

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

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## EXECUTIVE SUMMARY

To ensure compliance with federal and state civil rights regulations including, but not limited to, Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B [October 1, 2012 (Title VI Circular)], and FTA Circular 4703.1 [August 15, 2012 (Environmental Justice Circular)], BART conducts an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Title VI Circular, disparate impact and disproportionate burden thresholds are defined in a Disparate Impact and Disproportionate Burden Policy (DI/DB Policy), adopted by the BART Board on July 11, 2013.

Pursuant to the Title VI Circular, BART is also required to conduct public outreach to provide information to the public about potential fare changes under consideration and solicit feedback on these potential fare changes. A key component of Title VI outreach is to seek meaningful input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART uses established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members.

This report includes an analysis of the following proposed fare changes:

- A. Implementing the last in BART's second series of productivity-adjusted inflation-based fare increases valued at 5.4% effective January 1, 2020.
- B. Extending the Productivity-Adjusted Inflation-Based Fare Increase Program for a third series of less-than-inflation increases every two years between 2022 and 2028.
- C. Increasing the surcharge from \$0.50 to \$1.00 for fares paid for with Blue magnetic-stripe tickets; the surcharge would be prorated down for discounted Green and Red magnetic-stripe tickets for seniors, people with disabilities, and youth.

For each proposed fare change, the following sections provide a description of the change; analysis findings; public input; the fare change's equity findings, which consider both the analysis findings and public input; and mitigation proposals, where applicable.

### **A. Implement a Productivity-Adjusted Inflation-Based Fare Increase of 5.4%**

In 2003, the BART Board gave the General Manager authority (and renewed that authority in 2013) to implement the Productivity-Adjusted Inflation-Based Fare Increase Program for below-inflation increases once every two years. The average of national and Bay Area inflation over two years is calculated, with one-half percent then subtracted for BART productivity improvements. Series 1, 2006-2012,

contributed approximately \$290 million (M) in additional fare revenue to help BART weather the Great Recession without reducing service levels.

The current Series 2 began in 2014, with the last increase scheduled for January 2020. By Board policy, all incremental fare revenue from Series 2, equal to approximately \$330M, helps fund BART’s high-priority capital projects: new rail cars, a new automated train control system, and the Hayward Maintenance Complex.

This 2020 fare change would be the last in BART’s second series of productivity-adjusted inflation-based fare increases. The proposed fare increase would generate revenue that goes into a separate account dedicated to funding BART’s highest priority capital reinvestment projects, including new rail cars, a new automatic train control system, and design and construction of the Hayward Maintenance Complex. Implementation of each increase is subject to Board approval of the corresponding and finalized Title VI fare equity analysis, which has been issued in compliance with federal and state laws and regulations in effect at the time.

In January 2019, the Bureau of Labor Statistics released the final inflation data for 2018, which allowed for actual calculation of the 2020 increase. This calculation results in overall inflation of 5.9% over two years. After subtracting the 0.5% productivity factor, the actual fare increase scheduled for 2020 is 5.4%.

**Analysis Findings.** This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2012 through the proposed increase in 2020 would not result in a disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. The table below summarizes the findings.

		<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
A.	5.4% CPI-Based Fare Increase, 2020	No	No
	<b>Cumulative Impact</b>	No	No

**Public Outreach.** Survey respondents were asked to provide feedback regarding this biennial increase by answering survey Question 1: “Do you have any comments about this planned fare increase?” Approximately 66% of all survey respondents, or 838

respondents, chose to comment regarding the less-than-inflation fare increase. Of the 838 respondents, 49% (414 respondents) identified as minority and 15% (125) as low-income. Of the minority respondents, 58% did not support and 42% were in favor (unconditional or conditional support). Of the low-income respondents, 63% did not support and 37% were in favor (unconditional or conditional support).

Three hundred respondents chose not to comment. Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. These respondents include: 148 minority (123 non-minority, 29 unknown) and 32 low-income (233 non low-income and 35 unknown). Of the 300 respondents who chose not to comment, 49% were minority and 11% were low-income. These respondents are not included in the total comment count of 838.

**Equity Finding.** The fare change analysis found no disproportionate impact on protected riders. Regarding respondents who chose to comment on the fare change, of the 414 minority respondents, 58% were not in support; of the 125 low-income survey respondents, 63% were not in support. The remaining 42% of minority and 37% of low-income respondents did support the increase. Three hundred respondents chose not to comment and of these, 49% were minority and 11% were low-income. Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option.

Although increasing fares by less than inflation may not be a preferred option for some taking the survey, the fare change analysis found no disproportionate impact on protected riders, and new fare revenue will be used to fund critical BART capital needs which will improve the system for all riders, including those who are protected. The equity finding, therefore, is this fare change would not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. It is also important to note that BART is planning to participate in the Metropolitan Transportation Commission's (MTC's) Regional Means-Based Transit Fare Discount Pilot Program, which is proposed to give low-income riders a 20% discount on each BART trip they take. The Board has approved the discount program's Title VI Fare Equity Analysis and the program is scheduled to be brought to the Board for final approval in June 2019.

**B. Extend the Productivity-Adjusted Inflation-Based Fare Increase Program for a Third Series between 2022-2028**

This proposed fare change is the third in the series of BART's Productivity-Adjusted Inflation-Based Fare Increase Program for increases in 2022, 2024, 2026, and 2028. The Board-adopted Financial Stability Policy states that BART's ability to deliver safe, reliable service rests on a strong and stable financial foundation and a policy goal to help achieve this stability is to preserve and maximize BART's fare revenue base, through a predictable pattern of adjustments, while retaining ridership. Programmed

fare increases also help BART avoid the cycle of keeping fares flat for many years, then raising fares by large percentages out of financial necessity. With Resolution 4885, adopted in 2003, the BART Board gave the General Manager authority to implement four productivity-adjusted inflation-based fare increases, one every two years, between 2006 and 2012. Less-than-inflation-based increases are calculated by taking the average of national and Bay Area inflation over two years, less one-half percent for BART productivity improvements.

The 2006-2012 series contributed approximately \$290 million (M) in additional fare revenue to help BART weather the Great Recession without reducing service levels. The second series of less-than-inflation fare increases began in 2014, and the last increase is scheduled for January 2020. The 2020 fare change is analyzed in a separate section of this report. By Board policy, all incremental fare revenue, equal to approximately \$330M, helps fund BART's high-priority capital projects: new rail cars, a new automatic train control system, and the Hayward Maintenance Complex.

The proposed third series of the less-than-inflation-based fare increase program would raise fares in 2022, 2024, 2026, and 2028. Based on current inflation projections, the increase in each of these years is estimated to be 3.9%. New incremental fare revenue is proposed to help fund additional new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of enhanced service. Over the eight-year period, the program is estimated to generate approximately \$400M in revenue.

**Analysis Findings.** This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2018 through the proposed increase in 2028 would not result in a disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. The table below summarizes the findings. Each proposed fare increase will be reanalyzed when actual data on inflation becomes available so that the actual percent increases for 2022, 2024, 2026, and 2028 can be calculated; each of these fare equity analyses will be brought to the Board for approval.



	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>B. CPI-Based Fare Increase Program, Series 3, 2022-28</b>	No	No
<b>Cumulative Impact</b>	No	No

**Public Outreach.** Fare Program Survey Question 2 asked respondents to choose a level of support for Series 3 of the CPI-based fare increase program. Respondents could select from one of the following six options: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know. Question 2 was answered by 1,241 of the 1,272 survey respondents, which is approximately 98% of all respondents.

Of the 1,241 respondents to Question 2, 622 or approximately 50% identified as minority and 179 or approximately 14% identified as low-income. Of minority respondents, fewer (199 or 32%) supported the fare increase program compared to those who did not support it (327 or 53%). Of the remaining minority respondents, 14% were neutral and 2% selected "don't know." Of low-income respondents, fewer (50 or 28%) supported the fare increase program compared to those who did not support it (100 or 56%). The remaining 14% of low-income respondents were neutral. Neutrality does not indicate whether favorable or unsupportive and may potentially indicate that these respondents were not opposed.

Explanatory comments in response to Question 3 were provided by 802 respondents, or 65% of the 1,241 respondents to Question 2. Of the 802 respondents, 50% (402 respondents) identified as minority and 15% (119 respondents) identified as low-income. A respondent's rating of Question 2 determined the grouping of the comment. For example, a Question 3 comment was automatically grouped as "Neutral" for sorting purposes if the respondent checked "Neutral" for Question 2. "Strongly Support" and "Somewhat Support" comments were grouped as "Support," which may indicate clear support or some level of support with caveats. "Don't Support" includes comments in the "Strongly Oppose" and "Somewhat Oppose" categories. Comments are color-coded by original level of support in Appendix PP-C.

Of the 402 minority respondents providing comments, 60% did not support, 33% were in favor (strongly or somewhat support), 6% were neutral, and 1% selected "don't know." Of the 119 low-income respondents providing comments, 59% did not support, 32% were in favor (strongly or somewhat support), 8% were neutral, and 1% selected "don't know."

**Equity Finding.** The fare change analysis found no disproportionate impact on protected riders. Regarding survey responses to Question 2, fewer minority

respondents (199 or 32%) supported the fare increase program compared to those who did not support it (327 or 53%), and 14% were neutral. Of low-income respondents, fewer (50 or 28%) supported the fare increase program compared to those who did not support it (100 or 56%), and 14% were neutral. Neutrality does not indicate whether favorable or unsupportive and may potentially indicate that these respondents were not opposed.

Of the 402 minority respondents providing Question 3 comments, 60% were not in support, 33% were in favor, and 6% were neutral. Of the 119 low-income respondents providing comments, 59% did not support, 32% were in favor and 8% were neutral.

Although Series 3 of a program to increase fares by less than inflation may not be a preferred option for some taking the survey, the fare change analysis found no disproportionate impact on protected riders, and new fare revenue will be used to fund critical BART capital needs and to operate those improvements, which will improve the system for all riders including those who are protected.

The equity finding, therefore, is this fare change would not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. It is also important to note that BART is planning to participate in the Metropolitan Transportation Commission's (MTC's) Regional Means-Based Transit Fare Discount Pilot Program, which is proposed to give low-income riders a 20% discount on each BART trip they take. The Board has approved the discount program's Title VI Fare Equity Analysis and the program is scheduled to be brought to the Board for final approval in June 2019.

### **C. Increase the Surcharge from \$0.50 to \$1.00 on Fares Paid for with Magnetic-Stripe Tickets**

The BART Board approved a \$0.50 surcharge per trip taken with Blue magnetic-stripe tickets effective January 1, 2018. For example, a fare of \$2.25 or \$3.50 paid with Clipper is, respectively, \$2.75 or \$4.00 when paid for with a Blue magnetic-stripe ticket. The \$0.50 surcharge is prorated down for discounted magnetic-stripe tickets: seniors and people with disabilities who receive a 62.5% discount pay an approximately \$0.19 surcharge with a Green or Red ticket respectively, and youth who receive a 50% discount pay a \$0.25 surcharge with a youth Red ticket.

With the surcharge, magnetic-stripe ticket trips have been reduced by approximately 42%. To further encourage the 15% of BART riders still using magnetic-stripe tickets to switch to Clipper, BART proposes to increase the surcharge to \$1.00; for example, a \$3.50 Clipper fare would be \$4.50 with a Blue magnetic-stripe ticket. Riders using discounted tickets would continue to pay a prorated surcharge, so that seniors and people with disabilities pay an approximately \$0.38 surcharge (Green and Red tickets) and youth pay a \$0.50 surcharge (youth Red tickets).

More riders using Clipper supports the region’s goal of optimizing Clipper use. It is also more efficient and cost-effective for BART to maintain one fare payment system, and Clipper card customers enter and exit BART quicker by using more reliable fare gates that only process Clipper.

**Analysis Findings.** The assessment for changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. Per the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare media and the protected ridership of the overall system is greater than 10%. The table below shows the results of applying the threshold to survey data:

	Minority Disparate Impact	Low-Income Disproportionate Burden
C. Mag Stripe Surcharge Increase	No	Yes

**Public Outreach.** Fare Program Survey Question 4 asked respondents to choose a level of support for increasing the per-trip surcharge on magnetic-stripe tickets from \$0.50 to \$1.00. Respondents could select from one of the following six options: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don’t know. Question 4 was answered by 1,229 of the 1,272 survey respondents, which is approximately 97% of all respondents.

Of the 1,229 respondents to Question 4, 623 or approximately 51% identified as minority and 180 or approximately 15% identified as low-income. Of minority respondents, more (273 or 44%) supported the surcharge increase compared to those who did not support it (243 or 39%). Of the remaining minority respondents, 16% were neutral and 1% selected “don’t know.” Of low-income respondents, fewer (68 or 38%) supported the surcharge increase compared to those who did not support it (84 or 47%). Of the remaining low-income respondents, 13% were neutral and 2% selected “don’t know.” Neutrality does not indicate whether favorable or unsupportive and may potentially indicate that these respondents were not opposed.

Of the 1,229 survey respondents to Question 4, 716 or approximately 58% answered Question 5 with an explanatory comment. Of the 716 respondents, 48% (345 respondents) identified as minority and 16% (116 respondents) identified as low-income. A respondent’s rating of Question 4 determined the grouping of the comment. For example, a Question 5 comment was automatically grouped as “Neutral” for sorting purposes if the respondent checked “Neutral” for Question 4. “Strongly Support” and “Somewhat Support” comments were grouped as “Support,” which may indicate clear support or some level of support with caveats. “Don’t Support” includes

comments in the “Strongly Oppose” and “Somewhat Oppose” categories. Comments are color-coded by original level of support in Appendix PP-C.

Of the 345 minority respondents providing comments, 50% did not support, 38% were in favor (strongly or somewhat support), 10% were neutral, and 2% selected “don’t know.” Of the 116 low-income respondents providing comments, 50% did not support, 38% were in favor (strongly or somewhat support), 9% were neutral, and 3% selected “don’t know.”

**Equity Finding.** The fare change analysis shows that an increase to the magnetic-stripe ticket surcharge may disproportionately affect low-income riders. Of minority respondents answering Question 4, 44% supported and 39% did not support the surcharge increase. Of low-income respondents answering Question 4, 38% supported it and 47% did not. One-half of the public comments provided by protected riders did not support the surcharge increase. The equity finding based on the fare change analysis and public comment received is that a magnetic-stripe ticket surcharge increase may be disproportionately borne by low-income riders.

**Mitigation.** Per BART’s DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available.

Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card instead of a paper ticket. As of January 2018, Clipper cards were available at ticket vending machines at all BART stations, where the rider is charged a one-time \$3 card acquisition fee as payment for the card itself. This \$3 card acquisition fee could be considered a barrier to low-income riders wishing to use a Clipper card to avoid the paper ticket surcharge.

A Title VI fare equity analysis conducted in spring 2017 found that the implementation of the initial \$0.50 magnetic-stripe ticket surcharge may result in a disproportionate impact on low-income riders. Staff, in partnership with the Metropolitan Transportation Commission (MTC), implemented a BART Board-approved mitigation action plan in December 2017-March 2018.

The action plan was extensive and included 29 promotional events at multiple BART stations and community-based organizations (CBOs) located in or near low-income communities to distribute free Clipper cards to their members/clients. BART additionally worked with MTC and expanded on their existing partnership program with CBOs serving low-income communities. MTC added a number of CBOs, recommended by BART, to their existing program to support BART’s mitigation efforts. The MTC program is ongoing for as long as the CBO requests cards for their members/clients and provides a consistent pipeline of free Clipper cards to low-

income communities. Thus, low-income riders affected by the proposed increase to the magnetic stripe ticket surcharge will continue to be able to obtain free Clipper cards.

An update to the Board in September 2018 indicated that Clipper usage increased and magnetic-stripe ticket use decreased in the months during the mitigation action plan, and that the distributed Clipper cards were being used more than once. Accordingly, BART considers these actions as mitigation.

In February 2019, Title VI/EJ and LEP Advisory Committee members were advised of the potential impact to low-income riders and supported the mitigation efforts that have already been established. Some Committee members' CBOs are part of the MTC free Clipper pipeline program. Committee members also supported BART's overall efforts to move riders to the Clipper card. While BART considers the established mitigation efforts sufficient, staff will continue to work with the Advisory Committees to determine if any additional public outreach efforts are needed.

# Section 1: Introduction

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## 1.1 Background

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B [October 1, 2012 (Title VI Circular)], and FTA Circular 4703.1 [August 15, 2012 (Environmental Justice Circular)], BART conducts an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Title VI Circular, BART makes this determination by comparing the analysis results against a threshold, as defined in its Disparate Impact and Disproportionate Burden Policy (DI/DB Policy), which was adopted by the BART Board on July 11, 2013. Disproportionate impact analysis results are provided in Section 2 of this report.

Pursuant to the Title VI Circular, BART is to conduct public outreach to provide information to the public about potential fare changes under consideration and solicit feedback on these potential fare changes. A key component of Title VI outreach is to seek input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART uses established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members. Public outreach and public input received are described in Section 3 of this report.

BART makes an equity finding regarding any fare change by considering both the results of the disproportionate impact analysis and public input, and these results are found in Section 5. Should a fare change be found to have a disproportionate impact, Section 5 provides proposed mitigations of those impacts.

The following proposed fare changes have been analyzed for this report:

- A. Implementing the last in BART's second series of productivity-adjusted inflation-based fare increases valued at 5.4% effective January 1, 2020.
- B. Extending the Productivity-Adjusted Inflation-Based Fare Increase Program for a third series of less-than-inflation increases every two years between 2022 and 2028.
- C. Increasing the surcharge from \$0.50 to \$1.00 for fares paid with Blue magnetic-stripe tickets; the surcharge would be prorated down for discounted Green and Red magnetic-stripe tickets for seniors, people with disabilities, and youth.

## 1.2 Implement a Productivity-Adjusted Inflation-Based Fare Increase of 5.4%

In 2003, the BART Board approved the initial Productivity-Adjusted Inflation-Based Fare Increase Program that increased fares by less-than-inflation-based amounts every two years between 2006 and 2012. In February 2013, with Resolution 5208, the Board approved extending the Productivity-Adjusted Inflation-Based Fare Increase Program for increases, in 2014, 2016, 2018, and 2020, subject to final Title VI analysis.

The formula to calculate the amount of the increase is based on the average of national and local inflation over a two-year period, less one-half percent to account for improvements in BART productivity. Fare revenue from the second series of increases by Resolution 5208, as confirmed by Board motion passed on March 28, 2013, goes into a separate fund that can only be used to help fund BART's highest priority capital reinvestment projects including new rail cars, a new automated train control system, and the Hayward Maintenance Complex.

BART staff used estimated future inflation-based percentage increases to perform preliminary analyses of the second series of fare increases to determine if any of the increases had a disparate impact on minority riders or placed a disproportionate burden on low-income riders. These analyses and public comment are documented in the February 2013 reports, "Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program" and "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program." The preliminary analyses showed that the four biennial inflation-based fare increases would not likely result in a disproportionate impact on minority or low-income riders under BART's DI/DB Policy since the proposed changes would increase fares by virtually identical amounts for minority riders and non-minority riders when compared to overall users. These findings were subject to the application of thresholds contained in the then-under development DI/DB Policy, which the BART Board adopted on July 11, 2013.

In October 2013, the Board approved findings for the 2014 fare increase, as documented in the report "Final Title VI Assessment for the 2014 Inflation-Based Fare Increase, An Update to the February 13, 2013 Draft Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program." In July 2015, the Board approved findings for the 2016 fare increase, as documented in the report "Final Title VI Assessment for the Proposed Productivity-Adjusted Inflation-Based Fare Increase effective January 1, 2016."

In May 2017, the Board approved findings for the 2018 fare increase, as documented in the report "Title VI Fare Equity Analysis for the Proposed Productivity-Adjusted Inflation-Based Fare Increase and Fiscal Year 2018 Fare Changes effective January 1, 2018." Report findings demonstrated that the proposed 2014, 2016, and 2018

increases would increase fares by virtually identical amounts for minority riders and low-income riders when compared respectively to non-minority riders and non-low income riders. Thus, the calculated differences between the fare increases for protected groups and nonprotected groups fell below the 5% DI/DB Policy threshold. In addition, the proposed fare changes applied to all fares and fare types and the fare types were projected to increase at the same percentage. Although each fare type had differing constituencies, all fare types were affected equally.

The fare change discussed in this report is the last in the current series of four productivity-adjusted inflation-based fare increases and is scheduled for implementation on January 1, 2020. As stated in Resolution 5208, "Title VI analyses for the 2016, 2018, and 2020 fare increases will be updated and finalized, once the inflation percentage increase is known for those years and public input is solicited. Implementation of each of the future year increases in 2016, 2018, and 2020, will be subject to Board approval of the corresponding and finalized Title VI analysis, which has been issued in compliance with federal and state law in effect at the time."

In January 2019, the Bureau of Labor Statistics released the final inflation data for 2018, which allowed for actual calculation of the 2020 increase. This calculation results in overall inflation of 5.9% over two years. After subtracting the 0.5% productivity factor, the actual fare increase scheduled for 2020 is 5.4%.

### **1.3 Extend the Productivity-Adjusted Inflation-Based Fare Increase Program for a Third Series between 2022 and 2028**

This proposed fare change would extend BART's Productivity-Adjusted Inflation-Based Fare Increase Program for a third series of increases in 2022, 2024, 2026, and 2028. As stated in the Board-adopted Financial Stability Policy, BART's ability to deliver safe, reliable service rests on a strong and stable financial foundation. A policy goal to help achieve this stability is to preserve and maximize BART's fare revenue base, through a predictable pattern of adjustments, while retaining ridership. Programmed fare increases also help BART avoid the cycle of keeping fares flat for many years, then raising fares by large percentages out of financial necessity. Resolution 4885, adopted in 2003, addressed the policy goal when the BART Board gave the General Manager authority to implement four productivity-adjusted inflation-based fare increases, one every two years, between 2006 and 2012. Less-than-inflation-based increases are calculated by taking the average of national and Bay Area inflation over two years, less one-half percent for BART productivity improvements

The 2006-2012 series of small, regular fare increases was key to BART's financial stability during difficult economic times. The inflation-based component of BART fare increases contributed approximately \$290 million in additional fare revenue to help BART weather the Great Recession without reducing service levels.



The second series of Board-approved less-than-inflation fare increases began in 2014, with the last increase scheduled for January 2020. The 2020 fare change is analyzed in a separate section of this report. By Board policy, all incremental fare revenue generated from these increases, equal to approximately \$330M, helps fund BART's high-priority capital projects: new rail cars, a new automatic train control system, and the Hayward Maintenance Complex.

The proposed third series of the less-than-inflation-based fare increase program would raise fares in 2022, 2024, 2026, and 2028. Based on current inflation projections, the increase in each of these years is estimated to be 3.9%. New incremental fare revenue is proposed to help fund additional new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of enhanced service. Over the eight-year period, the program is estimated to generate approximately \$400M in revenue.

#### 1.4 Increase the Surcharge on Fare Paid with Magnetic-Stripe Tickets

In June 2017, the BART Board approved a \$0.50 surcharge per trip taken with Blue magnetic-stripe tickets effective January 1, 2018. For example, a fare of \$2.25 or \$3.50 paid with Clipper is, respectively, \$2.75 or \$4.00 when paid for with a Blue magnetic-stripe ticket. The \$0.50 surcharge is prorated down for discounted magnetic-stripe tickets: seniors and people with disabilities who receive a 62.5% discount pay an approximately \$0.19 surcharge with a Green or Red ticket respectively, and youth who receive a 50% discount pay a \$0.25 surcharge with a youth Red ticket.

Making magnetic-stripe ticket fares more expensive compared to Clipper fares has helped shift riders to Clipper in support of the regional goal of optimizing Clipper use as well as generating revenue. It is also more efficient and cost-effective for BART to maintain one fare payment system, and Clipper card customers enter and exit BART quicker by using more reliable fare gates that only process Clipper. Magnetic-stripe ticket trips have been reduced by approximately 42% over the last year.

To further encourage the 15% of BART riders still using magnetic-stripe tickets to switch to Clipper, BART proposes to increase the surcharge to \$1.00; for example, a \$3.50 Clipper fare would be \$4.50 with a Blue magnetic-stripe ticket. Riders using discounted tickets would continue to pay a prorated surcharge, so that seniors and people with disabilities pay an approximately \$0.38 surcharge (Green and Red tickets) and youth pay a \$0.50 surcharge (youth Red tickets).

## Section 2: Minority Disparate Impact and Low-Income Disproportionate Burden Analysis

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### 2.1 Assessing the Effects of a Fare Change

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income riders, in accordance with the fare equity analysis procedures in FTA Title VI Circular 4702.1B and BART's DI/DB Policy.

Chap. IV-19 of the Title VI Circular requires that a data analysis include the following steps:

- i. Determine the number and percent of users of each fare media being changed;
- ii. Review fares before the change and after the change;
- iii. Compare the differences between minority users and non-minority users; and
- iv. Compare the differences for each particular fare media between low-income users and non-low-income users.

As stated in Title VI Circular App. K-11, comparing protected riders and nonprotected riders can “yield even clearer depictions of differences.” For purposes of **across-the-board fare changes**, BART's DI/DB Policy follows this guidance. Once the comparison analysis is completed, the appropriate threshold from the DI/DB Policy is applied to the difference in fare change between (a) minority and non-minority riders and (b) low-income and non-low income riders.

For **fare type changes**, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accordance with the DI/DB Policy, impacts will be considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's protected ridership share is greater than 10%.

For the 2018 Customer Satisfaction Survey, minority includes riders who are Asian, Hispanic (any race), Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). Non-minority is defined as white. According to responses to the 2018 Customer Satisfaction Survey, 64.5% of BART riders are minority.

For the purposes of this analysis, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region's higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income of respondents to the 2018 Customer

Satisfaction Survey. The household size and household income combinations that comprise “low-income” are as follows:

**Table 2-1**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

For example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2018 Customer Satisfaction Survey responses, 20.2% of BART riders are considered low income.

Should BART find that minority riders experience disparate impacts from the proposed change, BART should take steps to avoid, minimize, or mitigate disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority riders, pursuant to FTA Title VI Circular 4702.1B, BART may proceed with the proposed fare change if BART can show that:

- A substantial legitimate justification for the proposed fare change exists; and,
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on minority populations.

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to non-low income riders, BART will take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the fare change.

Should BART find that a fare option results in a disproportionate impact on both minority and low-income riders, then BART shall follow the requirements as described above for addressing a finding of disparate impact on minority riders. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

The next sections describe the data and methodology used and analysis findings for each of the proposed changes.

## 2.2 Productivity-Adjusted Inflation-Based Fare Increase of 5.4%

### 2.2.1 Data Sources

The primary data used to analyze the proposed across-the-board productivity-adjusted inflation-based fare increase of 5.4% are the following:

- 2018 BART Customer Satisfaction Study. Conducted every other September, the Customer Satisfaction Study allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2018 study had a sample size of 5,113, including weekday peak, off-peak, and weekend riders.
- Current and projected BART fares. The projected fares are based on an actual less-than-inflation-based increase of 5.4% in 2020; these are the full Clipper fares and do not reflect the various discounts available to riders. Approximately 85% of BART riders use Clipper to pay their fares and the District is encouraging the remaining 15% of riders to switch to Clipper in support of the region's large investment in the regional smart card.
- Actual 2018 BART ridership. Trips by station as recorded by BART's automated fare collection system.

BART uses its FTA-approved methodology to assess the effects of a fare increase. The methodology compares the weighted average fare increase between (a) minority and non-minority riders and (b) low-income and non-low income riders to determine if an increase would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders. In accordance with FTA Title VI Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the DI/DB Policy. In addition, pursuant to the DI/DB Policy, staff reported the cumulative impacts over its last three-year triennial reporting period as well as for the current three-year triennial reporting period.<sup>1</sup>

Actual 2018 Customer Satisfaction Survey responses are used to determine the percent of riders at each station who are minority or low-income. Since BART has a distance-based fare structure, determining this information by station rather than systemwide allows for the development of weighted average fares. Both home-based origin and non-home origin responses are used to assign demographics to a station. Non-home origins at a station include all trips starting from locations other than home, such as work, school or shopping. Thus, using both home-based and non-home origin responses is more encompassing than using only home-based origins because it reflects all riders at a station.

### ***2.2.2 Methodology***

The steps used to assess the effects of an across-the-board fare change are described in Appendix A. Oakland International Airport Station trips and Pittsburg Center Station trips are not included in this analysis because 20 or fewer riders at these

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<sup>1</sup> BART's last reporting period, approved by FTA, includes changes for the period from January 1, 2014 through December 31, 2016. BART's current triennial reporting period includes all changes from January 1, 2017 through December 31, 2019.

stations responded to the 2018 Customer Satisfaction Survey, which is too few to be able to accurately determine the percentage of the station's riders who are minority or low-income. Future stations or expansion projects, such as the Silicon Valley Berryessa Extension, are not included in this analysis as fares for those projects have not yet been adopted.

### *2.2.3 Analysis Findings*

Systemwide weighted average fares for (a) minority and non-minority riders and (b) low-income and non-low income riders, as well as for overall users, have been calculated using the methodology described in Appendix A. This process was performed to determine if the proposed fare increase would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

Note that the percent fare changes shown may not exactly equal the proposed percent fare change since BART's fares paid by passengers are rounded to the nearest nickel and the data below represent an average across riders. Also note that the percentage and dollar changes as published in the following tables may not add up as the figures are not rounded to the nearest hundredth- or thousandth-decimal place.

The proposed inflation-based fare increase of 5.4% is an across-the-board fare increase. BART's DI/DB Policy provides that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%.

### *2.2.4 Minority Disparate Impact Analysis Finding*

The Table 2-1 presents the results for minority riders of the calculation for the proposed inflation-based increase of 5.4% in 2020. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disparate impact on minority riders because the difference in the increase for minority riders and non-minority riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2020 would not result in a disparate impact on minority riders because the difference in the percent increase between minority and non-minority riders is less than 5%.

**Table 2-2: Disparate Impact Analysis - 2020 Inflation-Based Fare Increase**

	2012 Fares	Current 2018 Fares	Proposed 2020 fares +5.4%	Cumulative Change 2012 to 2020 <sup>1</sup>
<b>Fare Increase %</b>				
<b>Minority</b>	\$ 3.665	\$ 4.194	\$ 4.419	\$ 0.753
<b>Non-Minority</b>	\$ 3.709	\$ 4.224	\$ 4.451	\$ 0.742
<b>Overall</b>	\$ 3.680	\$ 4.227	\$ 4.453	\$ 0.773
<b>Minority</b>		% Change	5.35%	20.55%
<b>Non-Minority</b>		% Change	5.37%	20.00%
		<b>DIFFERENCE</b>	<b>-0.03%</b>	<b>0.56%</b>
		<b>Disparate Impact?</b>	<b>No</b>	<b>No</b>
<b>Minority</b>		\$ Change	\$ 0.224	\$ 0.753
<b>Non-Minority</b>		\$ Change	\$ 0.227	\$ 0.742
<b>Overall</b>		\$ Change	\$ 0.226	\$ 0.773
<sup>1</sup> To ensure consistency in calculating cumulative impact, the 2018 average weekday trip table was used to calculate 2012, 2018, and 2020 weighted fares.				

**2.2.5 Low-Income Disproportionate Burden Analysis Finding**

Table 2-2 presents the results for low-income riders of the calculation for the proposed inflation-based increase of 5.4% in 2020. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disproportionate burden on low-income riders because the difference in the increase for low-income riders and non-low income riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2020 would not result in a disproportionate burden on low-income riders because the difference in the percent increase between low-income and non-low income riders is less than 5%.

**Table 2-2: Disproportionate Burden Analysis - 2020 Inflation-based Fare Increase**

	2012 Fares	Current 2018 Fares	Proposed 2020 fares +5.4%	Cumulative Change 2012 to 2020 <sup>1</sup>
<b>Fare Increase %</b>				
<b>Low Income</b>	\$ 3.548	\$ 4.069	\$ 4.286	\$ 0.738
<b>Non-Low Income</b>	\$ 3.714	\$ 4.238	\$ 4.465	\$ 0.752
<b>Overall</b>	\$ 3.680	\$ 4.227	\$ 4.453	\$ 0.773
<b>Low Income</b>		% Change	5.34%	20.82%
<b>Non-Low Income</b>		% Change	5.36%	20.24%
		<b>DIFFERENCE</b>	<b>-0.03%</b>	<b>0.58%</b>
		<b>Disproportionate Burden?</b>	<b>No</b>	<b>No</b>
<b>Overall</b>		% Change	5.35%	21.02%
<b>Low Income</b>		\$ Change	\$ 0.217	\$ 0.738
<b>Non-Low Income</b>		\$ Change	\$ 0.227	\$ 0.752
<b>Overall</b>		\$ Change	\$ 0.226	\$ 0.773
<sup>1</sup> To ensure consistency in calculating cumulative impact, the 2018 average weekday trip table was used to calculate 2012, 2018, and 2020 weighted fares.				

## 2.3 Series 3 of the Productivity-Adjusted Inflation-Based Fare Increase Program

### 2.3.1 Background

The fare change discussed in this report is Series 3 of BART’s Productivity-Adjusted Inflation-Based Fare Increase Program for increases in 2022, 2024, 2026, and 2028. The last increase in the Board-approved Series 2 is scheduled for January 1, 2020. The percentage increase is calculated by taking the change in inflation over a two-year period then subtracting one-half percent to account for improvements in BART operating efficiencies, so that the increase is actually less than inflation.

With Resolution 4885, the BART Board authorized the first inflation-based fare increase program which consisted of four biennial increases beginning in 2006 and ending in 2012. These small, regular fare increases were key to BART’s financial stability and helped BART weather the Great Recession without reducing service levels. The second series of inflation-based increases began in 2014, with the last increase of 5.4% scheduled to take effect on January 1, 2020. By Board direction, incremental revenue from the second series is dedicated to help fund BART top priority capital projects: new rail cars, a new automated train control system, and the Hayward Maintenance Complex.

The four biennial fare changes for Series 3 analyzed in this report were calculated by applying the same formula used for Series 1 and 2. If approved, each fare change under consideration would be reanalyzed at the time that actual data on inflation was available to calculate the actual percent increase for 2022, 2024, 2026, and 2028. For these four proposed increases, it is necessary to use a projection of future inflation for the fare increase calculation. The inflation-based increase used for these fare change analyses is 3.9%, which is calculated by taking the current projection of inflation estimated by the Metropolitan Transportation Commission (the Bay Area's regional planning organization), valued at 2.2% per year (4.4% over a two-year period), less the 0.5% productivity factor. The formula used is shown in Appendix A.

In conformance with its current Title VI procedures, BART undertook an equity analysis of the proposed extension of the inflation-based fare increase program and actively sought public input in a variety of ways using approaches outlined in BART's Public Participation Plan. Public outreach results are summarized in the attached Public Participation Report (Appendix B).

Each of the proposed four biennial fare increases is an across-the-board increase. BART's DI/DB Policy states that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%. Applying this threshold to the calculated differences, the present report finds that none of the proposed four inflation-based fare increases would result in a disparate impact or a disproportionate burden because, for each year (2022, 2024, 2026, and 2028), the increase difference between protected and nonprotected riders is less than 5%.

### *2.3.2 Data Sources*

The primary data used to analyze the proposed extension of the across-the-board Productivity-Adjusted Inflation-Based Fare Increase Program are the following:

- 2018 BART Customer Satisfaction Study. Conducted every other September, the Customer Satisfaction Study allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2018 study had a sample size of 5,113, including weekday peak, off-peak, and weekend riders.
- Current and projected BART fares. The projected 2020 fares are based on an actual less-than-inflation-based increase of 5.4%. The proposed third series of the less-than-inflation-based fare increase program would raise fares in 2022, 2024, 2026, and 2028, and the increase in each of these years is estimated to be 3.9% based on current inflation projections. These are the full Clipper fares and do not reflect the various discounts available to riders. Approximately 85% of BART riders use Clipper to pay their fares and the District is encouraging the remaining 15% of



riders to switch to Clipper in support of the region's large investment in the regional smart card.

- Actual 2018 BART ridership. Trips by station as recorded by BART's automated fare collection system.

BART uses its FTA-approved methodology to assess the effects of a fare increase. The methodology compares the weighted average fare increase between (a) minority and non-minority riders and (b) low-income and non-low income riders to determine if any of the increases would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders. In accordance with FTA Title VI Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the DI/DB Policy. In addition, pursuant to the DI/DB Policy, staff reported the cumulative impacts over the last three-year triennial reporting period as well as for the current three-year triennial reporting period.<sup>2</sup>

Actual 2018 Customer Satisfaction Survey responses are used to determine the percent of riders at each station who are minority and who are low-income. Since BART has a distance-based fare structure, determining this information by station rather than systemwide allows for the development of weighted average fares. Both home-based origin and non-home origin responses are used to assign demographics to a station. Non-home origins at a station include all trips starting from locations other than home, such as work, school or shopping. Thus, using both home-based and non-home origin responses is more encompassing than using only home-based origins because it reflects all riders at a station.

### *2.3.3 Methodology*

The steps used to assess the effects of an across-the-board fare change are described in Appendix A. Oakland International Airport Station trips and Pittsburg Center Station trips are not included in this analysis because 20 or fewer riders at these stations responded to the 2018 Customer Satisfaction Survey, which is too few to be able to accurately determine the percentage of the station's riders who are minority or low-income. Future stations or expansion projects, such as the Silicon Valley Berryessa Extension, are not included in this analysis as fares for those projects have not yet been adopted.

### *2.3.4 Analysis Findings*

Systemwide weighted average fares for (a) minority and non-minority riders and (b) low-income and non-low income riders, as well as for overall users, have been

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<sup>2</sup> BART's last reporting period, approved by FTA, includes changes for the period from January 1, 2014 through December 31, 2016. BART's current triennial reporting period includes all changes from January 1, 2017 through December 31, 2019.

calculated using the methodology described in Appendix A. This process was performed to determine if any of the four increases in the proposed Series 3 of the inflation-based fare increase program would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

Note that the percent fare changes shown may not exactly equal the proposed percent fare change since BART's fares paid by passengers are rounded to the nearest nickel and the data below represent an average across riders. Also note that the percentage and dollar changes as published in the following tables may not add up as the figures are not rounded to the nearest hundredth- or thousandth-decimal place.

The proposed Series 3 of the inflation-based fare increase program include across-the-board fare increases. BART's DI/DB Policy provides that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%. Each proposed fare increase will be reanalyzed at the time that actual data on inflation becomes available so that the actual percent increases for 2022, 2024, 2026, and 2028 can be calculated; each of these fare equity analyses will be brought to the Board for approval.

### *2.3.5 Minority Disparate Impact Analysis Finding Analysis*

Table 2-3 presents the results for minority riders of the calculations for the proposed Series 3 of the inflation-based fare increase program from 2022 to 2028. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increases would not result in a disparate impact on minority riders because the differences in the increases for minority riders and non-minority riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2018 through the last Series 3 proposed increase in 2028 would not result in a disparate impact on minority riders because the difference in the percent increase between minority and non-minority riders is less than 5%.

