is there a contest? Safety concerns? Security at night? Parking? Enough space? Millbrae yes but Daly City does <u>not</u> have enough. What will it take for action? e.g. Fremont to San Jose is happening - we want it too.	System Expansion Questions/General Comments	General plans	General plans
SB	4/21/2010	CC	Will BART extend their connections?	System Expansion Questions/General Comments	General plans	General plans
SB	4/21/2010	CC	When you think the BART will go to Oakland Airport and San Jose? How much it could cost to ride by BART?	System Expansion Questions/General Comments	Oakland Airport; San Jose	Oakland Airport; San Jose
SB	4/21/2010	CC	Will there be an extension of service (project) from Millbrae Station to more of the south corridor (in the future)?	System Expansion Questions/General Comments	Peninsula	Peninsula
SB	4/21/2010	CC	I was wondering if there are plans to extend BART to San Mateo?	System Expansion Questions/General Comments	Peninsula	Peninsula
SB	4/21/2010	CC	How about extending BART to San Jose?	System Expansion Questions/General Comments	San Jose	San Jose
SB	4/21/2010	CC	When the BART is going to San Jose, any future plans? How soon?	System Expansion Questions/General Comments	San Jose	San Jose
SB	4/21/2010	CC	The new connection to San Francisco to San Jose.	System Expansion Questions/General Comments	San Jose	San Jose
SB	4/21/2010	CC	I will like to see a change machine. Sometimes I don't have small bills or change to buy the ticket and is always hard to buy the ticket.	Ticketing	Difficulty of purchasing tickets	Difficulty of purchasing tickets
SB	4/21/2010	CC	At North Berkeley station, where there's an elevator at the end of the platform for wheelchair accessible service, why can't there be an Add-Fare machine for those need to add money to ticket before exiting the station via the elevator to the parking lot.	Ticketing	Ticketing not accessible	Ticketing not accessible
SB	4/21/2010	CC	What is the implication of the "bullet train" with regards to BART. (Concern)	Transit issues - non-BART	Coordination with other agencies	Coordination with other agencies
SFB	4/6/2010	WG	Access to BART?	Accessibility of service	Access for disabled	Access for disabled
SFB	4/6/2010	WG	Accessibility	Accessibility of service	Access for disabled	Access for disabled
SFB	4/6/2010	WG	Provide BART "realtime" info and scheduling info for connecting buses and train	Announcements/Info at Stations	Better train arrival/departure info	Better train arrival/departure info

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFB	4/6/2010	WG	Put kiosks in key places/accept commuter checks in more locations	Announcements/Info at Stations; Ticketing	Availability of info; commuter checks
SFB	4/6/2010	WG	Publicize reduced fares for children - put discount booths in Bayview	Cost	Discounts - children/family
SFB	4/6/2010	WG	Look at other transportation models - Philadelphia, Chicago	Improvements in service	General improvements
SFB	4/6/2010	WG	Partner with CBOs that already have transit to provide shuttles	Improvements in service	Shuttles
SFB	4/6/2010	WG	Provide shuttles like they do in suburbs	Improvements in service	Shuttles
SFB	4/6/2010	CC	Shuttle from B/U to BART	Improvements in Service	Shuttles
SFB	4/6/2010	WG	Provide shuttle connections	Improvements in Service	Shuttles
SFB	4/6/2010	CC	PR campaign/code of conduct (Paris Metro does this) - staying to the right on escalators, no feet on seats, no bags on seats	Improvements in service	Supporting improvements in behavior on trains
SFB	4/6/2010	WG	Provide positive activities for youth - jobs	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Provide youth jobs/internships to develop professional skills	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Create pipeline to jobs	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Provide BART field trips and career development and training	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Provide info about how to join BART police	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Recruit BART employees from neighborhood	Jobs	Providing jobs through BART
SFB	4/6/2010	WG	Support groups that are providing programs	Relationship with community	Working with community
SFB	4/6/2010	WG	Need to teach youth	Relationship with community	Youth
SFB	4/6/2010	CC	More police on the platforms	Safety	Improvement needed to BART police service/training
SFB	4/6/2010	CC	More foot patrols in needed areas	Safety	Improvement needed to BART police service/training
SFB	4/6/2010	WG	Safety is a core issue	Safety	Personal safety
SFB	4/6/2010	WG	Train safety needs to be addressed	Safety	Personal safety
SFB	4/6/2010	WG	Look at who rides BART, i.e. policing	Safety	Personal safety
SFB	4/6/2010	CC	Accessibility am/pm	Service issues	Inadequate duration/frequency of daily service
SFB	4/6/2010	WG	BART change suburban orientation	System Expansion Issues	Extensions not going where most needed
SFC	4/12/2010	CC	Why is it more expensive to go to SFO? BART response: airport surcharge	Cost	Airport surcharge
SFC	4/12/2010	SV	Please do not raise price. (Comment translated from Chinese)	Cost	Concern re. fare increases
SFC	4/12/2010	SV	Do not raise price (Comment translated from Chinese)	Cost	Concern re. fare increases
SFC	4/12/2010	CC	Discounted tickets for low income families	Cost	Discounts - children/family
SFC	4/12/2010	CC	Senior pass for BART/Muni in the city	Cost	Discounts - senior
SFC	4/12/2010	CC	Concern raised regarding fares - affordability	Cost	Fare too expensive

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFC	4/12/2010	CC	What are the possibilities of exploring other sources of income and perhaps reduce fares?	Cost	Fare too expensive
SFC	4/12/2010	CC	Look at other transit service for BMP	Improvements in service	General improvements
SFC	4/12/2010	SV	BART safety; reduce price; provide Chinese ticketing service; more BART staffs to help (Comment translated from Chinese)	Improvements in service	General improvements
SFC	4/12/2010	CC	Car built to accommodate multiple bicycles like Caltrain.	Improvements in service	More bike-friendly
SFC	4/12/2010	CC	"Shuttle" like Muni's Castro shuttle between MacArthur and 24th Street.	Improvements in service	Shuttles
SFC	4/12/2010	CC	Expiration of Muni/BART ticket - needs to be more clear for BART Plus	Improvements in service	Transfer between transit modes/agencies
SFC	4/12/2010	CC	Fast more energy efficient cars.	Improvements in service	Upgraded trains
SFC	4/12/2010	CC	Other ways to serve people - funding for new cars	Improvements in service	Upgraded trains
SFC	4/12/2010	CC	Concern re safety and people trying to scam tourists and new riders who look confused	Safety	Personal safety
SFC	4/12/2010	CC	Night schedule needs to be extended. BART response: single track system so it needs to be shut down for service	Service Issues	Inadequate duration/frequency of daily service
SFC	4/12/2010	SV	Increase number of BART trains on Saturdays and Sundays. (Comment translated from Chinese)	Service issues	Inadequate duration/frequency of daily service
SFC	4/12/2010	CC	On platform - better indicators of where to line up (on either sides of train door opening) so that passengers disembarking trains don't have to PUSH through crowds trying to board; especially at busy rush hour times.	Signage and Wayfinding	Improved directions for boarding trains
SFC	4/12/2010	CC	Multi-language signage, Chinese, Spanish, etc. to identify stations for tourists, and/or first time non-English speakers.	Signage and Wayfinding	Need for multi-language signage
SFC	4/12/2010	CC	Better signage at BART stations in different languages - include which lines to get on for different cities (especially in Oakland downtown - SF/Richmond direction)	Signage and Wayfinding	Need for multi-language signage
SFC	4/12/2010	CC	Signage on platform, especially downtown SF stations - BLACK LETTERS ON WHITE - always and/or continuing strip i.e. Powell Powell Powell all along platform in case train door does not align with existing signage.	Signage and Wayfinding	Visibility of station signage from trains
SFC	4/12/2010	CC	For sight impaired: better floor tile "alert" to where doors to trains will open and directions to stairs/escalators and elevators.	Signage and Wayfinding	Wayfinding for sight-impaired
SFC	4/12/2010	CC	Color blind is hard to know which line to take	Signage and Wayfinding	Wayfinding for sight-impaired
SFC	4/12/2010	CC	Embarcadero station elevator - did you realize you can CHEAT BART out of fares by riding elevator from street level to platform. (Hmm - I observed and never tried it myself. Honest.)	Station Amenities	Elevators
SFC	4/12/2010	CC	When will BART (if ever) have <u>clean, well-lit</u> bathrooms at every stations? (I use downtown Berkeley station)	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFC	4/12/2010	CC	Pay phones on BART - keep them	Station amenities	Phones at stations
SFC	4/12/2010	CC	Connecting neighborhoods - inner city service	System Expansion Questions/General Comments	Better neighborhood connections
SFC	4/12/2010	CC	Where does BART see itself in 15 years? BART response: extensions to Fremont, San Jose, Antioch, Warm Springs; circling the entire bay in 50 years	System Expansion Questions/General Comments	General plans
SFC	4/12/2010	CC	BART to Marin	System Expansion Questions/General Comments	North Bay Area
SFC	4/12/2010	CC	How long till BART comes to San Jose/Marin?	System Expansion Questions/General Comments	North Bay Area; San Jose
SFC	4/12/2010	CC	Frequent rider cards for a discount - similar to Fast Pass.	Ticketing	Pass cards
SFC	4/12/2010	SV	Senior Pass is usable in BART (Comment translated from Chinese)	Ticketing	Pass cards
SFC	4/12/2010	CC	Cell telephone service on BART	Transit issues - non-BART	Miscellaneous
SFE	4/8/2010	CC	If the trains are coming and going you can't hear any announcements on the platform (for example announcements about train delays)	Announcements/Info at Stations	Announcements inaudible
SFE	4/8/2010	WG	Announcements are not clear	Announcements/Info at Stations	Announcements inaudible
SFE	4/8/2010	SV	Please don't raise the price for transportation anymore because I think that, if so, people will just jump on the bus without paying and there will be more robbery on the street. (Comment translated from Spanish)	Cost	Concern re. fare increases
SFE	4/8/2010	WG	Fares raised!	Cost	Fare too expensive
SFE	4/8/2010	SV	Bart should lower the price for its services in SFO and in the main part of Oakland. (Comment translated from Spanish)	Cost	Fare too expensive
SFE	4/8/2010	WG	Fast pass for low income? Response: we offer it for seniors, we don't have one now.	Cost	Free or discount tickets/subsidized fares
SFE	4/8/2010	SV	The prices, the elevators and the restrooms. (Comment translated from Spanish)	Cost; service issues	Fare too expensive; multiple/general complaints re. service
SFE	4/8/2010	CC	With only 67% of energy run with renewable sources, how does BART plan to address the growing demand for sustainable energy sources?	Environmental Impact	Renewable energy sources
SFE	4/8/2010	WG	We love BART	General Comments	Satisfied with BART service
SFE	4/8/2010	CC	BART needs a better relationship with MUNI.	Improvements in Service	Transfer between transit modes/agencies