**Table 2-3: Disparate Impact Analysis - Series 3 Inflation-Based Fare Increase Program, 2022-2028**

Fare Increase %	Current	Proposed					Cumulative Change 2018 to 2028 <sup>1</sup>
	2018 Fares	2020 Fares +5.4%	2022 Fares +3.9%	2024 Fares +3.9%	2026 Fares +3.9%	2028 Fares +3.9%	
<b>Minority</b>	\$ 4.194	\$ 4.419	\$ 4.598	\$ 4.774	\$ 4.959	\$ 5.160	\$ 0.97
<b>Non-Minority</b>	\$ 4.224	\$ 4.451	\$ 4.631	\$ 4.807	\$ 4.994	\$ 5.196	\$ 0.97
<b>Overall</b>	\$ 4.227	\$ 4.453	\$ 4.633	\$ 4.810	\$ 4.998	\$ 5.200	\$ 0.97
<b>Minority</b>	% Change	5.35%	4.06%	3.82%	3.89%	4.05%	23.03%
<b>Non-Minority</b>	% Change	5.37%	4.04%	3.81%	3.90%	4.04%	23.03%
	<b>DIFFERENCE</b>	<b>-0.03%</b>	<b>0.02%</b>	<b>0.01%</b>	<b>-0.01%</b>	<b>0.00%</b>	<b>0.00%</b>
	<b>Disparate Impact?</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>
<b>Minority</b>	\$ Change	\$ 0.224	\$ 0.179	\$ 0.176	\$ 0.186	\$ 0.201	\$ 0.966
<b>Non-Minority</b>	\$ Change	\$ 0.227	\$ 0.180	\$ 0.176	\$ 0.187	\$ 0.202	\$ 0.973
<b>Overall</b>	\$ Change	\$ 0.226	\$ 0.180	\$ 0.177	\$ 0.187	\$ 0.202	\$ 0.973

<sup>1</sup>To ensure consistency in calculating cumulative impact, the 2018 average weekday trip table was used to calculate 2018, 2020, 2022, 2024, 2026, and 2028 weighted fares.

### 2.3.6 Low-Income Disproportionate Burden Analysis Finding

Table 2-4 presents the results for low-income riders of the calculations for the proposed Series 3 of the inflation-based fare increase program from 2022 to 2028. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disproportionate burden on low-income riders because the difference in the increase for low-income riders and non-low income riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2018 through the last Series 3 proposed increase in 2028 would not result in a disproportionate burden on low-income riders because the difference in the percent increase between low-income and non-low income riders is less than 5%.

**Table 2-4: Disproportionate Burden Analysis - Series 3 Inflation-Based Fare Increase Program, 2022-2028**

Fare Increase %	Current	Proposed					Cumulative Change 2018 to 2028 <sup>1</sup>
	2018 Fares	2020 Fares +5.4%	2022 Fares +3.9%	2024 Fares +3.9%	2026 Fares +3.9%	2028 Fares +3.9%	
<b>Low Income</b>	\$ 4.069	\$ 4.286	\$ 4.461	\$ 4.631	\$ 4.811	\$ 5.005	\$ 0.94
<b>Non-Low Income</b>	\$ 4.238	\$ 4.465	\$ 4.646	\$ 4.824	\$ 5.011	\$ 5.214	\$ 0.98
<b>Overall</b>	\$ 4.227	\$ 4.453	\$ 4.633	\$ 4.810	\$ 4.998	\$ 5.200	\$ 0.97
<b>Low Income</b>	% Change	5.34%	4.07%	3.82%	3.88%	4.04%	23.01%
<b>Non-Low Income</b>	% Change	5.36%	4.05%	3.82%	3.89%	4.05%	23.03%
	<b>DIFFERENCE</b>	<b>-0.03%</b>	<b>0.02%</b>	<b>0.00%</b>	<b>-0.01%</b>	<b>0.00%</b>	<b>-0.02%</b>
	<b>Disproportionate Burden?</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>No</b>
<b>Overall</b>	% Change	5.35%	4.05%	3.82%	3.89%	4.04%	23.01%
<b>Low Income</b>	\$ Change	\$ 0.217	\$ 0.174	\$ 0.170	\$ 0.180	\$ 0.194	\$ 0.936
<b>Non-Low Income</b>	\$ Change	\$ 0.227	\$ 0.181	\$ 0.177	\$ 0.188	\$ 0.203	\$ 0.976
<b>Overall</b>	\$ Change	\$ 0.226	\$ 0.180	\$ 0.177	\$ 0.187	\$ 0.202	\$ 0.973

<sup>1</sup>To ensure consistency in calculating cumulative impact, the 2018 average weekday trip table was used to calculate 2018, 2020, 2022, 2024, 2026, and 2028 weighted fares.

## 2.4 Magnetic-Stripe Ticket Surcharge Increase

### 2.4.1 Data Sources

BART’s most recent survey, the 2018 Customer Satisfaction Survey conducted in September 2018, was used as the data source for this analysis. The definitions for minority and low-income for this dataset are described in Section 2.1 above.

### 2.4.2 Methodology

BART uses FTA-approved methodology to assess the effects of a fare type or fare media change. The methodology for fare type or fare media changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination, in this case, the 2018 Customer Satisfaction Survey. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type or fare media and the protected ridership of the overall system is greater than 10%.

### 2.4.3 Minority Disparate Impact Analysis Finding

Table 2-5 shows disparate impact results for minority riders. The portion of magnetic-stripe ticket users that is minority is similar to BART’s overall minority ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed increase to the magnetic-stripe ticket surcharge would not result in a disparate impact on minority riders because the difference between the affected fare type’s minority ridership share and the overall system’s minority ridership share is not greater than 10%.

**Table 2-5**

	<b>Minority</b>
<b>All Riders</b>	<b>64.5%</b>
<b>Mag Stripe Ticket Riders</b>	<b>68.4%</b>
<b>Difference from All Riders</b>	<b>3.9%</b>
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>No</b>

*2.4.4 Low-Income Disproportionate Burden Analysis Finding*

The table below shows disproportionate burden results for low-income riders. The portion of magnetic-stripe ticket users that is low-income is higher than BART's overall low-income ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed increase to the magnetic-stripe ticket surcharge would result in a disproportionate burden on low-income riders because the difference between the affected fare type's low-income ridership share and the overall system's low-income ridership share is greater than 10%.

**Table 2-6**

	<b>Low-Income</b>
<b>All Riders</b>	<b>20.2%</b>
<b>Mag Stripe Ticket Riders</b>	<b>33.9%</b>
<b>Difference from All Riders</b>	<b>13.7%</b>
<b>Exceeds DI/DB Policy 10% Threshold?</b>	<b>Yes</b>

# Section 3: Alternatives Available for People Affected by the Proposed Fare Changes

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## 3.1 Overview

This section analyzes alternative transit modes, fare payment types, and fare payment media available for people who could be affected by the proposed fare changes. The analysis compares fares increased by the inflation-based amount, reduced discount fares, and increased fares paid with mag stripe paper tickets to fares paid through available alternatives. The section also includes a demographic profile of users by BART fare payment type.

## 3.2 Alternative Transit Modes including Fare Payment Types

BART operates a heavy rail system and an automated people mover that links the BART Coliseum Station and Oakland International Airport. There are four major operators in the BART service area that provide service parallel to some segments of the BART system:

- AC Transit: Bus operator with service in Alameda County and parts of Contra Costa County, and between parts of Alameda County and downtown San Francisco.
- Caltrain: Commuter rail with service from Gilroy in the South Bay through to downtown San Francisco.
- SamTrans: Bus operator with service in San Mateo County.
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco.

For fare change Option A (across-the-board 5.4% fare increase) and Option C (mag-stripe ticket surcharge increase), the table below compares BART fares and the cash and Clipper fares of operators providing service in parts of the BART service area.

**Table 3-1**

BART	Clipper Adult	Mag Stripe with Surcharge	
		Current 50-cent Surcharge	Proposed \$1.00 Surcharge
Current minimum fare	\$2.00	\$2.50	--
Inflation-based 5.4% increase minimum fare effective Jan 2020	\$2.10	\$2.60	\$3.10

Other Operator Fares	Adult Local		Adult Pass Price	
	Clipper Fare	Cash Fare	Clipper	Cash
AC Transit	\$2.25	\$2.35	\$84.60 Monthly	\$5.00 Day Pass
Caltrain (zone-based)	\$3.20-\$14.45	\$3.75-\$15.00	\$96-\$433.50 Monthly	\$7.50-\$30.00 Day Pass
SamTrans	\$2.05	\$2.25	\$65.60 Monthly	\$5.50 Day Pass
San Francisco Muni <i>effective 7/1/2019</i>	\$2.50	\$3.00	\$81.00 Monthly (Muni-only)	Passes available only on Clipper

**3.2.1 Option A: Across-the-Board Inflation Based Fare Increase**

In comparing the other operators’ Clipper fares to BART Clipper fares with the scheduled 5.4% less-than-inflation-based fare increase, BART’s minimum fare is less than the minimum fare of three out of the four operators, and only a nickel higher than the fourth operator. A rider could pay a fare using another operator’s monthly pass that would be less expensive than the 2020 \$2.10 BART Clipper fare under the following circumstances:

- AC Transit: Rider takes more than 40 trips per month.
- Caltrain: Rider takes more than 45 trips per month (based on \$96 pass).
- SamTrans: Rider takes more than 31 trips per month.
- San Francisco Muni: Rider takes more than 38 trips per month.

**3.2.2 Option C: Magnetic-Stripe Ticket Surcharge Increase**

In comparing the other operators’ cash fares to the BART Blue magnetic-stripe ticket minimum fare increased by the inflation-based 5.4% plus a \$1.00 surcharge, the BART fare is less expensive than Caltrain and is costlier than the other three operators.

A rider could pay a fare using another operator’s monthly pass that would be less expensive than the 2020 \$3.10 BART Blue magnetic-stripe ticket fare under the following circumstances:

- AC Transit: Rider takes more than 27 trips per month.
- Caltrain: Rider takes more than 30 trips per month (based on \$96 pass).

- SamTrans: Rider takes more than 21 trips per month.
- San Francisco Muni: Rider takes more than 26 trips per month.

### 3.2.3 BART Fare Payment Types, Fare Media and Payment Method by Protected Group

BART’s 2018 Customer Satisfaction Survey data provides demographic profiles of users of BART’s fare media—Clipper and magnetic-stripe tickets—and fare types as shown in the table below. Although BART offers the youth discount to riders age five through 18, BART does not survey riders under the age of 13. Thus the demographics for the youth fare discount type are from the survey’s age grouping of 13 through 17 year-old riders; demographics for 18-year-old riders are not included because they are part of the survey’s next age category of 18 through 24.

The data show minority riders are similar to overall riders in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted fare media for seniors. Low-income riders compared to overall riders are more likely to use the regular fare magnetic-stripe ticket and are more likely to use the discounted fare media for people with disabilities and youth, while they are less likely to use the high-value 6.25% discount (HVD) fare product.

**Table 3-2**

Fare Type	Fare Media	Payment Method	Estimated Ridership by Fare Type					
			Minority Riders	% using Fare Type	Low-Income Riders	% using Fare Type	All Riders	% using Fare Type
Clipper regular fare	Smart card	Cash, credit/debit, check, transit benefit payments	172,109	61.6%	49,363	56.4%	272,715	62.9%
Mag stripe regular fare	Paper ticket		41,826	15.0%	20,406	23.3%	60,332	13.9%
High Value Discount	Clipper, Mag stripe		36,988	13.2%	3,487	4.0%	55,823	12.9%
Senior			7,942	2.8%	2,863	3.3%	18,642	4.3%
Persons with Disabilities			5,613	2.0%	3,731	4.3%	7,334	1.7%
Youth (age 13-17)			4,684	1.7%	2,442	2.8%	5,183	1.2%
"A" Muni Fast Pass*	Clipper only		4,922	1.8%	1,939	2.2%	7,009	1.6%
Other	No fare type reported	--	5,455	2.0%	3,314	3.8%	6,356	1.5%
<b>TOTAL</b>			<b>279,539</b>	<b>100.0%</b>	<b>87,546</b>	<b>100.0%</b>	<b>433,394</b>	<b>100.0%</b>

\*San Francisco Muni Fast Pass (monthly pass) accepted on BART within San Francisco.

The next table details the percentages and values by fare type of the proposed 5.4% less-than-inflation increase and the increase to the magnetic-stripe ticket surcharge to \$1.00. These changes do not apply to the Muni Fast Pass, which is the San Francisco Municipal Transportation Agency’s fare instrument. The proposed 5.4% fare change applies to all BART fares and fare types and so the fare types are projected to increase at the same percentage; although each fare type has differing constituencies, all fare types are affected equally. The increase to the magnetic-stripe surcharge is \$0.50 for regular fare Blue tickets; the \$0.50 increase is prorated down to \$0.19 for seniors and people with disabilities and to \$0.25 for youth.



**Table 3-3**

<i>Fare Type</i>	Average Fare		Change		Average Fare	Change in Mag Stripe	
	Current	+5.4% as of Jan 2020	from Current		2020: +5.4% & \$1 Mag Stripe Surcharge	from Current	
			%	\$		%	\$
<b>Regular adult fare</b>							
Clipper	\$4.07	\$4.29	5.4%	\$0.22	n/a		
Mag stripe	\$5.06	\$5.33	5.4%	\$0.27	\$5.83	15.3%	\$0.77
<b>High Value Discount</b>	\$3.82	\$4.02	5.4%	\$0.21	n/a	n/a	n/a
<b>Senior/Disabled 62.5% discount</b>							
Clipper	\$1.53	\$1.61	5.4%	\$0.08	n/a		
Mag stripe	\$1.71	\$1.81	5.4%	\$0.09	\$1.99	16.3%	\$0.28
<b>Youth 50% discount</b>							
Clipper	\$2.04	\$2.14	5.4%	\$0.11	n/a		
Mag stripe	\$2.29	\$2.41	5.4%	\$0.12	\$2.66	16.3%	\$0.37
"A" Muni Fast Pass*	n/a	n/a	n/a	n/a	n/a	n/a	n/a

## Section 4: Public Participation

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Consistent with BART's Public Participation Plan, BART conducted outreach to inform the public and solicit feedback on the fare options.

### 4.1 Process for Soliciting Public Input

BART hosted a series of in-station outreach events with information tables where staff could speak directly with riders about the proposed fare options and any potential effects they may have on low-income and/or minority riders. At the outreach events, the public had the opportunity to interact with BART staff regarding the January 2020 productivity-adjusted inflation-based fare increase (CPI-based increase), the proposed extension of BART's current CPI-based fare increase program, and the proposed increase to the magnetic-stripe ticket surcharge. The public also had the opportunity to learn about BART's current fare structure and to raise any concerns they had related to the proposed fare options.

The public was also able to complete a BART survey in person. Riders who did not have time to complete the survey on-site were handed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with the hyperlink for the online survey: [www.bart.gov/faresurvey](http://www.bart.gov/faresurvey). The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.<sup>3</sup>

The survey period began Tuesday, February 26, 2019 and ended Friday, March 15, 2019. Digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. A \$120 Clipper card was offered as a prize in a drawing for those who completed either an online or paper survey.

### 4.2 Survey Responses and Public Comments

The outreach resulted in a total of 1,272 surveys completed. For the January 2020 productivity-adjusted inflation-based fare increase, 838 survey respondents chose to comment (Question 1). For the Series 3 Productivity-Adjusted Inflation-Based Fare Increase Program, 1,241 indicated a level of support (Question 2), with 802 providing a follow-up comment (Question 3) to explain their choice. Finally, for the magnetic-stripe ticket surcharge, 1,229 indicated a level of support (Question 4), with 716 providing a follow-up comment (Question 5).

Further information on all the levels of support and comments provided for each specific option is in the attached Public Participation Report (Appendix B).

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<sup>3</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART's four-county service area (BART Title VI Language Assistance Plan, January 2017).

# Section 5: Equity Findings

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## 5.1 Overview

BART makes an equity finding regarding any fare change by considering both the results of the disproportionate impact analysis and public input. For the three proposed fare changes, analysis results, public input received, and the resulting equity findings are presented below.

## 5.2 Productivity-Adjusted Inflation-Based Fare Increase of 5.4%

This fare change would be the last in BART's second series of productivity-adjusted inflation-based fare increases. The proposed fare increase would generate revenue that goes into a separate account dedicated to funding BART's highest priority capital reinvestment projects, including new rail cars, a new automatic train control system, and design and construction of the Hayward Maintenance Complex. Implementation of each increase is subject to Board approval of the corresponding and finalized Title VI fare equity analysis, which has been issued in compliance with federal and state laws and regulations in effect at the time.

In January 2019, the Bureau of Labor Statistics released the final inflation data for 2018, which allowed for actual calculation of the 2020 increase. This calculation results in overall inflation of 5.9% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented in 2020 is 5.4%.

### 5.2.1 Analysis Findings

This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2012 through the proposed increase in 2020 would not result in a disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. Table 5-1 summarizes the findings.

**Table 5-1**

		<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
A.	5.4% CPI-Based Fare Increase, 2020	No	No
	<b>Cumulative Impact</b>	No	No

**5.2.2 Public Outreach**

Survey respondents were asked to provide feedback regarding this biennial increase by answering survey Question 1: “Do you have any comments about this planned fare increase?” Approximately 66% of all survey respondents, or 838 respondents, chose to comment regarding the less-than-inflation fare increase. Of the 838 respondents, 49% (414 respondents) identified as minority and 15% (125) as low-income. Of the minority respondents, 58% did not support and 42% were in favor (unconditional or conditional support). Of the low-income respondents, 63% did not support and 37% were in favor (unconditional or conditional support).

Three hundred respondents (approximately 34%) chose not to comment and of these, 49% were minority and 11% were low-income. Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option.

**5.2.3 Equity Finding**

The fare change analysis found no disproportionate impact on protected riders. Regarding respondents who chose to comment, of the 414 minority respondents, 58% were not in support; of the 125 low-income survey respondents, 63% were not in support. The remaining 42% of minority and 37% of low-income respondents did support the increase. Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. Of the 300 respondents who chose not to comment, 49% were minority and 11% were low-income.

Although increasing fares by less than inflation may not be a preferred option for some taking the survey, the fare change analysis found no disproportionate impact on protected riders, and new fare revenue will be used to fund critical BART capital needs which will improve the system for all riders, including those who are protected.

The equity finding, therefore, is this fare change would not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. It is also important to note that BART is planning to participate in the Metropolitan Transportation Commission’s (MTC’s) Regional Means-Based Transit Fare Discount Pilot Program, which is proposed to give low-income riders a 20% discount on each BART trip they take. The Board has approved the discount program’s Title VI Fare Equity Analysis and the program is scheduled to be brought to the Board for final approval in June 2019.

### 5.3 Series 3 Productivity-Adjusted Inflation-Based Fare Increase Program

This proposed fare change is the third in the series of BART's Productivity-Adjusted Inflation-Based Fare Increase Program for increases in 2022, 2024, 2026, and 2028. The Board-adopted Financial Stability Policy states that BART's ability to deliver safe, reliable service rests on a strong and stable financial foundation and a policy goal to help achieve this stability is to preserve and maximize BART's fare revenue base, through a predictable pattern of adjustments, while retaining ridership.

Programmed fare increases also help BART avoid the cycle of keeping fares flat for many years, then raising fares by large percentages out of financial necessity. With Resolution 4885, adopted in 2003, the BART Board gave the General Manager authority to implement four productivity-adjusted inflation-based fare increases, one every two years, between 2006 and 2012. Less-than-inflation-based increases are calculated by taking the average of national and Bay Area inflation over two years, less one-half percent for BART productivity improvements

The 2006-2012 series contributed approximately \$290 million (M) in additional fare revenue to help BART weather the Great Recession without reducing service levels. The second series of less-than-inflation fare increases began in 2014, and the last increase is scheduled for January 2020. The 2020 fare change is analyzed in a separate section of this report. By Board policy, all incremental fare revenue, equal to approximately \$330M, helps fund BART's high-priority capital projects: new rail cars, a new automated train control system, and the Hayward Maintenance Complex.

The proposed third series of the less-than-inflation-based fare increase program would raise fares in 2022, 2024, 2026, and 2028. Based on current inflation projections, the increase in each of these years is estimated to be 3.9%. New incremental fare revenue is proposed to help fund additional new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of enhanced service. Over the eight-year period, the program is estimated to generate approximately \$400M in revenue.

#### *5.3.1 Analysis Findings*

This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2018 through the proposed increase in 2028 would not result in a

disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. Table 5-2 summarizes the findings.

Each proposed fare increase will be reanalyzed when actual data on inflation becomes available so that the actual percent increases for 2022, 2024, 2026, and 2028 can be calculated; each of these fare equity analyses will be brought to the Board for approval.

**Table 5-2**

	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>B. CPI-Based Fare Increase Program, Series 3, 2022-28</b>	No	No
<b>Cumulative Impact</b>	No	No

### 5.3.2 Public Outreach

Fare Program Survey Question 2 asked respondents to choose a level of support for Series 3 of the CPI-based fare increase program. Respondents could select from one of the following six options: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know. Question 2 was answered by 1,241 of the 1,272 survey respondents, which is approximately 98% of all respondents.

Of the 1,241 respondents to Question 2, 622 or approximately 50% identified as minority and 179 or approximately 14% identified as low-income. Of minority respondents, fewer (199 or 32%) supported the fare increase program compared to those who did not support it (327 or 53%). Of the remaining minority respondents, 14% were neutral and 2% selected "don't know." Of low-income respondents, fewer (50 or 28%) supported the fare increase program compared to those who did not support it (100 or 56%). The remaining 14% of low-income respondents were neutral. Neutrality does not indicate whether favorable or unsupportive and may potentially indicate that these respondents were not opposed.

Explanatory comments in response to Question 3 were provided by 802 respondents, or 65% of the 1,241 respondents to Question 2. Of the 802 respondents, 50% (402 respondents) identified as minority and 15% (119 respondents) identified as low-income. A respondent's rating of Question 2 determined the grouping of the comment. For example, a Question 3 comment was automatically grouped as "Neutral" for sorting purposes if the respondent checked "Neutral" for Question 2. "Strongly Support" and "Somewhat Support" comments were grouped as "Support," which may indicate clear support or some level of support with caveats. "Don't Support" includes comments in the "Strongly Oppose" and "Somewhat Oppose" categories. Comments are color-coded by original level of support in Appendix PP-C.

Of the 402 minority respondents providing comments, 60% did not support, 33% were in favor (strongly or somewhat support), 6% were neutral, and 1% selected “don’t know.” Of the 119 low-income respondents providing comments, 59% did not support, 32% were in favor (strongly or somewhat support), 8% were neutral, and 1% selected “don’t know.”

### ***5.3.3 Equity Finding***

The fare change analysis found no disproportionate impact on protected riders. Regarding survey responses to Question 2, fewer minority respondents (199 or 32%) supported the fare increase program compared to those who did not support it (327 or 53%), and 14% were neutral. Of low-income respondents, fewer (50 or 28%) supported the fare increase program compared to those who did not support it (100 or 56%), and 14% were neutral. Neutrality does not indicate whether favorable or unresponsive and may potentially indicate that these respondents were not opposed.

Of the 402 minority respondents providing Question 3 comments, 60% were not in support, 33% were in favor, and 6% were neutral. Of the 119 low-income respondents providing comments, 59% did not support, 32% were in favor and 8% were neutral.

Although Series 3 of a program to increase fares by less than inflation may not be a preferred option for some taking the survey, the fare change analysis found no disproportionate impact on protected riders, and new fare revenue will be used to fund critical BART capital needs and to operate those improvements, which will improve the system for all riders including those who are protected.

The equity finding, therefore, is this fare change would not have a disparate impact on minority riders or place a disproportionate burden on low-income riders. It is also important to note that BART is planning to participate in the Metropolitan Transportation Commission’s (MTC’s) Regional Means-Based Transit Fare Discount Pilot Program, which is proposed to give low-income riders a 20% discount on each BART trip they take. The Board has approved the discount program’s Title VI Fare Equity Analysis and the program is scheduled to be brought to the Board for final approval in June 2019.

## **5.4 Magnetic-Stripe Ticket Surcharge Increase from \$0.50 to \$1.00**

The BART Board approved a \$0.50 surcharge per trip taken with Blue magnetic-stripe tickets effective January 1, 2018. For example, a fare of \$2.25 or \$3.50 paid with Clipper is, respectively, \$2.75 or \$4.00 when paid for with a Blue magnetic-stripe ticket. The \$0.50 surcharge is prorated down for discounted magnetic-stripe tickets: seniors and people with disabilities who receive a 62.5% discount pay an approximately \$0.19 surcharge with a Green or Red ticket respectively, and youth who receive a 50% discount pay a \$0.25 surcharge with a youth Red ticket.

With the surcharge, magnetic-stripe ticket trips have been reduced by approximately 42%. To further encourage the 15% of BART riders still using magnetic-stripe tickets to switch to Clipper, BART proposes to increase the surcharge to \$1.00; for example, a \$3.50 Clipper fare would be \$4.50 with a Blue magnetic-stripe ticket. Riders using discounted tickets would continue to pay a prorated surcharge, so that seniors and people with disabilities pay an approximately \$0.38 surcharge (Green and Red tickets) and youth pay a \$0.50 surcharge (youth Red tickets).

More riders using Clipper supports the region’s goal of optimizing Clipper use. It is also more efficient and cost-effective for BART to maintain one fare payment system, and Clipper card customers enter and exit BART quicker by using more reliable fare gates that only process Clipper.

**5.4.1 Analysis Findings**

The assessment for changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. Per the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare media and the protected ridership of the overall system is greater than 10%. The table below shows the results of applying the threshold to survey data:

**Table 5-3**

	<b>Minority Disparate Impact</b>	<b>Low-Income Disproportionate Burden</b>
<b>C. Mag Stripe Surcharge Increase</b>	No	Yes

**5.4.2 Public Outreach**

Fare Program Survey Question 4 asked respondents to choose a level of support for increasing the per-trip surcharge on magnetic-stripe tickets from \$0.50 to \$1.00. Respondents could select from one of the following six options: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don’t know. Question 4 was answered by 1,229 of the 1,272 survey respondents, which is approximately 97% of all respondents.

Of the 1,229 respondents to Question 4, 623 or approximately 51% identified as minority and 180 or approximately 15% identified as low-income. Of minority respondents, more (273 or 44%) supported the surcharge increase compared to those who did not support it (243 or 39%). Of the remaining minority respondents, 16% were neutral and 1% selected “don’t know.” Of low-income respondents, fewer (68 or 38%) supported the surcharge increase compared to those who did not support it (84



or 47%). Of the remaining low-income respondents, 13% were neutral and 2% selected “don’t know.” Neutrality does not indicate whether favorable or unresponsive and may potentially indicate that these respondents were not opposed.

Of the 1,229 survey respondents to Question 4, 716 or approximately 58% answered Question 5 with an explanatory comment. Of the 716 respondents, 48% (345 respondents) identified as minority and 16% (116 respondents) identified as low-income. A respondent’s rating of Question 4 determined the grouping of the comment. For example, a Question 5 comment was automatically grouped as “Neutral” for sorting purposes if the respondent checked “Neutral” for Question 4. “Strongly Support” and “Somewhat Support” comments were grouped as “Support,” which may indicate clear support or some level of support with caveats. “Don’t Support” includes comments in the “Strongly Oppose” and “Somewhat Oppose” categories. Comments are color-coded by original level of support in Appendix PP-C.

Of the 345 minority respondents providing comments, 50% did not support, 38% were in favor (strongly or somewhat support), 10% were neutral, and 2% selected “don’t know.” Of the 116 low-income respondents providing comments, 50% did not support, 38% were in favor (strongly or somewhat support), 9% were neutral, and 3% selected “don’t know.”

#### *5.4.3 Equity Finding*

The fare change analysis shows that an increase to the magnetic-stripe ticket surcharge may disproportionately affect low-income riders. Of minority respondents answering Question 4, 44% supported and 39% did not support the surcharge increase. Of low-income respondents answering Question 4, 38% supported it and 47% did not. One-half of the public comments provided by protected riders did not support the surcharge increase. The equity finding based on the fare change analysis and public comment received is that a magnetic-stripe ticket surcharge increase may be disproportionately borne by low-income riders.

#### *5.4.4 Mitigation*

Per BART’s DI/DB Policy, for a disparate impact finding on minority riders, BART should take steps to avoid, minimize, or mitigate disparate impacts. Per the Title VI Circular, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

Per the DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available. Should BART find that a fare change results in a disproportionate impact on both minority and low-income riders, then BART shall

follow the mitigation requirements as described above for addressing a finding of disparate impact on minority riders.

#### *5.4.5 Magnetic-Stripe Ticket Surcharge Increase Established Mitigation*

The equity finding of this report is that additional \$0.50 surcharge on fares paid with paper tickets may be disproportionately borne by low-income riders. Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card instead of a paper ticket. As of January 2018, Clipper cards were available at ticket vending machines at all BART stations, where the rider is charged a one-time \$3 card acquisition fee as payment for the card itself. This \$3 card acquisition fee could be considered a barrier to low-income riders wishing to use a Clipper card to avoid the paper ticket surcharge.

A Title VI fare equity analysis conducted in spring 2017 found that the implementation of the initial \$0.50 magnetic-stripe ticket surcharge may result in a disproportionate impact on low-income riders. Staff, in partnership with the Metropolitan Transportation Commission (MTC), implemented a BART Board-approved mitigation action plan in December 2017-March 2018.

The action plan was extensive and included 29 promotional events at multiple BART stations and community-based organizations (CBOs) located in or near low-income communities to distribute free Clipper cards to their members/clients. BART and MTC distributed approximately 8,624 Clipper cards throughout BART's service area.

BART additionally worked with MTC and expanded on their existing partnership program with CBOs serving low-income communities. MTC added a number of CBOs, recommended by BART, to their existing program to support BART's mitigation efforts. The MTC program is ongoing for as long as the CBO requests cards for their members/clients and provides a consistent pipeline of free Clipper cards to low-income communities. Thus, low-income riders affected by the proposed increase to the magnetic stripe ticket surcharge will continue to be able to obtain free Clipper cards.

An update to the Board in September 2018 indicated that Clipper usage increased and magnetic-stripe ticket use decreased in the months during the mitigation action plan, and that the distributed Clipper cards were being used more than once. Accordingly, BART considers these actions as mitigation.

In February 2019, Title VI/EJ and LEP Advisory Committee members were advised of the potential impact to low-income riders and supported the mitigation efforts that have already been established. Some Committee members' CBOs are part of the MTC free Clipper pipeline program. Committee members also supported BART's overall efforts to move riders to the Clipper card. While BART considers the established

mitigation efforts sufficient, staff will continue to work with the Advisory Committees to determine if any additional public outreach efforts are needed.



## Appendix A(1) & A(2)

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## **APPENDIX A(1): Methodology Used to Assess the Effects of an Across-the-Board Fare Change**

The following steps outline the methodology BART uses to assess the effects of an across-the-board fare change, in this case, the proposed 5.4% productivity-adjusted inflation-based fare increase scheduled for January 1, 2020 and Series 3 of the Productivity-Adjusted Inflation-Based Fare Increase Program, 2022-2028. The steps below describe the methodology as applied to the proposed 5.4% increase. The same methodology was applied to assess the effects of each of the four proposed below-inflation increases (in 2022, 2024, 2026, and 2028) that comprise Series 3 of the Productivity-Adjusted Inflation-Based Fare Increase Program.

**Step 1: For the proposed 5.4% productivity-adjusted inflation-based fare increase, estimate weighted average fares “Before Fare Increase” and “After Fare Increase” for each BART station.**

In Step 1, the weighted average fare paid by riders boarding at each of BART’s existing 48 stations is estimated. Oakland International Airport Station trips and Pittsburg Center Station trips are not included in this analysis because 20 or fewer riders at these stations responded to the 2018 Customer Satisfaction Survey, which is too few to be able to accurately determine the percentage of the station’s riders who are minority or low-income. According to BART’s Marketing and Research Department, as a guideline, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents. Future stations or expansion projects, such as the Silicon Valley Berryessa Extension, are not included in this analysis as fares for those projects have not yet been adopted.

The more riders boarding at a station that pay a certain fare, the closer the weighted average fare will be to that more-often paid fare. This is in contrast to a simple average fare where each fare has the same weight. A sample of stations is shown below, with the “2018 Fares” reflecting BART’s current fares and the “2020 Fares” reflecting the proposed 5.4% inflation-based fare increase for 2020.

### **Sample of Weighted Average Fare Data for Proposed 2020 5.4% Increase**

<b><i>Origin Station</i></b>	<b>2018 Fares</b>	<b>2020 fares</b>
Richmond	\$ 3.90	\$ 4.10
El Cerrito del Norte	\$ 4.09	\$ 4.31
El Cerrito Plaza	\$ 3.71	\$ 3.91
North Berkeley	\$ 3.85	\$ 4.07
Downtown Berkeley	\$ 3.66	\$ 3.86

For each station, a station-to-station fare table is multiplied by the 2018 station-to-station average weekday trip table (composed of actual trip data recorded by BART’s automated fare collection system) and the results are then summed. That sum is divided by the total number of average weekday trips for that station. The resulting dividend is the weighted average fare for that station. This calculation is performed to obtain average weighted fares before and after the fare increase using the appropriate fare table. The following chart shows the fare tables that were used in the calculations for the proposed 5.4% fare increase.

Fare Table used in “Before Fare Increase” Calculation	Fare Table used in “After Fare Increase” Calculation
Actual 2018 Fare Table	2018 Fare Table increased by 5.4% (“2020 Fare Table”)

**Step 2:** For the proposed 5.4% productivity-adjusted inflation-based fare increase, estimate weighted average fares for minority, non-minority, low-income, non-low income, and overall riders.

The percentage of minority and of low-income riders at each station is determined based upon reported responses in the 2018 Customer Satisfaction Survey. These percentages are then multiplied by the 2018 actual station-specific entries to estimate the number of minority and low-income riders at each station. A weighted average fare for minority riders systemwide is then calculated by multiplying, at the station level, the minority riders times the average fare, summing the total and dividing by the number of minority riders. This same step is repeated to calculate the average weighted fare for low-income riders and for non-minority and non-low income riders.

**Step 3:** For the proposed 5.4% productivity-adjusted inflation-based fare increase, calculate the percent increase paid by minority riders, non-minority riders, low-income riders, non-low income riders, and overall users.

Using the systemwide weighted average fares calculated in Step 2 above, the percent increase in fares paid by minority riders, non-minority riders, low-income riders, non-low income riders, and overall riders is calculated “before” and “after” each proposed fare increase.

**Step 4:** For the proposed 5.4% productivity-adjusted inflation-based fare increase, to determine if the fare increase would have a disparate impact on minority riders or result in a disproportionate burden on low-income riders, apply to the differences in percent increases obtained in Step 3 above the appropriate Disparate Impact and Disproportionate Burden Policy threshold.

The difference in percent increase in fares “before” and “after” the increase is calculated for (a) minority riders compared to non-minority riders and (b) low-income riders compared to non-low income riders. The proposed inflation-based fare increase is an across-the-board fare increase. BART’s Disparate Impact and Disproportionate Burden Policy states that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the changes for protected riders and nonprotected riders is equal to or greater than 5%. Therefore, a 5% threshold is applied to the difference in percent increase in fares.

## APPENDIX A(2): Methodology Used to Assess the Adverse Effects of a Fare Type Change

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the Disparate Impact/Disproportionate Burden Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

The table below shows the data by fare type for protected and non-protected riders from the 2018 Customer Satisfaction Survey. As an example, increasing fares for the fare type used by riders with disabilities would be considered to have a disproportionate impact because the use of the “disabled” fare type by low-income riders compared to overall low-income riders exceeds the Policy threshold of 10%.

	Minority	Non-Minority	Sample Size <sup>1</sup>	Low-Income	Non-Low Income	Sample Size <sup>1</sup>
<b>All Riders</b>	<b>64.5%</b>	<b>35.5%</b>	<b>5,113</b>	<b>20.2%</b>	<b>79.8%</b>	<b>4,649</b>
<b>Regular BART fare</b>	<b>64.3%</b>	<b>35.7%</b>	<b>3,935</b>	<b>20.9%</b>	<b>79.1%</b>	<b>3,601</b>
<i>Difference from All Riders</i>	<i>-0.2%</i>			<i>0.7%</i>		
<b>High Value Discount</b>	<b>65.4%</b>	<b>34.6%</b>	<b>553</b>	<b>6.2%</b>	<b>93.8%</b>	<b>502</b>
<i>Difference from All Riders</i>	<i>0.9%</i>			<i>-14.0%</i>		
<b>"A" Muni Fast Pass</b>	<b>70.6%</b>	<b>29.4%</b>	<b>77</b>	<b>26.8%</b>	<b>73.2%</b>	<b>73</b>
<i>Difference from All Riders</i>	<i>6.1%</i>			<i>6.6%</i>		
<b>Senior</b>	<b>42.5%</b>	<b>57.5%</b>	<b>246</b>	<b>15.6%</b>	<b>84.4%</b>	<b>82</b>
<i>Difference from All Riders</i>	<i>-22.0%</i>			<i>-4.6%</i>		
<b>Disabled</b>	<b>77.3%</b>	<b>22.7%</b>	<b>93</b>	<b>51.6%</b>	<b>48.4%</b>	<b>82</b>
<i>Difference from All Riders</i>	<i>12.8%</i>			<i>31.4%</i>		
<b>Youth (age13-17; under 13 not surveyed)</b>	<b>87.3%</b>	<b>12.7%</b>	<b>69</b>	<b>56.7%</b>	<b>43.3%</b>	<b>50</b>
<i>Difference from All Riders</i>	<i>22.8%</i>			<i>36.5%</i>		



## Appendix B

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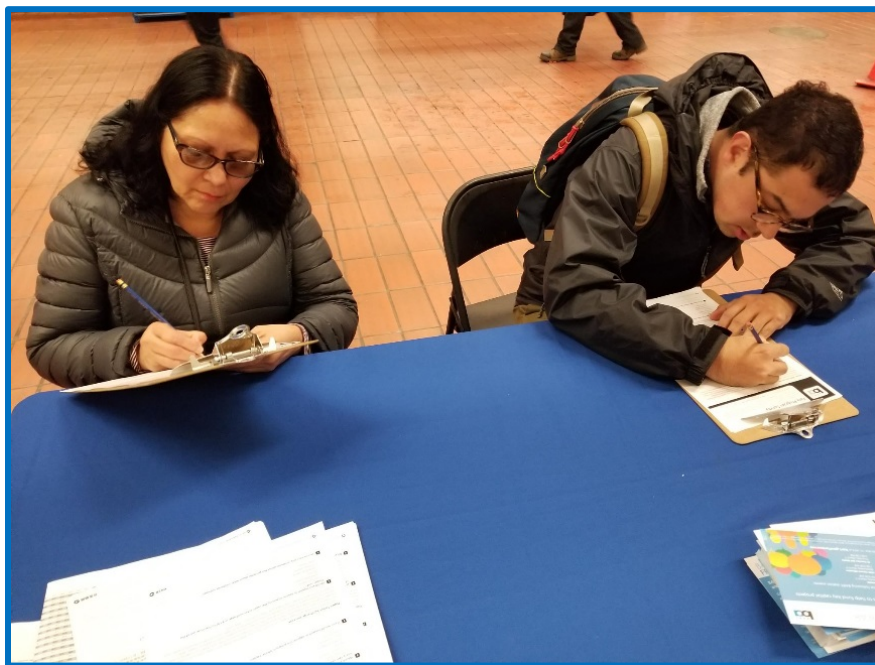


Title VI Fare Equity Analysis for the Proposed 2020  
Productivity-Adjusted Inflation-Based Fare Increase;  
Extension of the Productivity-Adjusted Inflation-Based Fare  
Increase Program 2022-28; and Magnetic-Stripe Surcharge  
Increase

**PUBLIC PARTICIPATION REPORT**

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May 2019





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# Section 1: Public Participation Purpose

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## 1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted outreach to provide the public with information about three proposed fare changes and to solicit rider feedback. A key component of Title VI outreach is to seek input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members.