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	CC	Have a greater transfer agreement with bus systems, not just 25 cents off on AC or Muni. One-way travel of Muni and BART is pricey. Not just a joint Muni-BART Fast Pass. An individual can pay \$2.50 to ride Muni and BART within 90 minutes. When \$2.50 is paid, they'll receive a ticket/transfer for both. Many cities in the US allow bus and rail with a same transfer/day pass.	Improvements in Service	Transfer between transit modes/agencies
SFE	4/8/2010	WG	Why don't you work with MUNI? Response: we do - Fast Pass	Improvements in service	Transfer between transit modes/agencies
SFE	4/8/2010	WG	Transit stores and BART - work together to be a community asset	Improvements in service	Transit stores
SFE	4/8/2010	CC	BART should actively negotiate an agreement with its "transit store" vendor at downtown stations to provide transit info, maps and tickets for agencies other than BART, especially MUNI.	Improvements in service	Transit stores
SFE	4/8/2010	SV	How safe is Bart in terms of an earthquake? (Comment translated from Spanish)	Safety	Emergency preparedness
SFE	4/8/2010	WG	How has BART handled safety issues? Response: BART police has worked closely with the community; oversight committee to assess safety procedures; welcome community; prevent it from happening again.	Safety	Improvement needed to BART police service/training
SFE	4/8/2010	CC	What has BART done to improve BART police training/security to avoid or prevent future violence?	Safety	Improvement needed to BART police service/training
SFE	4/8/2010	SV	I hope you don't allow homeless people to sleep in BART (Comment translated from Chinese)	Safety	More security needed
SFE	4/8/2010	CC	Better lighting (safety reason or feeling of safety)	Safety	Personal safety
SFE	4/8/2010	CC	Charge riders with bikes a premium - they take 2, sometimes 3, spaces.	Service issues	Bikes on trains
SFE	4/8/2010	WG	Bus drivers are not friendly	Service issues	Inconsiderate treatment of customers
SFE	4/8/2010	WG	Need BART agents at all stations! - white phone - make it obvious, answer it!	Service Issues	Need more/better attendants
SFE	4/8/2010	CC	Hot line phone at station if agent not present.	Service Issues	Need more/better attendants
SFE	4/8/2010	CC	Please at least leave one elevator on. Many times both the escalators and the elevators are not working, and it is hard to go around with small children.	Station Amenities	Elevators
SFE	4/8/2010	WG	When are bathrooms reopened? Response: no plans to reopen underground. Tokens can be provided to leave and re-enter; Glen and Balboa Park - should be open	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFE	4/8/2010	WG	Bathrooms need cleaning	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFE	4/8/2010	CC	Consider additional reading materials for sale at stations not just daily newspaper. i.e. book kiosk	Station Amenities	Station convenience stores

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFE	4/8/2010	CC	Have convenience stores like at gas stations - food/drinks/maps/lottery etc. Help BART generate revenues and provide convenience to people to get food on the go.	Station Amenities	Station convenience stores
SFE	4/8/2010	WG	Keep stations clean! Increase maintenance!	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	Clean bird "stuff" off platform	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	Overall attention to keeping elevator handrails clean for health reasons.	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	Eliminate pigeons. Suggestion: have trash cans with closed lids. Individuals need to push to throw trash in.	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	More trash receptacles and recycling bins.	Station/train maintenance	Cleanliness
SFE	4/8/2010	WG	Snack stations within BART - lunch, dinner. Dirty station as a result?	Station/train maintenance	Cleanliness
SFE	4/8/2010	CC	There needs to be complete overhaul of all BART stations. Research and look into stations from around the world (Japan/Hong Kong etc.) They are brightly lit and beautiful. BART stations need renovations.	Station/train maintenance	Repairs/renovations needed
SFE	4/8/2010	WG	Walkway improvement!	Station/train maintenance	Repairs/renovations needed
SFE	4/8/2010	CC	Have one downtown station (Powell) open ticket sales vendor on weekends.	Ticketing	Difficulty of purchasing tickets
SFE	4/8/2010	WG	Better explanation how to use BART machine - in other languages (several people repeated this comment), voice box/help riders understand	Ticketing	Language barriers
SFE	4/8/2010	CC	Introduce monthly pass, not just within SF. For example, \$6 ride value, sells \$180 a month. An individual can have unlimited rides for any fare less than \$6, and pay 50 cents at add fare machine for \$6.50 fare. Include different prices for people to choose from. Refer to the Washington DC Metro. They have passes.	Ticketing	Pass cards
SFE	4/8/2010	CC	Start using and pushing cards that push RFID technology for more efficient BART riding experience.	Ticketing	Pass cards
SFE	4/8/2010	WG	Complications with Fast Passes - response: call MUNI if demagnetized	Ticketing	Pass cards
SFE	4/8/2010	CC	BART needs to proactively facilitate getting power to MUNI bus shelters at Balboa Park station. Power conduits need to go through BART property. The MUNI "NextMUNI" system needs power to run its bus arrival prediction system. With multiple lines at Balboa Pk feeding BART, this should be BART's responsibility to assist MUNI in enabling this key system. The passenger experience, especially getting off BART, for those seeking a ride home from BART, would be GREATLY improved. We have waited for years for these NextMuni signs at Balboa Park, but are told that BART is not cooperative in powering the MUNI shelters.	Transit issues - non-BART	Coordination with other agencies
SFM	4/5/2010	WG	Fare - San Mateo highest fares	Cost	Fare too expensive
SFM	4/5/2010	WG	BART fees	Cost	Fare too expensive
SFM	4/5/2010	CC	San Mateo County passengers need a break from fare increases and service cuts!	Cost; Service issues	Fare too expensive; multiple/general complaints re. service