The District is required to conduct a Title VI Fare Equity Analysis any time there is a proposed change to BART's fares. Accordingly, staff completed a Title VI Fare Equity Analysis to determine if any of the following proposed fare changes would have a disproportionate impact on protected populations:

- A productivity-adjusted inflation-based 5.4% fare increase scheduled for January 2020;
- Extension of BART's current productivity-adjusted inflation-based fare increase program for the period 2022-2028; and
- An increase to the magnetic stripe ticket surcharge from \$0.50 to \$1.00.<sup>1</sup>

The next sections describe the outreach and community engagement conducted by BART staff, followed by analysis of survey responses by protected group. All comments in this report have been transcribed as written by the respondent with the redacting of any profanity and personal identifying information.

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<sup>1</sup> The surcharge would continue to be reduced by a prorated amount for discounted Green and Red magnetic-stripe tickets for seniors, people with disabilities, and youth.

# Section 2: Public Participation Process

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## 2.1 Outreach Events

BART hosted a series of in-station outreach events with information tables where staff could speak directly with riders about the proposed fare options and any potential effects they may have on low-income and/or minority riders. At the outreach events, the public had the opportunity to interact with BART staff regarding the January 2020 productivity-adjusted inflation-based fare increase (CPI-based increase), the proposed extension of BART’s current CPI-based fare increase program, and the proposed increase to the magnetic-stripe ticket surcharge. The public also had the opportunity to learn about BART’s current fare structure and to raise any concerns they had related to the proposed fare options.

The public was also able to complete a BART survey in person. Riders who did not have time to complete the survey on-site were handed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with the hyperlink for the online survey: [www.bart.gov/faresurvey](http://www.bart.gov/faresurvey). The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.<sup>2</sup>

The survey period began Tuesday, February 26, 2019 and ended Friday, March 15, 2019. Digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. A copy of all versions of the survey is provided in Appendix PP-A. Appendix PP-E provides a copy of the postcard distributed to riders unable to complete the survey during the outreach event. A \$120 Clipper card was offered as a prize in a drawing for those who completed either an online or paper survey.

BART sought public input on the fare options at BART station outreach events on the following dates and times:

**Table 2-1: Outreach Locations, Dates, and Times**

Station	Date	Time
<b>Pittsburg/Bay Point</b>	Tuesday, February 26, 2019	7am-9am
<b>Balboa Park</b>	Wednesday, February 27, 2019	5pm-7pm
<b>Fruitvale</b>	Thursday, February 28, 2019	5pm-7pm
<b>Fremont</b>	Tuesday, March 5, 2019	7am-9am
<b>16th St. Mission</b>	Wednesday, March 6, 2019	7am-9am
<b>El Cerrito del Norte</b>	Thursday, March 7, 2019	5pm-7pm

Interpreters were available as necessary at specific stations, based on a demographic and frequency of contacts-at-stations analysis, as shown in Table 2-2.

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<sup>2</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART’s four-county service area (BART Title VI Language Assistance Plan, January 2017).



**Table 2-2: Interpreters**

Station	Interpreter
Pittsburg/Bay Point	Spanish
Balboa Park	Spanish, Chinese
Fruitvale	Spanish
Fremont	Spanish
16th St. Mission	Spanish
El Cerrito del Norte	Spanish

**Balboa Park Station Outreach: February 27, 2019**



## 2.2 Publicity

Publicity for the outreach events was conducted through print and social media. BART staff worked to ensure all available information related to the fare options and survey was available to riders in multiple languages. The next sections describe how BART advertised outreach events and the survey link.

### 2.2.1 Multilingual Newspaper Ads

Multilingual newspaper/media ad placements with readership covering BART's four-county service area were placed prior to and during outreach. The ads ran one to two times (depending on the newspaper's publication schedule) and advertised the upcoming in-station outreach events and a link to the BART survey. The following newspaper publications had ads placed. Copies of some ads can be found in Appendix PP-F.

- La Opinión de la Bahía (Spanish)
- Visión Hispana (Spanish)
- Viet Nam Daily News (Vietnamese)
- Korean Times & Daily News (Korean)
- Sing Tao (Chinese)
- World Journal (Chinese)
- India West (English)

### *2.2.2 Social Media*

BART staff developed and posted all pertinent information regarding the fare options via Twitter and BART.gov. The article was posted on Thursday, February 21, 2019, publicizing in advance upcoming outreach events and the survey link. Twitter posts also publicized the survey link. Sample posts are included in Appendix PP-G.

### *2.2.3 Electronic Destination Sign System*

On all BART station platforms, there are multiple electronic destination signs (DSS) that inform riders of train arrivals and display other important information BART needs to communicate. Throughout the survey period (February 26-March 15, 2019), the DSS regularly displayed the [www.bart.gov/fare survey](http://www.bart.gov/fare_survey) link to alert riders to take the survey.

### *2.2.4 BART Advisory Committees*

BART also distributed information on the outreach events, survey link, and copies of the survey in English, Spanish, and Chinese to the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees to distribute to the communities they serve. For more information on the BART Advisory Committees' input, see section 2.3 below.

## 2.3 Title VI/Environmental Justice and Limited English Proficiency Advisory Committees

BART staff presented the three fare options to BART's Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees. The joint meeting was held Tuesday, February 19, 2019 from 10:30AM – 1PM at the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall (2040 Webster Street), Oakland, California. The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting.

The Title VI/EJ Advisory Committee consists of members of CBOs and ensures that the District is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions. The LEP Advisory Committee, which also consists of members of CBOs, assist in the development of the District's language assistance measures and provide input on how the District can provide programs and services to customers, regardless of language ability.

At the meeting, Committee members expressed concerns about the 2020 CPI-based fare increase and extension of the CPI-based fare increase program. Questions were raised about BART's current fare structure and why it couldn't be a flat fare like other transit systems. BART staff addressed these concerns. Committee members shared different options for managing fare increases, such as BART's canceling a planned fare increase if the District had collected sufficient revenue in a given year to make the increase unnecessary. Members also expressed that they wanted to clearly know what the fare increase revenue was going towards, such as quality of life improvements. BART staff explained which capital programs the 2020 CPI-based fare increase would fund.

Regarding the magnetic-stripe ticket surcharge increase, members did not raise any concerns and supported the District's goal of moving customers from magnetic-stripe tickets to Clipper cards. They inquired whether BART was considering distributing free Clipper cards systemwide to low-income riders. BART staff explained that all eligible CBOs can join the Metropolitan Transportation

Commission's (MTC's) free Clipper card distribution program in order to receive free Clipper cards to give to their eligible low-income members. Some CBOs in the Advisory Committees have already joined the MTC program.

Committee members were e-mailed a copy of the survey in English, Spanish and Chinese, a copy of the postcard, and were also provided the survey link to distribute to their communities. Committee members were advised that they could also request hardcopies of the survey.

**Joint Title VI/EJ & LEP Advisory Committees Meeting: February 19, 2019**



# Section 3: Outreach Results

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## 3.1 Title VI Outreach Surveys

BART’s public outreach efforts resulted in the District’s receipt of 1,272 completed surveys. The surveys generated by these public outreach efforts, specifically designed to be inclusive of minority and low-income populations, are the dataset for analysis and all uses of the generic term “survey” in this report refer to these Title VI Outreach Surveys. The Title VI Outreach Survey was designed to collect public input and so was open to everyone to complete, and thus distribution was not done using a random sampling methodology. As such, these survey results cannot be projected to the overall population, and statistical calculations such as margins of error cannot be computed.

Approximately 97% of all surveys received during the open survey period were completed online. Table 3-1 provides the breakdown of where and how many surveys were received.

**Table 3-1**

Location	No. of Surveys Collected
Pittsburg/Bay Point	2
Balboa Park	7
Fruitvale	3
Fremont	2
16th St. Mission	20
El Cerrito del Norte	1
Online	1,237
<b>Total Surveys Received</b>	<b>1,272</b>

## 3.2 Survey Demographic Data

Table 3-3 provides a demographic breakdown of all survey respondents.

### 3.2.1 Minority

A “non-minority” classification refers to those respondents who self-identified as “white.” A “minority” classification includes the combined responses from all other races or ethnic identities including those identifying as multi-racial.

### 3.2.2 Income

Consistent with BART’s Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income of respondents to the 2018 Customer Satisfaction Survey. The household size and household income combinations that comprise “low-income” are as follows:

**Table 3-2**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$25K
2+	Under \$35K
3+	Under \$40K
4+	Under \$50K
5+	Under \$60K

For example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2018 Customer Satisfaction Survey responses, 20.2% of BART riders are considered low income.

### 3.3 E-Mail Invitation Surveys

As noted in Section 3.1 above, this Title VI Fare Equity Analysis relies on survey results from respondents to the Title VI Outreach Survey. However, BART’s Marketing & Research Department also distributed the survey online to randomly selected BART riders, and these surveys are referred to as E-mail Invitation Surveys. BART e-mailed 2,750 riders from its database. This database is comprised of riders who had previously been randomly selected for an onboard survey while riding BART, and who had agreed to be contacted for future research; 568 surveys were received from this group. The data received from these surveys was analyzed in a separate analysis. Public comments from the E-mail Invitation Surveys are included for informational purposes in Appendix PP-H.

**Table 3-3 Survey Demographic Summary: All Respondents (N=1272)**

Minority Status	90% of survey respondents answered this question	Sample Size
Minority	54%	623
Non-Minority	46%	522
<b>Total responses</b>		1145
Ethnicity	90% of survey respondents answered this question	Sample Size
White	46%	522
Black/African American	6%	68
Asian or Pacific Islander	25%	287
Hispanic, Latino, or Spanish	16%	181
Other, non-Hispanic	3%	37
Multi-racial	4%	44
American Indian	1%	6
<b>Total responses</b>		1145
Low income Status	88% of survey respondents answered this question	Sample Size
Low-income	16%	180
Non-low-income	84%	945
<b>Total responses</b>		1125
Annual household income		Sample Size
Under \$25,000	9%	98
\$25,000 - \$34,999	5%	52
\$35,000 - \$39,999	3%	33
\$40,000 - \$49,999	5%	56
\$50,000 - \$59,999	7%	82
\$60,000 - \$74,999	9%	102
\$75,000 - \$99,999	16%	181
\$100,000 or more	46%	522
<b>Total responses</b>		1126
How well is English spoken?	100% of survey responders answered this question	Sample Size
Very well	95%	1210
Well	3%	42
Not well	1%	18
Not at all	0%	2
<b>Total responses</b>		1272

\*Note: due to rounding, percentages may not add up to 100%, sample size dependent upon the number of respondents that answered each survey question. Not all questions were answered on many surveys.

\*\*Low-income and non low-income percentages factor in both household size and annual household income, so this sample size includes only respondents that answered both of these survey questions.

# Section 4: Public Comment Overview

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## 4.1 Overview

By reaching out to the public via in-station events, Title VI/Environmental Justice and Limited English Proficiency Advisory Committees meetings, and social media posts, BART received 1,272 survey responses. The survey asked about three fare options. For each fare option, there was an open-ended question asking respondents for their comments. All open-ended comments have been categorized, sorted, and color-coded by general theme in Appendices PP-B, PP-C, and PP-D. Additionally, for the CPI-based fare increase program extension and mag-stripe ticket surcharge increase, respondents had a range of levels of support from which to choose: strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know.

## 4.2 Public Comment Grouping Analysis: General Methodology

While comments can be generally categorized and reviewed for popular themes, they should not be analyzed numerically as doing so would give undue weight to the more subjective feedback solicited from respondents. Categorizing the comments, however, provides a general indication of the points the public outreach participants choosing to comment wished to communicate. See Sections 5-7 for more detailed information on the grouping methodology for each fare option.

# Section 5: January 2020 CPI-Based Fare Increase: Public Comments

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## 5.1 January 2020 CPI-Based Fare Increase Survey Question

Question 1 of the Fare Program Survey was an open-ended question regarding the scheduled January 2020 CPI-based 5.4% fare increase:

**Do you have any comments about this scheduled fare increase?**

Of the 1,272 surveys received, 838 survey respondents chose to answer this question, which is approximately 66% of all respondents. There were 134 miscellaneous comments (i.e., a comment unrelated to the scheduled fare increase) and 300 respondents who did not comment that have been removed from the overall calculation of comment percentages.

## 5.2 Public Comment Grouping Analysis: Methodology

Comments are grouped into the following five categories:

1. Support (Unconditional)
2. Support (Conditional)
3. Don't Support
4. Miscellaneous
5. Did Not Comment

BART staff reviewed all comments and placed each into one of the above categories. "Support (Unconditional)" comments are those where riders made it clear they wanted to see the option implemented. "Support (Conditional)" comments indicate some level of support but often with caveats. Comments are in the "Don't Support" category when it can easily be determined the respondent did not wish to implement the option. "Miscellaneous" comments are those that do not directly address the fare increase. Respondents who chose not to comment are categorized as "Did Not Comment." All comments are color-coded by level of support in Appendix PP-B.

## 5.3 Overall Summary of Responses

Table 5-1 is a summary of responses for level of support broken down by protected status.



**Table 5-1 Overall Summary of Responses**

	Support (Unconditional)	Support (Conditional)	Don't Support	Total
<b>Minority</b>	<b>78</b>	<b>97</b>	<b>239</b>	<b>414</b>
<b>%</b>	<b>18.8%</b>	<b>23.4%</b>	<b>57.7%</b>	<b>100.0%</b>
Non-Minority	99	82	162	343
%	28.9%	23.9%	47.2%	100.0%
Unknown*	9	14	58	81
%	11.1%	17.3%	71.6%	100.0%
<b>Low-Income</b>	<b>19</b>	<b>27</b>	<b>79</b>	<b>125</b>
<b>%</b>	<b>15.2%</b>	<b>21.6%</b>	<b>63.2%</b>	<b>100.0%</b>
Non-Low Income	149	148	320	617
%	24.1%	24.0%	51.9%	100.0%
Unknown**	18	18	60	96
%	18.8%	18.8%	62.5%	100.0%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

\*\*"Unknown" are those respondents who provided comments but did not provide complete income information.

Of the 414 total minority respondents, 175, or 42.3%, supported (unconditionally and conditionally) the scheduled fare increase, while 57.7% did not support it. Of the 125 low-income respondents, 36.8% supported (unconditionally and conditionally) the scheduled fare increase, while 63.2% did not support it. Sections 5-4 through 5-6 provides the full breakdown by level of support.

#### 5.4 Support (Unconditional) Comments

Support (Unconditional) comments express full support for the CPI-based fare increase. Tables 5-2 and 5-3 provide a breakdown by protected group of all comments categorized as unconditional support for the scheduled fare increase.

**Table 5-2 Minority (Unconditional) Support Summary of Responses**

	Number of Support (Unconditional) Commenters	Total Number of Commenters	Percentage of Support (Unconditional)
<b>Minority</b>	<b>78</b>	<b>414</b>	<b>19%</b>
<b>Non-Minority</b>	<b>99</b>	<b>343</b>	<b>29%</b>
<b>Unknown*</b>	<b>9</b>	<b>81</b>	<b>11%</b>
<b>Total</b>	<b>186</b>	<b>838</b>	<b>22%</b>

\*"Unknown" are those respondents who left the race/ethnicity question blank.

**Table 5-3 Low-Income (Unconditional) Support Summary of Responses**

	Number of Support (Unconditional) Commenters	Total Number of Commenters	Percentage of Support (Unconditional)
<b>Low-Income</b>	19	125	15%
<b>Non Low-Income</b>	149	617	24%
<b>Unknown*</b>	18	96	19%
<b>Total</b>	186	838	<b>22%</b>

\*"Unknown" are those respondents who provided comments but did not provide complete income information.

A lower percentage of minority respondents (19%) compared to non-minority respondents (29%) unconditionally supported the January 2020 fare increase. A lower percentage of low-income (15%) than non low-income (24%) respondents unconditionally supported the scheduled fare increase.

### 5.5 Support (Conditional) Comments

Comments that supported the fare increase but with caveats are categorized as Support (Conditional). Tables 5-4 and 5-5 provide a breakdown of all comments categorized as conditionally supporting the scheduled fare increase.

**Table 5-4 Minority (Conditional) Support Summary of Responses**

	Number of Support (Conditional) Commenters	Total Number of Commenters	Percentage of Support (Conditional)
<b>Minority</b>	97	414	23%
<b>Non-Minority</b>	82	343	24%
<b>Unknown*</b>	14	81	17%
<b>Total</b>	193	838	<b>23%</b>

\*"Unknown" are those respondents who left the race/ethnicity question blank.

**Table 5-5 Low-Income (Conditional) Support Summary of Responses**

	Number of Support (Conditional) Commenters	Total Number of Commenters	Percentage of Support (Conditional)
<b>Low-Income</b>	27	125	22%
<b>Non Low-Income</b>	148	617	24%
<b>Unknown*</b>	18	96	19%
<b>Total</b>	193	838	<b>23%</b>

\*"Unknown" are those respondents who provided comments but did not provide complete income information.

Approximately the same percentage of minority (23%) and non-minority (24%) respondents conditionally supported the January 2020 fare increase. A slightly lower percentage of low-income (22%) than non low-income (24%) respondents conditionally supported the scheduled fare increase.

### 5.6 Don't Support Comment Overview

The Don't Support category captures all comments where the respondent expresses some form of objection to the fare increase. Tables 5-6 and 5-7 show a breakdown by protected group of how many commenters did not support the scheduled fare increase.

**Table 5-6 Minority Don't Support Summary of Responses**

	Number of Don't Support Commenters	Total Number of Commenters	Percentage of Don't Support
<b>Minority</b>	239	414	58%
<b>Non-Minority</b>	162	343	47%
<b>Unknown*</b>	58	81	72%
<b>Total</b>	459	838	55%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

**Table 5-7 Low-Income Don't Support Summary of Responses**

	Number of Don't Support Commenters	Total Number of Commenters	Percentage of Don't Support
<b>Low-Income</b>	79	125	63%
<b>Non Low-Income</b>	320	617	52%
<b>Unknown*</b>	60	96	63%
<b>Total</b>	459	838	55%

\*"Unknown" are those respondents who provided comments but did not provide complete income information.

A higher percentage of minority (58%) than non-minority (47%) respondents did not support the January 2020 fare increase. A higher percentage of low-income (63%) than non low-income (52%) respondents did not support the scheduled fare increase.

## 5.7 Public Comments

The next sections provide sample comments by level of support from protected respondents. Appendix PP-D contains all comments received.

### 5.7.1 Support (Unconditional)

#### *Minority Respondents*

- *I think this is justifiable. Although the prices are rising, if it improves bart quality and consistency then I think it's worth it.*
- *OK as long as the extra revenue goes to what matters (expanded security, improved infrastructure, etc)*
- *No, I believe this small increase is a benefit to the system and the pay off is large.*
- *10 cents is a minimal increase I can work with in my budget.*

#### *Low-Income Respondents*

- *The fare increase is understandable. The tolls on the bridge are always increasing so it makes sense that Bart fares do too. I'm just glad it's only raising by cents as opposed to dollars like the tolls.*
- *This seems like a reasonable solution and as long as it's less than inflation I don't see an issue arising*
- *This sounds like a fair increase. I really hope it goes towards improving train service for commuters like promised!*

## 5.7.2 Support (Conditional)

### Minority Respondents

- *I think BART is already pretty expensive compared to a lot of other public transit systems I've used. As a student who commutes daily, these fare increases would be unwelcomed, but if there was a significant increase in my quality AND safety in my rides, I'd be willing to pay.*
- *I would be OK with a fare increase IF I didn't have to ride VERY crowded trains during rush hour. This is especially true on the Richmond line to and from San Francisco. Also PLEASE do something about making clean and free restrooms available at or in close proximity to the stations.*
- *In order to raise the price please have the bart trains cleaned, homeless free and more police to patrol the office.*

### Low-Income Respondents

- *as long as you can stop the fare cheaters and improve the safety and quality of the ride.*
- *I don't have an issue with that. However, you'd gain far more by solving your fare jumper problem.*
- *If it goes toward safety and cleanliness it is needed.*

## 5.7.3 Don't Support

### Minority Respondents

- *I feel like this increase is too small and won't prevent the amount of panhandlers and beggars on the BART trains, so I don't agree with it*
- *I do not feel the bart fares should increase every two years. This economy is too unstable. What about people on fixed incomes? What about the homeless people that take up two seats on the bart train. One quarter of the people that get on the bart do not sit down where seats are available making it difficult for people to get off at certain stations. What about safety? If you can not take care of the problems just mentioned how can you continue to increase fees.*
- *I am really tired of rate increases when service, cleanliness, and safety are still subpar.*

### Low-Income Respondents

- *I take the Bart every week so I am not in favor of the scheduled fare increase. The increase is a small amount, but it will add up*
- *Yes, it is too expensive and I commute everyday from east bay.*
- *Yes because I feel as if a lot of changes need to be made prior to increasing the fare*

## 5.8 Did Not Comment

Respondents who chose not to comment on the fare increase are categorized as “Did Not Comment.” Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. The breakdown of those who chose not to comment (300 respondents) include: 148 minority (123 non-minority, 29 unknown) and 32 low-income (233 non low-income and 35 unknown). These respondents are not included in the total comment count of 838 (shown in Tables 5-1 to 5-6 above).

## 5.9 Miscellaneous Comments

Comments are categorized as Miscellaneous when there appears to be no connection between the respondents' comments and the fare increase. So that data is not skewed by comments unrelated to the fare increase, the 134 comments categorized as Miscellaneous are not included in the total comment count of 838 (shown in Tables 5-1 to 5-6 above).

The following are examples of Miscellaneous comments:

- *Give discounts to people who work in public service*
- *Why does not BART tax major employers whose employees take BART every day to get to work?*
- *What about WiFi?*

## 5.10 Comments Summary

Many of the respondents who unconditionally supported the scheduled January 2020 fare increase thought that the less-than-inflation fare increases were reasonable and necessary to address capital needs and improvements. Respondents who conditionally supported the fare increase wanted to ensure that the new revenue would go towards capital improvements; some also thought that the increase should be less than 5.4%. Respondents who did not support the fare increase noted that BART fares were already too high and an increase would be a strain on their budget, and the amount of the fare increase did not reflect cost-of-living wage increases.

Respondents across all levels of support identified the following as important topics for BART to address: fare evasion, safety and security, homelessness, cleanliness, service frequency, and crowded trains.

# Section 6: BART Fare Increase Program: Public Level of Support & Comments

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## 6.1 BART Fare Increase Program Survey Questions

Questions 2 and 3 of the Fare Program Survey asked respondents to choose a level of support for extending the CPI-based fare increase program and provide comments to explain their choice.

**Question 2: Would you support or oppose extending BART’s current fare increase program (less-than-inflation increases every two years)?**

- Strongly support**
- Somewhat support**
- Neutral**
- Somewhat oppose**
- Strongly oppose**
- Don’t know**

Of the 1,272 surveys received, 1,241 survey respondents chose to answer this question, which is approximately 98% of all respondents.

**Question 3: If you would support or oppose this program, please explain.**

Of the 1,241 survey respondents who answered Question 2, 802 or approximately 65% provided a follow-up comment to explain their choice. Two survey respondents did not indicate a level of support but provided a comment. They are grouped as “No Answer” in Appendix PP-C. The grouping methodology for this fare option is described below.

## 6.2 Level of Support & Public Comment Grouping Analysis: Methodology

As noted above, this fare option had a two-part question. The first question asked respondents to choose a level of support for the fare option. The second question asked for comments explaining their choice.

The six categories in the survey are as follows:

1. Strongly Support
2. Somewhat Support
3. Neutral
4. Somewhat Oppose
5. Strongly Oppose
6. Don’t Know

How the respondent rated the first question determined the grouping of the follow-up comments in the second question. For example, if a respondent checked “Neutral” for the first question, and if they chose to provide a comment in the follow-up question, that comment was automatically grouped as

“Neutral” for sorting purposes. “Strongly Support” and “Somewhat Support” comments are grouped as “Support.” These comments may indicate clear support or some level of support with caveats. Comments in the “Strongly Oppose” and “Somewhat Oppose” categories are grouped as “Don’t Support.” These are comments where the respondent did not wish to implement the fare option. Comments are color-coded by original level of support in Appendix PP-C. The chart and tables below show respondents’ opinions about the proposed fare increase program.

## 6.3 Question 2: Summary of Levels of Support

### 6.3.1 Minority Respondents

**Table 6-1 Minority Summary of Responses (n=1,241)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Minority</b>	199	86	327	10	622
<b>%</b>	32%	14%	53%	2%	100%
Non-Minority	254	74	180	10	518
%	49%	14%	35%	2%	100%
Unknown*	15	15	69	2	101
%	15%	15%	68%	2%	100%

\*“Unknown” are those respondents who left the race/ethnicity question blank.

Table 6-1 shows that fewer minority respondents (32%) supported the fare increase program compared to the number of minority respondents who did not support it (53%). Of the remaining minority respondents, 14% were neutral and 2% selected “Don’t know.”

### 6.3.2 Low-Income Respondents

**Table 6-2 Low-Income Summary of Responses (n=1,241)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Low-Income</b>	50	25	100	4	179
<b>%</b>	28%	14%	56%	0%	100%
Non Low-Income	396	133	399	13	941
%	42%	14%	42%	1%	100%
Unknown*	22	17	77	5	121
%	18%	14%	64%	0%	100%

\*“Unknown” are those respondents who provided comment but did not provide complete income information.

Table 6-2 shows that fewer low-income respondents (28%) supported the fare increase program compared to the number of low-income respondents who did not support it (56%). Of the remaining low-income respondents, 14% were neutral.

## 6.4 Question 3: Summary of Levels of Support (Public Comments)

Of the 1,241 survey respondents who answered Question 2, 802 or approximately 65% provided a follow-up comment to explain their choice. Tables 6-3 and 6-4 shows the breakdown of those who chose to comment.

### 6.4.1 Minority Respondents

**Table 6-3 Minority Summary of Responses (Public Comments, n=802)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Minority</b>	<b>131</b>	<b>24</b>	<b>243</b>	<b>4</b>	<b>402</b>
<b>%</b>	<b>33%</b>	<b>6%</b>	<b>60%</b>	<b>1%</b>	<b>100%</b>
Non-Minority	164	20	148	4	336
%	49%	6%	44%	1%	100%
Unknown*	9	4	50	1	64
%	14%	6%	78%	2%	100%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

Table 6-3 shows that of those minority respondents who chose to comment on the fare increase program, fewer minority respondents (33%) supported the fare increase program compared to the number of minority respondents who did not support it (60%). Of the remaining minority respondents, 6% were neutral and 1% selected "Don't know."

### 6.4.2 Low-Income Respondents

**Table 6-4 Low-Income Summary of Responses (Public Comments, n=802)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Low-Income</b>	<b>39</b>	<b>9</b>	<b>70</b>	<b>1</b>	<b>119</b>
<b>%</b>	<b>32%</b>	<b>8%</b>	<b>59%</b>	<b>1%</b>	<b>100%</b>
Non Low-Income	249	35	309	6	599
%	42%	5%	52%	1%	100%
Unknown*	16	4	62	2	84
%	19%	5%	74%	2%	100%

\*"Unknown" are those respondents who provided comment but did not provide complete income information.

Table 6-4 shows that of those low-income respondents who chose to comment on the fare increase program, fewer low-income respondents (32%) supported the fare increase program compared to the number of low-income respondents who did not support it (59%). Of the remaining low-income respondents, 8% were neutral and 1% selected "Don't know."

## 6.5 Question 3: Public Comments

The next sections provide sample comments by level of support from protected respondents. Appendix PP-C contains all comments received.



## 6.5.1 Support

### Minority Respondents

- *Need new trains. In support as it is below inflation.*
- *Obviously, no consumer likes to hear that prices will increase. However, I recognize the need to generate capital to maintain and improve services. With that being said, I would hope that BART will be completely transparent about the extra revenue raised and exactly what projects it goes towards.*
- *bart's got bills to pay, and it's still cheaper than many bus and light rail options. Less-than-inflation seems fine to me.*

### Low-Income Respondents

- *nobody is going to pay for our system unless we cough up the money so I guess we have to have these increases. I'd love to see BART become more modern and usually BART gives me good service and has exemplary customer service and staff.*
- *If this program is to be used to expand or upgrade the current system it's a great idea*
- *Raising fares is irritating, but BART does need upgrades to ensure safety so I support it.*

## 6.5.2 Neutral

### Minority Respondents

- *I'm kinda in the middle*
- *I'd like the rate to be determined every two years, not in advance, to account for a slow or strong economy.*

### Low-Income Respondents

- *What happened to the bond money?*
- *I think they need more police on train for the homeless*

## 6.5.3 Don't Support

### Minority Respondents

- *Wages aren't going up for most of us. As a teacher my salary does not increase at the same rate as BART fare increases.*
- *Bart already has funds for new rail cars. It should attempt to recover funds lost due to late deliveries and not penalize riders. There are other sources of revenue that BART should tap, from the state or the federal government.*
- *How about stopping fare evaders. If you look at every transit agency most of the trouble and damage is caused by people who do not pay. If you did a better job of that then your overall cost of repairs and clean up will go down probably greater than 5.4%.*

### Low-Income Respondents

- *I see no improvements, only worsening conditions in all aspects of the system, regardless of fare increases.*

- *The Bay Area is way too expensive. For people that rely on Bart as transportation, that “small” increase is a big stressor every pay check*
- *Traveling from Dublin to South San Francisco is already 6.90. I can't afford to pay even more!!!! I want to do the more eco- friendly thing and I know carpooling/driving can still add up but transit should ALWAYS be the cheapest option- not an option that competes at a higher price. I would only support an increase if there was more safety, carts, and accessibility to ALL income levels.*

## 6.6 Comments Summary

Similar to the January 2020 CPI-based fare increase public comments, many of the respondents who supported extending BART’s increase thought that the less-than-inflation fare increases were reasonable and necessary for system improvements and to keep the system running smoothly. Interestingly, a few respondents also commented that they preferred for BART’s less-than-inflation increases to be the same as or slightly higher than the rate of inflation because of all the system improvements BART needs to make. Respondents who did not support the fare increase expressed the opinion that BART fares were already too high.

Similar to the January 2020 CPI-based fare increase public comments, respondents across all levels of support identified fare evasion, efficiency, crowding on trains, safety and security, homelessness, and cleanliness as important topics for BART to address. Some respondents mentioned that it was unfortunate BART revenue couldn’t come from other sources, such as property taxes.

# Section 7: Paper Ticket Surcharge Increase: Public Level of Support & Comments

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## 7.1 Paper Ticket Surcharge Increase Survey Questions

Questions 4 and 5 of the Fare Program Survey asked respondents to choose a level of support for the proposed magnetic-stripe ticket (“paper ticket”) surcharge increase and to provide a comment on the proposed change.

**Question 4: Would you support or oppose increasing the paper ticket surcharge to \$1.00 to maximize use of the Clipper card?**

- Strongly support**
- Somewhat support**
- Neutral**
- Somewhat oppose**
- Strongly oppose**
- Don’t know**

Of the 1,272 surveys received, 1,229 survey respondents chose to answer this question, which is approximately 97% of all respondents.

**Question 5: Do you have any comments about this potential paper ticket surcharge increase?**

Of the 1,229 survey respondents who answered Question 4, 716 of them provided a follow-up comment to further explain their choice. One survey respondent did not choose a level of support but provided a comment. This one comment is categorized as “No Answer” in Appendix PP-D. The grouping methodology for this fare option is described below and is identical to the methodology used for the CPI-based fare increase program questions.

## 7.2 Level of Support & Public Comment Grouping Analysis: Methodology

This fare option had a two-part question. The first question asked respondents to choose a level of support for the fare option. The follow-up question then asked for a comment about the proposed change.

The six categories in the survey are as follows:

1. Strongly Support
2. Somewhat Support
3. Neutral
4. Somewhat Oppose
5. Strongly Oppose
6. Don’t Know

The respondent's rating selection in the first question determined how the second question's comments were grouped. For example, if a respondent checked "Neutral" for the first question, and if they chose to comment in the follow-up question, that comment was automatically grouped as "Neutral" for sorting purposes. "Strongly Support" and "Somewhat Support" comments are grouped as "Support." These comments may indicate clear support or some level of support with caveats.

Comments in the "Strongly Oppose" and "Somewhat Oppose" categories are grouped as "Don't Support." These are comments where the respondent did not wish to implement the fare option. Comments are color-coded by original level of support in Appendix PP-D. The chart and tables below show respondents' reactions to the proposed mag-stripe ticket surcharge increase.

### 7.3 Question 4: Summary of Levels of Support

#### 7.3.1 Minority Respondents

**Table 7-1 Minority Summary of Responses (n=1,229)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Minority</b>	<b>273</b>	<b>98</b>	<b>243</b>	<b>9</b>	<b>623</b>
<b>%</b>	<b>44%</b>	<b>16%</b>	<b>39%</b>	<b>1%</b>	<b>100%</b>
Non-Minority	269	69	172	8	518
%	52%	13%	33%	2%	100%
Unknown*	26	9	53	0	88
%	30%	10%	60%	0%	100%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

Table 7-1 shows that of minority respondents, more (44%) supported the paper ticket surcharge increase than did not support (39%). Of the remaining minority respondents, 16% selected "neutral" and 1% "don't know."

#### 7.3.2 Low-Income Respondents

**Table 7-2 Low-Income Summary of Responses (n=1,229)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Low-Income</b>	<b>68</b>	<b>24</b>	<b>84</b>	<b>4</b>	<b>180</b>
<b>%</b>	<b>38%</b>	<b>13%</b>	<b>47%</b>	<b>2%</b>	<b>100%</b>
Non Low-Income	459	136	336	10	941
%	49%	14%	36%	1%	100%
Unknown*	41	16	48	3	108
%	38%	15%	44%	3%	100%

\*"Unknown" are those respondents who provided comment but did not provide complete income information.

Table 7-2 shows that of low-income respondents, fewer (38%) supported the mag-stripe surcharge increase compared to those who did not support (47%). Of the remaining low-income respondents, 13% selected "neutral" and 2% "don't know."

## 7.4 Question 5: Summary of Levels of Support (Public Comments)

Of the 1,229 survey respondents who answered Question 4, 716 of them provided a follow-up comment to further explain their choice. Tables 7-3 and 7-4 shows the breakdown of those who chose to comment.

### 7.4.1 Minority Respondents

**Table 7-3 Low-Income Summary of Responses (Public Comments, n=716)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Minority</b>	<b>131</b>	<b>33</b>	<b>174</b>	<b>7</b>	<b>345</b>
<b>%</b>	<b>38%</b>	<b>10%</b>	<b>50%</b>	<b>2%</b>	<b>100%</b>
Non-Minority	130	38	139	6	313
%	42%	12%	44%	2%	100%
Unknown*	14	4	40	0	58
%	24%	7%	69%	0%	100%

\*"Unknown" are those respondents who left the race/ethnicity question blank.

Table 7-3 shows that of those minority respondents who chose to comment on the mag-stripe surcharge increase, fewer minority respondents (38%) supported the mag-stripe surcharge increase compared to the number of minority respondents who did not support it (50%). Of the remaining minority respondents, 10% were neutral and 2% selected "Don't know."

### 7.4.2 Minority Respondents

**Table 7-4 Low-Income Summary of Responses (Public Comments, n=716)**

	Support	Neutral	Don't Support	Don't Know	Total
<b>Low-Income</b>	<b>44</b>	<b>11</b>	<b>58</b>	<b>3</b>	<b>116</b>
<b>%</b>	<b>38%</b>	<b>9%</b>	<b>50%</b>	<b>3%</b>	<b>100%</b>
Non Low-Income	206	60	260	9	535
%	39%	11%	49%	1%	100%
Unknown*	25	4	35	1	65
%	38%	6%	54%	2%	100%

\*"Unknown" are those respondents who provided comment but did not provide complete income information.

Table 7-4 shows that of those low-income respondents who chose to comment on the fare increase program, fewer low-income respondents (38%) supported the fare increase program compared to the number of low-income respondents who did not support it (50%). Of the remaining low-income respondents, 9% were neutral and 3% selected "Don't know."

## 7.5 Question 5: Public Comments

The next sections provide sample comments by level of support from protected respondents. Appendix PP-D contains all comments received.

## 7.5.1 Support

### Minority Respondents

- *Agree, clipper cards are a lot faster*
- *I strongly support this because not only will everyone using clipper cards make operations for daily riders more smooth but it'll also reduce significantly the waste that is caused by paper tickets in the environment.*
- *I think it is a good idea, it would decrease the demand for paper tickets and push towards clipper cards. Cards are more reliable and last much longer.*

### Low-Income Respondents

- *discourage paper tickets; they're wasteful*
- *Yes, clipper cards are better for the environment.*
- *Yes. Many other public transit systems (e.g., Portland's MAX, Chicago's 'L') have gotten rid of paper tickets altogether. Please disincentivize their continued use. A Clipper card costs almost nothing and is more sustainable.*

## 7.5.2 Neutral

### Minority Respondents

- *For new people who will take bart once in a month it will be burden*
- *How will you decrease the amount of homeless being disruptive?*
- *It's a good way to get people to use clipper! However, tourists may not be very happy...?*

### Low-Income Respondents

- *I don't understand why they don't want to use the clipper.*
- *I use a clipper card so it doesn't affect me*
- *Many riders using paper tickets are tourists so charge away. Also paper tickets are wasteful and more prone to problems.*

## 7.5.3 Don't Support

### Minority Respondents

- *Not really fair to force people who rarely take Bart to buy a clipper card. 50 cent surcharge is good.*
- *I think this is too high of an increase. It should stay as is*
- *Bart needs to have more clipper dispensing booths if they want people to use less paper tickets. Penalizing people is not good business. Behavior is changed with outreach, not penalization.*

### Low-Income Respondents

- *I think there should be better ways to incentivize Clipper card without punishing people for using paper tickets, and \$1 surcharge is a lot.*
- *No Surcharges. Make everyone pay their fair share!*

- *people who survive paycheck to paycheck need to budget and just pay for one ride at a time. So they wouldn't be able to afford a clipper card. If you want to phase out paper tickets, clipper cards should be made free of charge.*

## 7.6 Comments Summary

The respondents who supported the mag-stripe paper ticket surcharge increase often commented that the Clipper card was more environmentally friendly and that paper tickets were wasteful and slow down entries and exits into BART. Many supported the use of Clipper cards in the system and regionally. A few respondents suggested making the surcharge higher to further incentivize the move to the Clipper card.

Respondents who did not support the surcharge increase commented that an increase to \$1.00 was too steep of a hike and that low-income riders, especially those who do not have credit/debit cards, would be penalized. Additionally, respondents noted various reasons why they preferred the convenience of a paper ticket--for example, if they are infrequent riders or happen to leave their Clipper card at home one day, they would like to be able to use a paper ticket. Many also expressed that the fee to purchase a Clipper card was too much or too high for them to afford.

Across all levels of support, there were certain commonalities. Respondents commented on the \$3.00 cost to obtain a Clipper card; some felt the cost was too high and some wanted to know why Clipper cards could not be free to incentivize riders to switch. They also wanted to make sure that low-income riders would not be adversely impacted. Some suggested moving to cell phone apps like other agencies. Lastly, some supported the increase because it primarily targeted tourists and non-residents, while those who did not support it commented that it was unfair for tourists and infrequent BART riders.





# Appendix PP-A: BART Fare Program Survey

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## Fare Program Survey

Please complete this survey to provide your input on the planned January 2020 less-than-inflation fare increase, a proposed extension of BART's current fare increase program, and a potential increase to the 50-cent surcharge on paper ticket (non-Clipper) fares. Under the proposed extension of the current fare increase program, BART fares would continue to increase below the rate of inflation.

To thank you for your time, you can also **enter to win a \$120 Clipper card** at the end of this survey.