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFM	4/5/2010	WG	Bikes on BART - provide more info	Improvements in service	More bike-friendly
SFM	4/5/2010	WG	Oversight of BART police	Safety	Improvement needed to BART police service/training
SFM	4/5/2010	WG	Safety	Safety	Personal safety
SFM	4/5/2010	WG	Security and station agent	Safety; Service Issues	Personal safety; need more/better attendants
SFM	4/5/2010	WG	Weekend schedule - service hours extension	Service Issues	Inadequate duration/frequency of daily service
SFM	4/5/2010	CC	Extend BART service hours on Friday and Saturday evenings until 3:00 am.	Service Issues	Inadequate duration/frequency of daily service
SFM	4/5/2010	WG	Bathrooms	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	WG	Provide more bathrooms above ground	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	CC	Should provide more portable toilets outside BART stations with closed restrooms.	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	CC	Please make single-user restrooms gender-neutral (equal access needed).	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	SV	If it's possible, they should open the restrooms upstairs, near the information office at the entrance -it's necessary. (Comment translated from Spanish)	Station Amenities	Improve restrooms (accessibility, cleanliness, etc.)
SFM	4/5/2010	WG	Cleanliness	Station/train maintenance	Cleanliness
SFT	3/31/2010	CC	Announcements should be in different languages - in terms of emergency situation	Announcements/Info at Stations	Need for multi-language announcements
SFT	3/31/2010	CC	Translation when delay on track	Announcements/Info at stations	Need for multi-language announcements
SFT	3/31/2010	CC	It would be so helpful if all the BART information would be translated to Vietnamese - currently all the info pamphlets are translated into Spanish and Chinese.	Announcements/Info at Stations	Need for multi-language information
SFT	3/31/2010	CC	Lao banner when delay event	Announcements/Info at Stations	Need for multi-language information
SFT	3/31/2010	CC	1. To reduce the fee...it's expensive. 2. People have to use the service everyday. 3. The information should be in Lao language. 4. The signs should be in Lao. 5. Or have the staff speak on the microphone in Lao when informing about the route or destination. 6. To have signs telling about the route of BART in every stop. (Comment translated from Laotian)	Announcements/Info at Stations; Cost	Need for multi-language announcements/information; fare too expensive

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFT	3/31/2010	CC	Lower prices for senior or frequent users	Cost	Discounts
SFT	3/31/2010	CC	The cost is expensive!	Cost	Fare too expensive
SFT	3/31/2010	CC	From Civic Center to Hayward - seems to be expensive.	Cost	Fare too expensive
SFT	3/31/2010	CC	Seniors/disabled persons/youth have very limited incomes. How do BART agency help on these groups? (signed w/vietnamese name)	Cost	Fare too expensive
SFT	3/31/2010	CC	The train fee is too expensive. Is it possible to reduce the fee? Is it possible to reduce fee for elderly just like the normal card? (Comment translated from Laotian)	Cost	Fare too expensive; Discounts - senior
SFT	3/31/2010	CC	I'd like to ask.... Why BART fees have been increased higher than before? (if the train is late, then they should inform the public) (They should inform us in the Lao language) Because many people are unemployed. Also the cost of living is higher, but the job vacancies are fewer. When traveling it's convenient. Sometimes it's delayed but not too long. At this time I'm unemployed! (have no income). (further comment is illegible) (Comment translated from Laotian)	Cost; Announcements/Info at Stations	Concern re. fare increases; need for multi-language announcements
SFT	3/31/2010	CC	I feel that the train fee (BART) has been increased almost every year. But in fact, income of people who use BART are the same. Not sure if people still find it convenient to use BART. I feel that BART services, sometimes, are not on time. (Comment translated from Laotian)	Cost; service issues	Concern re. fare increases; Trains not on time
SFT	3/31/2010	CC	Could BART add recycling and composting bins?	Environmental Impact	Greening at stations
SFT	3/31/2010	CC	Can BART be completely green (as far as energy sources)?	Environmental Impact	Renewable energy sources
SFT	3/31/2010	CC	Has a first class car been discussed? A car where you paid more and had a limit to people allowed per car?	Improvements in service	First class trains
SFT	3/31/2010	CC	1. I'm very glad to join the meeting today. 2. BART has been serving the public very good but they should pay more attention to their service to be even better. 3. I agree to expand the service to reach where there are many people in order to reduce using own cars and it will help to improve the climate change in the future. (Comment translated from Laotian)	Improvements in service	General improvements
SFT	3/31/2010	CC	Does security concern have an effect on the costs of running the BART system?	Issues with BART Organization; safety	Concerns re BART budget; safety
SFT	3/31/2010	CC	Why can't there be a 3 am train that runs once through the system to pick up late night riders? Even a bus service - system wide would be accepted. One could pay separate cash fare. Even if it was more expensive than a normal ride, that would be better than nothing.	Service issues	Inadequate duration/frequency of daily service
SFT	3/31/2010	CC	Can BART have aides to help customers pay for tickets at SFO?	Service issues	Need more/better attendants
SFT	3/31/2010	CC	From Civic Center to Hayward - I don't know why sometimes is delay - sometimes is not.	Service issues	Trains not on time
SFT	3/31/2010	CC	How big are the signs?	Signage and Wayfinding	Need better wayfinding/signage at stations

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SFT	3/31/2010	CC	Would be better if the sign is in Lao - most of seniors don't read English - make letters bigger every station to [make] easy to read.	Signage and Wayfinding	Need for multi-language signage
SFT	3/31/2010	CC	What is the status of the BART station: 1) In Chinatown 2) at Oakland Airport?	System Expansion Questions/General Comments	Oakland Airport; San Francisco
SFT	3/31/2010	CC	Is BART going to go all the way to San Jose?	System Expansion Questions/General Comments	San Jose
SFT	3/31/2010	CC	When will people be able to take BART from San Francisco to downtown San Jose? (or at least have a connection with its light rail system?)	System Expansion Questions/General Comments	San Jose
SFT	3/31/2010	CC	Is there a website for people outside the Bay Area (within the US and outside the US) buy tickets online?	Ticketing	Difficulty of purchasing tickets
SL	4/1/2010	CC	Look at noise factor aboard trains as the train is underground and cannot hear the operator voices clearly.	Announcements/Info at Stations	Announcements inaudible
SL	4/1/2010	CC	Put arriving and departing train info at concourse and parking/street level so that people see what trains are coming as they come closer to the station.	Announcements/Info at Stations	Better train arrival/departure info
SL	4/1/2010	WG	Need kiosks with animation	Announcements/Info at Stations	Need for multi-language information
SL	4/1/2010	CC	Try a video/audio kiosk with buttons that will use universal symbols and animation to show how to use the machines or learn about various information about a specific station or connections.	Announcements/Info at Stations	Need for multi-language information
SL	4/1/2010	WG	Info in booth in other languages	Announcements/Info at Stations	Need for multi-language information
SL	4/1/2010	CC	Signs and brochures in other languages	Announcements/Info at Stations; Signage and Wayfinding	Need for multi-language information; need for multi-language signage
SL	4/1/2010	CC	Price of the ticket from any station to SF airport station cost more than Millbrae station - in fact, the SF Airport station is closer but it cost too much the Millbrae.	Cost	Airport surcharge
SL	4/1/2010	CC	Fares	Cost	Fare too expensive
SL	4/1/2010	WG	BART to SFO is great	General Comments	Satisfied with BART service
SL	4/1/2010	CC	Shuttle services between BART and businesses	Improvements in service	Shuttles
SL	4/1/2010	CC	I would like to know the relationship of BART and the bus system (AC Transit) and how they can better serve the community.	Improvements in service	Transfer between transit modes/agencies
SL	4/1/2010	CC	No more parcel tax for property owner	Issues with BART Organization	Concerns re BART budget
SL	4/1/2010	CC	Any stimulus funding for BART projects mentioned and any other upcoming projects? If so, what is BART doing to assure MBE/WBE, DBE and/or small local business participation and labor hiring on said projects?	Jobs	Fair contracting/labor policies

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SL	4/1/2010	CC	Stimulus funds, minority hiring	Jobs	Fair contracting/labor policies
SL	4/1/2010	CC	Taxes	Relationship with community	BART being answerable to public
SL	4/1/2010	CC	Earthquake safety at other stations	Safety	Emergency preparedness
SL	4/1/2010	CC	How do the BART directors work with the BART police? Do you supervise them?	Safety	Improvement needed to BART police service/training
SL	4/1/2010	CC	Relationship between directors and BART police department	Safety	Improvement needed to BART police service/training
SL	4/1/2010	CC	Public safety	Safety	Personal safety
SL	4/1/2010	WG	Public safety	Safety	Personal safety
SL	4/1/2010	CC	Question about passenger safety in BART station. Recently two Chinese people got attacked by a few young boys in SF Muni and BART - public safety issue.	Safety	Personal safety
SL	4/1/2010	WG	Need customer service agents at stations	Service issues	Need more/better attendants
SL	4/1/2010	CC	Better transportation services - BART & AC Transit	Service Issues; Transit issues - non-BART	Multiple/general complaints re. service; coordination with other agencies
SL	4/1/2010	CC	Where is the system roadmap that has been on the cars in large amounts and used to be near the doors. They are still needed.	Signage and Wayfinding	Need better signage/wayfinding on trains
SL	4/1/2010	CC	Wayfinding signs	Signage and Wayfinding	Need better wayfinding/signage at stations
SL	4/1/2010	WG	Have BART's directional signs in other languages	Signage and Wayfinding	Need for multi-language signage
SL	4/1/2010	CC	Station signage is not visible at eye level when riding into the station. It is either too high or too low and too dark when looking through the windows.	Signage and Wayfinding	Visibility of station signage from trains
SL	4/1/2010	WG	Working elevators	Station Amenities	Elevators
SL	4/1/2010	CC	More elevators in the big city such as SF!	Station Amenities	Elevators
SL	4/1/2010	CC	Elevators	Station Amenities	Elevators
SL	4/1/2010	CC	I just hope station modernization means retrofitting and upgrades to bathrooms. Not pretty colors on parking garages. i.e., Scott Haggerty's spending \$500,000 to paint the parking structure at Dublin BART station.	Station/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	At the Bayfair BART when will the facelift occur? Meetings have occurred with safety concerns.	Station/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	Station modernization at other locations	Station/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	When will Bayfair and San Leandro state be modernized?	Stations/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	When will Bayfair and San Leandro state be retrofitted?	Stations/train maintenance	Repairs/renovations needed
SL	4/1/2010	CC	Transfer station funds at Railroad Ave.	System Expansion Issues	East Contra Costa County