### January 2020 Fare Increase

To help fund the system's extensive capital needs, BART has a fare increase program that calls for small, regular less-than-inflation increases every two years, with the next increase of **5.4%** scheduled for January 1, 2020. For a short trip like Downtown Berkeley to 19<sup>th</sup> St/Oakland, the Clipper fare will increase by 10 cents, and a longer trip like Antioch to Montgomery will increase by 40 cents. Paper ticket fares will continue to cost more than the Clipper fare. *(All new revenue from this fare increase goes to BART's highest priority capital needs including new rail cars, a new train control system to provide more frequent service, and an expanded maintenance facility.)*

**1 Do you have any comments about this planned fare increase?**

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### BART Fare Increase Program

BART's current fare increase program, which calls for small, regular less-than-inflation increases every two years, expires in 2020. BART is considering extending this program so that fares would increase in 2022, 2024, 2026 and 2028 by an estimated 3.9% in each of these years, based on current inflation projections.

Revenue from the 2022-2028 increases is proposed to help fund new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of the expanded service.

**2 Would you support or oppose extending BART's current fare increase program (less-than-inflation increases every two years)?**

- Strongly support
- Somewhat support
- Neutral
- Somewhat oppose
- Strongly oppose
- Don't know

**3 If you would support or oppose this program, please explain.**

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### Paper Ticket Surcharge Increase

Currently BART trips made with paper tickets cost 50 cents more than BART trips made with Clipper cards to encourage riders to use Clipper and optimize the Bay Area's significant investment in the regional transit smart card. BART is considering increasing the paper ticket surcharge to \$1.00 to incentivize the 15% of riders still using paper tickets to switch to Clipper. BART's maintaining one fare payment system is more efficient and cost-effective, and Clipper card customers enter and exit BART more quickly, using fare gates that are more reliable when they just process Clipper cards.

**4 Would you support or oppose increasing the paper ticket surcharge to \$1.00 to maximize use of the Clipper card?**

- Strongly support
- Somewhat support
- Neutral
- Somewhat oppose
- Strongly oppose
- Don't know

**5 Do you have any comments about this potential paper ticket surcharge increase?**

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**Please tell us about yourself.**

*(Your answers will help us evaluate how well we're reaching all the communities that we serve.)*

**6 About how often do you currently ride BART?**

*(Check one)*

- 5 days a week or more
- 3 – 4 days a week
- 1 – 2 days a week
- 1 – 3 days a month
- Less than once a month, but at least once a year
- Less than once a year or never

**7 Do you usually use a Clipper card or BART ticket to pay your BART fare?**

- Clipper card
- BART ticket
- Other: \_\_\_\_\_

**8 What type of fare do you usually pay when you ride BART?**

- Regular BART fare (no discount)
- High Value Discount (\$48 or \$64 value)
- Muni Fast Pass
- Senior discount
- Disabled discount
- Youth discount
- Other discount: \_\_\_\_\_

**9 What is your "home" BART station (the station you usually use when coming from home)?**

\_\_\_\_\_

**10 What is your most common "destination" BART station (the station near your frequent destination, like your workplace)?**

\_\_\_\_\_

**11 What is your age?**

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

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

*(Select all that apply)*

- American Indian or Alaska Native
- Asian or Pacific Islander
- Black/African American
- Hispanic, Latino or Spanish origin
- White
- Other: \_\_\_\_\_

*(Categories are based on the U.S. Census)*

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

- Yes, I speak: \_\_\_\_\_
- No

**14 If you answered "Yes" to question 13, how well do you speak English?**

- Very well
- Well
- Not well
- Not at all

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

- Under \$25,000
- \$25,000 - \$34,999
- \$35,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 or more

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

- 1
- 2
- 3
- 4
- 5
- 6+

**17 Do you have a smart phone (can access the Internet, download apps, etc.)?**

- Yes
- No

**18 If you answered "Yes" to question 17: as of today, were you able to use the Internet on your smart phone?**

- Yes
- No

Thank you for your input.

**Optional**

If you would like to enter to win a \$120 Clipper card, please tell us how to contact you if you win:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Would you like to sign up for BARTable this Week, a free email newsletter with contests, discounts and events close to BART stations?

- Yes
- No

Would you like to be contacted in the future (via email) with important BART updates, or in case of a major system-wide emergency?

- Yes
- No

CONTEST RULES: No purchase necessary. Void where prohibited. One entry per person. This sweepstakes ends on 3/29/19 at 5 PM PST. Sponsor is Bay Area Rapid Transit (BART). Open only to residents of California who are at least 18 years old at time of entry. Employees/contractors of BART and their family/household members are not eligible to enter. Other restrictions apply. Sponsor will award one Clipper card (approximate value \$120). Winner will be chosen by random drawing and must respond within five business days of notification; otherwise an alternate winner will be chosen. Need not be present to win. All federal, state and local regulations apply.



## Encuesta sobre el Programa de Tarifas

Le agradeceremos que conteste esta encuesta para dar su opinión sobre el aumento de tarifas inferior a la inflación planificado para enero de 2020, una extensión propuesta del programa actual de aumento de tarifas de BART y un posible aumento del recargo de 50 centavos en las tarifas de los boletos impresos (que no son de Clipper). Con la ampliación propuesta del actual programa de aumento de tarifas, las tarifas de BART seguirían aumentando por debajo de la tasa de inflación.

Con el fin de agradecerle por su tiempo, al finalizar esta encuesta puede **participar en un sorteo en el que podría ganar una tarjeta Clipper de \$120.**

### Aumento en las tarifas en enero de 2020

Con el objetivo de ayudar a financiar las amplias necesidades de capital del sistema, BART tiene un programa de aumento de tarifas que plantea aumentos regulares, inferiores a la tasa de inflación, cada dos años, con el siguiente aumento del **5.4%** programado para el 1 de enero de 2020. Para un viaje corto, como de Downtown Berkeley a 19th St/Oakland, la tarifa de Clipper aumentará 10 centavos, y para un viaje más largo, como de Antioch a Montgomery, aumentará 40 centavos. Las tarifas de los boletos impresos en papel seguirán costando más que la tarifa de Clipper. *(Todos los nuevos ingresos resultantes de este aumento en las tarifas serán destinados a las necesidades de capital de más alta prioridad de BART, incluyendo nuevos vagones, un nuevo sistema de control de trenes para brindar un servicio más frecuente, e instalaciones de mantenimiento más amplias.)*

#### 1 ¿Tiene usted algún comentario sobre este aumento de tarifas?

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### Programa de aumento de tarifas de BART

El programa actual de aumento de tarifas de BART, que plantea pequeños aumentos regulares inferiores a la inflación cada dos años, vence en 2020. BART está considerando extender este programa para que las tarifas aumenten en 2022, 2024, 2026 y 2028 a razón de un 3.9% estimado en cada uno de estos años, con base en las proyecciones actuales de inflación.

Se propone que los ingresos procedentes de los aumentos de 2022-2028 ayuden a financiar nuevos vagones y mejoras del sistema, como un nuevo sistema de control de trenes para proporcionar un servicio más frecuente y la operación del servicio ampliado.

#### 2 ¿Apoyaría o se opondría usted a ampliar el actual programa de aumento de tarifas de BART (aumentos inferiores a la inflación cada dos años)?

- Lo apoyo con firmeza
- Lo apoyo hasta cierto punto
- Neutral
- Me opongo hasta cierto punto
- Me opongo con firmeza
- No sé

#### 3 Si usted apoyaría o se opondría a este programa, por favor explique.

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### Aumento del recargo por boleto impreso en papel

Actualmente, los viajes de BART realizados con boletos impresos cuestan 50 centavos más que los viajes de BART realizados con tarjetas Clipper para animar a los pasajeros a usar Clipper y optimizar la importante inversión del Área de la Bahía en la tarjeta Inteligente de transporte público regional. BART está considerando aumentar el recargo por boleto impreso a \$1.00 para incentivar al 15% de los pasajeros que aún usan boletos impresos a cambiar a Clipper. El mantenimiento por parte de BART de un solo sistema de pago de tarifas es más eficiente y rentable, y los clientes de tarjetas Clipper entran y salen de BART más rápidamente, utilizando puertas de ingreso que son más confiables cuando procesan tarjetas Clipper únicamente.

#### 4 ¿Apoyaría o se opondría usted a aumentar el recargo por boleto impreso a \$1.00 para maximizar el uso de la tarjeta Clipper?

- Lo apoyo con firmeza
- Lo apoyo hasta cierto punto
- Neutral
- Me opongo hasta cierto punto
- Me opongo con firmeza
- No sé

#### 5 ¿Tiene algún comentario sobre este posible aumento del recargo por boleto impreso en papel?

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Por favor, díganos un poco acerca de usted.

(Sus respuestas nos ayudarán a evaluar qué tan bien nos estamos comunicando con todas las comunidades a las que servimos.)

- 6** ¿Con qué frecuencia viaja usted en BART actualmente?  
(Marque una opción)
- 5 días a la semana o más
  - 3 a 4 días a la semana
  - 1 a 2 días a la semana
  - 1 a 3 días al mes
  - Menos de una vez al mes, pero por lo menos una vez al año
  - Menos de una vez al año o nunca
- 7** ¿Generalmente utiliza una tarjeta Clipper o un boleto de BART para pagar su viaje en BART?
- Tarjeta Clipper
  - Boleto de BART
  - Otro: \_\_\_\_\_
- 8** ¿Qué tipo de tarifa paga usted generalmente cuando viaja en BART?
- Tarifa normal de BART (sin descuento)
  - Descuento de alto valor (con valor de \$48 o \$64)
  - Muni Fast Pass
  - Descuento para adultos mayores (Senior)
  - Descuento para discapacitados
  - Descuento juvenil
  - Otro descuento: \_\_\_\_\_
- 9** ¿Cuál es su estación "de origen" de BART (la estación que generalmente usa cuando sale de su casa)?
- \_\_\_\_\_
- 10** ¿Cuál es su estación de BART "de destino" más común (la estación cercana a su destino más frecuente, como su lugar de trabajo)?
- \_\_\_\_\_
- 11** ¿Cuál es su edad?
- 17 años o menos
  - 18 a 24 años
  - 25 a 34 años
  - 35 a 44 años
  - 45 a 54 años
  - 55 a 64 años
  - 65 años o más
- 12** ¿Cuál es su raza o identificación étnica?  
(Marque todas las opciones que correspondan)
- Indígena norteamericano o nativo de Alaska
  - Asiático o de las Islas del Pacífico
  - Negro / Afro-americano
  - Hispánico, latino o español
  - Blanco
  - Otra: \_\_\_\_\_
- (Categorías basadas en el Censo de los Estados Unidos)
- 13** ¿Habla usted en el hogar algún otro idioma que no sea el Inglés?
- Sí, hablo: \_\_\_\_\_
  - No

- 14** Si respondió "Sí" a la pregunta 13, ¿qué tan bien habla Inglés?
- Muy bien
  - Bien
  - No muy bien
  - Nada
- 15** ¿Cuál es el total de los Ingresos anuales en su hogar antes de Impuestos?
- Menos de \$25,000
  - \$25,000 - \$34,999
  - \$35,000 - \$39,999
  - \$40,000 - \$49,999
  - \$50,000 - \$59,999
  - \$60,000 - \$74,999
  - \$75,000 - \$99,999
  - \$100,000 o más
- 16** Incluyéndose usted, ¿cuántas personas viven en su hogar?
- 1
  - 2
  - 3
  - 4
  - 5
  - 6 o más
- 17** ¿Utiliza un teléfono Inteligente (puede acceder a Internet, descargar aplicaciones, etc.)?
- Sí
  - No
- 18** Si respondió "Sí" a la pregunta 17: al día de hoy, ¿ha podido utilizar Internet en su teléfono inteligente?
- Sí
  - No

Gracias por llenar la encuesta.

#### Opcional

Si desea participar en un concurso en el que podría ganar una tarjeta Clipper de \$120, por favor díganos cómo podemos comunicarnos con usted si gana:

Nombre: \_\_\_\_\_

Teléfono: \_\_\_\_\_

Email: \_\_\_\_\_

¿Desea suscribirse para recibir BARTable this Week, un boletín gratuito que se envía por email y que incluye concursos, descuentos e información sobre eventos cercanos a las estaciones de BART?

- Sí
- No

¿Le gustaría que nos comunicáramos con usted en el futuro (por email) sobre novedades importantes de BART o en caso de que ocurra una emergencia grave de todo el sistema?

- Sí
- No

REGLAS DEL SORTEO: No es necesario efectuar ninguna compra. Nulo donde lo prohíba la ley. Una participación por persona. Este sorteo finaliza el 29 de marzo de 2019 a las 5 p.m. PST. Patrocinado por Bay Area Rapid Transit (BART). Abierto únicamente a residentes de California que tengan al menos 18 años de edad al momento de solicitar la participación. Los empleados/contratistas de BART y sus familiares o miembros de su hogar no reúnen los requisitos de participación. Se aplican otras restricciones. El patrocinador otorgará una tarjeta Clipper fiscal aproximado de \$120. El ganador será seleccionado a través de un sorteo aleatorio y deberá responder dentro de los siguientes cinco días hábiles posteriores a la fecha de notificación. De lo contrario, se elegirá a un ganador alternativo. No necesita estar presente para ganar. Se aplican todas las leyes y reglamentos locales, estatales y federales.



## 車費計劃調查問卷

請填寫本問卷，針對 2020 年 1 月低於通貨膨脹幅度的車費調漲（此為 BART 目前車費調漲計劃的延展項目提案）以及可能將紙張車票（非 Clipper 卡）原 50 美分附加費再次調漲的構想提供意見。根據目前車費調漲計劃的延展提案，BART 車費將繼續以低於通貨膨脹率的幅度調漲。

為感謝您抽空接受調查，您還可參加問卷最後的抽獎活動，有機會贏得一張價值 \$120 的 Clipper 卡。

### 2020 年 1 月車費調漲

為了資助 BART 系統龐大的資本需求，BART 採取一項車費調漲計劃，要求每兩年以低於通貨膨脹率的幅度定期小幅調漲，下一次預計於 2020 年 1 月 1 日調漲 5.4%。使用 Clipper 卡支付的短程車費（如 Downtown Berkeley 到 19<sup>th</sup> St/Oakland）將調漲 10 美分，較長程車費（如 Antioch 到 Montgomery）將調漲 40 美分。紙張車票的車費將繼續比 Clipper 車費高。（所有車費調漲收入將用於 BART 的最高優先資本需求，包括新的列車車廂、新的列車控制系統以提供更頻繁服務，以及擴建的維修保養設施。）

1 您對這次計劃中的車費調漲是否有任何意見？

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### BART 車費調漲計劃

BART 目前的車費調漲計劃要求每兩年以低於通貨膨脹率的幅度定期小幅調漲，期限至 2020 年為止。BART 正在考慮延展此計劃，以便在 2022、2024、2026 和 2028 調漲車費。在這些年間，根據通貨膨脹預測，每次調漲幅度估計為 3.9%。

2022-2028 車費調漲收入建議用於資助新的列車車廂和系統改善工程，例如安裝新的列車控制系統以提供更頻繁服務，以及擴大服務運作。

2 您支持或反對延長 BART 目前的車費調漲計劃期限（每兩年以低於通貨膨脹率的幅度調漲）？

- 強烈支持
- 有些支持
- 中立
- 有些反對
- 強烈反對
- 不知道

3 如果您支持或反對這項計劃，請說明理由。

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### 紙張車票附加費調漲

為了鼓勵使用 Clipper 卡，並且讓灣區對區域交通智慧卡的重大投資發揮最大效用，目前以紙張車票支付的 BART 車費比 Clipper 卡多 50 美分。BART 正在考慮將紙張車票的附加費調漲至 \$1.00，以激勵目前仍在使用紙張車票的 15% 乘客改用 Clipper 卡。當車費付款系統只處理 Clipper 卡時，BART 的維護工作更有效率且更具成本效益，且 Clipper 卡用戶可使用更可靠的驗票閘更快出入 BART 車站。

4 您支持或反對將紙張車票附加費調漲至 \$1.00，以便將 Clipper 卡的使用率提升至最大？

- 強烈支持
- 有些支持
- 中立
- 有些反對
- 強烈反對
- 不知道

5 您對這項可能的紙張車票附加費調漲是否有任何意見？

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請提供您的個人資料。

(您的回答可協助我們進行評估，了解我們為社區服務的成效。)

**6** 您目前多常搭乘 BART ?

(請勾選一項)

- 每週 5 天或更多
- 每週 3 - 4 天
- 每週 1 - 2 天
- 每月 1 - 3 天
- 每月不到一次，但每年至少一次
- 每年不到一次或完全沒有

**7** 您通常使用 Clipper 卡或者 BART 車票支付 BART 車費？

- Clipper 卡
- BART 車票
- 其他：\_\_\_\_\_

**8** 您搭乘 BART 時通常支付哪一種車費？

- 一般 BART 車費 (無折扣)
- High Value 折扣車費 (價值 \$48 或 \$64)
- 電聯車快速通行車費 (Muni Fast Pass)
- 老人折扣車費
- 殘障人士折扣車費
- 青少年折扣車費
- 其他折扣車費：\_\_\_\_\_

**9** 哪個是您的「出發地」BART 捷運站 (從住家出發後通常搭乘的車站)？

\_\_\_\_\_

**10** 哪個是您最常去的「目的地」BART 捷運站 (您最常去的目的地如工作地點附近的車站)？

\_\_\_\_\_

**11** 您的年齡？

- 17 或以下
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 或以上

**12** 您屬於哪個種族或族裔？

(選擇所有符合項目)

- 美洲印第安人或阿拉斯加原住民
  - 亞裔或太平洋島裔
  - 黑人 / 非裔美國人
  - 西語裔、拉美裔或西班牙裔
  - 白人
  - 其他：\_\_\_\_\_
- (類別以美國人口普查為依據)

**13** 您個人在家中是否說英語以外的語言？

- 是，我說：\_\_\_\_\_
- 否

**14** 如果第 13 題回答「是」，您的英語說得怎麼樣？

- 很好
- 好
- 不好
- 完全不會

**15** 您的稅前家庭總年收入是多少？

- \$25,000 以下
- \$25,000 - \$34,999
- \$35,000 - \$39,999
- \$40,000 - \$49,999
- \$50,000 - \$59,999
- \$60,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 或以上

**16** 包括您自己在內，您家裡住了多少人？

- 1
- 2
- 3
- 4
- 5
- 6+

**17** 您是否有智慧型手機 (有上網、下載應用程式等功能)？

- 是
- 否

**18** 如果第 17 題回答「是」：截至今天為止，您的智慧型手機是否能上網？

- 是
- 否

謝謝您提供意見。

**選填**

如果您想參加抽獎以贏得一張 \$120 Clipper 卡，請告訴我們若得獎該如何聯絡您：

姓名：\_\_\_\_\_

電話：\_\_\_\_\_

電郵：\_\_\_\_\_

您要訂閱免費電子報 BARTable this Week 並收到有關抽獎比賽、折扣和 BART 捷運站附近的活動資訊嗎？

- 是
- 否

若將來有 BART 重要消息，或系統方面發生重大緊急事故時，您是否希望 BART 與您聯絡 (透過電子郵件)？

- 是
- 否

**抽獎規則：**無需購物即可參加抽獎。若法律禁止則無效。每人可參加一次抽獎。本抽獎活動截止時間：2019 年 3 月 29 日下午 5 時 (太平洋時間)。主辦方為舊金山灣區捷運處 (BART)。僅開放給報名時已年滿 18 歲的加州居民參加。BART 員工 / 承包商及其家人 / 家庭成員不得參加抽獎。有其他限制。主辦方將送出一張 Clipper 卡 (價值約 \$120)。得獎者應以隨機方式抽出，且必須在收到通知後五個工作日內回覆；否則，我們將抽出另一位得獎者。抽獎時，得獎者無需在場。所有聯邦、州和地方法規適用。



# Appendix PP-B:

## January 2020 Fare Increase: Public Comments

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Legend	
	Support
	Conditional Support
	Did Not Comment
	Don't Support
	Miscellaneous

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_4MFCCQmpxTLYpW1	&gt; new rail cars, a new train control system to provide more frequent service, and an expanded maintenance facility.  YAY	X	
PB1	10 cents is a minimal increase I can work with in my budget.	X	Unknown
R_2t57VcMkaGgotIU	40 cents is fare	X	
R_2diits4fV6JPTch	As long as Bart officials use the money to upgrade the system and pay employees		
R_u4wDIUFNusE8ZI5	As long as it goes towards infrastructure (not salary, pensions) I support it.	X	
R_3je9YFbLzacT7C8	As long as it's being put to something productive, I am fine with this increase.	X	
R_2co2dTLlckGTkSJ	As long as the funds are properly distributed it should not be an issue	X	
R_8iW7IIIJvzY1EYx	As long as the money is going to improvements on the train and security, I'm fine with it - AND we can tangibly see this improvement and transparency around how much money y'all have with the fare increase	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3nuxjj9BgGnfwoq	Assuming that the cost/benefit has been weighed and modeled, I support the increase wholeheartedly.		Unknown
R_2xPnMMG4Xy6vkIS	BART has been criminally underfunded for so many years - a small fare increase seems like a fair price to pay to keep our most critical transportation system running.		
R_51tdYVFRLfPgDId	Capital investments/improvements are critically important. While fare increases are never great for riders, I hope we will see the impacts (reliability, getting more of the great new trains out on the rails!)		
R_2Vwinbc7J9h8BvA	Continued support for listed capital projects with some level of visibility into the overall plan to implement would go along way to alleviating the consternation that fare increases create.		
R_2WGz004Z95uzzyI	Do it	X	
R_11WUgoerwZpRYHt	Do it! And improve the service. I just arrived at the Downtown Berkeley Station at 9:30pm to find the next train to MacArthur station in 22 MINUTES! What kind of big city transit system makes you wait 22 minutes at 9:30?		
R_1QKEz0tm8v92mvM	Fare enough. Keeping up with inflation is a must. Clipper's the way to go and cheaper too.	X	X
R_2thtnRGdCZSQKgl	Fare increases are a natural part of growth I think this reflects that BART is a great transit system that many people use and this needs to happen in order to accommodate the amount of people using the trains.		X
R_3NCYDiMfc2fUdm5	fare increases should be close to the rate of inflation. The value of a fare in real dollars drops over time with the rate of inflation. Even with this increases, the fare today is less than it was several years ago in real dollars, limiting the amount available for critical capital rehab and replacement projects.		
R_1meFePgcURQ8q97	Fares need to be sufficient to ensure proper maintenance and upgrades. In my opinion the increase is too low		X
R_exkioBLkUYNlayl	Fine with me	X	
R_2c0ZYodwSSbHpXL	Frankly I'm one of the few who knows BART is great value per mile. If anything you should all market that to your riders so they know the savings they get.	Unknown	Unknown
R_1cY8j5ZKpQWVYxJ	Good idea		
R_300099L9c0UZBee	Hopefully it will help with maintenance.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1cYbcRPkr83SI19	I agree with the date increase if it will help make bart better 1000% support. As a daily commuter I want my ride to be safe and the best it can be.	X	
R_w7w401uOYgOYpQB	I agree with the high priority capital needs	X	
R_331LOGQ4tFNC60v	I agree.	X	
R_2Suw28RvwxXKcx6	I am ok with the increase as long as it makes my trip more enjoyable		
R_237VTkjzAThfZiH	I am okay with the small fare increase if it means my rides will be more pleasant.		
R_2q2iG6Op6soONSN	I am okay with this because the money is going towards tangible improvements.		
R_1g10lsHGw3JMScr	I appreciate increase is below the rate of inflation. Increases have pushed me to carpool 1-2 times a week	X	Unknown
R_z2Vw4HXkdEDrr0t	I appreciate knowing why the increase is happening and where the funds will go to. It was especially helpful to see the breakdown in funds, like the actual amount of monetary increase.	X	
R_1Qt6EGeTwDOzPLv	I approve.		
R_120kg6QGrRhvWhy	I believe it is needed and should be done.		
R_3IQNKQmTzLvIQeQ	I do not have a problem with it. I primarily ride BART within San Francisco.		
R_yCTjjodgPuYxtpD	I don't mind the increase of fare cost.		
R_23af5MsgiqUYNwS	I don't mind a fare increase, as long as, I see improvements to the BART system.	X	
R_vPsvWtdTcEm6Exj	I don't really mind this - thought it was nice two years ago when my ride was a flat \$5.		
R_2Si3BQPy0GG5yYo	I feel it is fair the prices be raised considering how many people do not pay and the new additions to BART such as the new cars	X	X
R_1CfPtW7Ln4xEa5v	I go home once a week, and it's a long trip. I don't mind a little increase I guess, but I do use a clipper card. If I had to pay everyday I might have a problem but I only do once a week so it's not bad.		X
R_39q10i9xpKK5yO5	I likely won't even notice it for the shorter rides.	X	
R_2Xp7HKO6hCG4b5v	I support ... the old bart cars should be updated and the continual decrepitude of the turnstiles and escalators is a major commuting impediment that I would like to see fixed		
R_70qUgmgh9O4XFbH	I support it so that the ongoing need for funds to support system infrastructure upkeep and improvements can be funded.		
R_2Cv9PryNG0JrmWS	I support modest fare increases as long as the income provides better service.		
R_1r3otdDu6Pb83ZM	I support raising the fares for cross-bay rides since the fare is still cheaper than the bridge toll	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1QKM4wvUNmloYEj	I support the fare increase program in general, but it *MUST PAY FOR INCREASED SERVICE*.		
R_2wb5oIQbR9MBC4T	I support the fare increase.		
R_2sc1gExL0QBplW4	I support the increase. Fares are surprisingly cheap currently, and you could use the money		
R_3DfRPwHZPdx78bv	I support this		
R_YawechvgiGVrOaR	I think as long as low income and student programs are in place, below inflation increases are okay.		
R_3Ma6zHkAn48paTf	I think BART should increase fares as much as necessary to keep the system safe and reliable.		
R_1nSZONXVMJWT26c	I think it is reasonable		X
R_3EL0n3TvaqTnBgp	I think it seems reasonable		
R_9ssliqEP15Drp5f	I think it sucks, as paying more always does, but it's necessary to keep bart employees at a livable wage as well.	X	
R_2zl0Xt11DkYPlxu	I think it would make sense if they could ensure that BART was cleaner and safer at night.	X	
R_3CNTBAmSnHnDGX8	I think it's a good idea so long as it's used for the improvement of the BART system	X	X
R_u4e9P3LPoCMqm8F	I think it's necessary.		
R_1190prTE4k98fep	I think it's pretty reasonable. I've been taking BART into SF downtown stations for almost 20 years now	Unknown	Unknown
R_1jEaSxWOTCQin75	I think it's a good idea and maintains affordable prices. If updates and expenses need to be paid for, it makes sense.		
R_21ApvejZ0Q3McEH	I think it's fine and reasonable.		
R_2zOBmf0l5KEogdh	I think it's necessary. We have to address capital needs.		
R_eL4K3SIPpRQMjhn	I think this is justifiable. Although the prices are rising, if it improves bart quality and consistency then I think it's worth it.	X	
R_1QrLYlbr3SnlukF	I think this is reasonable		
R_3qCmpcB1NsecSCF	I very agree with it.	X	X
R_3D0Kaws0vgdVA4x	I want bart to take the money it needs to be a reliable and pleasant mass transit system that we desperately need		
R_2agXREQVNEOq0Zv	i would not mind paying more.		X
R_1locVe4JMjhzYsX	I wouldn't mind the increase if it seemed to us riders that the money was going toward improvements in cleanliness, safety, and service. I have been avoiding BART recently primarily because it is filthy and dangerous.		
R_2rAyMz8uS7yGOZE	I'm all for it. Expanded service and newer, cleaner, more modern trains would be worth it to me		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1JPI2RxxRC8p3we	I'm okay with this increase as long as this helps reducing the crowded Bart rides by providing more frequent services between Antioch and Powell station.	X	
R_3DdbrT1KhD3trHR	I'm okay with this increase.	X	
FR2	If increasing the fare means that there is service improvement, I don't have a problem.		
R_3dLe0T7yJB6TTdT	If it helps to get new rail cars, improve cleanliness and safety then it will be worth it.	Unknown	Unknown
R_1CigKFM0YYMDdIZ	If it means more new rail cars I would gladly pay it		
R_2qaTNihW8LcY3gW	If it truly helps Improve the system nope not at all	X	
R_bkm1TfoWY2NjP1v	I'm fine with it	X	
R_1eKstBrsTolmByU	I'm glad BART will continue to increase fares to cover needed improvements.		
R_PRu9SqhKXPxB5ND	I'm ok paying higher fares if you keep the stations clean (Civic Center and the Mission stations are especially dirty)	X	
R_2uVgSYJ30g3LTZv	In order to protect (safety) of people and train on time, I don't mind bart's fare hike.	Unknown	Unknown
R_6Gcb54J7r3nijT3	Increase it more. I cannot afford to have another system wide shut down.	X	
16th10	Increase seems reasonable. Is there any effect on Muni monthly passes?	X	
R_dhx7iZGW7vZs46d	Increase the fares as much as needed to make BART safe and efficient	X	
R_25QIZWooDsQTXvy	Increase up to the rate of inflation is okay.		
R_1pnHvFcZrJwab7h	Increasing fare is good but need to improve services in bart like cleanness inside cars and some Bart stations	X	
R_2U448dJZIGJ80v8	It doesn't seem like too much.		
R_rjLEsQ08h0E3WZb	It is necessary. Given the population growth in the Bay Area BART needs more high volume trains, longer operating times and new lines. With rising rents people are moving to outlying parts of the Bay and need a fast safe connection to the City and beyond		
R_bJB8nmjEI8s48Q9	It is reasonable		
R_qJgWIV0ux6A2VIB	It is understandable	X	
R_2BsxONY31oDMGbA	It makes sense, it could even be a bigger increase. As long as low income riders are supported.		
R_QlEm7oclbWLXX3	It seems fair	X	
R_1Hph2Z1LaVZEBSv	It seems reasonable given the increased cost of living in the city and makes sense to promote th usage of clipper cards to improve flow of people at stations.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2EzrEbKi0UWjSFu	It seems reasonable to me		
R_31i5GG9fqL8kmTG	it sounds great!	X	
R_3PNPIFGdwMbUQHG	It sounds like a good plan		
R_Q4UijHlftAshJQt	It sounds ok.	Unknown	Unknown
R_1i9ZkkrzqTjYpMd	It sounds quite fair to me	X	X
R_03ZUsFbF6fCpA0p	It sounds reasonable to me. Bart needs to show real progress on these priorities, especially the new control system. Faster roll out of the new cars would be nice, also.		
R_1QKu1YT82oNkNdY	It sucks that the expenses in the Bay Area need to increase but I understand it needs to be done. At least it's still affordable	Unknown	Unknown
R_123zfGbTcbX52kP	It's understandable, and I want BART to be safe and continue to improve. I also don't take it every day anymore so the price won't drastically affect me.		
R_1DGyvOyQ1lC363G	Its fine	X	
R_11irPFhGz1aXTTt	It's marginal increase and no comments on this increase.	X	Unknown
R_1jYObCYrhf27FTu	Keeping increase at or just below the CPI is a reasonable approach. Doing this on a regular schedule rather than waiting for several years makes it easier for BART and riders to plan.		
R_2tx0IzmQQtHdMD2	Let's do it!	X	
R_27vzgELd5TXsWhS	Makes sense - fine for me.		
R_1lyFLVTOTkQ250u	New rail cars and more frequent service are important priorities and I would be happy to pay the increased price.	X	
R_cCTrZG0shbmYR4R	no one like to pay more but it is fair enough for \$0.10 increase for every 2 years	X	X
R_2zjsBpuoSKoYvgf	No problem!		Unknown
R_2EF8tYi8u6j6Nj8	No, a less than inflation increase every 2 years is fare to me.	X	
R_1DuNny5bYihbYRC	No, as this will allow for more improvements towards the rider's experience and better quality of stations and train interiors.	X	Unknown
R_332tgQsSv8VMqvG	No, I believe this small increase is a benefit to the system and the pay off is large.	X	
R_1qaOdVitzrav80r	No, i support the fare increase if there are actually steps that will be taken to make BART a better experience as soon as possible.	X	
R_6ESum7HnUsbGKSR	No, I think it's fair, but start thinking LONG term not just what's going to help in 3-5 years.		
R_2wAcCLVJHE2oVKz	No, it seems reasonable enough all things considered.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1cTIHjJ3k9SrWel	No. Actually it's a good move so riders will go clipper card so we can save paper. Why people can't give love to our Mother Nature. Clipper card is very handy and safe as long as you regusterd the card under your name	X	
R_R5g5feoL6UdwSfn	No. If the fare increase can accommodate new riders, expansion, maintenance, and upgrades.		
R_2wdFjASooqQgI1Y	No. That sounds reasonable.		
R_3GvwgEVeJTRziDa	Nope sounds reasonable		
R_2akji3ePxGFnjIs	not a problem with a fare increase if it means safer and cleaner bart trains.		
R_3HB1eU2NGVCaRXN	Not enough. Riders just have to pay more for a clean, efficient system. Driving is no longer a reliable option in the current traffic mess.		
R_2Vkyr3d6EsHAsVa	Not really. If you need to increase, that's okay	X	
R_3sGi1LWT87GC3L	Of course fare increases are bad for the public but may well be needed for a system that is falling apart.	X	
R_2Yn41OseCpzCXa3	OK as long as the extra revenue goes to what matters (expanded security, improved infrastructure, etc)	X	
R_WdIBAhSUGfrP2nf	Ooof. That's an increase of almost a dollar a day on my daily commute. But if it will ACTUALLY lead to infrastructure improvements, I guess I can live with it.		
R_11bY79ePKfvMl3c	Overall it makes sense but the extremely high cost of the train control system always boggles my mind.	X	
R_3GiVEkWbg8xH2H9	Planned increase seems to be in-keeping with inflation and with required maintenance & public desired upgrades -- i.e. capital expenses need to be funded	Unknown	
R_8ptqW5988rH1njz	Reasonable		
R_21yL8HmLmpSalux	Reasonable		
R_1EYgehVb0JtlBGc	Reasonable explainable.		
R_1g0IApHyIWfkNRQ	Seems fair	X	
R_u4EJmlRIUBgNUM9	Seems fair.		
R_2zqHD0jq9xFmFEt	Seems fine to me, particularly if the money is used to improve the BART!		
R_2xVic1Dc7sOjaQX	Seems fine to me.		
R_3NPOgMQ3lzIPQi7	Seems fine. Increases that match inflation might be better.		
R_a03v5y0YVavMtXP	Seems good		
R_241PwUGLUEj6sAr	Seems necessary	X	
R_xh0LOynA2ts7rLH	seems reasonable	X	X



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_OerpSBT3doEI2Hf	Seems reasonable		
R_2rAyhHsuaWR9Kuk	Seems reasonable	Unknown	Unknown
R_27D6te6mjQkquyl	Seems reasonable		
R_1IuPoqehZcTMMcR	Seems reasonable		X
R_09sgBWT0YNq2VoZ	Seems reasonable		X
R_AccFOsYGxBvUEF3	Seems reasonable to me.		
R_SZShmLLW7fzUrf3	Seems reasonable. Hoping to see more lines that spread better over SF (like NYC) and extend to farther out areas.		
R_2OGrlpqeR04gygx	Seems responsible.	X	
R_ylKPktYgvqnWI2l	sounds fair	X	
R_1F9APwjzC4aN63	Sounds fair to me		
R_siMdif6s9RGUOxr	Sounds fair to me.	X	
R_xnFtK3YVXMUQ98J	Sounds fair to me—it's worth it for a more reliable fleet!		
R_At7TWWoz3MCavzr	Sounds fair.	X	
R_PRmxW6Zn3XVaPuN	Sounds fine	X	Unknown
R_3fw55zVMNwboNIn	sounds fine	X	
R_2ZNAEzV8VQHDHMm	Sounds fine!		
R_1fZz5yPy4JNE00k	Sounds fine.		
R_1Hi3dOII1zDI8jv	sounds good		
R_1CDQhfbeB1RpXE3	Sounds good to me	X	
R_5vzWKS4p7I9AYql	Sounds good, need new trains	X	Unknown
R_2D5Lsak7Yxbpnj9	sounds good.	X	
R_2zOc05nXhARIAvL	sounds ok.		
R_2xxcIUjc9AhAnjB	sounds reasonable		
R_10Vg3Twcvc0fPuc	Sounds reasonable.		
R_OOLntxJcsPA7juF	Sounds reasonable. Hope funds are used wisely.	X	Unknown
R_2QMd4CQkna24vU6	The current increase is OK. BART should have a clipper card system for reduced fares for lower income folks.		
R_1LLHUke302sMp7x	The fare increase is understandable. The tolls on the bridge are always increasing so it makes sense that Bart fares do too. I'm just glad it's only raising by cents as opposed to dollars like the tolls.	X	X
R_2QYTjLJ2KD501lo	The improvements that Bart needs warrants the fare increase, but that also means that Bart has no excuse to make the system better	Unknown	Unknown
R_2YVVjXd8xsb8CTJ	The increase is definitely justified, seeing the new cars and launching some of those planned extensions and really helped to justify these future increase since the impact can be seen today.		



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_22Jnt8QurE09MyC	The increase is fine as long as steps to improve congestion, delays, and cleanliness are addressed.		
R_1mzze0Wcl1uQfdi	The increase seems reasonable.		
R_3MhyB1EWeB8pkbx	These seem reasonable		
R_12o4E6yngapeG9X	This fare increase seems reasonable.		
R_2SCFiBFoDbgaots	This increase seems "fare" to me :)	X	
R_2QnboxWejMGDHFfi	This is a frequent trip I make, so I'm disappointed to see a raise in fare. That being said, improvements to the BART system are always a plus, so it seems like a fair trade.	X	
R_1qaBS4S30DxphOV	This is a reasonable increase, I have no problem with it.		
R_6fotVm7bW56l7Wx	This is fine. I would pay even more for BART to include free transfers to/from ACTransit and Muni (even though I would rarely use them). We desperately need regional transit fare integration.		
R_2zzaFsoKls6HKTa	This is worth it.		
R_2aLTrJI5KeEGLtu	This seems fair, if a little low.		
R_3JeWZdKk2MHRyxy	This seems like a good thing. I fully support funding BART above its current levels to bring better quality, more frequent, and more modern services to its customers. Upgrading the train control system and bringing more new trains online should be a high priority.		
R_2zoNitL2hBed6eT	This seems like a reasonable solution and as long as it's less than inflation I don't see an issue arising	X	X
R_1CCiDTjwGyYbM6W	This seems reasonable		
R_1py6UQIP8Jm15Hu	This sounds like a fair increase. I really hope it goes towards improving train service for commuters like promised!	X	X
R_4IqmeOPdfy9Eml	This will be necessary for the upgrade Bart needs due to the high volume of usage daily		
R_9ZapDlo3D0JWALL	We need better trains and more frequent service so this is fine with me.		
R_1luHHtoRV7TnhPh	Well, no one likes a fare increase, but I probably won't notice it.		
BP3	Yes, please. Cards + faster/condensed train schedules are much needed.	X	
R_3Ep7WWLJSBXT7ZK	同意 *Agree*	X	
R_2rr44vr1U2S3FX	同意加價 *Agree to increase the price*	X	
R_3NK6rc0k3XE8nvZ	同意加價, 改善服務 *Agree to increase the price and improve the service*	X	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1Kl2B4Eftv2BCvj	我经常坐Bart from Daly City to DOWNTOWN san Francisco ,是短程 如果涨10仙还可接受 *I often take BART from Daly City to DOWNTOWN san Francisco, it is a short trip. If it is 10 cents, it is acceptable.*	X	
R_3s0O6QkTNH7RQmR	贊成提高車費改善服務 *In favor of improved fare improvement services*	X	
R_3RaL00EebisxarI	4% increase (2% per year) would be less jarring.	Unknown	
R_plX3V6g5dnnypn	5.4% is almost double the inflation rate, so it is quite misleading to say "less-than-inflation" increases. I understand the need to regularly raise prices but its frustrating when you don't see improvements after raising fares.		
R_9mZtmFzSUQ7bzld	5.4% is too much - many riders travel a longer distance and this will adversely affect them. Suggest no more than 3.4% increase.		
R_1nPj0njVNfskA5L	5.4% may be less than inflation, but it is also MORE than most salary increases each year. I only get a 2% cost of living increase on average each year and many people get NO cost of living increase, so please consider raising fares within that framework instead of looking at inflation (which has nothing to do with wages).		
R_31Awtk77L8sK67e	5.4% sounds a lot. 3% will be more reasonable.	X	
R_3MEGjBc3a6GqhwY	A lot of students and fixed income workers catch the trains in the mornings, and I'm afraid this would impact them the most.  My suggestion would be to give more options to pay for fare. Such as a monthly premium pass. A lot of skilled workers in the city overpay their cards by more than \$200, use this and provide them with a premium monthly pass for thier convenience.	X	
R_1NgeOi70tWRmu0v	A more gradual, yearly increases that is clearly communicated and transparent may be more palatable.  However inflation (based on CPI I assume) is not a very good representation of changes in transportation cost, which people would use to compare BART vs other modes of transportation, so it may not be the best metric.	X	
R_1Gj6BN65uMZ7Mgf	agree with infrastructure maintenance don't agree with increased employee pay or bonus payments for managers		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1kZD4M059AeNZ59	And while fare is increasing I see BART service is gradually deteriorating over the years, but whatever I say here I think BART will increase the fares. I hope BART use some money to clean cars and prevent the system from being used by homeless people as shelter.	Unknown	
R_24wxLgLKVFtjVFC	Any fare increases should be analyzed to determine how they will impact low income users of BART. Low income users should not be impacted more than high income users and steps should be taken to alleviate their burden.		
R_2CqO8hmnEEfitYW	<p>As long as the money is to pay BART repair workers to fix the areas of the rails that need replacement. In the lines going East from SF to the West Oakland station, and past the West Oakland to the Lake Merritt station (and some to Fruitvale station), there are serious problems. The trains have to slow way down, they make a lot of noise, and each car shakes going over the bad rail areas. It is very frightening as a passenger, with the train high up above the roads and buildings, screaming and shaking. The same is true in the tunnel between SF and the East Bay, and on the lines going West into SF from the Lake Merritt station.</p> <p>If you send a notice explaining, to the entire Bay Area, that the increase of the BART fares are for fixing and repairing the rails, I believe most people would be okay with it. I would. Many people, including myself, are frightened, and don't want to be the ones on the BART when the train breaks the rails and falls off, killing many people. Many of us have to take the BART to commute every day, and I've heard many say they're trying to find some other way, as the BART is getting so crowded and frightening.</p>		
R_3JhpjG0BHc8XLTs	as long as you can stop the fare cheaters and improve the safety and quality of the ride.	X	X
R_3DoPgdl80pLTx32	As someone who makes \$60,000 a year the increase would not affect me as much as for those who are earning a low income. I also feel the surcharge for paper tickets should be eliminated as not all those can afford to consistently ride bart and thus will not purchase a clipper card. Some people also don't work the usual 5 days per week and buying a clipper is not within their budgets.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1Fa1XVHpi8KFGRN	Bart currently charges quite a high amount for tickets and the concept of needing more money on top of all the revenue they receive on a daily basis is confusing. While I won't be personally affected by the fair increase, I could see how it's unfair to many people. Small change adds up.	X	
R_s4KBh1qTRXbH6PT	BART fare increases shouldn't be couched in nonsense like "capital needs". Fares go up to cover the cost of business. I would be much more accepting of these increases if BART was clean, better maintained, and pleasant to ride.		
R_VKyZtfs2AApsAaR	BART is already exorbitantly expensive. I've voted for multiple tax and bond measures over the last several years to fund BART, but have only seen service quality decrease. Before raising fares again, I want to see an independent audit of the system's finances, and a review of the salaries and benefits afforded to BART administrators.		
R_1KrjNU3dl5IP1E9	BART needs to get more reliable, safer and cleaner. Not sure if higher fares will help or just go to the outrageous salaries you pay you employees		
R_22xps77QYI8uetP	BART parking and tickets are already an expense. We don't need another increase in fare, if anything we need more security detail at the PLATFORMS and PARKING LOTS, I've had my car vandalized multiple times at El Cerrito Del Norte Station, if you plan to increase the fare at least make BART better for the rest of us!	X	
R_3HRXJ2UfAMA9RXB	BART安全性(如遊民乞討、搶劫)是目前最重要的問題。漲價必須保證提升安全性。*Bart Security (such as begging and robbery) is currently the most important issue. Price increases must ensure increased safety.*	X	
R_2v68yqT4SRmZWFh	Bring it down by 5 cents and I'll approve		
R_BQ7AGVFGr8e0mXv	Clipper Card users, being more convenient, should shoulder this increase. Paper ticket holders are more likely to be low income as a result of structural hurdles to getting and maintaining a clipper card with just cash.		
R_Wd10eL6rqCOArE5	Consider minimum wage commuters using the BART for work, perhaps include new incentives or programs to help the change affect them less.		X
R_27OkJJWJgHFHJzk	Depends on how the additional money is going to be used.		
R_BDHVDTd32pVH10F	Depends on status of capital needs. Where does it stand on i.e., top 5 needs.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_339yQQadTHihF0z	Esta bien que aumenten las tarifas, sólo esperamos un mejor servicio y más seguridad para los usuarios *It is good that the rates increase, we only expect a better service and more security for users*	X	X
R_1eXFHa8kinvOZ3K	Fare dont match the quality/service. Cleanliness and Security is basic	X	
R_ykCzspZJ0jRNAEV	Fare increase is ok as long as people get to sit in car. New design has less seats than previous ones. Imagine standing 2 hours everyday.	Unknown	Unknown
R_3g5gWsexXn0QM1K	fare increase should be equally distributed based on the number of users per station or per line. Monitor fare evaders - I see a lot of fare evaders using the elevators at Civic Center and at El Cerrito Del Norte	X	
R_5A3u6W16Uj7Merf	Fare increases should be higher for the disproportionately under-charged suburban miles, and lower (or zero/negative) for the over-charged urban miles. Single trip fares should be increased further to enable an unlimited-use monthly pass program.		
R_1ln0Yg085rDqjnb	Fares increase of 5.4% is too high.	X	
R_9zstHW9Bp5zg9yN	For short trips I believe it is fair however for long trips I think 25 cents would be more reasonable.	X	X
R_2chDQbWqEEP7fuh	Given that many BART parking lots fill relatively early in the day, it seems to me you should be raising parking fees at those stations before increasing fares. The scarcity of parking suggests that it is under priced at most stations and that you could increase parking rates at those stations without a significant ridership impact.  That said, if 5.4% is less than cumulative inflation over the relevant 2 year period, than the increase seems reasonable in a vacuum.		
R_2ZDCLf9ym4hxJEL	Hard to justify any fare increase given how abysmal service is now, but I get it.	X	
R_2z6D9dXGpMGHMqv	How do we know this won't go to Bart executives salaries and or bonuses? Bart has consistently increased fares and I've seen little to no improvement in the service over the past 10 years. I would need to see a guarantee in writing to confirm this increase would be 100% for maintenance and nothing else.		
R_3Dd1e6cqGAYRnF1	I agree to increase the BART fare, but increase of 5.4% is too much, which is more than the inflation,	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	I think 4% increasing is fine to every one who live in San Francisco.		
R_2ZWgbK55LTKPmwA	I agree with the increases, but do not think that paper tickets should cost more.	X	
R_XIj6rJeqWkpIKLn	I agree with the price change If every 3-5 years not every two years		
R_2PB5DZjCPveI4MD	I already completed the survey once but wanted to add a comment. I don't find the current pricing structure very equitable. Generally speaking (and definitely true for the Bay Area), the further you live from the downtown SF the less affluent you are. Yet, people that live further away pay more. This higher price will also make people prone to drive more, something we know the Bay Area has too much of. I understand that a person traveling more miles technically is using the service more and thus should pay more. I don't know what the best pricing structure would be but find that people living further away need to be thought of more. I myself live in SF so I'm not saying this as someone who wants to pay less. I just want more people to use transit and don't think the current structure is promoting that (for long distance Bart trips)		Unknown
R_s6AABADkU3K4enT	I am a frequent work day BART rider, so any BART fare increase will impact my monthly spending on transportation. I understand that there are projects that need to be funded, but do you have any discount program for frequent rider like me? Thanks.	X	
R_1FKelkoMoaJHFIQ	I am ok with a fare increase as long as Bart works to improve the safety and cleanliness on its trains.		
R_3HUHNc9FGhE8NCe	I am okay with paying a little more as long as the service gets better, more frequent trains and less delays.	X	
R_1imRse2vyE9bi55	I believe that it is okay to increase prices a little as long as it is being used for security and maintenance. Bart has become very unsafe and discusting	Unknown	Unknown
R_1mPEQoDsqJJrYcY	I can afford it but will others? We need a standardized fare for everyone especially when someone needs to get from East Bay to the South Bay crossing at least three transit agencies.  But overall I am in support of better trains, better Bart.	X	



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2YMuo6g305bEf0e	I can understand a fare increase, but I would like to see our trains made cleaner and safer with this money.		
R_1GCVC5r59dpl2EZ	<p>I commute from Concord to Montgomery everyday and this increase would affect my budget. I believe there needs to be a 5 cent increase for everyone and then slowly increase cent by cent. I also take muni upon my arrival to SF and I would have to cut down other expenses just to pay for transportation.</p> <p>Although I know the increase will occur regardless, BART needs to focus on other areas rather than this new revenue going to those mentioned in this questionnaire. Security needs to be improved, I still find myself feeling insecurity and being more aware of my surroundings on the daily. There are homeless people and people smoking on a daily basis in these rail cars. They have strong body odor and makes it difficult to be on the commute on the way to SF and on the way back. The "safety BART" application is not very user friendly either so that is a waste of money. There needs to be clear communication regarding our safety and what will be done in the future.</p> <p>I would like to see my 40 cents everyday going to new safety policies and air conditioning too!!!!</p>	X	X
R_3NKwM5qY8SxeEVi	I don't mind paying the increased rate as long as bart holds everyone accountable to paying this. I see people jump over the ticketing gates and the bart agents don't do anything about it. It's not fair for those of us to have to pay more money because a huge chunk of people are not paying for the bart services.	X	X
R_28M1e2BpCq9Kkj1	I don't have an issue with that. However, you'd gain far more by solving your fare jumper problem.	X	X
R_BKaWfZdlm2Py5Pj	I don't mind the increase if I see security measures is visible for ticket jumpers. I ride Bart everyday, and I see 3 out 10 are ticket jumpers in Richmond Bart station. Specifically at Richmond Bart around 4:12 pm, you see students in uniform (like Military school - in black jacket and black pants), they get on a MacArthur. They just go out at Richmond, looking so proud that they don't pay. Low income could get subsidy for this and yet they chose to not pay. These young students have to be taught as early as now	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_VItKb17fxesbUpb	i have mixed feelings about it; would be nice if it were offset by more monthly pass options.		Unknown
R_1fcNW1LV5LBFzj8	I have no opposition but there needs to be more work in stopping/limiting fare jumpers at Civic Center (the station to which I commute daily)		
R_10DH1VYIzN8fjis	I have objection to this increase due to my commute to Civic Center Station. The cleanliness of Bart trains have slightly improved, but certain stations appear to be neglected. Civic Station is notorious for vagrants but it does not help that security is not frequent in that area to prevent the litter, public drug use, tampering with the pipes and clogging it during the rainy season. If the price must increase, cleanliness must be maintained in all trains and stations.	X	
R_1jsaftbGkV5SSDo9	I ride from Richmond to Daly City five days a week and don't own a car. I am in favor of contributing to BART to keep it running.  I do wonder what other ways BART is fighting to get money, including increasing taxes on corporations or investment in fare evasion prevention. At Richmond BART, on average, I see people walk through the turn styles every evening and some mornings.		
R_DMMkDBJt03RiFk5	I support capping any fare increases at-or-below inflation levels. I hope that any increase in fares comes with additional support or accessibility programs (reduced fare, free commuting, etc) for those who are unable to pay fares to commute. Vulnerable populations often don't have access to commuter benefits or other employer assistance.		
R_WxhBtoT1ojwTmvv	I support it if it allows more frequent service as well as maintenance.		
R_3JJJJuHHWWkZ2zp	I support the fair increase as long as it goes to capital needs and not increasing BART union wages		
R_1ezs4wMfB6tNefl	I think BART is already pretty expensive compared to a lot of other public transit systems I've used. As a student who commutes daily, these fare increases would be unwelcomed, but if there was a significant increase in my quality AND safety in my rides, I'd be willing to pay.	X	
16th11	I think BART should allocate the \$ it gets from the public every few years exclusively for BART itself, it is falling apart.		



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2dzQ4bWSFeLaXs8	I think fare hikes are fine, and it won't change my usage- but I think ya'll need to expand subsidized ticket availability (youth, senior, etc)		
R_3kCgCDIT03G5y4e	I think if BART plans to do these increases then they better increase the need for public safety. Too many times there have been drug addicts and bums on the trains that typicall take up an entire row on the train. Also I have witnessed 2 fights over the course of a year. I have been a BART rider for over 20 years and I have never seen this many fights.	X	
R_3FXQqMo5A9H6mfH	<p>I think in regards to the fare increase, the schedule and the percent increase are reasonable. In my opinion, it would be imperative for BART to be proactive in it's transparency by creating a reporting cadence for revenue raised after the January 1st, 2020 increase onwards and which "high priority capital needs" projects in will fund (as well as how much is funded for each project).</p> <p>My main concern is that there is still ample amounts of fare-skipping by passengers that, according to one local news station's reporting, has lead to millions of dollars in revenue loss. That's something that is hard to ignore when any talks of a fee increase is brought up. I know BART has increased efforts to deter this from happening, from fare patrols to gate alarms, and I'm appreciative of those efforts but according to that same report it's had little affect to people's behavior.</p> <p>I'm all for improvements to the BART system, as it is very much needed. So while I support the less-than-inflation fare increase, I do wonder if there are other ways of recouping revenue through other efficiencies. Thank you.</p>	X	
R_D7Tq0dVSKbLmpLX	I think it a good plan but I also believe it would be kind of hard for students financially.	X	X
R_3qJsyABpXUYGzNt	I think its fair. My only concern is policing the people who don't pay .		
R_RaeUVjdqmQuN4Rz	I think that the fare increases will affect low income, so I suggest that passengers that are not low income can receive this significant increase, but for low income passengers just keep it the same or offer a program like SFMTA offers for low income.	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3HzwPoW6XOSLaLj	I think that's good. As long as some go to Bart police		
R_el228piMjwaK91f	I think the cent increase is practical. Although the prices raise every year which can make it hard for many people to put together that much money.	X	X
R_3IcNOVqgl9kMKfu	I think the fare increase is acceptable given the need to fund much needed capital infrastructures, however I am concern that the increased fare will disproportionately impact low-income riders. I would like to understand how BART is planning to ensure equity with this fare increase.	X	
R_1CJk0KwStmLGD5Q	I think the increase is a reasonable amount at this time and manageable for most people to pay. However, for those living in the city of San Francisco, I am often frustrated at the crowds and lines at BART and find it strangely more pleasurable (and cheaper) to ride MUNI. I never thought I would prefer riding a MUNI bus to taking BART, but I now do. Hopefully the new cars and control system will minimize the crowds, since, for example, this morning on the way to work I had to wait for three trains before there was a train that I could get on. People hover around the door and do not walk or stand in the middle of the train even though there is often plenty of room there.		
R_24CdHRXsewPy0Xz	I think the money for the fare increase should be used for cleaning up the BART stations, such as on the trains and the bathrooms.		X
R_3ffXsqEdWo237kG	I think these fare changes are fine, as long as they do not effect discounted fares for children, elderly, and low income tickets. I also think people need to see improvements to BART's service in correlation with these fare increases.	X	
R_x4JiOAoVoUHUFq1	I think you are punishing the people who are coming in from farther away and it should just be a .10 for all fares and leave it at that for this time.		
R_vJivxoHJCgveElH	I trust that you have done due diligence and the increase properly matches the increased expenses, or planned increase.		
R_2zSKkMG112OGfSH	I understand that costs are going up but I'm still watching lots of people go thru exit gates and jump turnstiles, especially at Hayward. Please try and make some effort to stop this behavior.		
R_3n78NC5j2gs9946	I understand the need for fare increases but it's hard not to be concerned about the effects on low-income riders. I would support it being paired with a program to reduce fairs for different groups		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_w0IY20qdg6HCNKV	I would also suggest to use the fare increase into BART user security as many crimes happened in BART stations.	X	
R_3Nx5JrbwBPCnbCB	I would be fine with the increase in fare, but just have my two cents. With the way bart in expanding, its getting difficult to travel during rush hour. Does bart plan to have some trains, starting from old stations, so that its comfortable for people.	X	
R_24nRjhV0TwPqbC1	I would be more than happy to pay the increased fare if it meant I could get to SF from Alameda via Bart only	X	
R_NWlUp3CsMnqBJJL	I would be OK with a fare increase IF I didn't have to ride VERY crowded trains during rush hour. This is especially true on the Richmond line to and from San Francisco. Also PLEASE do something about making clean and free restrooms available at or in close proximity to the stations.	X	
R_1Cw39KmzdLl9ait	I would expect an increase in BART system service with a fare increase. Currently, many escalators and elevators are out of service on a regular basis. My morning commute costs \$3.95 and has regular delays as well. I would be against any fare increase without proper allocation of funds to ensure clean, safe transit on BART.		
R_1mltk9MwmN83GYK	<p>I would gladly support much higher fares if you prioritized keeping the existing system safe *before* one further mile system extension. You cannot reliably manage the existing passenger volume; what the hell do you expect with the new revenue miles?</p> <p>I'd be happy to see you DOUBLE all fares at once if every dollar went to the following:</p> <ol style="list-style-type: none"> <li>1) minimum one police officer in every revenue train on every line, every day</li> <li>2) advertise greater police presence and tell passengers to call the conductor without hesitation</li> <li>3) minimum one officer in every station, every day</li> <li>4) ZERO TOLERANCE - if a passenger has loud music, immediate ticket and REMOVAL FROM TRAIN; littering, immediate ticket and REMOVAL FROM TRAIN. In NYC we cleaned up the subway by</li> </ol>	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	<p>ordering our officers to practice maximum enforcement. Don't just look for the crime that's hard to predict. Let riders know that if a cop sees it, you get a ticket.</p> <p>5) fix the d*mn fare gates already - stop whining about how difficult it is and bring in some engineers from the NYC subway - last night I did an experiment: I stood by the fare gates at my station [San Leandro] starting at approx 8PM and simply counted fare evaders. In 15 minutes I observed 34 fare evaders out of approx 150 people exiting the system. That is nearly 23%. UNACCEPTABLE. Again, I'd be happy to pay DOUBLE the current fare if you had roaming fare inspection teams - saturate a car, block all the exits, check every passenger. Evaders? Immediate citation and REMOVAL FROM THE SYSTEM. Oh and about a month ago I did a similar experiment while waiting at the new Antioch station for a ride to a party - the rate of fare evasion I observed was nearly 50%. HALF OF ALL EXITING PASSENGERS. And you want to raise fares? Higher fares, low enforcement. Perfect recipe for loss of control. Does the name Bernie Getz ring a bell?</p> <p>5B) fare evaders commit crimes. You have clear station surveillance video of the man who killed that young woman on the platform at MacArth</p>		
R_3ls3GG5QrUJtKr2	I would like to be able to opt in, by enrolling my Clipper card, to have my fares rounded up to the nearest dollar. There are lots of people for whom this increase will hurt. There are others, like myself, who won't be affected at all. Perhaps not many would take advantage of self-selected fare increases, but it would be nice to have the option.		
R_OqbC0ASQbfVzQxX	I would like to see money spent on more BART security presence.	X	Unknown
R_2EhIg2vBcdukfak	I would like to see the increase go to cleanliness to the trains as well	X	X
R_b9HNQ6Dm5vKuGml	I would prefer increases on a transaction basis instead of based on distance.	X	
R_vZZU8kALIBLeqm5	I wouldn't mind paying extra if I could be on a reliable, clean and safe train. The presence of BART PD is not apparent and there are homeless people on every car and drug users shooting up on trains. Why should I continue to have my fare increased	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	when 80% of the homeless on the trains don't even have a ticket and they ride all day disrupting commuters.		
R_3qwjj84rgAytiYm	I'd like to see a more itemized breakdown of how the fare increase is intended to be allocated across these capital projects, as well as other sources for those projects' funding and their worst-case timetable for implementation.  I understand that the fare increase is a constant and that inflation justifies its implementation, but I also have a hard time believing that the fare increase can go towards those capital projects when BART's operating expenses are also subject to inflation.	X	
R_DBqlveUuqKDxSyB	I'd like to see the new trains and less homeless on the Antioch lines for paying more - oh, and make the fare evaders pay their fair share. I have the feeling I'd have to pay less if everyone paid their fair share.		
R_2fdR2UjFtIQxMxy	If bart is increasing prices it would be nice to see this go to having more police officers in each station, cleaner stations and trains and the option to use card inside as well	X	
R_2QDwvcbeHXz3N7n	If fare's will change/increase, there also need to be changes to the current system. Bart is too crowded, doesn't run often enough during high commute times, and is often littered. Happy to pay more but need to see positive change (however small) in the present, not just "planned"	X	
FV3	If it goes toward safety and cleanliness it is needed.		X
R_1gw6mEngYzx8k6s	If it goes towards fighting fare evasion and homeless people on Bart then I'm all for it.	X	
R_28UFVU3Cna72ybk	If it means cleaner stations and more law enforcement in trains, sure	X	
R_2SD0QfyzSYhxnH	If the fair was to increase, will the cleanness of the bart increase?	X	X
R_1qWcWQp4eK0efmJ	If the fare increase doesn't keep up with inflation, will it be enough to support BART's operating costs and ongoing maintenance? I'd be more in favor of fare increases that would provide BART with enough funds to do everything it takes to be efficient and reliable (as long as there's also low-income programs to assist those who can't afford the fare increases).	X	

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R_3rqgBTBKozmlzpD	If the increased fare is actually going towards improved service - fine. BUT as a daily rider I do not see improved service, maintenance, or safety on BART. There needs to be serious oversight of this agency.		
R_8p5nvugVUQk4fx7	If the price is increasing, the safety should be increasing also !	X	X
R_2ZQ6ZW0WbgjmE10	If there is to be a fare increase there should be resources allocated to developing a monthly fare plan for transbay commuters.		
R_qxs5p0xAFYHMYTL	If we get seat to sit than this fare increase is reasonable	X	
R_SCwneCaRkoQyZ57	If you increase fares, crack down on fare-evaders	X	
R_BKvtVangnMla8Fz	If you replace all the trains with the new ones and have stationed guards on the plaforms it might be ok with me. The trains currently are filthy theres often very little seating because of homeless people sleeping on it. I think you charging so much it should show more in safety and in the trains		
R_3GcEFmGnpHVw2mB	If you would like to increase the price of a ticket, you should make the bart more safety and cleaner.	Unknown	Unknown
R_ym3HukZyY7HnC6Z	If you're planning TO INCREASE OF 5.4%...I do not have a problem because our Bay Area's train fares are still lower that the WEST COAST fares anyway. BUT, if you'll increase it...then BART must also INCREASE THE SECURITY in order for us, riders to feel safe at all times inside the trains and even in our parked vehicles!!! I've been a loyal rider from worst to great job of your staff. BUT GIVE US SOMETHING TO LOOK FOR IN FAVOR OF SECURITY, too!!! AND CLEANLINESS of ALL TRAINS, PLEASE!!!	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1FstAFXx3JEv]kE	<p>I'm all for fare increases if service improves. I think the new trains are a huge improvement, but there's still other problems through the system:</p> <ol style="list-style-type: none"> <li>1. Fare evaders: Almost every time I come in or out at 16th Street I see a fare evader while the BART gate agent does nothing (I don't expect them to do anything, I am pointing this out for my next point). You have got to figure out a way to eliminate (or drastically reduce) this problem. Homeless and criminals have easier access to your trains and passengers through fare evasion. It presents a safety issue.</li> <li>2. There are not enough entrance and exit gates and many stations. When two trains going in opposite directions arrive at the same time, at Montgomery, it is chaos. Chaos getting off the platform, because BART made a poor design way back when they built shared platforms. It's also a mess trying to get out of the station. So, I don't understand why if gate agents aren't confronting fare evaders there are not more entrance and exit gates. It makes absolutely no sense. I don't expect gate agents to confront fare evaders - that puts their safety in jeopardy, but it's frustrating that most days my entire BART experience comes down to one word - overcrowding.</li> <li>3. DIM stations. 16th St. is so glum. It would be nice if it could be brightened up a bit.</li> <li>4. Dirty stations. Montgomery is dirty. 16th is dirty. I don't understand where the cleaning crews are.</li> </ol>		
R_2ydQ8vBBVEUV2U6	<p>I'm fine with it so long as results from increased revenue are palpable and occur sooner versus later. A new computer control system by 2027 is too far away. Please consider expediting.</p>		
R_sScUy7PvOxu]mUx	<p>I'm fine with the fare increase so long students, people who can't afford the increase etc. are not subject to it.</p>		
R_2bVI0umeKmcAe6P	<p>I'm not crazy about it... these updates/upgrades should have been funded decades ago... but I get that it has to happen. And I'd rather that it impact riders than taxpayers. So increase fares if you must, but please don't couple that with added sales and/or property tax and expect me to vote for that</p>		



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	too.  New rail cars are already over a year behind schedule - I'm a daily BART rider and have yet to see one on the Dublin/Pleasanton line. I'm also not sure the current infrastructure can support the new cars, so that's yet another investment needed.		
R_2qwRe12o0sJP5Od	I'm not too bothered by the fare increase plan, however, I do feel that if fares increase there should be a correlation between fare increase and BART improvements. Additionally, I feel there should be some sort of discount for regular commuters.	X	
R_2CZI4fxHqC5IT5e	Implement low income discount program before increasing fares		
R_3PvE2h8SB65pgxi	In favor, but contingent on: 1) Longer commute trains with adequate seating; 2) Eliminate employee strikes that stop train service.		
R_3DhX9m7zROHCQcI	In order for BART to continue to provide updated, modern service I do see the need to increase fares, but I don't think that it should be in affect for more than 3 years or else lower income riders will look to other sources of transportation.	X	
R_2qyGcnUly7Ql1rP	In order to raise the price please have the bart trains cleaned, homeless free and more police to patrol the office.	X	
R_2RWasDQiFOEfr7	Increased frequency is a main concern for me. Increased fare in order to have more commuting train opportunities is worth it.		
R_2v1jVwMIyG0UINo	Increasing the fare is ok if work is done but there should be a fare ceiling set to where fares can't be increased for at least 4-5 or more years.	X	
R_1ojUiBSO9bsN8WJ	Instead of going all the funds towards new systems, BART should really consider cleaning the existing trains and having more staff continuously to maintain cleanliness of Bart on everyday basis.	X	
R_2wbDs6oOxChPNW3	Is this proposed fare increase include increase in parking fees? The increase should be linked to cost of living in the Bary Area wages. Wages have largely remained the same for the past two more years. So planners should factor this into the planning	X	
16th9	It ends up costing a bunch when you take BART every day, but I guess we need it.		
R_3HFwwugSZjRfdkN	It makes sense; do it, but try to give low income people a break.		



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1QtndLjmrghPB9Q	It seems reasonable, but BART needs to dramatically increase revenues from sources other than taxes and fares.		
R_yL51PJQKoWRecaB	It shouldn't be significant to matter to most riders. The biggest problem with Bart currently is that it is extremely overcrowded during commute times.		
R_1ouwluWJKABw5Ul	It sounds like BART does need the money, but maybe we'd need less if we didn't waste funds on fare-evasion programs that cost more than they bring in?		
R_3r2hoMDibsEncdz	It takes money to manage and run a super efficient service like BART. Fare increase proportional to Inflation is logical. The cost of providing services increase y-o-y and hence the fares have to increase within range to cover the cost increases. However fare increase should be nominal considering affordability as the primary factor	X	
R_2xP0zAoQZXQgre1	it will be fair if the trains were clean and safe	X	Unknown
R_wM3znRI8UBxDgc1	It's fine I'll just suffer as usual on this hell train. I am cool paying extra but I would like y'all to be more transparent with cost breakdowns for your projects. So often you state exorbitant amounts of money without really explaining where each part of it is going.	X	
R_3JE1NCiRhjtMvGp	It's okay for people like me, with full time work and already in middle class. May be much harder on lower income people who have less discretionary income.		
R_24wJyORT96m1xMu	It's okay. Maybe when you go from one station to another station. For example, balboa park station to glen park station, I think the fare should be like one dollar.	Unknown	Unknown
16th13	It's a real bummer but I get it.		
R_2Xajv4x6NhAhM22	It's fine to increase the rate but people need to feel secure inside bart train by not having so many homeless inside the trains and also making security ride the trains to monitor our safety.	X	X
R_1i2tXRCrbIgVcph	Just fix the train system.		
R_5pwQ9UpMwwBUWAN	Just to make sure money goes to exactly where it goes to. When there is a significant delay, there should be discount or incentive to make it up on the next business day.	X	
PB2	Keep fares fair and keep it standard for a while	X	
R_3Lbcicq3EkzIDdOq	My concern is with low-income riders. Will Bart expand programs to low-income riders?	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_21bICHtGczSK77	My roundtrip from daly city to ashby would increase by 49 cents which is fine for me but why don't you offer discounts for low income folks?	X	
FV2	Needed to have [pay for] more fare inspectors		X
R_2SwdRIJ1tKsySJI	No concerns however I believe any increase should cause BART to report our regurally how much money was raised and how it was used	Unknown	Unknown
R_24odlMsRGrY3gzk	No fare increase until the system I safe, clean and timely  Get senior management to ride it often to experience its' wonderfulness, not!	Unknown	
R_2Bxt3CialiXXjXI	No problem for now as long as it is not a drastic increase.	X	X
R_1ocdgEUrPpJTKrE	No, it is reasonable to increase fares from time to time to keep up with maintenance needs, but BART should look for dedicated funding sources because many people find the fares to be to high.		
R_3fv3zpzKW3gD5P2	No, this plan seems fair and BART indeed has extensive capital needs. However, one concern I have is what BART riders receive in return for this fare increase. Will there be increased service and stronger reliability, better turnstiles to reduce the likelihood of "fare cheats," increased seismic protection, etc.? Or does this fare increase simply cover existing services provided BART riders?		
R_10N8UgnHvyLU0D0	No. If the price increase help with better safety. I'm up for it.	Unknown	Unknown
R_pcLufNKoNi8K9K9	Nobody likes fare increases. It just seems like BART is an endless money pit. We already gave 5.4 billion. If this is just part of the regular increase then I guess it's fine.		X
R_3DuW9WBspwcESVb	Not a fan of the increase unless tangible steps in the improvement of service and ways to crack down on fare evasion.	X	
R_1Q4uxQbTnf9XW1X	Not excited about it, but I can afford it.	X	
R_28zVtoYj5uKDPdf	Please consider the alternative funding source of threatening and extorting funds directly from cities like Lafayette that have bulls**t land use policies around BART stations. In lieu of that i guess 5%ish isn't too bad.		
R_3MSYtRTRCkwwgpdF	Please keep Bart clean and safe for all.	X	
R_2YgG4EF04Xbxhp0	Regular fare increases are reasonable as long as they consistent with the level of service provided and efforts are made to ensure that all riders pay the fare.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_u98tiRJTdFGHdfX	Regular, predictable increases are fine, but there needs to be better in integration between BART fares and other transit systems. Why does it cost more to take a bus round trip to a station than it does to park at the station? That's unfair, especially since bus riders are usually lower-income and we should be discouraging driving. Please develop an integrated transit fare system that makes it less expensive for people who need to combine local buses with their Bart trips.		
R_1LiAiVC68StG1Wk	Seems like it is what might need to happen, though is there no funding that can come from the state since BART helps reduce emissions and traffic?		
R_2v07ow0pB0Mqt09	Seems reasonable but I think it hurts people who are paid minimum wage, having to work in SF because it pays a little more or has more opportunities.	X	
R_1remZUMRE5KMgfB	Shared rides sometimes offer competitive prices for short trips, but the planned fare increase is not high enough to make a big impact during peak times (greater than 50 cents might spark more outrage).	X	
R_1mqj5oRod7MXzi0	Si van a aumentar la tarifas deberán también aumentar la seguridad y limpieza en los elevadores *If they are going to increase the rates they should also increase safety and cleanliness in the elevators*	X	X
R_bC1qOerfQI9zAm5	Sounds reasonable but will tip scales more towards rideshare apps for trips w/ multiple people who are deciding based on what's cheapest	Unknown	Unknown
R_p5wJOEvuFf3MMU1	Sounds reasonable to me. Prices can't stay the same forever, but security should be improved on trains and in stations	X	
R_1FQVyiWNsp2mLyA	Sux, but I guess you gotta do it.		
R_vP24f90RGpzJSg1	That makes sense. I'm all for funding public transit. But I would like to see a low-income rider program soon!		X
R_2zMxWjyO2nZxrHX	The commuter benefits provided by the company only reimburses \$130 which is less than half of the costs for someone like me who takes the BART from Fremont to Montgomery. It'd great if BART can work with the government to increase the commuter benefits which can help the consumer with the increased costs. I'd also like BART to utilize the money on updating all the old trains and increase the frequency of the	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	post popular trains like the Daly City and Warm springs		
R_33shq0EUtKzl3yN	<p>The fare increase is justified if it's spent as described. It's important to communicate clearly and frequently what's going on with these projects and when your customers can expect to see the promised improvements.</p> <p>It's also necessary to move ahead with fare relief programs for low-income riders on the order of what San Francisco Muni has launched. These programs aren't cheap, but something needs to give for riders with less means who are confronted by the higher fares.</p>		
R_238ioSACuC18V7X	The increase is too high. Lower percent.	X	X
16th6	The increase should be pegged to inflation		
R_5BzHQD14eFkYjsB	<p>The price increase is acceptable. But before we increase the fare, it is imperative that ALL PASSENGERS IN THE SYSTEM ARE ENSURED TO BE PAYING MEMBERS. In the 2 years I have traveled, never met a fare checker. You need to invest in muscle to check and have a procedure to issue fines to those who do not meet the paying system guideline.</p> <p>On the same note, CLEANLINESS is key for a system of this nature. Publish plan for making stations, trains clean.</p> <p>I DO NOT MIND THE TRAFFIC, STANDING FOR HOURS, DELAYED TRAINS, etc... But if you want paying members, they are the next in queue. Understand your priorities and ensure you fund them in the right order.</p> <p>If you are clear on your priorities, send me an email response. I am sure you will ask for email in the survey.</p>	X	X
R_1ltaxP6ecySm0Q5	The quality of life change focus within the BART system should not be upgrading the trains or increasing frequency of trains; BART already has reasonable frequency and the old cars are fine. The	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	focus on improvement should be keeping out homeless/non-paying passengers who disturb an otherwise peaceful commute.		
R_2YDlGtK3gVjUJAR	The regularly scheduled fare hikes are hard to stomach when improvements feel very slow. Sharing a more regular (quarterly) set of tangible updates on what the funding is improving would be helpful. (e.g. we have replaced 6 add fare machines with credit/debit capable ones, escalator downtime has reduced from 15 days per month to 10)	X	
R_1eQqov4i3zcn8tB	There are a few groups of people who take BART, but I'm concerned about how this increase will negatively affect those who absolutely require BART but are of low income.	X	
R_xtJIRk06bvJ5Ysx	There are already many people who live below the poverty threshold, and these are the ones who would be most impacted. I'm not sure what programs exist for these populations, but if they could be taken care of appropriately (through a reduced price program), then I would not oppose the increase.		
R_VWprPYqtCyGPuxz	There was already an increase added, why another?  I'll be more than happy for this fare increase AFTER I've seen less delays, cleaner and safer bart trains	X	
R_3Dp6rJ6ifsvhYt4	These need to work in concert with tolling, congestion pricing and carbon pricing.		
R_3I47csFKVPpVK80	This fare increase seems reasonable to me, but I do wish there were deeper discounts for regular commuters.	X	
R_3LXWkcvFgKLWhXA	This increase is to be expected, but I wish my annual raise was at least 5.4%.		
R_2uVtbXrLi7Pw23B	This increase seems fine. But more should be done to increase efficiency so that some of this money can go to non-capital expenditures, like more frequent cleaning of the rail cars and stations.	Unknown	Unknown
R_2D1agGBeo9gCttS	This increase seems fine. But more should be done to increase efficiency so that some of this money can go to non-capital expenditures, like more frequent cleaning of the rail cars and stations.		
R_2aJJYtdMGcgrcAD	This is a huge increase for a daily commuter like me. Can this be gradually increased? and also I don't see any improvements in my commute in-fact the escalators does not work etc	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_WczSJBuTH4Umnip	this is all great but what are you planning on doing about the increasing amount of fare jumpers and homeless people sleeping on the trains. We all pay a premium to ride BART, I feel security is needed at the train stations, the station agents do pay attention and are actually very rude	X	
R_1onViMBHwFPHiyE	This may be difficult on low-income passengers, but the majority of monied Silicon Valley riders will be fine.	X	
R_12mpdafG2k1paJH	Tomo el BART todos los días de lunes a viernes. *I take the BART every day from Monday to Friday* No me gustaría que las tarifas subieran. *I would not like the rates to go up* Pero también reconozco los costos que BART enfrenta para proveer el servicio siguen subiendo. *But I also recognize the costs BART faces to provide service continues to rise*	X	
R_z6z2xNPIsacFzj3	Understandable though should be kept to a minimum. It's already pretty expensive to ride BART.	X	
R_2S3uCX7gAnrH3Ff	Unfortunate, but necessary. As a long-haul commuter (North Concord to 12th Street Oakland) every day, the additional cost will be noticed. I may drive to work more frequently than I do now.	X	
R_WiBMjQJGsokfPoZ	Use a fare increase to build a parking garage at the Antioch station.		
R_3h3Hla2tSpn3ZEp	Use it to police the trains for sleeping homeless and panhandlers		Unknown
R_3QGLmujilyeYfc7	Use part of it for janitorial service. Cars & stations are filthy and clearly not being cleaned properly on a daily basis.	X	Unknown
R_qC1oFFfibjpDOAF	Use the fare increases to invest in additional measures to stop fare evaders.		X
R_2dGTFYG9Upf7c3Z	While fare increase is understandable, it hits those who commute on BART daily the hardest. I think providing more discounts on bulk ticket purchases would incentivize commuting via BART and help your daily riders afford to continue using BART instead of other alternatives		
R_1QLPLlagIR8dgAp	While many will balk at this idea. I do see the need to increase fares to keep up with a burgeoning backlog of work on a nearly 50 year old core system.  It is warranted at this time, but one must also take a look at how State, Federal, and other organizations can help BART cover these costs		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	more as the rehabilitation work progresses for the next decade or so.		
R_esoWT7f7TNjt0dP	Why can't you get money from property taxes on values on the corridor instead of this regressive tax on your captive riders?	X	
16th12	Will any of the increases help improve BART Stations? They need to remain clean + in order for riders!	X	
R_31yJeldVwcC7Jif	with an increase in fare, there needs to be an improvement in efficiency (i.e. elevators that work all the time) and cleanliness (yesterday i walked into a train and almost had to get up and leave (the smell is so horrible I can't believe the train is still allowed to run). Have your staff visit countries such as Singapore/Hong Kong/Tokyo and see what it looks like to run an efficient/clean train system	X	Unknown
R_RWbzsguJTXUQ0DL	Would love to see specifics on amount of revenue generated to cost of needs. Additionally, there would be more public trust of there was a neutral third party reviewing expenses and proposed spend.	X	
R_1rANC16kN05nJ7V	Would not mind paying more, but you need to cleanup the trains, I'm going to start carrying my gun, just to ride the train!	X	
R_PHBMX53eLNg3plv	Yes- Bart should increase the fares for non commuting riders, but have better monthly passes. The way this question is worded is biased	X	
R_3M3EkDwkQC3UxyG	<p>Yes! I see a ton of people who obviously cannot comfortably pay the full fare because they hop the gate &amp; take on the added risk of a ticket and/or physical violence through police interaction.</p> <p>Instead of criminalizing these folks — many of whom are riding and paying *nothing* — why not add or expand a discount program where people could pay what they feel comfortable with? Especially folks who live in the Bay Area and make less than \$60,000.</p> <p>This way, your fare increase, which will undoubtedly push more people into the category of fare jumpers, will negatively affect fewer people.</p>		X