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
SL	4/1/2010	CC	We have a new San Leandro Kaiser being built and I know that it would be important for members to be able to use BART to get to the hospital.	System Expansion Issues	Extensions not going where most needed
SL	4/1/2010	CC	Start the completion of BART from Baypoint Station to Railroad Ave. - NOW.	System Expansion Issues	Project schedules not followed
SL	4/1/2010	CC	Time frames to start the project (completion from Baypoint to Railroad Ave.)?	System Expansion Questions/General Comments	East Contra Costa County
SL	4/1/2010	CC	OAC	System Expansion Questions/General Comments	Oakland Airport
SL	4/1/2010	CC	Is BART still planning on constructing an extension to the Oakland Airport?	System Expansion Questions/General Comments	Oakland Airport
SL	4/1/2010	CC	Can't we stand to add another stop on the Warm Springs extension?	System Expansion Questions/General Comments	Warm Springs
SL	4/1/2010	CC	Warm Springs	System Expansion Questions/General Comments	Warm Springs
SL	4/1/2010	WG	Make buying tickets easier	Ticketing	Difficulty of purchasing tickets
SL	4/1/2010	CC	Ticket machines	Ticketing	Difficulty of purchasing tickets
SL	4/1/2010	CC	We should be able to do ticket exchange at the ticket machine instead of having to go all over the BART system to do ticket exchange.	Ticketing	Inconvenience of ticket exchange
SL	4/1/2010	CC	Ticket exchange	Ticketing	Inconvenience of ticket exchange
SL	4/1/2010	CC	Find the way to help people who does not read English well to be able to purchase ticket easier.	Ticketing	Language barriers
WOAK	4/5/2010	CC	Communication	Communication	More/better information to public
WOAK	4/5/2010	WG	No notice re retrofit	Communication	More/better information to public
WOAK	4/5/2010	CC	Make directions more visible	Communication	More/better information to public
WOAK	4/5/2010	CC	We appreciate the BART to SF Int'l Airport. Thank you!	General Comments	Satisfied with BART service
WOAK	4/5/2010	CC	You raise enough \$ in the past year half.	Issues with BART Organization	Concerns re BART budget
WOAK	4/5/2010	WG	TOD ready to go but BART and MTC show lack of leadership	Issues with BART Organization	Issues with BART planning
WOAK	4/5/2010	WG	Radical structural change is needed	Issues with BART Organization	Issues with BART planning

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
WOAK	4/5/2010	CC	No great vision at BART	Issues with BART Organization	Issues with BART planning
WOAK	4/5/2010	CC	No resolutions to impacts to community	Issues with BART Organization	Issues with BART planning
WOAK	4/5/2010	CC	Get on top of Directors; reduce GM's power	Issues with BART Organization	Issues with BART staff
WOAK	4/5/2010	CC	Make the BART Board fulltime	Issues with BART Organization	Issues with BART staff
WOAK	4/5/2010	CC	Trust	Issues with BART Organization	Lack of trust
WOAK	4/5/2010	CC	Credibility issues	Issues with BART Organization	Lack of trust
WOAK	4/5/2010	WG	BART is a public agency	Relationship with community	BART being answerable to public
WOAK	4/5/2010	WG	BART needs to treat us like partners - they have our money	Relationship with community	BART being answerable to public
WOAK	4/5/2010	WG	Provide fairness	Relationship with community	BART being answerable to public
WOAK	4/5/2010	WG	BART must make atonement in West Oakland	Relationship with community	West Oakland
WOAK	4/5/2010	WG	Own up to mistake - atonement	Relationship with community	West Oakland
WOAK	4/5/2010	WG	This is a serious situation - BART needs to own up to mistake	Relationship with community	West Oakland
WOAK	4/5/2010	CC	Acknowledge mistakes	Relationship with community	West Oakland
WOAK	4/5/2010	CC	No joint development projects/ventures.	Relationship with community	Working with community
WOAK	4/5/2010	SV	Safety is the issue of the bart (Translated from Chinese)	Safety	Personal safety
WOAK	4/5/2010	WG	Asians are concerned with safety on BART	Safety	Personal safety
WOAK	4/5/2010	CC	Safety	Safety	Personal safety
WOAK	4/5/2010	WG	Need to address safety, emergency preparedness	Safety	Personal safety, emergency preparedness
WOAK	4/5/2010	SV	safe and more personnel on the train due to earthquake and fire - etc. We should be able feel safe and you are not on time	Safety; Service Issues	Personal safety/ Trains not on time
WOAK	4/5/2010	CC	Safety and cleanliness	Safety; station/train maintenance	Personal safety; cleanliness
WOAK	4/5/2010	CC	Traveling from San Leandro to San Francisco, you need more trains during commuter time, so people get seats in the morning and evening commutes.	Service Issues	Inadequate duration/frequency of daily service
WOAK	4/5/2010	WG	To see BART today - it's a disgrace	Service Issues	Multiple/general complaints re. service
WOAK	4/5/2010	CC	BART really needs to improve the safety issues, environment issue, convenience issue to attract more Asian people to ride the BART.	Service Issues	Multiple/general complaints re. service
WOAK	4/5/2010	WG	Need BART attendant on the train (for emergencies, etc.)	Service Issues	Need more/better attendants
WOAK	4/5/2010	CC	You need to treat the passengers with respect, and should keep the passengers informed about what is going [on] during the travel.	Service Issues	Need more/better attendants

Appendix E: Public Comment Database, Round 1 - Comments on General BART Issues

Mtg.	Date	Source	Comment	Main Theme	Subtheme
WOAK	4/5/2010	CC	Your BART agency person act [like] they don't know any time - especially if there is a train departure or fare in the ticket (?)	Service Issues	Need more/better attendants
WOAK	4/5/2010	WG	Dirt, trash around station	Station/train maintenance	Cleanliness
WOAK	4/5/2010	CC	Cleanliness	Station/train maintenance	Cleanliness
WOAK	4/5/2010	CC	You need to keep the trains clean and station area needs to be clean as well.	Station/train maintenance	Cleanliness
WOAK	4/5/2010	CC	Suburban system not for all people.	System Expansion Issues	Extensions not going where most needed
WOAK	4/5/2010	WG	System is set up to serve suburbs - especially expansions	System Expansion Issues	Extensions not going where most needed
WOAK	4/5/2010	CC	BART lied to the business community in saying that the OAC would have multiple stops on the way to the airport, thus enabling access to the surrounding business park. When the final bloated costs were divulged, no stops were included!	System Expansion Issues	Issues with OAC
WOAK	4/5/2010	WG	West Oakland got "gypped" out of a station at Jack London Square	System Expansion Issues	Jack London Square
WOAK	4/5/2010	CC	BART's Jack London study became warped by staff when the public's questions about placement of the station at 4th and Washington, the nearest point to the Square after all, the study came back with a recommendation that the station be placed at Market Street! Too far from the Square to be of any commercial value to the retailer element in the area.	System Expansion Issues	Jack London Square
WOAK	4/5/2010	CC	7th St. or West Oakland gets nothing?	System Expansion Issues	West Oakland
WOAK	4/5/2010	CC	As center of the entire BART system, West Oakland is the worst served, with more noise, dirt and negative impact on the surrounding community: how can BART assure parity for West Oakland and Jack London?	System Expansion Issues	West Oakland
WOAK	4/5/2010	WG	West Oakland station is the heart of system and doesn't get attention (double standard)	System Expansion Issues	West Oakland
WOAK	4/5/2010	CC	BART's lack of leadership in helping to make West Oakland into the top TOD in the system is indicative of [what] the directors and staff really think about West Oakland, 11 minutes from downtown San Francisco, after all.	System Expansion Issues	West Oakland
WOAK	4/5/2010	WG	West Oakland CBTP went nowhere - MTC buried it?	System Expansion Issues	West Oakland

Appendix F: Public Comment Letters Received

BART Outreach. Pittsburg High School, 6:30 to 8 pm
One thing Low Income Workers know, better than most, is that they are the foundation of the Economy of the nation. I mean, exactly that, the foundation on which commerce depends. Car assembly lines depends on bolts made by Low Income Worker here, or elsewhere, to keep car prices and the price of assembly lines, competitive with similar products made in Fremont, Ohio, Michigan, Pennsylvania, Canada, Mexico, Japan, China and elsewhere.

Sure, innovation is important, but often price is a deciding factor. Ask airplane passengers if they would rather go to an airport an hour away to save \$25 in their flight? Some airlines say costly airport amenities drive traffic away, Other say Airport Landing Fees drive traffic, and airlines, away.

They never mention the Low Income Workers maintain and clean big airport Terminals, grounds and hangars that keep costs competitive for passengers and cargo. But, the impact is not only in airports but all Bay Area offices that *would* shuts down if traffic in the Bay Area drops.

The other good news is that even illegal immigrants are now seen as worthy of support in their legalization The good news is that CCTimes wrote on poll results today, 6/Apr/2010 "New poll shows sea change' in Californians' attitudes toward illegal immigration." Many assume that in hard times, Low Income Worker pays most. No longer, "Not in California!" Summary: The best way to help the Bay Area, BART and California recover is to issue Low Income workers a Discounted BART ticket to get to work. To keep overhead costs low, maybe you can issue the new BART ticket directly and only to companies at Airport sites, willing to prove numbers and salaries of their Low Income workers. Sell these tickets at a discount to the company, then they will be partners to help their workers, their monthly salary envelope to include BART Tickets. A Win-Win for BART and the company. You may want to tell all BART is doing its part to keep salaries and prices competitive in the Bay Area. If all did their part, including Banks and Unions, we could return to good economic times.

To assume any problem will be solved by repeating the same actions that caused the problem has a name in psychology. Merely waiting may lead to "Double Dip" Jobless Recovery.



How to Strengthen the BART Draft Public Participation Plan

Presented to the BART Board of Directors, May 13, 2010

By Genesis, Public Advocates, TransForm and Urban Habitat

BART's Draft Public Participation Plan (PPP) is a good first step toward providing meaningful public participation in BART decisions. But it is missing some crucial components. We recommend additional steps be taken to ensure the public input is not empty, but has real impact.

By adopting these recommendations, you will make the public a partner in BART decision-making as well as move the agency towards achieving the ultimate objectives of Civil Rights and Environmental Justice regulations.

Strengths of the Public Participation Plan:

- The PPP outlines a very thorough and comprehensive set of outreach strategies that will surely garner a high level of public engagement and input. We have no recommendations for strengthening your outreach and public meeting processes.
- The PPP includes good goals and guiding principles about how the public's input should impact the **final outcomes** of BART decisions (examples below).

Goals include (*Draft PPP, page 6*):

Quality Input and Participation Comments received by BART are useful, relevant and constructive, contributing to better plans, projects, programs and decisions.

Clarity in Potential for Influence The process clearly identifies and communicates where and how participants can have influence and direct impact on decision making.

Guiding principals include (*Draft PPP, page 7*):

Transparent in Impact BART will communicate the results of the public's input in terms of the impact on decisions at a broad summary level, providing the major themes, the decisions reached and rationale for the decisions.

However, the implementation strategies do not truly support these:

- Performance measures do not ensure that the public's input does, indeed, affect the final outcomes of BART decisions.
- Specifically, there are no details on how BART will meet its commendable goals and guiding principles to: 1) ensure that the public's input **will** "contribute to better plans, projects, programs and decisions," and 2) ensure there **is** transparency that communicates how participants' input had a direct impact on decision making.

Without these steps, the public participation process will be an empty exercise that will result in a continued loss of public trust.

Recommendations for Strengthening the Public Participation Plan:

BART can create a public participation process that makes the community a genuine partner in BART decision-making. The Draft PPP provides a strong foundation for this process by laying out objectives focused on generating diverse and inclusive participation and ensuring that participation results in outcomes that respect and reflect community hopes and opinion. These steps can strengthen that foundation:

- 1) **Institutionalize informed community voice:** Create a standing community advisory committee made up of residents that represent the communities that live and work in BART station and service areas. The advisory committee should be counseled in all major service and fare change decisions, project development and approval, and have a direct line of communication to the BART Board with agenda time during BART Board meetings to make recommendations, on the record. BART should dedicate sufficient staff to properly assist the committee in achieving its work, and provide training for committee members on relevant subjects, including transit finance and planning, Environmental Justice, and Title VI.
- 2) **Encourage the BART Board to more effectively represent its constituencies:** Require BART board members to attend all public meetings (including focus groups and discussions) in their district. Also require board members to respond, on the record, to any recommendations arising from the standing advisory committee during BART Board meetings.
- 3) **Create a more transparent and meaningful decision-making process:** In addition to the two recommendations above, BART can meet its objectives of creating a process that both yields “better decisions” and is transparent by incorporating the following elements.
 - Involve the public early in decisions, so there is time to incorporate their feedback.
 - Offer the public clear alternatives or options to select from.
 - Provide equal outreach to all community organizations, no matter their position on an issue.
 - Track the feedback and quantify the feedback (i.e., how many people ‘voted’ for option 1 vs. options 2, 3 or 4?).
 - Give the public a direct line of communication to decision-makers. Whenever possible, reduce the barriers created by the 2-minute public speaking rules at BART meetings. This could also include offering opportunities for community-based organizations to make presentations at Board meetings to present issues and respond to staff recommendations.
 - Tell the public how their input factored into the final outcome of a decision by the BART Board and staff.

We appreciate this opportunity to provide feedback directly to the BART Board of Directors and would be more than happy to sit down with BART Board and staff to further discuss our recommendations. To do so, please contact Lindsay Imai at Urban Habitat at 510-839-9510 x 305 or Lindsay@urbanhabitat.org.



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May 14, 2010

Response to BART Draft Public Participation Plan, April 30, 2010

Dear Ms. Burke:

Thank you for sharing **BART's** Draft Public Participation Plan (PPP) with the Chinatown Community Development Center (CCDC) and the Chinatown Transportation Research and Improvement Project (TRIP). We are pleased that the agency is thinking methodically about how to engage communities that have historically been excluded from transportation planning. Given that low-income, transit-dependent communities of color have a strong need for public transit services, but are also disproportionately impacted by transportation planning decisions, we appreciate **BART's** efforts to understand these impacts on our communities and promote inclusiveness in its planning process.

We recommend the following ways to improve and strengthen the draft PPP. As one of the goals is to "develop and maintain partnerships with communities through the activities described in **the PPP**", we strongly encourage BART to take advantage of the existing infrastructure of community-based organizations (CBOs) in the Bay Area. This will entail beyond the token effort of **providing** information to CBOs to be **publicized** in local newsletters and other **publications**, but to maximize the capacity of these organizations and engage them as a critical component of a successful public participation plan.

To put this in concrete terms, a successful partnership between BART and a local CBO can achieve:

- 1) Ensure adequate preparation and participation before hosting an outreach event.

Many of our community members are not trained as transportation planners. Public participation is insufficient when it merely entails asking the public to come out to a meeting and "participate" without laying the foundation for understanding often complex decisions. BART should make an effort to educate the community in laymen terms and in a language that they can understand, about the pros and **cons** of transportation planning decisions. Educational workshops will help to fulfill the **PPP's** goals to be inclusive, tailored, and authentic. Community organizations, **such as CCDC**, work with our grassroots groups to educate them about land use planning, economic development, and transportation planning issues to ensure that they are aware of what is at stake for their communities. BART could potentially work with and fund CBOs to execute these types of educational programming opportunities.



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2) Work with local CBOs to execute BART's public participation methods.

Public participation methods listed in the draft included workshops, walking tours, key person interviews, and surveys—all of which were assumed to be executed by BART. However, these methods will have greater meaningful impact if executed with the capacity of local community organizations. We recommend that BART approach and enable CBOs to do this work, since these organizations are more likely to have in-depth knowledge of the relationships, stakeholders, and dynamics of the community.

3) Create and convene a monthly working group of CBOs committed to BART's PPP goals.

BART should facilitate and convene a **monthly** working group of interested CBOs. These meetings will serve as a way for BART to coordinate with CBOs to carry out its various public participation methods. Furthermore, it will be a venue in which BART can debrief the public on the results of the public participation events, discuss next steps, and receive direct feedback from CBOs. Adequate follow-up to public participation is equally, if not more, important than the community's ability to participate in public meetings. Finally, BART should generate quarterly reports to summarize what BART has learned from the public's comments. The CBO working group will be the ideal place to share these responses.

To **conclude**, the draft Public Participation is a good start, but could stand to **improve** in the ways that have been detailed above. I hope that BART will take these suggestions into account for the final draft. I can be reached at (415) 984-1497 or by e-mail at dechan@chinatowncdc.org.