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_0055GlxhseNWIV	Yes, don't do it based on commute but based on the inflation of jobs in the bay area		
R_3h0cn2qazpe1HHJ	<p>Yes. I very much appreciate and depend on public transportation. I use Clipper and appreciate the discount, as well as the high value ticket discount options.</p> <p>That being said, I'm concerned about the difference between paper ticket fare and Clipper Card fare being regressive, or putting greater burdens on lower income people. For folks who aren't able, for whatever reason, to access Clipper, it's more expensive. Lack of financial stability, language, lack of financial infrastructure seem like barriers to Clipper usage and those are the people who need the discount more.</p> <p>I'd rather pay slightly more as a Clipper user to make BART more equitably accessible.</p>	X	
R_3NPZ3jSKd1hrLpK	Yes. If you're going to increase fares, at minimum make an effort to address the issue of train overcrowding. It is an INSULT to everyone who ride BART to pay more only to board dilapidated trains with less seats on them. That is stupid.	X	
R_0c9RKbLh0pS4CWt	Yes. The increase rate should show the increase quality of Bart service. People who illegally have free ride should be fined first.	Unknown	Unknown
R_3m9pfXATZU0pDgC	You do what u need to do girl just be sure to add more security and make sure all those cameras inside the train are all working.	X	X
R_2PaGxeZ3dRHkwnC	You should figure out a way to tie this to income. This is fine for me to pay but sounds expensive for some people with less means		
R_2ZP56oDti3JGMqQ	每年适应调整车费是正常的现象，只不过辐度过高，就带出另外的问题！*It is normal to adapt to adjusting the fare every year, but if the irradiance is too high, it will bring out another problem!*	X	
R_3hb6tLgndX7vQRI	Na	X	
R_2y47rKw7C2Ygt9W	no	X	X
R_1M6BEdutxaR0VS3	No	X	X
R_1DvPTSUUonqYo6U	No	X	
R_2tLNYONIMs9Rvzv	No	X	X
R_Z8BqYkiPlcWe93j	No		
R_xEPuoJTwsjEkMSd	no		Unknown
R_x5gY2r85q5IHWYF	No		Unknown



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_u4CtQhycnabklLr	No		
R_DkK2CqUqB9VFjMd	No	Unknown	
R_9vEaQS5BOUoeJYl	No		
R_9nwVQ8A3hAB1ieJ	No		X
R_3R9rM4Av2IJNxly	no	X	
R_3R2ZTbt0P0DZU3a	No		
R_3qgkmTjErwFAv6D	No		
R_3JLhmNSbMiYGp9T	No	X	
R_3HifjgCnHh0Rot6	No	X	Unknown
R_3h6eQSZaslzxqm3	No	X	
R_3FKvYGAlic7O8f0	no		
R_3fdVbiyt0qzMyts	no		
R_31uU7iNW2QZS5nT	No		
R_2YY96c7c6vy5wXn	No		
R_2X0Dz7mWXLBLEYD	No	X	X
R_2THwy4WoNpRHGlV	No	X	
R_2DZhdCIjiKzZNne	No		
R_279xLWgQTfsFSBG	No	X	
R_26o8l7Ba1KVzJni	No	X	
R_23Ukxo9PQZmbVDG	No		
R_1rqOu02FgeDZ9xf	No	X	
R_1mxeaJuZ0GOB7yH	No	X	X
R_1MM9QcYnLON3tCY	no		
R_1mCWetJUtUUgCyY	No	X	
R_1jKgyMcOhW8T8gs	No		
R_1It3rtSDkZ2jLBk	No		
R_1F3quIcKR3CLFxn	No	X	
R_1E0BcZ2B3ZSp6ds	No	X	X
R_1CDvVi73WINme90	No		
16th5	No	X	X
16th15	No	X	
R_0eNWbMc08Lh1UT7	No comment	X	
R_2wjEHTHQFDgwmVA	No comments		
16th2	No Ninguno *none*	X	X
R_31LwYzNWxbQZOPL	No.		
R_2WSUoERwmr33ko0	No.	X	
R_27BcAAc7RTqKnxM	No.		
R_22zyBADVeDmVbaN	No.		
R_Rf5yLOcPHJpVTBD	None	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2xDJZyemSQu1250	None		
R_200rtZPlsnHe6sA	None		
R_2uqb1W1yuOnDo3g	none at this time	Unknown	
R_2WAbU1Xwjnf5d4F	Nope		
16th3	Not at this time	X	X
R_1Dx1jWdNhOKkwmM	\$18 month fare increase (.40x2x22 work days) is not acceptable. The trains are filthy, you can't find a seat, and improvements are not visible. BART has received transportation grants and passed measures resulting in increased taxes for property owners in CoCo County so where is that money going...to pay bonuses for BART personnel?		
R_1fZu8gVlSi7QtTY	40 cent from Antioch to Montgomery seems high	X	
R_BXjK3KT00Roqcnf	5.4% increase is just too high for me, currently I'm paying round trip fare from Dublin/Pleasanton to 16th st in SF for \$12.70 with the new increase will be \$13.39 plus \$3.00 parking with a total of \$16.39 a day, it's just too expensive to commute by BART. My annual salary increase is about 3%, and BART wants 5.4% increase it's just unfair for us commuters to pay such high price to commute to work. With the high increase of BART fare I might have to carpool to work.  We pay so much to ride BART and we have to suffer with riding a dirty and smelly trains with a lot homeless people sleeping on the trains, and a lot of time BART breaks down and causing delay. BART needs to have some security at the gate to prevent the homeless people(this are the people making the BART stink) from riding BART.	X	
R_8iVLnzzZRFQUoIV	About time you concentrated on making the service more reliable before charging customers even more....yet again. We are currently paying for late trains, delays and fare evaders	X	Unknown
R_22RIjVNJEUGQuhF	Absolutely no fare increase. It's already too expensive and penalized lower income people who have to live further away from urban centers where the jobs are because rents are too high in those urban areas. Tickets need to be a flat fee.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3Gd3KK4kSpW0ynJ	<p>Are you kidding? BART is going to increase fares when there are persistent service issues that continue to get worse. Where are the new trains? I ride the yellow line and have yet to see one new train let alone ride on one. The current trains are filthy and smell. Fare evasion is out of control. I have only seen fare inspectors once and the selected certain riders for proof of fare. BART police are never present. I now take the early bird express but from PH. The bus is 100% better than riding BART. The bus is clean, doesn't smell, the only riders on the bus are those that have paid, there are no threatening individuals, everyone is respectfully quiet. The riders on the bus are working people commuting back/forth. We are the backbone of your ridership M-F. Now, you want to increase fares? Let's see some crack down on your service issues and fare evasion.</p>	Unknown	
R_1oFPUQmosKtMeM9	<p>As a commuter, I'm saddened to hear that costs would be increasing again so soon. To raise fares every 2 years seems ridiculous, and doesn't reflect that lack of wage growth for most people that ride BART.</p>	Unknown	Unknown
R_1EgmSkHIx49GYfF	<p>As a weekly rider, I highly disagree with any fair increase until BART as an agency can fix the much needed security and safety issues durning your hours operations. How can you increase fares when your riders are faced with drug paraphernalia, feces, violence, fare evasion and the minors of constant panhandling.</p> <p>Over the past 10 years I'd like to say, there has been a big decline in the service from BART. To ask your daily patrons to pay more for a system that has bad managerial and COST infrastructure; where has the money gone over the years? A lot of your riders are faced with an economical crush and can barely pay the cost of fair when all of the Bay Area transit agencies are increasing fairs. Yes, you have implemented the Fare evasion teams and that program is a grand idea to a beginning to a new BART system, but, a SMARTER game plan should be thought out, instead of the whole team of 4 to 5 agents boarding the same car. As a former Organized Crime Investigator, I understand the safety aspect of the team, but to be more effective, splitting your teams in 2 and your single as a</p>	X	

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	<p>deterrent to patrol opposite train would flush out a lot of the evaders into the hands of your ticket team for a better audit of the program.</p> <p>Once Security and Safety is seen by your patrons, they will be moved to pay an increase.</p>		
R_2dQLpzAhBUfyffs	<p>As daily commuters we have already put a lot of money into this system. The other morning when the train system was down and I was required to drive into SF paying both parking and toll for a total of \$31 I was not even offered a free one way ticket in compensation for my inconvenience. A 10 minute delay here and there is expected but if rates keep going up then reliability, cleanliness and urgency around removing those breaking rules such as skipping fair or endlessly riding needs to go up as well.</p>		
R_3HjDu8xmSyjqf8w	<p>At this point, I will be driving more since it is cheaper than BART</p>	Unknown	Unknown
R_8xoTf3Kr4n69ABz	<p>Bad idea. A dirty, unsafe system should fix their fundamental problems before getting more for their services. No reason to believe BART will be any better, just cost more.</p>	Unknown	Unknown
R_12x7HgWsInjbbI8	<p>Bart already costs a prohibitive amount. Please offer a monthly amount!</p>	Unknown	Unknown
R_QfvKoPtnlaqqEjn	<p>BART continues to increase fares and service gets worse. The idea of “rush hour” service is woefully inadequate, with overcrowding at all hours. Increasing fares again is a slap in the face to those who already can’t afford to live in the Bay Area. Stop the pillaging of your customers.</p>	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_UJxRFakzEwZDKr7	BART continues with the increases but I see little improvements. The parking lots have created greater inconveniences. The new trains are not yet in service. Crime, eating and drinking on trains continue and people taking full seats to sleep while people are left standing. Not sure what you are doing with all the increases		Unknown
R_BEW9tNUHjyQ5L2h	Bart dare is becoming increasingly expensive and 95% of the time there are homeless and drug attics on the train taking up space and causing issues. I don't believe an increase is feasible when it's unsafe to use bart and none of the elevators and escalators work. The trains are disgusting as well.	X	
R_1lhNpMIoza4OZOE	BART does not deserve a fare increase. Clean your trains and clears out the drug addicts and homeless people so working individuals can get to and from work in peace.	X	
R_ddp3yuORrHMAZYB	Bart fare is already expensive if we compare price with similiar cities and there is no monthly and student membership(+18 years) there should be more sectiond		X
R_3IQMjKKsVwVPJQe	Bart fare tickets are already expensive enough for many people, including myself. As someone who barts every day to work from Hayward to San Francisco, a lot of my expenses are from my daily bart rides. Please consider this before upping the prices.		X
R_2dGyOrw3Z5y7Fw5	BART fares are already much higher than other rapid transit systems around the country. I ride BART to work everyday and I see numerous people in every train I board hop the fence and board without paying. Please find a way to stop people from skipping fares instead of raising fares for paying customers	X	
R_3g1kWFIUf4CDscA	Bart fares are already too much, considering the bad service we get for our money. Did not see any improvement after the last fare increase.	X	
R_1hG5gW11iD0qJWe	BART fares are already very expensive and the service still hasn't improved in any measurable way, yet. The new car rollout has been slow coming that it just feels like you're gouging customers on overcrowded trains.	X	
R_1FmRmbrLix6Cd9U	Bart fares are already very high if we compare to other metros like NY Subway or even Caltrain Monthly Pass. Bart should introduce monthly Pass rather than increasing fares like this.	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_265Da4Z9De6gAUX	BART fares are increased perpetually. Even making the effort of increasing fares at a rate of less than inflation does little to reduce the impact on all riders, in particular those with lower income. This is because while inflation occurs, oftentimes, real wages do not match it. BART needs to study a massive overhaul of the fare system, altering the distance-based fare, implementing fare caps, or introducing time-limited passes. Additionally, rather than constantly raising fares forever, BART should lobby for legislative authorization from the state to create an alternative source of revenue. Relying on fare increases is an unsustainable method to generate new money to make capital improvements and maintain a severely aging transit system, and at some point, they have to stop.		
R_2qwy6C6Wg7akJ2V	Bart first should increase number of seats or increase frequency and make an hour journey pleasant before they plan any fare increase		
R_OPz0xE8a5NETbyh	BART has increasingly asked for money through fare hikes, bonds, and ballot measures. Get your house in order, stop hemorrhaging money on inflated salaries, pensions, and medical insurance, and use that money to update BART, as it was intended. No to fare hikes.		Unknown
R_3KMBbdyrZfRIVem	BART has just reduced early morning service and fares should go down not up to reflect the reduction in service to riders.  I ride out of Walnut Creek and BART no longer offers any realistic early morning options from this station as the only direct bus service is from Pleasant Hill!!!	Unknown	Unknown
R_2ZIzdA4AfuQzyTb	BART has no business raising fares while the system is in disarray.		
R_1r37J7lhVym7Hu2	BART has plenty of penalties for certain behavior on the system. I have noticed none of those things that are not allowed are enforced. I see people eating drinking smoking playing panhandling on the trains and in the stations. Why not get the money from violators. The fines seem high enough. So I see no reason to raise rates when there are plenty of other income potentials.		X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_R8iHKy7js7Iy8Vz	BART has received many bonds approved by the voters in addition to RR monetary support. Why is there still need for increase for the capital needs? My pay does not increase by 5.4% per year and thus although it is stated that it less than inflation, I will be paying more to commute to work and greater than any salary increase that I would be given.	X	
R_0SuEi7GSyQ7SFVL	Bart in my opinion is already expensive. I find it difficult to justify any increases when I haven't seen any real improvements in the overall BART experience. The platforms are still dirty, homeless people are still sleeping and using drugs on the trains, and the new trains only go to Antioch. I am completely against fare increases.	X	X
R_2q3sYZMiPPZ4yy0	BART is a poorly run system  I cannot abide paying more for the degrading experience I have had to put up with over the past several years.	X	
R_33eW99KFIqo3LcJ	BART is already expensive	X	
R_24HIrIoA3RfNZcd	Bart is already high enough when the trails are dirty, terrible, and smelly. Raising the fares will do nothing but make more people sneak on to and off of bart, and will make people seek out alternative modes of transportation. All high as bart is now there should be money in the budget to fix the numerous problems.	X	X
R_3qVclORcAxLyIKe	BART is already incredibly expensive. I understand that this is less than inflation, but to raise fares on BART riders is too much right now. I wish this survey were instead focused on finding ways to fund BART that isn't on the back of riders (e.g. a system-wide business tax).		
R_3M4oacCFBftnYkb	BART is already incredibly expensive. I would much rather see this money come from the cities, counties, state, or federal government. Another good alternative would be cutting the number or pay of BART police (fun fact: mandatory overtime is not a good use of money)		
R_2Xhwdwq7pnF6Zy9	BART is already insanely expensive. Fire some of your murderer cops and reduce fares.	Unknown	Unknown
R_2pK7YZLrOF58FZn	BART is already overpriced for many riders and so any increase (even if below inflation) is not justified. Price increases are only justified for riders who make well above the median income.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1n1qmERhyCZ0yq8	Bart is already pretty expensive as it is, we've voted to increase taxes for your agency, and you're considering gouging people even more with more fare increases? Come on! It's getting more and more difficult to survive in the Bay Area.	X	
R_1g7ryJSqkPmAuz	Bart is already pretty expensive, overpacked and dirty. This fare increase will hurt the poor.		
R_plMvpu8VdaA4Vup	Bart is already prohibitively expensive for those of us taking it 5 days a week! Please offer a monthly pass that costs similar to expense of riding 4 days a week for an average ride. Example: hayward to Montgomery. It could still be cheaper for short rides to pay per ride, but would help people on longer trips.		
R_1GVOzYaLXbHdBmD	Bart is already to expensive! Fares need to stay the same or reduce it. Cut BARTs budget! People are already stretched thin with the expensive costs of living.		
16th16	BART is already too expensive compared to other cities, need a monthly pass + transfers w/ A.C. bus.		X
R_2PuiPa3bMhdp9uZ	Bart is already too expensive for how poorly run the system is.	Unknown	
R_1FfWxOcyKm6C9Tb	BART is already very expensive and this increase would put a further burden on commuters and Bay Area residents in a place with an already very high cost of living. BART riders are not driving, and therefore not adding to traffic congestion, not causing wear-and-tear on roads/bridges and not contributing to carbon emissions. This behavior should be rewarded, and increasing fares is not a reward.	X	
R_w7AKRjbinFDq8kF	BART is already very expensive, so an additional fare increase will put a further burden upon Bay Area residents already coping with high cost of living. Commuters who use BART should receive a "reward" in the form of lower rates for choosing public transit, which decreases road/bridge congestion and lowers carbon emissions associated with driving.	X	
R_aXmnrbsls3jndrb	BART is already very expensive. At a time with low ridership and low satisfaction, this will likely help contribute to those factors.		
R_a43unhYNIfW74xb	BART is badly mismanaging the existing funding. I don't think that increasing funding is the answer.		



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1nWaYqzT6bmH6Ww	<p>BART is becoming too expensive with little to no improvements.</p> <p>We still sit in decades old cars with too many people who don't even buy tickets. And no one enforces that, so why even buy a ticket?</p> <p>And a trip to SFO or OAK airport is almost as much as a Uber or Lyft.</p>	X	
R_1mO6V9ABwgGMCSJ	Bart is expensive enough. While fares are increasing, I would say the quality and safety of Bart is stagnant. People shouldn't have to pay more for Bart unless they are seeing improvements which many people would agree with me, have not.		
R_XuGdiYDr8VheX1T	BART is pricey as is! How much does it cost the system to calculate at exit points? In NYC, Chicago and many other metropolitan areas it's one low fair regardless of distance traveled.		
R_ea3AQYgg4S8KSdj	Bart needs to focus on current revenue streams, from riders skipping the fare gates to penalizing the rail car manufacture for delays in delivery. Raising fares only affects the honest riders of Bart. This is not okay and as a rider, I do NOT support this.	X	
R_plYSCri18Tc1wHv	BART needs to focus on its current operations	X	
R_6M96PDQMikzK76h	BART riders pay too much already for transportation. Riders don't need to pay more. And charging riders who are in places like Antioch is unfair because those people were pushed out of Bay Area cities. Those people have less money. With cost of living, times are tough.	X	
R_25XaWObI5aZf9AZ	Bart should upgrade to all new cars before expecting commuters and the general public to pay more per fare	X	
R_22CStWpymvDJcZc	BART us my Absolute option and if the fares go up I will stop riding comolwtely... the station operators are rude ..the train seats are disgusting and I don't feel at all safe when riding	X	
R_3spjOE3hbCFsGmb	Bay area is already too expensive. I oppose fare increases.	Unknown	
R_3GqyksCLLVnS2k3	Before considering fare increases I suggest that you remove the non-paying homeless that take up multiple seats and often have a stench that makes it very uncomfortable to ride in a car. Also, I see on basically every trip, young people jumping the pay gates but the BART attendant is usually not even		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	watching and does nothing about it. A lot of revenue is being missed.		
R_30f99wqW0cVpyvL	Before increasing fares, you should get serious about fare evasion. I get off the train at Balboa Park when I'm taking classes at City College and, I am not exaggerating, at least two people per minute just walk out the gate without paying. Assuming \$5 a pop, that's \$600 an hour, or roughly \$6,000 a day (assuming lower traffic at other times) or almost \$2 MILLION per year. For 10% of that, or less, you could station a FULL TIME SECURITY OFFICER at the Ocean Avenue exit of Balboa to stop fare evasion and STILL make more money.	X	
R_2rw7qmlbgeNsQNJ	<p>Being from Antioch, I believe you should NOT raise any fares for Contra Costa. We've paid all these years but Bart couldn't find money to build out full Bart to Antioch, not to mention a parking garage? But you found plenty of money for "BEAUTIFUL" South Bay extensions with a slight amount leftover. I think South Bay should get the fare increase only.</p> <p>Not enough is being done about fare evaders. How much are they costing the system? Change the gates to be metal turnstiles that are 4 ft high. Those that can't go through those, go through the ADA one with an agent/guard next to it.</p> <p>Hope the fare isn't another excuse for us to pay for salary increases or "safety" issues. The last Bart strike was to fund those.</p> <p>As I said, not fair to Contra Costa citizens by ignoring Contra Costa and pandering to South Bay. Get Brentwood extension and Antioch garage built before any more work is done on South Bay, then I'll support an increase. I vote no increases if it'll fund anything new for South Bay.</p>	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1Q0zm1BfaaXLU6c	<p>Being from Antioch, I believe you should NOT raise any fares for Contra Costa. We've paid taxes all these decades and you couldn't find money to build out full Bart to Antioch, not to mention a parking garage? But you found plenty of money for "BEAUTIFUL" South Bay extensions with a little money leftover. I think South Bay should get the fare increase only.</p> <p>Not enough is being done about fare evaders. How much are they costing the system? Change the gates to be metal turnstiles that are 4 ft high. Those that can't go through those, go through the ADA one with an agent/guard next to it.</p> <p>Hope the fare isn't another excuse for us to pay for your salary increases or "safety" issues. The last Bart strike was to fund those.</p>	X	
R_2QfIshfK8JGSXuq	Change new trains for Dublin route ,increase parking facility .then work on the fair change	X	
R_2S0TMphKrpQjpcp	Considering the poor performance of the system any increase feels excessive and unacceptable	Unknown	
R_3PRbgPZ1hHFRxnY	Cost of living in the Bay is already so expensive, it's a stretch for many people commuting round trip daily spending \$10-\$14.	X	
R_aaBGuBHiVbeJiMx	Creo que es muy alto el costo del Bart, no más aumento a la tarifa por favor. El costo de vida en el área de la Bahía es muy alto. *I think the cost of BART is very high, no more increases to the rate please. The cost of living in the Bay area is very high.*	X	X
R_3Rt0VkAZ9H4Lojt	<p>Currently we have frequent services which are good</p> <p>Why don't you bring monthly pass system with some consession instead of increase</p>	X	
R_2nt0l6gp7dQjk7n	Despite the seemingly low cost, 5.4% seems a bit high and with increases every two years, adds up relatively fast.		
R_29o9etvCL6B7Ub0	Didn't we already pay taxes for this? Ridiculous how rates keep increasing, I'm obviously against this.	X	
R_3M58zbFpscDqdHi	Disapprove; Bart fares have risen steadily over the past decade, but service, timeliness, cleanliness, and safety have not improved. Raising prices for an improved and innovative service is reasonable; raising prices to continually deliver an archaic	X	

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	service while lining the pockets of your execs is not.		
R_1mhirHtr8CVqfe6	Dislike it.	X	
R_2uUt2dtoX8xRwbe	DO NOT INCREASE ANY Fare. It's not fair.	X	
R_1Cj5U48dh5Fq8PU	do not increase the fare.	Unknown	Unknown
R_OJ9yaJNK0UG1gat	Do not increase the fare. Bart is already too expensive. Focus on Bart safety, sanitary trains, and the homeless that live on the trains.	X	
R_3PXARNNjcA8RoiD	Do not like fare increases as living in Bay Area is already expensive.	X	X
R_2CQGvwtMC6G7wcX	Do not want an increase as it's already too expensive. Perhaps reducing Executives compensation plans and raising parking lot fees instead. BART stations without attached parking lots shouldn't get price fare increases at all.		X
R_1MS2hqShRUQl8uf	Does it even matter? So many people jump the fare gate, don't pay and aren't cited. Why not raise it higher?		
R_3qQLIXSWLsbQPGN	Doesn't make sense to increase the fares	X	
R_3LZnMsKt0q2oVQa	Don't do it	X	Unknown
R_3iyy5f9rBft2EUJ	Don't do it. People should always pay the same everywhere you go.		
R_2qw6tEc945xgmvT	Don't want the increase	X	
R_UJYMggBixY92tI5	Don't want to pay more for unreliable service	X	
R_2ATDBb4wjcEhyKx	Don't agree	X	X
R_3000pantOCdXXl5	Don't increase the fares	X	X
R_1JjcbGAEexiiVjI	Don't support it. Not too happy with the service. I'd rather like to see frequency increases (every 8-10 mins) and more coverage	X	
R_2VmEcBdh9SvWivb	Eliminating the fare evasion should come first.		
R_325wKa0Lb63QioE	Enforce current fare and collect money that way. I see fare evaders every day, sometimes right in front of BART station agents, who do nothing.		
R_3m8fZVmelHSD08u	Enforce fares before increasing them.	Unknown	X
R_21jr5TxCDMwgGVu	Enough with the rate increases. It's called work within your means.	X	Unknown
R_bJeHoAoTd8hEyOJ	Every time you increase fares, driving becomes more attractive.		
R_2c1u9KLy0l4sEZh	Fare increase is not a good thought it will impact many people who take Bart daily	X	X

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R_0NcCCeCN1zmEQcF	Fare increase should not happen. Bart has been getting funding from government, many transportation authorities and tax bill on infrastructure improvement and the delay of the new car delivery for sure tells all residents and riders that the funded money wasn't used properly.	X	
R_r3bWznm54MjYZUd	Fare increases are not okay. We should focus on non-paying riders and using measure RR funds appropriately.	X	
R_2zU9ld92u44vJWm	Fare is already expensive. Capital is being wasted on "pretty-looking" design such as the Fremont Warm Springs station, which took over a decade to build and resulted in significant cost overruns. I urge BART management to focus on reducing operating costs and improving service. Sell more ads. You can plaster all the trains full of ads to increase revenues.	X	
R_1liuuLE0013Yo1u	Fares are already too high and the service is getting worse and worse. There's already plenty of money in the system, it's just being mismanaged.	X	
R_3HSnSHMZC0oe8om	Fares are already too high and you're focusing on social programs that are not what you're here for. Stop punishing riders and be more fiscally responsible.	X	Unknown
R_1DqhBZvCJOoV17I	Fares are already too high. I want BART to expand service, but we need to explore bond measures and tax increases on the wealthy. It's also crucial that we get people out of cars and onto BART in order to fight climate change, so tax the drivers instead.		
R_3fqPuoNqvJrdfI	Fares are going up and as far as I can tell reliability is not  Also, I see continual fare evasion and NO attempt by anyone in BART to address this situation  Therefore I think the planned increase is outrageous	X	
R_2SdWyM390vGjM4x	Fares are high enough already	X	
R_xbyiXQLxT3empgd	First BART needs to be more transparent, about its operating costs and salaries. To fund major projects start trimming at the very top Magstripe tickets should be phased out immediately		
R_2dZaE5ZNWfM2HLO	For short trips, fare should stay the same.	X	
R_yUbEPkdJc7tZGKd	F**k you if you think you can make people pay more while doing practically nothing to address fare evasion.		

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R_3Mg40kYuKTpneNB	F**ked up considering how s**tty the service is and the fact I've never seen anyone audit riders for paying their fare. There are millions of riders a year paying a lot for a miserable experience.	Unknown	
R_3LkfFKi51EMCLTS	Get funding elsewhere. All BART employees take a pay cut from the Board of Directors down to janitors. They are paid way too much for doing far too little. Sell more ads.	X	
R_pyFZMr6M1UIOYTv	Given the poor quality of the services east county has received & the poor excuse of the station in Antioch I do not support a date increase	X	
R_01FbfgPqjWJYtDb	Hasn't inflation been at like 2% or less since the recession? How is a 5.4% increase less than inflation?  Bart is already really expensive, steady increase every two years don't sound great to me.	X	
R_10MBf3N9GgXuwvy	Hate it. Already costs me \$8 a day round trip from Oakland to union city and back. If we want more people off roads lower fairs, not raise them. What a crock		
R_2Tper8k8LrxI4oK	Having live in Antioch since 1982, and paying my share of taxes to get BART out here, and then have the E-BART with to small a parking lot, I am not in favor to having to pay more, I understand the need for maintenance and new trains, get the money from the towns that came late to the party		Unknown
R_2CwtmjoF9B4L1XO	Hell no to fare increases, we already pay too much and poor people cant afford to take bart. Shame on you.	X	
R_2QtuGblW052IvEo	Hell no! Fire the board, and replace them with security for each station to collect from fare evaders. Clean up the low life's, and get some parking spaces. Keep your customers cars safe while they are at work!		
R_22JNxCvByy1A1zh	Hell no! I take this system every day round trip from Fremont to Montgomery and I have seen so much disgusting putrid things on BART. I have been assaulted on BART and yet I'm paying YOU over \$13 a day to deal with this. I guess I will be fare evading like the rest. Since you seem to do nothing about them either on top of your flith and safety issues.	Unknown	Unknown
BP2	Hits commuters hard.		X
R_3oyWwwwx8MhKmVjR	Honest riders bear the full burden of these fare increases while fare evaders continue to ride for free with no consequences or real enforcement.		

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R_WcUuPm9JHfIMGFH	Honestly the higher increase of the Bart fares are ridiculous. It's getting really expensive to ride the Bart. I don't agree with the increase as it's already too expensive to live in the bay area and still have to pay more to ride Bart work daily knowing it's going to continue to increase. This needs to stop as many of us can barely even budget to ride bart. The bridge toll is already expensive as it is an now Bart wants to increase fares also. This is not cool and i'm against this increase.	X	X
R_2pWWOwMxLR1070F	Hope for a lesser increase in charges	X	X
R_1jiXyfoJj4tnpRB	How about making everyone who rides BART pay first before raising the fares? If station agents can't enforce this a d do nothing else, get rid of them to save money.		
R_3qD9T4Foiyqnp1i	HOW ABOUT YOU DO SOMETHING ABOUT FARE EVASION, YOU BUNCH OF ASSHOLES?	X	
BP6	How dare! Your service sucks!	X	
R_ptUdl7FICnp2FYl	How much money do they need. We voted in a huge bond we will be paying on for the next 35 years.		
R_2ZE2iV2EEFQbTjy	How will this effect discounted tickets for students, seniors and low income? I would be most concerned for these groups.	X	
R_vk6A8xhRuHg3oit	I already feel like BART is too expensive, especially for those crossing the bay every day. I understand that improvements need assistance but can this funding be found in taxes or somewhere else?	Unknown	Unknown
R_1q8oOERZXTKXTkz	I am a little concerned because I ride Bart everyday and wouldn't enjoy the 40 cent increase.	X	X
R_1Io36yirPNL9TPw	I am against it since there have only been minor improvements	X	
R_2uCihIEUTqxTWSN	I am all for keeping the system safe and running well, and I'm aware that there are far more riders now than originally anticipated. However, fare hikes (on Muni and BART, bridge tolls) seem to have increased in frequency over the years. My somewhat uninformed reactions that prob unfairly lump different agencies together: There's neverending road construction in SF that can't all be legit. MUNI seems poorly run—or better some times than others. I have no way of knowing if BART fare hikes are legit. Also, I wonder if all the companies whose workers are increasingly using these systems pitching in?		X



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	I take BART maybe a few times a month. I'm concerned for the daily riders that might be pinched by fare hikes.		
R_yUqXC69gSukOsfv	I am frustrated. I don't see any Improvements in sanitary conditions or safety		
R_2dGDWpfgam6vz4U	I am not for the increase until safety and cleanliness in the trains is addressed. I have seen urine,feces, needles, people actively smoking, etc. my family who rides more often have seen worse. Where are the police, plain clothes or otherwise and why aren't they riding the trains. I was in NYC over the holidays and my son lives there. We all feel safer there than here, why?	Unknown	Unknown
R_UrvvQUNzWPsJzAB	I am opposed to any fare increase. I have been taking BART since I was a commuting student, years ago, and the fares have become prohibitively expensive. There are many areas in which the Bay Area has become too expensive for people to afford, and I feel public transportation should not be one of those areas!	Unknown	
R_2tkZDrvKd5qI57K	I am really tired of rate increases when service, cleanliness, and safety are still subpar.	X	
R_4GaDMuGcJYkaLkt	I am strongly opposed to this fare increase. Bart does not use its current funds wisely, and there are Measure RR funds available for use. Bart should seek to recover lost funds from late deliveries for the rail cars.	X	
R_vui2rCYWeLn6s4p	I beleive increases of any size present hardship on those who rely on BART because we cannot afford a car.		X
R_1jixiGSWemLXB2t	I believe fare increases are a regressive tax that is mostly felt by the poorest among us, and an obstacle to employment.		
R_3RyeoUtEXaoWWxF	I believe the cost for bart should remain the same or decrease if possible. Even though its only a 5.4% increase and it doesn't seem like much, the fares add up for those that commute daily. For me a college student, BART is getting expensive.	X	X



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BP7	I can't afford the planned increase. I pay my fare and my daughters.	X	
R_2f1B3yjNNYfZsEp	I can't believe BART is considering raising fare considering the abysmal daily service. I ride Monday - Friday, there is never a day when both my morning and evening trains are on time. BART reports being on time 93% of the time. I call BS and have to ask what kind of math BART is using to reach this number. The Fleet of The Future trains are already starting to sink of body odor and food and spilled drinks because BART does nothing to curb the breaking of the rules. If you need more money why not start fining riders who are eating and drinking on the trains, at least 1/3 of every car has violator AND BART could start busting the fare evaders instead of just shrugging me off when I point them out to BART police or station agents.		
R_ywQjdCUbzfyBr	i disagree with the increase. but if there is an increase, is there any consideration on increasing patrol for fare evaders?	X	
R_2arSkv6rKUF61Pu	I do not feel that we should take the responsibility of laying for this extension. Bart should do something about all the fare evaders and that may give them the revenue	X	
R_1BSoxOnE4Ytn9j2	I do not feel the bart fares should increase every two years. This economy is too unstable. What about people on fixed incomes? What about the homeless people that take up two seats on the bart train. One quarter of the people that get on the bart do not sit down where seats are available making it difficult for people to get off at certain stations. What about safety? If you can not take care of the problems just mentioned how can you continue to increase fees.	X	Unknown
R_1eDa8mTUO4fadLO	I do not support a fare increase. There are funds available for measure RR. BART needs to use its current funds and not rely on what was suppose to be a short term solution.	X	
R_1Kaa8scbzWeKswQ	I do not support additional fare increases. We already pay enough with previous increases and parking fee increases.		
R_6liYcU50JpT8Ulr	I do not support this fare increase. I pay too much already for un-reliable service while others just jump the gate. This is not fare. Bart is not safe. Stop the gate jumpers and don't force the loss in money on regular paying riders. This is not fair and not okay.	X	

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R_2TvZ7IM0a555QTI	I do not think there should be a fare increase.	Unknown	Unknown
R_1H69nUa7YIoJ0vx	I do not want a fare increase - I cannot afford to pay more.		X
R_2OYFvtvgVYcqosR	I do not want the increase. BART fares have already increased over the years, and those who the BART are meant to serve are taking public transportation, because it is a cheaper option than rideshare apps. At this rate, with express pool on the apps, BART will stop being a more appealing option and that will drive me and possibly other people to use apps instead. Hopefully there is another way to fund the absolutely necessary projects	X	X
R_3GBoVysYVutpxrB	I don't agree to increase the fare for the riders, Bart should increase and get the fines from the people who didn't pay for it. Like year of 2018, over 90% of bart criminal tickets don't receive; Bart should do something on it. Also in SF, like Balboa park at Ocean st exit, tons of people never pay and exit the gate freely.	X	
R_2saS4LaJNxUq9cj	I don't agree with a fare increase. Fares are pretty high already.	X	
R_3D2sxBY60c7FZQj	I don't agree with it. Antioch already got shafted with a diesel train and a small parking lot.		
R_0xCUfCJfrayLBSH	I don't like like it.	X	X
R_qLoj5Ao6uGahkrL	I don't like the fare increase.	Unknown	Unknown
R_1liVAigfNvmp25d	I don't think there needs to be any increased prices. We're paying enough as it is now and we don't need to be paying more!		
R_2dM6VDwkdqtFC6L	i dont believe its fair, it goes up twice a year for us long commuter, but cheaper for those who doesn't always use it. i think it should be switched	X	X
R_1hQBT4d58RjfgPS	I don't like fare increases. Why can you not hire more police to search for fare evaders?	X	
R_3GcZrYT0QxOwVzr	I don't like it	X	X
R_22QsxipDWXgQzgC	I don't like it. Especially since your doing very little to catch fare evaders.	X	
R_25yilfUACoVKYsx	I don't like paying more for dealing with the smell of rotting flesh. bodily fluids, needles, or belligerent people. How about cracking down on fare evaders?	X	

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R_2zqqBR0kgWYKy9L	I don't like that this will affect low income individuals and students the most. Not every person will qualify for subsidized tickets. It's cheaper for a person to travel short distances (ex. Berkeley to Oakland or Daly City to Powell) when the income levels are so high they can afford to pay more, while someone traveling from Antioch to Oakland or even Fremont may not be able to. There are also so many employers that do not offer transit benefits so public transit can seem like a larger burden than driving. Why can we not move towards a more equalized fare similar to NYC and Chicago? Transit systems with NEVER break even (or even make a profit) so stop trying to and start paying employees liveable wages and get more trains on the tracks and implement more first/last mile shuttles (with these increased fares)	X	X
R_25sx8fTnOKkwvpZ	I dont think there should be a fare increase. Fix fair gates so people cant walk throught them and have current bart police standing at high traffic bart stations will decrease fair evaders.	X	X
R_1eIPzwl7i947WoY	I dont think this fare increase feels fair when users are not able to see visible improvements in their ride experience. Trains are still old and dirty, Many fare gates are not working, etc.	X	
R_3qygDewCFQekbBt	I don't think you should increase it. Bart goes to low income cites and areas like I'm from like Richmond some people can't afford the fares already	X	
R_ersiQxBbl6xbCFz	I don't want fare to ve increase as I think we are paying a lot for one hour standing in very conjusted bart	X	
R_1F4kp3vs8S8idjE	I feel bart fare is already high, for regular commuters some discount should be given.	X	
R_2altrN8FQFaRNx4	I feel like shorter rides can go up in cost but the farther the distance the lower the increase in price should be	X	X
R_1liTLCgRH27ZJma	i feel like the fare shouldnt increase every year. the demand of bart is high. i feel that commuters pay so much already, it should be considered.	X	
R_3F3zeDOKCeml95z	I feel like this increase is too small and won't prevent the amount of panhandlers and beggars on the BART trains, so I don't agree with it	X	
R_1OSSFXEuar9m0w3	I feel that BART should focus on compliance rather than gate increase. Loads of people don't pay and	Unknown	Unknown