Sincerely,

Deland Chan
Senior Planner, Chinatown CDC

Wil Din
Chair, Chinatown TRIP



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Appendix G: Draft Public Participation Plan Evaluation Results

A total of 90 Public Participation Plan evaluations were submitted. Results received are detailed below. Note that in all cases, the "% of Total" columns represent the percentage of those who answered the question who gave that particular answer; it does not include the "no answers."

I. Introduction	Count	% of Total
Excellent:	46	51%
Good	39	43%
Fair	4	5%
Poor	0	0%
No opinion	1	1%
No answer	0	N/A

II. Goals and Guiding Principles	Count	% of Total
Excellent:	43	48%
Good	41	45%
Fair	6	7%
Poor	0	0%
No opinion	0	0%
No answer	0	N/A

III. Public Participation Program Design Factors	Count	% of Total
Excellent:	39	44%
Good	46	52%
Fair	3	3%
Poor	1	1%
No opinion	0	0%
No answer	1	N/A

Note: one participant checked both "Good" and "No opinion;" that response was counted as "No answer."

IV. Public Participation Methods	Count	% of Total
Excellent:	46	52%
Good	35	39%
Fair	6	7%
Poor	2	2%
No opinion	0	0%
No answer	1	N/A

V. Performance Measures and Objectives	Count	% of Total
Excellent:	39	43%
Good	41	46%
Fair	9	10%
Poor	1	1%
No opinion	0	0%
No answer	0	N/A

Overall Rating of Draft PPP	Count	% of Total
Excellent:	41	47%
Good	38	43%
Fair	4	8%
Poor	1	1%
No opinion	1	1%
No answer	2	N/A

Number of evaluations filled out in each language:

Languages	Count	% of Total
English	52	58%
Spanish	5	6%
Chinese	2	2%
Vietnamese	28	31%
Tagalog	0	0%
Russian	0	0%
Laotian	3	3%
Cambodian	0	0%
Korean	0	0%

Appendix H: Public Comment Database, Round 2
Key to Codes

Code	Workshop	Date
CNC-R2	Concord	4/28/2010
OAK-R2	Oakland	5/6/2010
RCH-R2	Richmond	5/6/2010
SFIS-R2	SF Inner Sunset	5/7/2010
ADV	Transportation Advocates	5/17/2010
MAIL	Via mail	N/A
ON	Online	N/A

Sources	
WG	Wallgraphic
EV	Meeting evaluation form
PPP	Plan comment form

Appendix H: Public Comment Database, Round 2

Mtg.	Date	Source	Comment	Theme
ADV	5/17/2010	WG	BART Board Members - need to represent constituents! Show members are in the community – make sure they see and hear from community members first hand. Increase accountability and people will be able to recognize them. Respond on record to committee findings and issues raised (such as the Advisory Committee). Make sure the issue is understood. Carry these issues to the Board Agenda. Consider hosting monthly meetings in each district to ensure Board Members are accessible. Redesign the website so that it is easier to find and contact Board Members.	Goals and Guiding Principles
ADV	5/17/2010	WG	Transparent Decision-Making Process: Involve public from the very beginning – before any decisions are made! Work with public to determine what is important. Offer clear options to select from in decision making. Provide equal outreach, regardless of community-based organizations' interests. Ensure that every voice is heard and everyone is aware of what is happening. Send out email notifications and make sure contact and comment resources are easy to use. Example: Oakland Airport process didn't involve this principle; staff reports were not available publicly; information related to decision-making needs to be available ahead of time; put online, let CBO representatives know, and have a focused workshop. Tracking and quantifying responses. Direct line of communication. Consider adjusting the 2-minute time cap on public comments. Maintain positive language and avoid antagonistic public relations. Informed public participation and decision-making! My voice deserves to be heard. Best practices: Portland, Oregon; AC Transit – last budget cuts	Goals and Guiding Principles; Public Participation Methods; PPP Design Factors
ADV	5/17/2010	WG	Advocates asked about PPP Next Steps – BART: Amending Draft PPP now. Final Draft will be available May 21st. Final will be translated into 10 languages. Advocates would like to review it before submission to FTA.	Next Steps
ADV	5/17/2010	WG	Measure the influence of the Plan - the group wants to make sure the goals in the PPP are attainable and measurable.	Performance Measures and Objectives
ADV	5/17/2010	WG	Public Advocates as Resources - Although we disagree, there are many areas where there is agreement between advocates and BART. Negotiation is important as we move forward. Advocates bring valuable experience – strategies and best practices.	PPP Design Factors
ADV	5/17/2010	WG	Institutionalized Voice - create a standing advisory board with representatives from EJ communities, systemwide. Develop background knowledge and member expertise. Maintain project-by-project outreach as well. Best practices: ACAC – there are several successes and learning experiences applicable to BART. Best to rotate the meeting location of the Advisory Committee. Group will develop the scope and identify the issues.	Public Participation Methods
ADV	5/17/2010	WG	Additional CBOs: Alameda Point Collaborative – Doug Buggs is the ED. Michael Yoshi is another resource and link to many CBOs.	Public Participation Methods
CNC-R2	4/28/2010	EV	I think the process is a very good beginning	General Comments
CNC-R2	4/28/2010	EV	Thank you for providing the second meeting and your honesty throughout the process. Regardless of the eventual decision on any topic, it's always appreciated when the community's comments are heard and taken into consideration. Thanks again!	General Comments
CNC-R2	4/28/2010	EV	Audience was very eager to express their ideas that would help the community and BART.	General Comments

Appendix H: Public Comment Database, Round 2

Mtg.	Date	Source	Comment	Theme
CNC-R2	4/28/2010	EV	I really appreciated how responsive Walter and Lou were; they were very open to all our comments and input. The person writing down notes and the translators/interpreters also did a great job! Gracias! (note: comment was in English)	General Comments
CNC-R2	4/28/2010	EV	I felt you made a good effort to give useful information and to get input. Translation was good.	General Comments
CNC-R2	4/28/2010	WG	Clarify how does this process interact with expansion or other changes?	General Comments
CNC-R2	4/28/2010	WG	Ensure Concord is included regarding changes to adjacent areas	General Comments
CNC-R2	4/28/2010	WG	The more people stay involved, the better	General Comments
CNC-R2	4/28/2010	WG	Help promote local organizations' impact in the community (like Liga Latina)	General Comments
CNC-R2	4/28/2010	WG	Have a dedicated pro bona community organization rotating bulletin board	General Comments
CNC-R2	4/28/2010	WG	Most gave the meetings "thumbs up!"	General Comments
CNC-R2	4/28/2010	WG	Honesty and openness are key	General Comments
CNC-R2	4/28/2010	WG	Ensure work with local communities to develop jobs	Goals and Guiding Principles
CNC-R2	4/28/2010	WG	Flexible is good	Goals and Guiding Principles
CNC-R2	4/28/2010	WG	Track partnering events	Performance Measures and Objectives
CNC-R2	4/28/2010	WG	Evaluate the success of the partnering	Performance Measures and Objectives
CNC-R2	4/28/2010	WG	Track how well BART responds to community's needs	Performance Measures and Objectives
CNC-R2	4/28/2010	WG	Liga Latina Soccer League	PPP Design Factors
CNC-R2	4/28/2010	WG	Mary Lou, Chamber of Commerce, Rotary	PPP Design Factors
CNC-R2	4/28/2010	WG	Coordinate with local events to promote - festivals, fairs, Cinco de Mayo, etc. - have a booth, flyers	PPP Design Factors
CNC-R2	4/28/2010	WG	Make space available at BART station to promote community events	PPP Design Factors
CNC-R2	4/28/2010	WG	Captured last meeting's comments well	Public Participation Methods
CNC-R2	4/28/2010	WG	BART sponsored tours for non-users or disadvantaged communities	Public Participation Methods
CNC-R2	4/28/2010	WG	Ads on TV (featuring families)	Public Participation Methods
CNC-R2	4/28/2010	WG	More communication with MCP (Monument Community Partnership) regarding services and opportunities	Public Participation Methods
CNC-R2	4/28/2010	WG	Consider discounts for college students	Public Participation Methods
CNC-R2	4/28/2010	WG	Advertise the discounts better	Public Participation Methods
CNC-R2	4/28/2010	WG	Reserved space for families and children - especially weekends	Public Participation Methods
CNC-R2	4/28/2010	WG	Communication about job opportunities - construction, service contracts	Public Participation Methods
MAIL	N/A	PPP	Please keep us informed.	General Comments
MAIL	N/A	PPP	Overall, report was good. On a side note, please provide the option to obtain future reports by email <u>and/or</u> hard copy. Please don't waste paper/taxpayer dollars on postage and printing. I already reviewed this report online!	General Comments on the Draft Plan
MAIL	N/A	PPP	Overall, I'm satisfied.	General Comments on the Draft Plan
MAIL	N/A	PPP	It looks like the bases have been covered.	General Comments on the Draft Plan
MAIL	N/A	PPP	The draft is very long!	General Comments on the Draft Plan
MAIL	N/A	PPP	Everything is good. (commented translated from Spanish)	General Comments on the Draft Plan

Appendix H: Public Comment Database, Round 2

Mtg.	Date	Source	Comment	Theme
MAIL	N/A	PPP	An important goal should also be sufficient notice to the public regarding projects. You may already do this, but it is important that communities be made aware in time to make comment. Also, in reaching out to minority and limited English language communities, you have to meet them where they are. I know that sounds silly, but it means you have to gather and communicate in the way that these various communities are accustomed to doing so. This may mean by unconventional methods. And lastly, BART needs to earn some "street cred." Don't try to be a rapper if you're not a rapper, but let the rapper know that you respect him. You can't be plastic. You must be sincere and honest. Respect and honesty is how you earn "street cred."	PPP Design Factors
MAIL	N/A	PPP	Full-length letter submitted, recommending that, to improve and strengthen the draft PPP, BART should take advantage of the existing infrastructure of CBOs in the Bay Area. A successful partnership between BART and a local CBO can achieve: 1) Ensure adequate preparation and participation before hosting an outreach event; 2) Work with local CBOs to execute BART's public participation methods; 3) Create and convene a monthly working group of CBOs committed to BART's PPP goals. Draft PPP is a good start, but could stand to improve in the ways that have been detailed above.	Public Participation Methods
MAIL	N/A	PPP	To get more of the community involve. The community-based organization which BART contacted I person new about (50) organization.	Public Participation Methods
OAK-R2	5/6/2010	PPP	The only comment is we may be two years behind in coming. This community effort should have been here.	General Comments
OAK-R2	5/6/2010	PPP	Very thoughtful and inclusive of ideas shared at community meetings.	General Comments
OAK-R2	5/6/2010	PPP	I believe this is a good first step to activating a healthy community involvement. Count on BOSS to help with the process. Our objective is to protect the neediest in our community. Good work - thank you.	General Comments
OAK-R2	5/6/2010	WG	Beneficial services (policy, security, benefits)	Goals and Guiding Principles
OAK-R2	5/6/2010	WG	Equity in principles	Goals and Guiding Principles
OAK-R2	5/6/2010	WG	Fares based on equivalent service - more seats – discount if standing	Goals and Guiding Principles
OAK-R2	5/6/2010	WG	Safety on cars and surrounding area	Goals and Guiding Principles
OAK-R2	5/6/2010	WG	Sustainability - Title 6 compliance, provide stipend to CBOs that help out	Goals and Guiding Principles
OAK-R2	5/6/2010	WG	Accountability - specific about how it will be implemented; annual evaluation of outreach – performance based	Goals and Guiding Principles
OAK-R2	5/6/2010	WG	Following <u>input</u> principles	Goals and Guiding Principles
OAK-R2	5/6/2010	WG	Principles are great but must follow through	Goals and Guiding Principles
OAK-R2	5/6/2010	WG	Should put transportation in the agenda	Introduction
OAK-R2	5/6/2010	WG	World Institute for Disability	Introduction
OAK-R2	5/6/2010	WG	Mayor's Office on Disability	Introduction
OAK-R2	5/6/2010	WG	Lighthouse for the Blind	Introduction
OAK-R2	5/6/2010	WG	National Federation for the Blind	Introduction
OAK-R2	5/6/2010	WG	Categorize organizations by county to make sure populations are covered: race, income, etc. Add this information to final report	Introduction
OAK-R2	5/6/2010	WG	Consideration of CBOs' youth groups for low cost tickets	Introduction
OAK-R2	5/6/2010	WG	Provided transportation passes for homeless youth to get to school - financial impact on school and CBOs	Introduction

Appendix H: Public Comment Database, Round 2

Mtg.	Date	Source	Comment	Theme
OAK-R2	5/6/2010	WG	Extensive list on contacts but missing some	Introduction
OAK-R2	5/6/2010	WG	Analysis by county: low income, race, languages	Introduction
OAK-R2	5/6/2010	WG	Identify significant populations	Introduction
OAK-R2	5/6/2010	WG	Alameda County not covered very well	Introduction
OAK-R2	5/6/2010	WG	Define: Low income, minority, LEP	Introduction
OAK-R2	5/6/2010	WG	Language information: translation of materials, bilingual capability at stations	Introduction
OAK-R2	5/6/2010	WG	Targeted population - Ridership vs. low income	Introduction
OAK-R2	5/6/2010	WG	Policy – services and benefits	Introduction
OAK-R2	5/6/2010	WG	Discounted fares	Introduction
OAK-R2	5/6/2010	WG	How to engage target population – policy, services, impacts, benefits	Next Steps
OAK-R2	5/6/2010	WG	How will this plan be implemented?	Next Steps
OAK-R2	5/6/2010	WG	Future steps	Next Steps
OAK-R2	5/6/2010	WG	BART to sit in on CBOs' meetings - Transportation Justice working group	Next Steps
OAK-R2	5/6/2010	WG	BART really needs bilingual capabilities at stations and announcements	Next Steps
OAK-R2	5/6/2010	WG	Language line to be used by agents	Next Steps
OAK-R2	5/6/2010	WG	List different sectors that are being reached out to	Performance Measures and Objectives
OAK-R2	5/6/2010	WG	Directors' participation	PPP Design Factors
OAK-R2	5/6/2010	WG	Geographically focused public participation	PPP Design Factors
OAK-R2	5/6/2010	WG	Advisory group - make sure all is represented	PPP Design Factors
OAK-R2	5/6/2010	WG	Non-printed way of advertising	PPP Design Factors
OAK-R2	5/6/2010	WG	Newsline - access to reach newspaper by the blind	PPP Design Factors
OAK-R2	5/6/2010	WG	Coordination with school districts - kids take BART to school, lots of parents can be reached out to	PPP Design Factors
OAK-R2	5/6/2010	WG	Provide translation services based on specific communities	PPP Design Factors
OAK-R2	5/6/2010	WG	Crossover networking at regional level - talk to AC Transit, bikers	PPP Design Factors
OAK-R2	5/6/2010	WG	Low income in Bay Area is different - define low income	PPP Design Factors
OAK-R2	5/6/2010	WG	Refreshments and day care bring people to meetings	PPP Design Factors
OAK-R2	5/6/2010	WG	Be more specific about mailing	Public Participation Methods
OAK-R2	5/6/2010	WG	Park-scan in SF used to tell city what problems they are - can BART's social networking be used in a similar way?	Public Participation Methods
OAK-R2	5/6/2010	WG	Facebook used to communicate problems and report issues	Public Participation Methods
OAK-R2	5/6/2010	WG	I-Phone BART apps to be expanded - email policy comments, complaints, issues, etc.	Public Participation Methods
OAK-R2	5/6/2010	WG	List media that will be used to community with community - New American Media	Public Participation Methods
OAK-R2	5/6/2010	WG	More transparency on BART Board meetings	Public Participation Methods
OAK-R2	5/6/2010	WG	Review the process of people reaching special events - BART to bring community in	Public Participation Methods
ON	5/10/2010	PPP	Overall I found the plan to be extremely thorough including "culturally appropriate refreshments" (p.12),as well as, a list of participating CBOs in the appendix. A thorough, professional document with a quick turnaround. Ideas that really appealed to me are BART director participation, community involvement, BART participation in community affairs and festivals; BART reaching out and BART defining services already have. I am looking forward to watching this develop, and participating where I can. Well done! Thank you!!	General Comments on the Draft Plan
ON	5/17/2010	PPP	Very well written pile of political crap. What a huge waste of resources, that should be spent extending service to East Contra Costa (ECC). ECC has long been ignored, despite huge growth over the last 20 years, causing major, regional traffic impacts, regional smog impacts, and tremendous waste of man-hours and fuel. FIGURE IT OUT: BART is a public transportation agency. Do the TRANSPORTATION part and we all win.	General Comments on the Draft Plan