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	making them compliant would get enough money to pay part of the projects.		
R_1H8DyCl0PF5FWAF	I feel that increases to BART fares disproportionately affect lower income populations because they are the ones that most frequently have had to move far away from their place of employment in order to afford housing, only to be further impacted by continued BART fare increases. I have been to so many cities where the entire system has one fare fee and where commuter monthly passes are available. Why doesn't BART have this?		
R_3OoGxdikE2ordRw	I feel that my commute is already really expensive. I know that the system costs money, and I understand that this is a necessary rate increase. But since I'm already feeling like I pay a lot, I will be very aware of and critical of what I feel like maybe a waste of funds.		
R_3lxIONfX5IRQenO	I find the almost \$10 dollars i pay everyday, not including parking to be too high already. I don't know how working class people can afford BART.	X	
R_1f2w2QRWxGuhys9	I guess it's time for me to join everyone else and jump the gates! If you can't fix that and only way to make more \$\$ is to punish the law abiding riders. Then I'm hoping the gates as well!		
R_2dN3oyK9vAKRDvx	I have no faith in anything BART would do with the extra funds. So my comment would be to get better management in place before you go taking your riders' money.	X	
16th1	I HAVE SOME CONCERNS, WHERE IS THE MONEY GOING?		
R_1FgjI4Rx4gfXEL8	I have taken this once before, so no need to count this again  During my morning commute: (a) stood on a 6 AM train, already full cars, (b) changed trains at MacArthur, saw garbage and food thrown around, (c) passed through Ashby and saw people sleeping on the ground on the platform, and (d) got off at Downtown Berkeley and was hit up for change in the station by the coffee shop.  Let me restate, BART management has no clue how poorly this system is run and obviously still have no plan to deal with all the problems, ie train performance, garbage and so on	Unknown	

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	BART is a poor manager of money and does not deserve any more money until it proves otherwise		
R_2w4Ft7wSItyuXky	I just dont understand why the increase needs to be so high within a short time frame.	X	X
R_2ANfzrn0gUgV65s	I know BART needs all of these upgrades but the fares are already ridiculously expensive. It shouldn't be cheaper to drive/pay for gas/bridge toll, etc than it is to take public transportation. If there are going to be price increases, I think there needs to be frequent rider discounts. Like unlimited rides per month for a certain amount, or a 7 day pass for a fixed amount. Also, I also don't think the cost should change based on distance. Yes I understand costs would go up for shorter trips but they shouldn't be so high for longer trips.		
R_2dRSJo6HPVAwhnh	I live in Antioch. We've been waiting decades for BART to come out here. Our population is over 100,000 which warrants a full BART station here. The e-train is a joke. We've been paying BART taxes for years and this is what we get? Why is Antioch ignored all the time? I do not support any fare hikes for citizens who live in this area.		
R_24iOuyUkuBrKnsZ	I not only don't think fares should be increased but believe a rebate to customers is warranted. The performance of BART is awful. I see new trains breaking down, poor to non-existent customer service, continued non-interest in stopping fare evasion and on and on. I honestly can't believe how ANY of the management of BART keeps their jobs.  No no no on fare increases	Unknown	
R_2R3vYIK6jwUvzcZ	I object the increase of fare	X	

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R_2ALldvOAVIXrfbQ	I oppose a fair increase at this time. Currently, I pay \$9.80 roundtrip plus the cost of monthly Bart parking at Pittsburg. I am almost never able to park at the station nearest my home - Antioch. The trains on my line are packed beyond belief and I do not feel the money invested in Bart is being used wisely or to the betterment of riders. The Antioch station should have been better with more parking and more fare gates. After work during commute time is a nightmare. I was a rider on a day when someone fell and injured themselves because the folks coming off the escalator did not have room to move forward and more and more folks were coming off the escalator and stairs creating a hazardous traffic jam. I am willing to pay more IF I can see the money I contribute being better spent.	X	
R_31gYCHaZYiPXkJT	I personally think that fares are already expensive given the quality of the service. Trains are packed and always running late.	X	
R_1lcOzUi2FhRJU6J	I ride from Glen Park to Downtown Berkeley, round trip, 5 days a week, and have done so for about 5 years now. The high volume fare discount is not very generous at all, and on top of fare increases, both in the past and upcoming, it's very frustrating! There is no relief. I wish rider loyalty was valued and I wish there were more lower-cost options for frequent riders.	X	
R_1li1WbikueH3uM1	I see filthy stations, dirty cars, restrooms closed, escalators broken during commute hours, and no plastic umbrella wraps whatsoever. And you want a fare increase ? Really ?	Unknown	
R_0pSySo1ITqtLSff	I see people jump the fare gates every single day and they wait for the gate agent to look away or don't even care. Instead of increasing rates on those of us who already spend a ton on commuting, how about enforcing better? Also, how about providing a monthly unlimited rides purchase like every other major city?		
R_vDCWqYkGKX9x6nf	I STRONGLY OPPOSE ANY FARE INCREASE until fare evasion has been virtually eliminated. It is an insult to ask law-abiding citizens to pay more when BART loses \$15-25 million/year from fare evasion (see April 2017 SF Chronicle article quoting BART assistant general manager for operations, Paul Overseir) . Despite the addition of a barrier on the emergency gate at Fruitvale station, I still see people routinely circumvent it, in addition to other	X	

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	fare evasion methods. If BART really needs the money, then why not solve the fare evasion problem? Increasing fares would only encourage fare evasion, and result in even bigger losses (at a minimum).		
R_ZsObmv3HfFip8fD	I take the Bart every week so I am not in favor of the planned fare increase. The increase is a small amount, but it will add up	X	X
R_3qfl0KE4wW2mcjj	I think a fare increase by Bart at this time is unwarranted. If Bart administration really paid attention to the working of the system, actually rode the system, got familiar with what is working and what is not they could better allocate existing funds to produce additional revenue and improve the system as a whole.		Unknown
R_3QE7ddzMvcWhKhW	I think BART already has the planned budget for the new cars that are slowly rolling out. A price increase was instated last year, but I have seen the new cars a handful of times. There's always a plan for the fare increases with promises of improvement but I've never actually seen any differences.	X	
R_2VEKGOPfWM8377h	I think BART fare increase is always out of proportion because I don't see any improvement in services and it the contrary, like the service gets worse and worse. In my opinion, all increases are going to the pockets of the BART employees who earn wages and benefits not everybody else is earning in the Bay Area.	X	
R_T6CqCxEvw4iQH97	I think Bart should think about implementing a fare system such a the New York system not increase the fares.	X	
R_bl6KbM3k0ki41IR	I think it is ridiculous, we already pay high fares and pay for parking. Just to get on Bart during rush hours a find a homeless person that just is nice and cozy with their feet on the window	X	
R_6t9K9IsH055jUTn	I think it is ridiculous. We are already paying \$\$\$\$ and the trains are packed, hot, and dirty seats and floors.	X	Unknown
R_12co5cPFFIbg5cC	I think it negatively impacts low income folks in our community- Bart is already expensive and hinders many folks from being able to ride. I have strong feelings against this.		
R_3h5ykLdfP69CHWj	I think it's alrady super expensive but go off	X	X



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2yjGcen8h3unXZX	I think it's ridiculous. If BART spent minimal effort to target fare evaders, it wouldn't have to increase fares on those who do pay. Every single day when I arrive home at Del Norte station, I see person after person go through the emergency gate without paying (opposite the station agents). The station agents see it, but do nothing. BART does nothing. There is even a police substation there, but in 5 years using this station during commute hours, I've seen police around monitoring fare evaders TWICE. TWICE. And don't get me started on Civic Center Station, my destination. Again, ridiculous.		
R_3psgsLEAvbhjv4	I think it's unfair to increase the fares so many times a year	X	X
R_2Sqo7xNbha4eNsg	i think its unnecessary to increase the fare for BART. It already is expensive as is. Bart system is still the same with no improvements. There is always delays due to track problems. The fare increase would not be great as we barely see any improvements yet.	Unknown	
R_2eb8VDFrCOqtc8z	I think its utter bs! we already have enough people who cant afford the train, and you wanna make it more expensive?		X
R_200jYz1pRS3rXdM	I think that if everyone was paying the fare that would be fair. However you allow anyone on the trains and there is no regulation or protection. I work late nights and have stories. The later it gets the stranger and more unsafe it becomes. Fare increase for your services isn't justified in my opinion.		
R_1q4zDLfmuGZ4ECg	I think that if the fare increases their prices more people won't pay.	X	X
R_2alZo5XBuj7M5ly	I think that this is a bad idea. The current cost of riding Bart is already comparable to driving. The bart trains are excessively crowded and in disrepair . The service is constantly delayed and trains don't run frequently enough (they should be running no more than 5 minutes apart). In addition voters just past a funding measure for Bart.		
R_V2Rjv2nTOpKRFP	I think the entire system of fares need to be reviewed to make the distances/cost more transparent.		
R_31tvWriDLRH0u3w	I think this could have a regressive impact on people's commute budgets, especially in higher-poverty areas like Antioch. Furthermore, what distance dictates whether a trip gets a 10 cent vs 40 cent increase?	X	



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_20NCea4MZfqQLy8	I think this is bad money management. BART receives a tremendous amount of income where most is spent on payroll which includes benefits for employees. I feel that the service rendered is not worth the price as it is now why increase for a bad product?		
R_yCIBVvihwuzTG6d	I think you should be reducing fares to encourage ridership and resulting environmental benefits, and stop soaking the mostly low and middle-income people doing the right thing by taking transit instead of driving.		
R_1ruk59E148U7yET	I think you should explore other options for increasing revenues, including tapping into the state's \$12 billion budget surplus, and for reducing costs, such as self driving trains. BART is already too expensive.		
R_3lYdz5qfsffcy43	I thought inflation was 3.1% BART fares have increased (on a % basis) more than my income over the past 7 years.		
R_1owegT8dMWx7S5p	I travel from San Bruno to Fremont and already pay \$14.60 a day plus \$3 for parking. If rate are raised driving to Fremont would become a valid option. Instead of raising rate to fund projects...do what is needed to increase ridership (homeless problem, crime, and cleanliness) and go after toll cheaters.	X	
R_3EMTUJlc4FgDy66	I understand the importance of raising the fare to improve BART services; however, I dislike the increase in fare price for longer trips. If the next increase could be 3% or less, that would be optimal. Many people use BART to help the environment by not driving their cars over the bridge to work; however, at this rate a trip from Richmond into San Francisco would cost 1.5x the fare to get over the bridge. This deters people from feeling comfortable with using a more environmentally friendly option. Therefore, less people will feel ok with riding BART - or worse, they will just use the Emergency Exit doors (which I see happy ALL THE TIME).  Overall, I don't think increasing the fare by 5.4% is a smart business idea.	X	
R_2WD7ZiYUqBueB88	I vote absolutely not! There are no incentives for working class citizen to take bart if you continue to increase. It's better to drive and suffer traffic than be stuffed in bart, no	X	

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	seat and pay a higher pricing. The new cars has yet to arrive as promised so it's a NO		
BP5	I wish BART would look to other methods to generate this capital		X
R_22nzZEnIn4HnSDg	I worry about BART becoming more expensive than the bridge tolls, which would encourage more people to drive over BART.		
R_a4B3bYw4YdGadHj	I would prefer more funding come from government sources than from riders.		
R_2U4cbpU08uzkEyM	I would prefer that before any fare increase be considered the current fares be fully ENFORCED. I didn't receive a raise in line with inflation and while I support investment in capital maintenance and upgrades I do not support paying passengers subsidizing those who don't pay		Unknown
R_1fdDD8CquMAX4Ne	I would prefer that the Bart board work with the employees union to rein in labor cost otherwise it going to become less expensive to drive than ride Bart.	Unknown	Unknown
R_3m4PqG8RV9Zlc1X	I'm against any kind of increase to Bart fare. I am a daily commuter and if wasn't for the convenience I would not be taking Bart. The only way I would agree to an increase is when I first start seeing cleaner carts, cleaning bathrooms with actually toilet paper rolls and a crack down on all these drug addicts shooting themselves up on the train. Also these beggars that disturb us.	X	
R_03WTnZDviaoNrhv	I'm against the increase! Bart is already expensive enough for the mediocre service it offers.	X	
R_xGbi202eWRFr6E1	I'm sure BART won't be noticeably improved so why bother with the fare increase?		
R_2YwYP2VaDgWWIcn	If there is a fare increase, I believe there should be bart station maintenance and updates to justify it.	X	X
16th8	If there were improvements made in stations & trains- I could understand it more but I don't agree w/ increase.		
R_1kSnP0Enxqvmfk8	If you actually worked on reducing the pension liability, automating trains, cleaning up the system/trains, increasing frequency it would help more. I'm totally against the increase, we pay a lot every time we travel.	X	Unknown
R_3KDaoxtGL0MgD34	If you increase fares, there must be an increase in service. In 2016 BART was given billions of dollars and responded by reducing service in off peak hours. It appears that you will ask for tens of billions more in 2020. This is unacceptable. Any		

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	increase in fares needs to be paired with an increase in service. Rebuilding the system is not an excuse.		
R_1iLBi5pXqPcnZ6m	If you would provide safe, clean, smoke-free cars which have nothing to do with capital needs I would be less insulted by your constant fare increases. And the constant increases in parking. Every day there are people sleeping, smoking, eating and dumping trash on the trains. What are your plans to address those issues?		
R_3FVuMST4uVm qwTP	I'm concerned that this is a regressive approach that impacts lower income individuals who need to take the train. BART fares are already some of the highest in the country - most people do not take BART for short trips and only for commute purposes, for example. I suggest overhauling the fare system as a WHOLE. Again, I understand the need for more capital, but the fare system needs to be redone before any fare increases occur.	X	
R_25tLlKEmKKzSuGh	I'm generally against any kind of fare increases, please keep the fares affordable. With that being said I STRONGLY support maintaining the surcharge for people who use paper tickets.	X	Unknown
R_3jfl7Qu97y0sLD	I'm not agree with fare increase.	X	X
R_1rrfOU8aKSHA7Zu	I'm object to this new increase, because affect to my pocket and my family, the rent is so high in this moment, food and everything, that with my salary and my wife salary barely we survey now	Unknown	Unknown
R_31ugqVl5ham4LCj	In general, I believe fares should be similar to New York subway in that it's the same fee no matter how far you go and in general it's affordable to most.	X	
R_Tozaa89v8WwC09z	In my opinion, service has not improved, so no fare increase is warranted. Last Saturday, for example, the entire system was offline.		
R_1gbYBnfu91ut7VZ	Increase is not needed. There are measure RR funds to be used for capital investments. This is undue burden on riders for sub-par service.	X	
R_2D6uT7IwGNlrbQi	Increases are difficult on the poor.	X	
R_1EcmfLYmiuOGPsz	increases encourage fare jumpers	X	
R_OvEhMEf60pfki7T	Increases in tolls, public transportation, and rent (to name a few,) have made living in the bay area almost impossible.	X	

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R_27xsl20Dle85zsn	Increases keep taking place but I don't see any results. The stations/restroom are filthy, escalators/elevators are always out of service, trains are gross/smelly and horrible temperatures	X	
R_10JlmXksCtq8a5t	Increases should avoid discouraging long trips on BART.		
R_qJ9PkYEmdYlwa8V	Instead of increasing fare catch those d*mn fare evaders!!!! That will make up for more than the increases proposed. Why should I pay more when others constantly pay nothing.	X	
R_2ya5iYW0qYLbSB2	Instead of increasing fares, BART should trim expenses like payroll - for example janitors that make \$250,000+ and sleep in closets when they should be working.		
R_2xYmngBR1wdtF2J	It already cost too much.		
R_1pmR9QXtXl55S6P	it hurts people who cant afford it	Unknown	Unknown
R_vuxZOeo1kyK4I6Z	It hurts more than it helps will see more fare jumping probably		
R_veF79WP8UjMvKbb	It is a hardship, not only for adults, but youth to increase BART fare. The increase will potentially cause more gate hops, and less people paying-this includes adults, not only youth.	X	X
R_74biAmoBMhyX2b7	It is costing way too much to ride BART. The paper ticket surcharge should be only for new tickets issued. Not a surcharge on people with existing paper tickets. Please consider that.	X	
R_30pmZ4g8J4umEzk	it is hard to see tax dollars at work. the bart is breaking down more frequently and delays are constantly happening.	X	
R_2Cy6UJEANTPvcQa	It is very difficult to provide a meaningful comment about this scenario without having all of the financial facts. Therefore, based on my assumption that ridership is very high and there was a fairly recent fare increase I do not think that any fare increases are appropriate until BART's financials are released to the public for review.		
R_2zZqRlJRMoFwC0b	It is way too soon, and you are not providing the necessary service levels as it is. A car pays a toll well under the price of a round trip ticket on BART, yet costs us all far more in scarecrow street space taken up in driving and parking, pollution costs, and the safety of pedestrians. I think a congestion tax on all personal automobiles led entering downtown San Francisco makes far more sense than yet another fare increase. Driving is a bargain.	X	Unknown

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R_81AiNzHdLbrirNn	It makes me sad and frustrated that the pay will increase for all, when we do not necessarily make the same income. More has to be done to reduce the ways that low income families and individuals end up paying more.	X	
R_3oBdpTE7oWZ8Mnt	It punishes the poor by charging based on distance. Fare increases are fine, but there should be one fare for BART, regardless of distance travelled.		
R_2pW9nTUAFTIMbSy	It seems like a lot for a system that already is very expensive for commuting.		
R_332qJrJb3SoSloR	It seems like BART is already quite expensive and has shown few tangible improvements. There has been a lot of talk about the new BART trains, and yet as a daily rider, I've only been on one 3 or 4 times. I think the money needed for further improvements could be had through different means, i.e. advertising.		
R_1IIVbH05RQoxwW3	It seems like you want to penalize those who utilize bart for long commutes instead of using their cars.		
R_2Yb9K3Eyy7XcTif	It should not be increased. It is already very high.	Unknown	
R_3IXigcySLsJLJtm	It sucks, but what else can you do about it? complain? protest? riot? j/k Bart will do what ever they want, we the people are stuck paying. What happened to funds associated with all the Props and taxes we pay? Nothing there to offset the cost?	X	
R_d4IO5VP940T4JR7	It will hurt the working / lower class riders most; fares just keep rising and rising...		
R_3RmaJUEe0NIHRB8	It would be great if the distance travelled didn't directly correlate - currently it means that people who can't afford to live close in have pay the brunt of the fares.		
R_uhbUH2NPd954Acp	It's a bummer because many peoples incomes don't increase in relation to inflation happening		X
R_3k22LXyhRtFt7Fq	It's a lot of \$		
R_sbVy5rkABQGUXwl	It's difficult to want to pay more when you have to sit next to people who are riding bart that smell of urine, are clearly homeless and are riding just to sleep in a warm area and those that disrupt or panhandle. It's a real problem that seems to be getting worse	X	
R_2b2FHM4d8yj7EJK	It's expected, but personally I do not really want it...	X	X
R_2V9JsVuEcZ1iB4K	It's not fair for those who work in the city but live in places like the valley or anyone who has a commute time of at least an hour.	X	X

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R_3Hqo1g4RQLetMFP	It's too expensive already and increasing fare will make it inaccessible for low income folks. please don't!	Unknown	Unknown
R_Dc8BRQye9CysCkN	It's too much and we can't afford it	X	
R_2e5c4u7xTUKMKm	It's unfare Bart continues to charge passengers more and more all the time, why not create a monthly pass for daily passengers?	X	X
16th7	It'll make my commute expenses harder to meet. I paid over \$1000 in last 6 months for parking @ BART. BART commute + Muni. Sigh. I am only a contractor	X	
R_2S7T3WJOYnf0Mcq	It's already high.	X	
R_28B6BifDEHnImbu	It's hard to afford housing already, so this fare increase will hurt many people. Also...please reduce fares for the Oakland Airport Connector. Its high price is part of the reason why I'd rather take an uber/lyft.	X	
R_DuipicdoDPHShrP	It's not small for me it will be 175\$ per year.	Unknown	Unknown
R_31pif8F8miBJaT0	It's ridiculous that you want to raise fare yet we don't feel safe at all on Bart.	X	
R_AtFP9TJa6sQPT3z	It's ridiculous to put the onus for this on the riders when the bulk of your funding doesn't even come from fares. BART is already far too expensive for the poor and frankly dangerous service you provide.		
R_3Lz6ZvZ2L7TPcD	It's too expensive	X	
R_tDSoR5YpmmAaXL	Living in the Bay Area with such high costs for rent every increase to expense is psychologically painful. Also given that Bart is overcrowded, and getting less and less desirable with all of the increasingly rude, homeless rpassengers thus gives me one more reason to consider driving.		
R_1K3kmv6XsH4mAWZ	Long story short, I don't want it to happen	Unknown	
R_1CwIyeFC10JDdmv	Lower the outrageous wages of the workers and lower our fares. Poor management - stations that are years behind schedule and fare cheats everyday rob the system.	X	
R_10Ntsa9DpSTJy5L	make BART free, otherwise you're actively discriminating against the Bay Area's poor people.		X
R_ApujL1WH9nPMIBH	Makes an already expensive trip even more so with no justification		
R_2Cs9VoxEEQaOXHf	My concern is this plan is to really line the pockets of the people high up in the company. the System is old, NASTY and unsafe. I have a feeling the increase will not go to fix these MAJOR ISSUES.		
16th14	NO aumento *NO increase*	X	X



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R_2f107RaEovgekIx	No estoy de acuerdo con el aumento de la tarifa, el motivo hay mal servicio en el transporte bart, vagones sucios, no hay vigilancia en los vagones, asaltos, peleas, no amerita el aumento *I do not agree with the increase of the rate, the reason there is bad service in the transport BART, dirty cars, assaults, fights, does not merit the increase.*	X	X
R_1HdkRVhjJohudEE	No fare increase. Think I rode on one new train and the delays are outrageous. Police holds need to be taken off trains and allow trains to roll quicker than they do now. If a door is broken, lock it closes til the end of rush hour.	Unknown	Unknown
R_21AK4bjEFh1JuNg	No fare increases in Contra Costa County. We paid for years for services that we didn't get and were delayed.	Unknown	
R_1eri19EmIN9LHaT	No Fare increases! Stop the fare gate jumpers!	Unknown	Unknown
R_1f9LgUozgpCf1iI	No fare increases!! Bart is not using its funds appropriately. Find the fare cheats, make them pay their fare share! Don't make paying riders pay for others!	X	Unknown
R_3Pcw0uLEkwIqavW	No fare increases. Bart is already too expensive. Bart's level of service is poor (dirty, delayed, crowded, unsafe, no parking) for the price.		
R_1ezVzad8vCBpUls	NO FARE INCREASES. Focus on fare cheats!		
R_2ZJ53FfkV80JKJB	No fares should be increased until actual measures are put in place to stop or prevent fare evaders.		
R_3q0INHwTocw87zz	No increase		
R_2YfcgdVKsckD45m	No increase is better! or keep a lower increase for Antioch since it is already expensive.	Unknown	Unknown
R_2dz0uofghCpovSS	No increase until Bart managed current system and funds	Unknown	
R_V3iUQeSVRtSUqWJ	No more fare increases! All rides should be paid by all people. Stop the gate jumps.	X	
R_25REmGnrB5QZw4I	NO MORE FARE INCREASES.... to the Antioch area. NOT A CENT more! 1. Antioch got an eBart after 40 years of paying for/taxed a full bart 2. Not enough PARKING for Antioch Bart that serves residents from Sacramento to Stockton, Brentwood, Oakley, Discovery Bay etc 3. eBart is not manned so toll fare evaders have a field day  FIX the above FIRST!	X	

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R_3PZ8mbEGSjHUNwT	No more increase to finance your ridiculous overtime pay and too good to be true benefits. I never got an increase on a union contract except \$0.25 after y ears of contract negotiation with our employer n our contract was due oct 1,2018 n no contract yet. We have to pay for our a share in our health coverage. Thank I can assure you the big funding should be shouldered by the fed and the state with our tax money.	X	X
R_pzssfNcNOuXvZAnn	No new increases	X	X
R_2SlwAwH41xX6MEu	No one likes a fare increase and it's hard enough paying over a hundred a week to park and bart and ehen I don't get any tax breaks through work but I can't change your mind	X	
R_bQr80oDAFiZQbBf	No reason to do this after measure x ..be more co conservative with spending and stop increasing rates on the consumer	X	
R_2B5KPFwozjaPPyG	No way! Contra Costa has been paying for BART for decades and Antioch got almost nothing in return and too late. And stop blaming the regular employee wages for financial trouble, it's just plain mean and stingy		
R_SMN0crnDN3CCy9r	No. The entire system will remain filthy, as it is now, regardless of how much the fares are increased.		X
R_1rdyYby6SbrSWn8	NOOOOOOOOO!!	X	
R_rkmOgIPq1eGgluF	Not agree	X	X
R_3qlhGT8TPCCU7Zs	Not agree	X	X
R_3I4t7UkIVGthvhH	Not excited about this at all. I use bart everyday and this would kill my budget	X	
R_11ZJOccBnB6zxJv	Not fair	X	
R_DNAcJdcHwFSkNep	Not in favor of any increase. Parking and fare are already too high	X	
R_2A0D8Anlip4g9E5	Not in favor of planned fare increase	Unknown	Unknown
R_1pQWIvwd1MZtJyH	Not really California is already expensive to live and why don't make it a little bit expensive for public transportation	X	
R_3EzrW1e1nFQftkQ	Not thrilled! I mean, i get the practical constraints but are we really still pretending that we'd still have to do this if tech companies were at all adequately taxed...		X
R_2UW5yTGxjzgrT4y	Not worth	X	
R_1QmVVaj6w5ty2SA	Opposed		
R_2WM5IVcElinElpn	Pay more and expect less from BART		X
R_2DLDBo2KDPLhy73	Please don't do it	X	



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2ziryaCAU43HIbp	Please don't do it.	Unknown	Unknown
R_u4SX1p6tuEO5Oj7	Please don't increase. It's hurt all of us.	Unknown	Unknown
FV1	Please stop raising fares and do something about fare evasion	X	
R_YYo0j1I9O6QreXT	plug the deficit leaks first. That way BART will save more and ask for the rider to pay less resulting in a positive image	X	X
R_3gi4nkTbkCez8Ih	Raising fares by % doesn't make sense. People further from downtown live further from downtown because they can't afford to live closer. So why burdenthem with more of the fare hike?		
R_31WzryJzTDA6MxR	Ridiculous price increases	X	X
R_3Ebf4G1g2uzUYG	Ridiculous to increase prices on a service that is becoming worse and worse in every objective way	Unknown	
R_dfzfcR0YlxFQosF	seems a little high. I do NOT support an increase in the parking fee. Do NOT raise parking!!!	X	
R_29tRaRZptf86rFF	Seems like this is the same text that has been on every bond measure providing BART with more funds for the past decade. This seems to be just another boilerplate excuse to continue inflating salaries at the expense of the ridership.		
R_1oaRjeye1e0ejGP	Seems regressive -- those who cannot afford to live close to the city will have to pay more.	X	
16th17	Si porque siento que es muy caro, yo vivo en Concord y trabajo SF, en al semana es demasiado diner *Yes, because I feel it is very expensive, I live in Concord and work in SF, in a week it's too much money*	X	
R_1gqgIN1rqmsR7X5	Si, primero limpien los baños porque siempre estan sucios, o cerrados! Pongan a trabajar a los que limpian los baños, porque siempre estan fumando tomando sus breaks.... *Yes, first clean the bathrooms because they are always dirty, or closed! Put to work those who clean the bathrooms, because they are always smoking taking their breaks...*	X	

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R_p4W9rouJwfGdAoF	<p>So if the fare increase is all for capital projects does that mean Bart's operational expenses have been flat? Unclear on how Bart pays for operational vs capital expenses.</p> <p>Does current fare revenue cover all operational expenses? How about the various property tax and bond measures that have passed throughout the years? Aren't those specifically marked for capital projects as well?</p> <p>Does bart still need more money despite all those measures and, apparently, as you say, having enough funds for operations without needing to raise fare?</p> <p>What about the potential decrease in ridership due to fare increase? Bart's ride quality and station quality has been decreasing due to homelessness and crime. Increasing fare is a further deterrent to ride Bart.</p>	X	
R_56ZNZYw3VHAXINb	Sounds like its time to drive again.		
R_8jkik2Pyhjsv4f7	Stated highest priority is incorrect. Highest priority should be prevention of fare cheats accessing the paid areas. These fare cheats do not follow any rules and are the ones destroying equipment and making travel unattractive for paying customers. You will lose your paying customers and lose your fares if you do not keep fare cheats off the system.	X	
R_3ERN9xD7LEPbALs	Stop fare evasion and you will not need to raise fares.		
R_2ykJULw8rS3J8uj	Stop increasing fares. And charging people more for paper ticket is discrimination against the poor, who are less likely to be able to afford Clipper cards and the debit or credit cards needed to increase their value. BART is going to get sued for violating riders' civil rights.		
R_3KZcMsPcUbpLxeW	Stop increasing the fares	X	
R_1eLDHJD0lGYKqL4	stop punishing poor people		
R_2YwYpd8S7U5Ba7y	Stop raise fares and catch fare evaders		
R_3NODs3sXYn4bh2F	Stop the fare evaders instead of increasing fares on those who pay!		Unknown

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R_233kdLKFOyO5Tql	STOP THE FARE EVASION BEFORE YOU ASK WORKING RIDERS TO PAY MORE. I completely support capital improvements and the system, but you could recoup more money by STOPPING FARE EVASION. Higher barriers around paid areas (7 feet, NOT 5), and invest in new faregates. Once this is done, I will be happy to pay the increase.	X	
R_1o0E51cQqjaglv8	Strongly opposed. As with the recent bridge toll tax, fare increases like this disproportionately affect marginalized and low income riders who already are forced to commute further and further from where jobs are based. The more equitable solution is a ballot measure/tax that spreads the burden among those who can afford it, including large employers and franchises that pay minimum wage (ie those whose practices keep people in poverty). BART is a public good that benefits all in the region whether you ride it long distances or not - by reducing air pollution and congestion on crowded highways. Fare increases of even small amounts cause much more harm to those on the bottom than any tax on a company earning millions.		
R_31KjW0yXcfizXyZ	Sucks because bart is everyone's cheapest option and now it'll just get more expensive :(	X	X
R_1DBGjfq1oPuQIZD	Sucks that there are delays, fare jumpers and shorter car trains that don't consistently stop at the same place on platform, but we're expected to continue to pay more.		
ED1	Taxes from the Bonds we voted for are enough. Do Not Increase the fares.	X	
R_1jTwfPos9uDvUxV	That quite a lot of money when you consider that the homeless situation in Bart is out of control. Why making the gates harder to skip not a priority? I see people skip fare every day. That's where your cap improvement money is.	X	
R_2YgePMTxFfalEsg	That really sucks.	Unknown	
R_2xViayIF6PID47o	That's not fair	Unknown	Unknown
R_2meP2MmNWPFWjfj	The amount of money you have collected from tax in crease and fare increases while the quality of my trips decreased makes me long for the time I retire and I no longer spend 2 hours a day on your system		
BP1	The BART fare needs to stay where It's at now which is affordable	X	X

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R_3PAInTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		Unknown
R_3QYLP1udKYGK4YV	The cost may seem like a small increase, but for the middle income group in the Bay Area it will add more to the stress of paying the fare.	X	
R_1jDGMW28124uSWj	The cost to ride is extremely high with no benefits. Bart is filthy, full of homeless people, crowded trains, and more importantly rarely on time. Fare increase HELL NO	X	
R_ePBMMuEc230Qk2l	The current BART fare is already expensive enough and this is not sufficient enough to provide extra maintenance?	X	
R_2uPcwMZsWANqsp5	The current prices are initslef high. Don't think a fare increase is fair.	X	
R_3jfK4HPYPZfYrd1	The fare increase will harm workers with long commutes. They won't be getting simultaneous pay increases to cover the increased costs. It also harms students who depend onBart to get to class.		
R_AbVpeP8phsF5ASl	The fare increases are going a little too far at this point. I feel we should find alternate ways for funding.	X	
R_3kCdU2fl6fF5pZS	The fare is already high now. Should not be increased.	X	
R_1CJwUGVCwz5ANSb	The fare price is already too high too high. It's almost more expensive to take public transportation than to drive into the city, including gas and toll. And with all the delays and issues of the old trains, it's really doesn't promote the use of public transportation.	X	
R_3LgeVQ5ZceF27gB	The fare seem to be increasing with no improvements in on time performance, cleanliness etc I feel this fare increase needs more accountability meaning Bart should be more public about how it spends money. Right now it seems like Bart management just want more and more money without accountability.	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2abIW5KD81D7Fjv	The fares continue to increase yearly and as far as I can tell it has yet to make any positive benefit towards my daily commute. There is such a limited number of new trains, it's still incredibly dangerous (lack of real security), and my ride is almost always uncomfortable (hot, smelly, dirty). So where is this money really going?	X	
R_yI9PqpbWaJn374l	The increase is too much and too often.	X	
R_2cjFwIPtfunoioF	The increase is upsetting because I already feel horrible having to spend \$51.50 a week to get from Richmond to Balboa Park. At least give us better signal.	X	
R_A54Fz3W0JR5M081	The increase would really affect those students or seniors who do not have the income to ride bart. It is also not fair to increase because security, cleanliness and commodity have not changed since last increase.	X	X
R_31Lfzb2SAmMN9N1	The past increases have not made services any better. I do not want any further increases.	X	
R_PU9tVKKheNzYH29	The price is already more	Unknown	Unknown
R_3MA1trMUv113NdN	The prices are going up on bart, but the quality of bart is decreasing. We need new rail cars, a control system, etc. But the safety of bart is not being addressed. The amount of crime and unsafe environments doesn't seem to have been addressed.  Why is fare different between different points? Bart should adopt a system like NYC, where the price is 1 price regardless. This will help a lot of low-income passengers.	X	X
R_yt1EZGa0JIX6zYd	The proposed fare increase comes very close to making it cheaper for me to drive to work than to use BART. Non-commute trips will almost certainly be cheaper using my car than riding BART. The other deterrents from using BART are well known: it's dirty, screechy, loud, over crowded, and doesn't run often enough. The only benefit BART provides me at the moment is a moderate time savings. Even time has a monetary value that is a budget factor and it will eventually be eclipsed by rising costs.		
R_bl6WP29841QbCBb	The riders who would be paying more come from the furthest in the East Bay from low income areas.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_4Nur4M7MI287Lzz	The small cents add up when you take Bart daily. For example Antioch to Montgomery and back will start paying almost \$40 more a month.  That is a lot of money for services that really aren't improving.		
R_3dJQoKqzjuH1U9y	The tickets for paper tickets already recently increased along with the clipper price! These 10-40 cents are adding up to be very expensive for a college student like me to be using BART 5 days a week.	X	X
R_3stzER5DRX98QJb	The voters just passed Another Bond measure for BART so No thanks. In addition, you have not resolved the homeless riders issue as well as Clean and Safe transport.		
R_eA9623vjpiyXc1H	There are so many problems on BART and increasing fares when there is no change is not a good idea. Numerous homeless people ride the train and do not pay. They harass people or take drugs on the train. Yesterday I saw a Bart employee allow a homeless person to walk in without paying. The trains are poorly kept and we haven't even seen the new train go all the way to Pittsburgh. Fix the problems before increasing cost.	X	
R_3FKl6WFa31CtBy4	There have already been numerous taxes added to residents to fund bart improvements, but riders don't see a difference. Over crowded cars, trains going out of service, running shorter trains during peak hours, increased homeless population on bart, increased fare evaders, and no improvements to the bart ride experience. Believe there is a strong mismanagement of funds and oppose these increases!	X	
R_T1PM1C2qsOecZK9	There should be a decrease in fare to promote ridership and an increase in parking cost to discourage individual parking and encourage carpooling to bart. Also, the paper ticket surcharge should be eliminated because it discourages occasional riders from barting instead of driving.		Unknown
R_C3tTu7YpmCWS64x	There should be a way to refund your clipper card in full since it's forced to use it unless passengers pay more. Given the extra money bart received from bonds and other funds, why does the fare still need to increase? Doesn't make sense. The product	Unknown	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	we pay for is unreliable , expensive and not convenient		
R_3n7TqyV28zKLAWU	There should be any increase it's already very high compared to other subway	Unknown	Unknown
R_1MQzfCrpg5MFT9W	There should be no fare increase whatsoever. People with long commutes are most likely the working poor who have been pushed out of San Francisco and Oakland by gentrification		
R_1ridANQpnp6gioe	There should be no fare increases until BART stops disenfranchising riders who live east of Pleasant Hill with less trains, trains that don't go beyond Pleasant Hill, shorter trains, etc.		
R_2tfiDeVKKzCHPNq	There shouldn't be fare increases as the fares are already high	X	X
R_24rdA6UwCy2XVgZ	There shouldn't be fare increases. Bart needs to focus on fare evasion. Raising prices won't help and only penalizes the riders.		Unknown
R_1EZouFpNC5byXOT	There's no noticeable improvement at all to the whole bart system and it is not fair to increase the fare at all. It should be decrease for such an old outdated system that never got any improvements.	X	X
R_1hEjuk6VZ1umh6y	Think its c**p. Address the massive fare evasion issues before you start charging paying customers more.		
R_3kLNEijucT7UYdU	This fare increase would penalize individuals who have been pushed out of Oakland and SF by rampant gentrification and greed. Those affected most will be communities of color who live on the fringes of the Bay Area i.e. Fremont, Antioch, Richmond, etc.	X	
R_1g1NXcf94kHTqnl	This increase in fare feels like punishment for those who actually buy tickets. Such people are making up for the loss that is caused by the many many people who don't buy tickets, including thieves and stinky people. There needs to be more actions taken to increase safety and monitor those who don't pay their due. Maybe the fares won't increase so often as a result. Increase in fares feel like the easy way out because those who can actually do something about the causes of this increase but are too lazy to do anything that would give them more work than just sitting in meetings and whatnot.	X	X



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1F8f7afrDWkUoTL	<p>This is a really expensive place to live - my rent is so high that I can't afford to own a car. I rely on BART and AC Transit to get around, so a fare increase feels worrying - I spend \$100-\$200 a month with my clipper card so this will be ~\$100/yr increase.</p> <p>For more frequent service maybe it's worth it, I just hope that there is an awareness that a lot of us are at our limit.</p>		
R_2saHDbwTDfpKIMK	This is a substantial increase as I am long distance daily commuter. It's almost one dollar extra per day.	X	
R_1kIC7Ywv8K89q3B	This is bulls**t and displacing costs onto the people who depend on Bart to get to their jobs instead of holding Bart officials responsible for managing costs. In addition, the extensive costs of employing Bart police is disproportionately borne by the same population suffering from violence and harassment from the police force.	X	X
R_1F1B8oiFyTNyRE6	This is bulls**t. We just voted in a tax for capital improvements.	Unknown	Unknown
R_2rVhOtVn6qfHzZO	This is essentially a regressive tax on lower and middle income folks who rely on this form of transit.		
R_2pW6bC90op3lVpL	this is pretty doo doo to be honest, bare is getting too expensive.	Unknown	Unknown
R_237eJTHNWfoojuG	This is really unacceptable and unnecessary. Bart already is the most expensive public transit system and this ever increasing fare is a shame.	Unknown	
R_3fH4OPg8rXGNbyt	This is ridiculous. Bart is already one of the most expensive subway systems in the world. You are supposed to encourage people to use Bart, and this fare increase will do the opposite. Don't put the burden on the users, get the money somewhere else (e.g. government, investors)	X	X
R_3EnE5yn8PIEwGT0	This is robbery. We pay so much for Bart yet the conditions are unsafe and the system is constantly having issues and having delays. I went 2 weeks straight this year being late for work everyday. We should get a discount when there are large delays not fare increases to remodel stations.	X	