Appendix H: Public Comment Database, Round 2

Mtg.	Date	Source	Comment	Theme
RCH-R2	5/6/2010	PPP	Pleased that Walter and crew will have meetings with us in Monument. Very good beginning. Lots of pre-planning and bringing info back. Great job!	General Comments
RCH-R2	5/6/2010	PPP	More community meetings	General Comments
RCH-R2	5/6/2010	PPP	Walter and staff did an excellent job. Rates and safety are still high priorities.	General Comments
RCH-R2	5/6/2010	PPP	Thank you for the opportunity to participate in this process. <u>Continuous engagement</u> with the community should be core to the business operation of BART.	General Comments
RCH-R2	5/6/2010	PPP	I think the feedback, this sharing of community ideas is helpful. The direction BART is taking to be more transparent and connected to the communities is exciting! On the final document - having an executive summary (2-3 pages) would be great for those of us that don't have time to read every comment. Thank you.	General Comments
RCH-R2	5/6/2010	PPP	Open the rest rooms.	General Comments
RCH-R2	5/6/2010	WG	Work with education representatives - what are you doing?	General Comments
RCH-R2	5/6/2010	WG	Who is the district secretary?	General Comments
RCH-R2	5/6/2010	WG	Great job	General Comments
RCH-R2	5/6/2010	WG	Meeting held in area? - where original meetings held	General Comments
RCH-R2	5/6/2010	WG	Family trips, campaign	General Comments
RCH-R2	5/6/2010	WG	Health, travel, safety, etc. - how does transportation relate? Employment, education, diversity, disaster relief. Themes for discussion	General Comments
RCH-R2	5/6/2010	WG	Education funding – part of partnership	General Comments
RCH-R2	5/6/2010	WG	Clean and open restrooms	General Comments
RCH-R2	5/6/2010	WG	Accessible for people with disabilities	General Comments
RCH-R2	5/6/2010	WG	Revisit closing of restrooms - still security issue?	General Comments
RCH-R2	5/6/2010	WG	Transparency!	Goals and Guiding Principles
RCH-R2	5/6/2010	WG	Like – ongoing, evolving nature of process, outreach	Goals and Guiding Principles
RCH-R2	5/6/2010	WG	Potential for influence - highlight at all levels; e.g., fares – more diversity in fare rate conversation	Goals and Guiding Principles
RCH-R2	5/6/2010	WG	FEMA Boards in Bay Area (9) - well functioning Board; partnership opportunity! Also United Way	Goals and Guiding Principles
RCH-R2	5/6/2010	WG	Make decisions out in the open and build trust – fundamental principle!	Goals and Guiding Principles
RCH-R2	5/6/2010	WG	Include all stakeholders in announcement changes - e.g. ad hoc, national partnerships	Goals and Guiding Principles
RCH-R2	5/6/2010	WG	BART provides jobs – employer! - what does that mean? Advertise this. Youth, schools	Goals and Guiding Principles
RCH-R2	5/6/2010	WG	DBE goals – should be public	Goals and Guiding Principles
RCH-R2	5/6/2010	WG	Want more voices in final plan	Introduction
RCH-R2	5/6/2010	WG	Executive summary - key recommendations, high points, outreach process	Introduction
RCH-R2	5/6/2010	WG	Include background information on BART, include in newsletters - what is BART? Who works there? How organized? How does it fit in emergency?	Introduction
RCH-R2	5/6/2010	WG	What did outreach look like before?	Introduction
RCH-R2	5/6/2010	WG	Measure how partnerships, ridership improve community	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	Track public participation – who comes, how many	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	Follow-up, communicate what you really did, accomplished!	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	Surveys - different types to reach - all populations; bring to meetings	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	Demographics	Performance Measures and Objectives

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RCH-R2	5/6/2010	WG	Look at full demographics (race/ethnicity, etc.)	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	Look, gather qualitative information - tell story	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	Have numbers that reflect how many people, events attended	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	Evaluate partnerships with groups	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	How does data relate to goals? How do you know you met the goals?	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	What is community's responsibility to get back to BART?	Performance Measures and Objectives
RCH-R2	5/6/2010	WG	Have young people pass out information, develop familiarity	PPP Design Factors
RCH-R2	5/6/2010	WG	Flyers may be ineffective in some communities - illiterate, non-English speaking	PPP Design Factors
RCH-R2	5/6/2010	WG	One-to-one communication is key	PPP Design Factors
RCH-R2	5/6/2010	WG	Work with all organizations	PPP Design Factors
RCH-R2	5/6/2010	WG	Frame issue - to hit home! (fare and etc.) - why is that important to me?	PPP Design Factors
RCH-R2	5/6/2010	WG	Spare list of contacts in plan	PPP Design Factors
RCH-R2	5/6/2010	WG	Coordinate with free community events - great! - need your input, be in contact with BART (CBOs)	PPP Design Factors
RCH-R2	5/6/2010	WG	Incorporate groups in company structure	PPP Design Factors
RCH-R2	5/6/2010	WG	Let group define partnership - more visible and accessible	PPP Design Factors
RCH-R2	5/6/2010	WG	Transit agencies are also public	PPP Design Factors
RCH-R2	5/6/2010	WG	Sponsor teams!	Public Participation Methods
RCH-R2	5/6/2010	WG	Work with community groups, events - focus groups work too!	Public Participation Methods
RCH-R2	5/6/2010	WG	Science fairs	Public Participation Methods
RCH-R2	5/6/2010	WG	Education at stations	Public Participation Methods
RCH-R2	5/6/2010	WG	People respond well when Board members, Directors are present. Stay for the whole meeting! Throughout the year!	Public Participation Methods
RCH-R2	5/6/2010	WG	Strong presence in schools - parent groups, Baer School, art, stories	Public Participation Methods
RCH-R2	5/6/2010	WG	Go to public, instead of asking them to come to you	Public Participation Methods
RCH-R2	5/6/2010	WG	TransForm, advocacy groups - keep a strong link	Public Participation Methods
RCH-R2	5/6/2010	WG	Education - value of transport. Especially kids, summer youth programs - artwork, tell BART story	Public Participation Methods
RCH-R2	5/6/2010	WG	Volunteer in community - give back	Public Participation Methods
RCH-R2	5/6/2010	WG	Appreciate variety of formats!	Public Participation Methods
RCH-R2	5/6/2010	WG	Go to existing meetings, be part of community	Public Participation Methods
RCH-R2	5/6/2010	WG	Newsletters!	Public Participation Methods
RCH-R2	5/6/2010	WG	Quarterly meeting in each community! - report, Neighborhood Council	Public Participation Methods
RCH-R2	5/6/2010	WG	Lets people know about BART	Public Participation Methods
SFIS-R2	5/7/2010	PPP	Great part of Q & As (questions and answers) to help participants directly share their thoughts or concerns.	General Comments
SFIS-R2	5/7/2010	PPP	Need more time to deliver PPP to our community to get the opinion of our community.	General Comments
SFIS-R2	5/7/2010	WG	Amazing job in less than 2 months!	General Comments
SFIS-R2	5/7/2010	WG	Relations between BART police and youth still need to be improved!	General Comments
SFIS-R2	5/7/2010	WG	Build affordable housing near BART stations. BART's goal for the future is to build CBOs in conjunction with BART.	General Comments
SFIS-R2	5/7/2010	WG	Community would like a clearer description and outreach regarding contracts and employment with BART. BART positions are posted on BART website. Or you can call 510-464-6112. Local jobs matched with residents. - BART does not have the authority to hire locally. But does work with unions.	General Comments
SFIS-R2	5/7/2010	WG	CBOs should be contacted when there is construction.	General Comments

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SFIS-R2	5/7/2010	WG	The Civil Rights Department will soon be in the process of developing a limited English proficiency plan.	General Comments
SFIS-R2	5/7/2010	WG	We want better notification to community regarding jobs and construction.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Potential partnerships include: Partnerships with schools.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Wells Fargo is a good example of partnerships with CBOs. They work with CBOs, events, and sponsorship. They go to community meetings and free workshops. Advertise available funding. The volunteer for organizations and provide manpower help.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Job shadowing and career development: Arriba Junto provides job shadowing and internships.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Job shadowing and career development: need one person to take it on at the BART system.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Job shadowing and career development: welcoming, taking community into BART facilities and tours.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Low-income ride tours, youth programs – advertise!	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Low-income ride tours, youth programs – make programs for low-income and youth riders accessible.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Low-income ride tours, youth programs – need to make this program annual.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Board Meetings and Members: conduct Board meetings in other counties and at other times of the day.	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Board Meetings and Members: The Board of Directors should come out to the community. We want to know who they are!	General Comments on the Draft Plan
SFIS-R2	5/7/2010	WG	Why did it take BART so long to reach out to the community? BART response: BART did have a program, but we are stepping it up. The Government and Community Relations – previously focused on stations and neighborhoods and is now expanding its outreach to low-income, minority, and limited English-proficiency populations.	Questions
SFIS-R2	5/7/2010	WG	Where can we provide comments in the future? BART response: If someone has a question or a comment in the future, you can: Call Molly Burke; contact Board Members as well. Board members include: Lynette, Tom, and John. BART website. Call 510-464-6000. Customer Service Department. Attend a Board meeting at 344 20th Street, above the CVS Store in Oakland. They are conducted every other Thursday. All comments will be translated.	Questions