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1mEcejSQA7OV1N	<p>This is too expensive already - life is getting tougher, we pay parking fee everyday as well at the Bart station plus back &amp; forth Bart fare would cost us so much from our budget and weren't making that much money, plus our family's needs as well - cost is living is very high! 5.4 % increase is very very high!</p> <p>A lot of Bart riders would say the same thing and with millions of Bart riders everyday, Bart is already MAKING HUGE MONEY for whatever project it would need to repair whatever is needed.</p>	X	
R_2atWWOBHPpIE0PA	This is too much. Bart is already more expensive than other public transportation systems in and out of the Bay Area. The trains are completely outdated, usually delayed, overcrowded, and dirty. I am tired of paying so much and not seeing any changes to any of these issues. The change that has been made has been too slow.		
R_2vjNtLG18Uoz9sx	This is unfair to regular employees/students who always use bart everyday. I hope they won't increase the fare to those regular bart riders who use the clipper card.	X	Unknown
R_1Eh5GNZgP7Ap0N9	This may be less than inflation, but it is more than many of us receive in cost-of-living wage increases over the same time period.		
R_26o16Dng2EUEkIs	This money should come from the wealthy and people who use cars, not low income folks who take bart.	X	X
R_BLZwWpUIxlu2jaV	This penalizes people who commute longer distances who likely live in the suburbs and can't afford to live in SF, Oakland, and Alameda. People who live in Oakland have other transportation options (AC Transit, ferries) to and from SF while those who live in the East Bay (Antioch, TriValley, Fremont) rely on BART and would be hit with 4x the fare increase using the example you gave.	Unknown	Unknown
R_3gNI8rSG4DOGzn8	This seems like a rather high fare increase all at once for some folks. Perhaps raising fares more slowly would be worth consideration.		Unknown
R_2rTn9ABUIM5QGtr	This seems reasonable but I wonder what will happen to fares once the projects are completed in the distant future.		
R_10DaAY9zldrE7wA	This sucks	X	X
R_1LTHjnnDFkNN6Cq	This will be unproportionally felt by those who live further away because of the high cost of living near the city center.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	Those who can afford to live closer to "destination" stations are already advantaged in terms of time. It will now be even more cheap relatively speaking		
R_21vVFzzze7y3viu	This would go against the affordability and access to BART seeing as commuters (blue collar workers, labor workers, students) need to put their money and resources elsewhere.	X	X
R_2YIWUB8TN38ZMdD	Though this may not seem like a steep increase, it'd add up over time. Especially for those making daily commutes in these directions (and some times twice a day for a round trip)	X	X
R_2Vdr9ZFs6EV4G4q	To pay for what? More broken escalator. More filthy seats, less police, or more delays?		
R_3hg59hpw1GG8mIO	Too bad		
R_vUMcMEhb4q3B6x3	Too expensive for travel	X	
R_1jq3XiffYrkKqSt	Too high already unfortunately.		
R_3jSRNEIIVcR9mdP	Too large of an increase at once		
R_3hxusIPWf399Mjk	Too much	X	
R_25ym7F6Kg9cl8Mu	Total bulls**t. In lieu of fare increases of any kind, I very strongly suggest pay / merit / pension decreases for BART executives.		
R_3lXFTU5GLBtOtyu	Totally unfair, as this affects low income families who have been push out of SF and must commute into SF for work and live in Alameda, Contra Costa, etc in order to make a decent living.	X	
R_1jClc75okHvpOOE	Until Bart delivers on their basic services on a regular bases then I do not think a fare increase should happen. If Bart cannot run on its current budget efficiently, then why will that change when you keep getting more money from riders, taxpayers and the government. Let's see a budget first to explain how this fare increase will help.		
R_2Y9Ta8b8JC8MvPz	We are sick and tired of these increase. The fare increase have been happening with no improvement to Bart. Every time an increase happened, then that went to Bart's employee salary increase and bonuses. There are many of us that DO NOT and WILL NOT agree with another Bart fare increase.	X	
R_aWrcg3zkB37mkLf	We pay the highest prices in the country for public transit and the. Pay for parking. BART makes money hand over fist yet spends the same way. Most of us take BART out if necessity not because we want to. The trains are filthy and unsafe and you want to charge us more for "capital needs"?		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	Find something else other than financially raping the people who are stuck riding the disgustingly filthy trains who are already paying enough.		
R_24oY5BVPEGXOjFW	We voted 3 years ago to give you all millions in bonds to fund new cars and capital needs, why another fare increase? I take BART 5 days a week during commute hours and am rarely on time or without being crammed into a car just to get somewhere. You should perhaps stop putting millions of dollars into programs that don't work, like fare evasion officers that I have never seen and I regularly watch people walk closely behind me as I exit the stations to avoid paying their fare share. I'm tired of being held financially accountable for your misplacement of funds.		
R_3R7PGGRF9fhzI4y	We've JUST HAD a fare increase this year. And we haven't yet seen the new BART trains ordered and showcased over the last two years put into service. This feels unfair.	X	
R_1Fg3leOqhRw78Ao	What about low income people that take Bart to work to San Francisco. The minimum wage is better than Antioch. Won't be able to afford Bart anymore.	Unknown	Unknown
R_1LGbpXfxhIw1Nqg	What are the justifications behind the extensive capital needs of BART? Will BART riders who use the system's most popular routes realize 5.4% better service, value, cleanliness, speediness, or reliability on their rides relative to before the increase takes effect? In which areas can BART claim efficiencies over the past 2 years that have lowered the cost of operating BART?		
R_2bOD08W3zvOtOWS	What are you going to do about gate jumpers?! Why do us legally paying customers constantly being asked for more?!		
R_1CJb8bUbCmkUngG	What BART needs instead of a fare increase is to change the fare program for low-income rider folks, especially those who have to commute far distances. For example, it's ridiculous how a round trip from Warm Springs to SF is \$13.60 - multiply that and it becomes an unsustainable amount spent on public transit.	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_Q4IPyiSpUyeYcJb	<p>What happened to the \$3.5 Billion from the 2016 bond measure? I have only seen 2 of the new cars so far in my many trips, but I have noticed a new \$12 million dome at the downtown Berkeley station. And I couldn't help but notice a new huge online public relations presence for Bart. How much did that cost?</p> <p>" in 2022, 2024, 2026 and 2028 by an estimated 3.9% in each of these years, based on current inflation projections." Every economist and rational person would laugh at this statement. No one has any idea what inflation will be in 2022-2028, and this lack of factual information to sell rate increases is abhorrent.</p> <p>How much does Bart pay its workers and what is the cost per mile of a Bart ride? I would like to see these 2 data measures with comparison to other major metropolitan mass transit systems, like Los Angeles.</p> <p>Sorry guys, but until I see factual information and factual data comparing Bart operation to other systems, proven fiscal responsibility by the Bart board, and concern for riders, I will ride Bart less with these increases.</p> <p>As much as I support the public good, what I have seen with Bart makes me consider supporting privatization of Bart service.</p>		X
R_8eI3qs8NuSsxRDz	What happened to the previous fare increase and the bond money?		X
R_2bMYerisZwH3DiJ	What happened with the transportation the voters just passed. Why does the public always have to bear the financial burden. Mexico City has one of the best transportation systems and the world and it's very affordable.	X	X
R_2WGy6qJWlqjuqS7	While fares over the bridge costing more make sense, Bart riders are getting less and less hopefully of the future taking Bart.	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2OPkY3rDIxSW7zc	While the proposed fare increase is being marketed as being "less than inflation" the reality is that salaries are not going up as much as the fares, plus the surcharge is grossly unfair for those who only need to ride the BART infrequently and have to purchase a paper ticket. If you make the clipper card free on an ongoing basis instead of charging \$3.00 to purchase it, then one can argue that those using the paper tickets can pay a surcharge. Totally against increasing fares by 5.4% in January without providing free clipper cards to those who need them.	Unknown	Unknown
R_3ly0obVl37Jdl29	While this may be less than inflation, increasing commute cost by \$1/ day adds up for my 3 person family.		
R_21hWMRRB5GPZ9FY	Why don't you stop fare evaders so you don't have to increase the fare.	X	
R_2YWj62oX4glu0Sp	Why is fare being raised when BART can't even keep fare evaders at bay? Why should I have a fare increase while the person next to me probably didn't pay their fare??? BART needs to deal with the fare evaders first before raising fare on their paying customers. If you don't deal with the fare evaders, then why should I continue to pay fare when the evaders will continue to get away with it and the paying riders suffer? DO BETTER.	X	
R_2Uci9Tw9NCNRrTx	Why is this needed? I am opposed to this increase. Bart has reduced service times and is not on-time. We do not reward poor performance. There are already measure RR funds.	X	
R_A4LU0QytkIBsaIx	Why should I pay more for the same s**tty service?		
R_3P4ARTIPYw643tP	Why so expensive	X	
R_3dEpV5zXlwXwifU	Why? You f**kers already don't do s**t with the money to fix anything, yall just pay greedy ass employees more and don't do any actual quality of life improvements. Escalators been out at Montgomery for the past 2 weeks and I gotta pay 40 more cents for broken yeeyee ass escalators? F**k you		
R_Z3SVGxqqjt8FFux	With parking to go from Dublin to Montgomery I already pay \$16.6 a day, it's a lot. I also don't see any real improvements to BART. I don't agree with a 40 cent increase.	Unknown	Unknown
R_CfgI79T3KH83P2h	Without you providing an account for all the prior increases "supporting capital improvements" this is just fishing. I don't see the justification!	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1igGE01Bhyc0nQs	would more funding be required to stop the ever increasing fare increases? What are some extensive capital needs that makes us pay such expensive fares	X	
R_27g6eK34jVUj07Z	would rather see this money come from gas taxes or property taxes than bart riders		
R_3qWEF1e73viatLV	Yes - when will the nickel and diming end here? It should not be the responsibility of the fare payers to fill the gaps of Bart's mismanagement. How about solving some of this with abolishing the bogus unions you have paying janitors ridiculous amounts of money? Seriously, Bart is the embarrassment of the Bay Area and USA.		
R_7WDJCP4PFuLnmQV	Yes another attempt to get even more money from the working poor		X
R_Q6wspGgN2Pxxg81	Yes Bart is already expensive. Are there proposals to work with/provide cross agency Monthly passes? Eg a monthly pass for Caltrain and BART.	X	
R_2BaeHhDv3lXgFZF	Yes because I feel as if a lot of changes need to be made prior to increasing the fare		X
R_3huqd2nqv0Llecp	Yes first of all we need more fare watch for those that don't pay on that area is the one that needs more vigilance than increasing to the people that pay their fare.	X	
R_tFBF3Y8ebQIZKZX	Yes instead of fares please monitor first all homeless people that travel in bart without ticket. A lot of folks travel without ticket.i have seen many students climbing the bats.	Unknown	Unknown
R_1dbDYRc010muppc	yes it is too much even though the service of the BART is subpar at best. Yes I understand that money needed for repairs or upkeep but at the cost of my well being.	X	X
R_3MaucQF1D5pjmW3	Yes look at the employee entitlements!!!! Why keep charging the working man an extra 6% when I haven't had even close to a 3%raise I 20 years? Bart doesn't make a profit for the Tax payer you a deficit neutral entity, and receive tax subsidies from CA. Why must you do this? Check out employee entitlements..	Unknown	Unknown
R_3m94STjgSgqw4CS	Yes please don't its so hard to live on minimum wage and use public transport	X	X
16th20	yes! This \$ hike is ridiculous/people need to be able to take the bart w/ losing their salaries USE KOREAN TECH TO POWER <u>BART</u>	X	
R_10I6vxnpaCLuWut	Yes, Bart is already too expensive. This will create a hardship and force me to drive, likely cheaper.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	Also, for the already expensive fares trains are dirty and there is no monitoring of what's going on.		
R_tXpoysQi3VDiN4B	Yes, BART is convenient and affordable. A rate increase every two years is a lot, even if it is a small 5% increase every two years, it will eventually add up.	Unknown	Unknown
R_11jODk00J91o3GY	Yes, don't raise the fares. Nothing has changed with Bart being unreliable, filthy and now unsafe. So why should we pay more?		
R_3CPFSncoJp67tDW	yes, I think BART is already expensive as is given the state of many of the stations and the homeless. I have not seen any improvements in the past year and not confident this raise is justified		X
R_1LqFHTfS3FQwsKd	Yes, I think it highly ridiculous to have another fare increase. Bart is already expensive and for what reasons? Still old trains, dirty mystery stains, homeless, and just plain crazy people on the trains. Safety is a MAJOR concern and that hasn't been in real time been addressed. Yes, riders understand police are going from station to station, but where's the strategic planning, hiring, etc? Where is all the funding for Bart going (gov, tax payers, riders)? BART just needs a new board and upper management NOT A FARE INCREASE.		
R_3fcv1DzWZVJh1UX	Yes, I think it is ridiculous when EVERY single time that I exit Del Norte Station at 5:30 pm, I see multiple people walking right through the emergency gates without paying their fair share. Why should only honest people have to pay higher fares?		



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_25BEj04No04xYE0	<p>Yes, I think it's ridiculous that fares keep skyrocketing, yet your service gets worse and worse every single year. Filthy stations and trains, crime, fare evasion, delays, overcrowding, and poor design decisions. It's actually appalling that continue to gouge customers because you know we are stuck with no other transportation options.</p> <p>There aren't nearly enough entrance and exit gates at stations. It was SO STUPID from the get go to have trains going in opposite directions share a platform. Come stand on the Montgomery platform at 8:30 am when two trains going in opposite directions arrive at the same time. It's a nightmare. A battle to get up form the platform, because there aren't enough ways up, a battle to clear the exit gates, and a battle to clear the station.</p> <p>In the evening it's impossible to walk down the platform without walking on the yellow strip because you thought it was a great idea to put black markings to correspond with the doors, thereby encouraging the idiot masses, who are too dumb to think for themselves, to line up across the platform, so no one can walk down it.</p> <p>In short, your service mostly sucks. The only bright spot is the new trains.</p>		
R_1CibVJAvFtjYEy4	Yes, it is too expensive and I commute everyday from east bay.	X	X
R_1mKn1trZfBwaxc7	Yes, this is NOT good. BART already receives \$3.5 BILLION dollars via Measure RR. I voted for it. Don't increase fares -- they are already expensive especially for people who have long commutes. It shouldn't cost anyone \$12-\$15 to get to work. No other big city transit system costs as much as BART does to the commuter. This fare increase harms local people who are low income, especially.	X	
R_20YAuj401NtbPql	Yes, why are you continuing to increase fare for those of us who pay our fare regularly. Your problem with funding is with fare evaders. Every single day I see people go through the emergency exit to get on the train and get off. Sometime 2, 3 people at a time. In the morning and in the afternoon. Your unarmed community service officers conducting fare inspections in the paid areas of your system is a joke. You need them at		



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	the entries of the stations to prevent this from continuing not on the platform where there are crowds of people. Those individuals that are evading the fare will see them checking people tickets and merely move on, go downstairs/upstairs to avoid being checked for fare payment.		
R_22tA5Rjof6Bgtr	Yes, you will kill the concept of public transportation with these constant fare increases.	X	
R_1Q9Jys9rQmm8fzk	Yes. Stop punishing your riders by increasing the fares. Use the money you are overpaying your employees and CEOs with. Give us new trains, clean trains, stations and restrooms, as well as safety and security, and we will happily pay an increased fare.	X	
R_UmCMobjc8JZ5ol	Yes. At what point will it be too burdensome for us riders? My round-trip commute on public transit (CV&—&SF) is already near \$15/day (with almost \$12 of that for BART). That is insane! Plus parking! With such high administrative salaries, frequently delayed trains, and questionable safety in stations and on trains, it's hard to justify these fare increases and referendum bond measures.		
R_2AF6zrxg2xw66L0	Yes. Even small increases add up to large amounts for people who must commute everyday. Bart benefits everyone, riders and people who don't use the system. People who drive benefit from many people not getting in cars and using bart instead. EVERYONE should be paying to invest in the system, not just riders. I'd rather that these funds be raised through local taxes.	X	
R_RKZ0bcR8BcyNfwd	Yes. Every morning I get on BART in Pittsburg Bay Point station and commute to Oakland. I don't appreciate the fact that at 10 homeless people are asleep taking up two seats during my commute both directions. Yesterday the train had to stop because one of them had his pants down. The police has to come on the train to take him off. They were doing drugs on the train and using the restroom. People drink alcohol and play loud music. It's insane. BART is not safe. We pay for our transportation while other ride free. BART needs to clean up their act before increasing fares.	X	

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R_2Sjq3HdskOrfeKc	Yes. I don't approve of this fare increase. Riding BART daily is already very costly. The trains don't always run on time and it's rare that I can get a seat on the first train that shows up. My commute is 50 minutes minimum each way, and I am physically incapable of standing for periods exceeding 20 minutes due to several chronic health problems. The new trains have less seating, which is a problem. More time is added to my commute because I have to wait for trains where I can sit.		
R_10IvFRASLYVKoUx	Yes. I would like to see BART address the horrible experience that is riding BART these days before they implement any further fair increases.	X	
R_3psdhpejoiXum6N	Yes. It's bulls**t. Hiking the fee isn't going to help the crime and lack of police presence. What's the point in having updated trains when people are jumping the turnstiles anyway.		
R_2B9EEuHbkokOcR1	Yes. It's good that the Bart is doing it best for extending its service. However compared to inflation, the salaries are not increasing rapidly. They are still growing at snail pace. As it is we are paying a lot compared to other states in fares. Some cities even have monthly passes to help folks save some money. Here it's the other way around. You pay more every other year. Bart should really think of lowering the fares by looking at how to look for funding beside increasing the fares. More over you gov has also reduced the pre tax amount which also puts a hole in our minimal savings. Appreciate if you can not increase the prices and tax the riders. Rather than ask for funding from the state	X	
R_31mVyiAKgzTs3iP	You got 3.5 billion dollars to supposedly buy new cars and upgrade the system. Learn how to spend the money correctly and not waste it		
R_AaZELM6OH5sADND	You were given a \$3.5 billion bond by bay area voters fewer than three years ago, and YOU SPENT IT ON YOURSELVES. This fare increase is bogus, and yet another example of BART misusing its customers.	X	
R_2CPvFRKzOVUtg6	Your credibility is not good when you make claims like this, given that service and necessary maintenance has been priority long deferred behind providing bloated pay and benefits to management and labor alike		
R_z0F1UfhbKShDU5P	Your fares are already too high for the service you offer.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_308CPLM64HUQGIB	Your fares are already too high, don't increase them.		
R_yDuZCC2RTTrpnUJ	Your fares are the most expensive of any transit system in America, and you have a long track record of mismanagement of funds and overspending on underused extensions (SFO and OAK, for a couple). Fares should be reduced, not increased.		
R_3NJP89u2g6jwUym	反對加價！ *Against the fare increase*	X	
R_1Ckh790e5IAGNIN	?	X	X
R_3k0NqcV8gHNZ0iz	1) I'm curious how the cost/mile of BART compares with other larger cities like New York, Washington, DC, and Chicago. It *feels* more expensive here (especially compared to NYC). 2) If non-clipper fares are more, you should be able to purchase a clipper card at every station (this is the case in DC, although you do pay a one-time fee to buy a pass). 3) Bart should be free for anyone under 18!		
R_3h5fQUT8Ulu2ZS7	1. Will the increase in fares for youth/senior/people with disabilities also be 5.4%? 2. Has BART undertaken a study of who is impacted by the paper ticket surcharge?	Unknown	Unknown
R_3FKbvhABAkPOWzI	5.4% is not less than inflation	X	
R_1nMyRkj7Zv9k8Yq	5.4% seems like more than inflation		
R_2dtiKMc3fM00IQL	5.4% seems like more than the rate of inflation, even over 2 years. Where is the data to back up this claim?		
R_1jk0MJgdmU6e6Zu	As Expected.	X	
R_1EhfcBJ8QpjExel	BART needs to offer a less substantial percentage fare increase for shorter trips (less than two miles in length). Although \$0.10 is a small dollar amount, the current short distance fare already is disproportionately higher for urban riders (Oakland / San Francisco urban core markets) than for suburban riders. This creates a disincentive for using BART's capacity during off-peak hours.	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2rjBl9lcnGKFA1n	Bart prices are becoming inaccessible for the general public. Yeah new trains and railways will be lovely for the people who will be able to afford riding Bart regularly. But at this rate companies like Uber and Lyft are beating you in pricing and efficiency. My #1 concern is the increased number of Bart officers, by steadily raising the cost of Bart while simultaneously raising the police presence on trains and in stations this is a recipe for disaster for low income Bay Area commuters. Have we forgotten Oscar Grant already? Not that that's what caused his death but it definitely seems like you're creating an environment where something similar is bound to happen.	X	X
R_RIAOB57YBdtCAej	Bart should be privatised and let an efficient company such as Uber, lyft, waymo or hyperloop manage it.	X	
16th18	BART should do lower fares on evenings and weekends, it's already expensive for non commute trips	X	
R_3e1pprlqfWSQKqt	BART should get more money from the federal government, but you probably knew that already.		
R_2TC9g9WmUA2meSA	BART sucks, stations are dirty and employees EVERYWHERE do not seem to care the least about customer service or running a system that works	X	
R_1pnRoD1enVYdTxB	Because when the other taking bart everyday and some other people are bart hopping	X	X
R_1r6bfe4qjDMKSI	Before stating whether I agree or not with this proposal, I would like to better understand how BART has used the funds received from, in my perspective, very high increases over the last several years.		
R_2q1szYV8fYgrixt	Can you increase the cost more for people who use Bart less frequently (eg Tourists, people who travel a couple times a week) and increase the cost less for regular commuters who will end up feeling it more?		
R_doQa5fl0dT7Pr33	Chicago's base fare for the L is \$2.50. The New York City subway fare is \$2.75. The LA Metro is \$1.75. And BART wants to increase fares? What happened to Measure rr funds? And where are the supposed new trains? I have seen 3 since January 1.		Unknown
R_2pRXSnLJCQXpS2w	CPI is only 2%. What are these inflation readings?	X	
R_26lhoVX0RaieRfW	Cut back on overpaid BART employee salaries and other compensation. No janitor should be paid \$200,000	Unknown	Unknown

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
BP4	Didn't have a clue. No notification about it.	X	Unknown
R_2TN2HqYuANdAr3u	Do we have a formula to calculate the distance and fare? If yes, will the formula be published?	Unknown	Unknown
R_6WJGiQXl0Ym6JDb	does the fare apply to things like the transbay tunnel or airport charges?	X	
R_2fHfam1bh1ypWQG	Enforcement: too many people evade fares, engage in illegal activities in stations, including paid areas, and on trains. I use BART at least 5 days a week in both directions. I'm sick of watching people evade fares. It makes me wonder why I even bother to pay at all. EASILY, on average I see AT LEAST one person evade fares, EVERY time I take BART.		
R_2xV0q9XHJCl70f9	Everything is going up except our salaries	X	
R_2PCn0G3Zaul3L7D	Fare increase should be annual.		
R_Wfe6AsQYmrjxmw1	Fares and parking has increased in the last year. Why is it that Cities like New York and Chicago can have fares for short or long distances that are substantially less than the limited routes of BART as well as having overnight service (can't get to Lafayette and Beyond after certain hours!!!)?		
R_9BTSvxDSNXY8TSh	Give discounts to people who work in public service	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_bmfKiBG7YkPnW8h	<p>hen in the Course of human events it becomes necessary for one people to dissolve the political bands which have connected them with another and to assume among the powers of the earth, the separate and equal station to which the Laws of Nature and of Nature's God entitle them, a decent respect to the opinions of mankind requires that they should declare the causes which impel them to the separation.</p> <p>We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness. — That to secure these rights, Governments are instituted among Men, deriving their just powers from the consent of the governed, — That whenever any Form of Government becomes destructive of these ends, it is the Right of the People to alter or to abolish it, and to institute new Government, laying its foundation on such principles and organizing its powers in such form, as to them shall seem most likely to effect their Safety and Happiness. Prudence, indeed, will dictate that Governments long established should not be changed for light and transient causes; and accordingly all experience hath shewn that mankind are more disposed to suffer, while evils are sufferable than to right themselves by abolishing the forms to which they are accustomed. But when a long train of abuses and usurpations, pursuing invariably the same Object evinces a design to reduce them under absolute Despotism, it is their right, it is their duty, to throw off such Government, and to provide new Guards for their future security. — Such has been the patient sufferance of these Colonies; and such is now the necessity which constrains them to alter their former Systems of Government. The history of the present King of Great Britain is a history of repeated injuries and usurpations, all having in direct object the establishment of an absolute Tyranny over these States. To prove this, let</p>	Unknown	Unknown
R_2sR2re2nLOt8VoZ	Honestly, BART should be free as a courtesy to its riders considering its recent performance and ongoing issues.	Unknown	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	Pay more has ALWAYS resulted in worse service in BART world		
R_1DppsZKLlij7hMc	How about decreasing executives salaries to fi d these projects.	Unknown	Unknown
R_1eQRsJzS5KGUga1	How about you just enforce till jumping? When I got the survey postcard, a guy next to me jumped the till. They offered him one too. What the hell do station agents do? They just sit in that fish tank and try to ignore people looking for help. Nice work if you can get it. Oh, I pay for that.	X	
R_1pEw42r2xGCwIL7	How are the funds going to be used?	X	X
R_25GgOzYncLFLrFT	How much of this will go to staff versus non-personnel costs?		Unknown
R_vuBQsKNJNBFOZON	How will BART make clipper cards more accessible for riders? What about parking costs? And safety concerns?	X	
R_33kG6u3D8h0h9sw	I believe that though wealth in the bay area has increased, equity has not. the same working class people that depend on BART are being unjustly taxed, when all the development of tech companies enjoy exorbitant amounts of profit. Why not have them contribute to the community to cover expenses?	X	X
R_piO7cttxuRLgRfr	I commute from pleasant hill and currently pay \$15 for RT and parking. That is a lot of \$ annually! Trains are often too crowded to board. Can't rely on the schedule, breakdowns, delays are frequent! Trains and stations are unsafe and unsanitary.	X	
R_1nZvb1NjRKUNgCS	I don't appreciate the push towards clipper, I don't ride Bart except for work and it is reimbursed and its easier to expense individual paper tickets		X
R_2tmNhpKiOVXadzA	I don't think BART really communicates how much dollars the capital improvements will cost. Or, if BART is honest with its communications, I don't think BART really knows how much the capital improvements will cost.	Unknown	Unknown
R_0enq272CB7XON01	I don't understand where the money is going. There's hardly any staff in the stations and the trains are packed and yet bart seems to always need more money while mostly falling into further disrepair.		
R_2AZrGpukxG4MS4i	I don't understand why you guys keep increasing fare. I (we), as a daily passenger, need to know more about the reasons behind fare increase.	Unknown	Unknown



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3DkH1bpVuX5VjjF	<p>I get that the the current reality is that fares are necessary, but it would be good if BART and other agencies in the region were to begin serious planning for what it would take to make all transit services completely free.</p> <p>For the sake of equity I hope that prices for parking will also be increased. BART should get all the revenue it can out of parking, and only then ask non-driving riders to pay more. (That should include eliminating free parking on weekends and other non-peak times, and maybe trimming non-peak fares instead.)</p>		
R_0iWdvCxtc8NWda1	I hope "expanded maintenance" translates to additional cleaning		
R_diKs7sgmybtheYV	I hope we see where the money goes.	X	
R_Wdu9Zr9g8iLXeX7	I just applied for and received my new Senior ClipperCard. How much will it cost me for a round trip between Hayward and Balboa Park?	X	
R_3E9xLSDqQio53Mg	<p>I ride from WC BART</p> <p>Evidently my parking spot (almost 10 years) now is either gone or ceded to a private company</p> <p>I have been fxxxed by BART and hold senior management respnsible</p>	Unknown	
R_2v1W1dFHeOMLvbA	I think a lot of people complain because they don't see what is happening with their money. They still see the homeless sleeping on trains, and they still see the biggest problem of fare evaders. BART is slowly creeping up their prices to become closer to the costs of driving, and I know that deters me from using the system on days where I'm not going to work because I'd rather be in a car than on BART.		
16th4	I think Clipper has been getting discounts and I am glad that they will have to contribute to the BART fare increase	X	X
R_2CqXtWeWjmtFZmk	I think it is absurd that other cities have cheaper fares to their cities airports (\$3 oneway) and BART fares are exorbitant (\$10 oneway from San Francisco to SFO). One can only assume that this fare will increase as well. That is why I no longer use BART to the airport but use a taxi.		
R_3VqR3GYdtfAE5Xz	I think off-peak and Sunday fares ought to be reduced in line with recent service decreases.		



Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_31hMszzUGUSbeA9	I think that for people who has a MUNI ticket, the fare should only be based on the end of San Francisco to the destination.	X	
R_DpYOUJS8GqipVZv	I think there should be a user-friendly program for low income people to get a discounted rate.		
R_1KiGvnWzdQpUtqZ	I think you should base fares off of competitive alternatives. For example, it's often cheaper to split an Uber or take an Uber pool than it is to take bart to the airport from day the mission. I feel similarly about bart fares. The fare shouldn't be so much greater than the bay bridge toll as it is now.	X	
R_29oa999BfEwHIKM	I wish this plan would incorporate some sort of discount program, or an extension on the few already offered. For example, BART already offers a discount for children or adolescents in high school but I wish this could be expanded to more college students (other than the few select schools). Also, if people could apply for a discounted rate of some sort due to low income. I believe an expansion on these programs would help so people with lower income could still afford public transportation and those who have a higher SES could afford the minimal increase.	X	X
R_3qlmEhyfFmusvUX	I would like to see BART show accountability to riders on how the past fare increase money has been spent before deciding on this information. I would like some statistics that show how money was spent before and after the fare increase. Please feel free to email me with this information		X
R_3rZIZFijBLCLRKs	I would like to see better communication around what capital projects are being funded by this fare increase. BART should also simultaneously increase enforcement of fare evasion, since the fare increase will likely drive more passengers to jump the gates.		
R_8eI3qs8NuSsxRDz	I'm concerned about the impact on low income residents. When we have so much wealth here, it seems crazy to make public transit more expensive rather than tax the super rich.		
R_OI0PrFwJEBCAUjL	I'd like to know where the increased fare will be spent on.	Unknown	
R_2wbtIjml83rkU91	If you're going to charge different prices for clipper v. paper tickets, please label it clearly as myself and a number of people I know have mistakingly paid what they thought was a paper fare but upon attempting to exit the station, could not as they had paid the clipper fare. I believe it has been fixed, but	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	whomever was responsible for that debacle should be fired.		
R_2ZHp7pPu9JcClN	Impact on low income, where is this money going?	X	
R_3rZDk8c6luDeIL8	In general, BART should seek funding that does not raise fares. Raising fares is bad climate policy in this era of rapid climate change because it reduces BART's attractiveness compared to driving alone.  As long as BART charges a fare, BART should offer 30-day (and ideally also 7- and 14-day) unlimited passes. To accommodate distance based fares, these passes could be modeled on the PugetPass pricing model in place among the ORCA agencies around Seattle. This would incentivize weekend and off-peak ridership among regular BART riders.		
R_1LebrsN2jjha95V	Inflation is < 5.4%?	Unknown	Unknown
R_31No1otQPjqG4re	Is 5.4% less than inflation?		
R_1hycZDzwEmAORsD	Is inflation really higher than 5.4% every two years?		
R_3M4mTLRugDBH5zB	Is there a study on who uses paper tickets vs. Clipper fares? My concern is that an increased fare for paper over Clipper, and larger increases for paper compared to those for Clipper, would further disadvantage institutionally oppressed populations that rely on BART, but receive discounted paper tickets through work or can't link a Clipper card to a bank account.		
R_3hovBl7WgHbPIOu	It is not possible to state the fare increase is "less-than-inflation" when inflation in future months is unknown.		
R_1IbK2DkeqF03jMA	It would be cool to have BART fares scaled with income. Today BART fares are turning into a tacit two-tiered system where low-income people just hop the gates. This is better than charging them the full fare, but it would be even better to just offer them free or reduced-cost cards.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1lAmTd03KIsPm45	I've paid my dues Time after time I've done my sentence But committed no crime And bad mistakes I've made a few I've had my share of sand kicked in my face But I've come through	Unknown	
R_5u20tME0Urwiz7j	N/A	X	
R_1gzuvlPRhGoXelZ	No. I see a lot of fare dodgers every day at Balboa Park, and I wonder how more permanent supervision, technical or human, might prevent this massive revenue loss and keep fares down.		
R_1Dv5dagcfdosWQE	No. Mostly because my work travel is almost covered by my company's commuter benefit package. Others without this benefit would see an increase of \$20/month, just to get to and from work. On top of parking at a station which is likely to go up as well.	X	
FR1	No-problem Clipper Card convenient San Mateo good Area Sam Tran Vallejo Vacaville Fairfield	X	X
R_3l65pQRMtxhj5lP	One idea is time-based pricing, where more of the price increase is applied during peak hours	X	
R_2axbDCJzq27SUnY	Open the d*mn bathrooms. Also, try doing more about fare evasion. I see it every single day.		
R_2fBOMEKMqmKVNgt	Paper tickets should cost the same!!!!!!	X	
R_2Bhxx0FbKtvnEXE	Please coordinate fares with other transit systems. It is ridiculous that you have to pay \$2.50 on AC Transit or Muni to make the first mile/last mile connection. Those systems provide fare discounts. How come BART does not?	X	
R_1EaH8jekCR92oCp	Please increase the transfer discount for AC transit because many people travel throughout the greater Bay Area. Maybe offer a monthly discount when pre-purchasing a month's worth of transit in a set time frame.	X	
R_2dGzr007s4e4rHc	Please provide better security		
R_sSfNSyio2qjyhjz	Public transit should be free		
R_21511uo0PDULcqK	Stop charging an extra fee to use a paper ticket.		X
R_2dKqVo5ykn9S942	Terminate paper ticket fares	X	X
R_3Gs2zdw7fVHz5jb	The 2018 inflation rate was 1.9%, so a two year less than inflation rate could be no more than 3.8%.		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	Saying "less than inflation" is either not explained well, misleading, or a lie.		
R_2sWM3irJdqBpoOe	<p>The Bart is already quite expensive when it comes to FARE on day to day basis.</p> <p>I would recommend the following changes to bring cost down:</p> <p>1) The Maintenance Cost can be reducing the number of Trains during Off- Hours. Peak hours are Mon-Fri 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM.</p> <p>Instead of 15 mins, make it 20 mins frequency, but add more Car to accomodate more passenger. Sometimes 5 car doesn't help during Peak Hours.</p> <p>2) Provide the option of Monthly Pass if customer has starting and Ending destination is same. Give some frequent travellers benefit to these customers.</p> <p>3) Add multi-level parking structure at each Bart Station which will bring more revenue and so monthly customer can have option to include as their Monthly Pass.</p>	X	
R_sNDdQwpacNsNo3L	The increase is scheduled every 2 years for many years? Indefinitely?		
R_1mrcJZQqx7bZDTo	The people are not responsible for funding public transit. Bart's extensive capital needs must be met by the government.		
R_2cuYrfZFmy6ScjT	There are people living in their cars living in their vehicles sucking up all the parking space. It's like my monthly parking pass is a waste of time for me. They need to do their job and enforce these problems		
R_DvHlxuZ530Yd6E1	There should be more differentiation in fares for short trips vs. long trips.	X	
R_3RszpsEX1tng5hu	They are regular increase every two years of 5.4%	X	X
R_1IREqRnBeMy8jFk	they, board of directors just want to take more money from all bart riders so they can look good and get maybe a big bonus and raise.	X	
R_1NaGEt9oSo3uiQj	Trains are already crazy crowded and getting worse every day. why are you spending money on esthetic improvements, such as those weird looking archways over the downtown Berkeley entrances?	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_1dm3AwusvOBGYJi	Two dedicated police officers at each station would significantly cut down on fare jumping and violence at BART stations.		
R_30laA8Y0Z8D6pNP	Two thoughts:  First, we desperately need increased visual presence of sworn, uniformed police officers on the trains. A small fare increase may be necessary. I would suggest that one or more police officers should be on board a train at all times, walking throughout the train for the entire run. This may not be necessary for all trains but police officers need to be present on a significant percentage of the trains. The current lack of security of BART trains is not acceptable.  Second, the frequency of delays has increased significantly for non-commute trains. It is not enough for BART to pretend to apologize for the inconvenience of these delays. When BART service is reduced fares should also be reduced. I would suggest a 25% discount for non-commute hours.	Unknown	X
R_2YPWXXkXMfL3bMs	Was this a short term policy? Why are we making it long term. Make all riders pay. Enforce proof of payment. Don't make normal riders suffer.	X	Unknown
R_32LOat7ePmDnk8l	We gonna grt the new trains soon?		
R_ebAAvB21tjwLkqt	We should be encouraging people to take transit via taxes on gas / vehicle registration subsidizing BART. But unless these subsidies are increasing, shouldn't fare rises be at or slightly above inflation rather than slightly below? In the latter case the money available for the proposed improvements is decreasing in real terms over time.		
R_1F2NTQ4eTJOxl9G	Well, it will make bart more expensive, but I can imagine why that is happening.	Unknown	Unknown
R_2bKnaIrmB9rdgWj	What about measure RR? Why waste money on "fare evaders" that costs more money to chase down than it recovers		
R_sidfclqzMfhsIN3	What about security in Bart Stations	X	X
R_2aFbJm3im5YP5Qw	What about WiFi?	X	
R_YXk2q0dZty1rXEd	What happens if actual inflation differs from predicted inflation such that the fare increase is actually higher than inflation?	X	
R_1JXB6ML8YMxB8HE	When is 5.4 percent less than the 4.6 percent inflation rate (for San Francisco 2018)	Unknown	Unknown
R_3h3CRWEv9z6oHI9	Where did the last few increases go? Nothing was improved then		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3ozk2WsjvdT95US	Where is it going?		
R_3RyWqDMXAZvMoAp	Where is the accountability for the use of the funds for this increase?	X	
R_pK4Rky971uv7Qwp	Why are paper tickets costing more?! Also, the proposed savings for traveling shorter distances is not evident. More transparency as to how BART determines their fee structure.	Unknown	Unknown
R_DCWpZKn97R4lGal	Why does not BART tax major employers whose employees take BART every day to get to work?		
R_2ScUwrtK9z7gc1q	Why is the increase necessary since bart recurved money from measure rr? What is the difference between how the funds will be used?		Unknown
R_Y4X9hV9c7JcllTX	Why is this increase for capital improvements when we just passed a \$3B bond measure? Isn't this increase really for operational costs?		
R_2qel0xB6uvvg5CSY	Why isn't the increased fare revenue and taxes we vote for covering these needs? I know fares revenues are up, because we are packed in the trains like sardines every day. If you're running like three times the people (each paying a fare) and not running any more trains, why is BART not flush with cash?		
R_3scz8MVq3vZG0xx	Why keep it less-than-inflation?	X	
R_tYsVa31xBhjXqkF	why not increase short rides than longer ride?	X	
R_x3N2jh3Wpt3Bx4Z	Will any of the fare increase go toward cleaner and safer trains/stations?	X	
R_vCsfXYAMhtkkGD7	Will these fare increases be audited? I don't think we've seen any of the results of other fare increases, and I'd like to actually see the paper trail of where the money goes.	X	
R_1jvJlPnUfrrMrwx	Wondering why this fare is increasing.	X	X
R_ZHV9qEYNm5xAwvf	Would be nice to see the entire history of fare increases vs. rise of cost-of-living	X	
R_3gL2Ju6mtfldEjb	Yes	X	
R_2WTo8k3QjwIX90N	Yes, why there has to be increase every two years??.  Any timelines on when the new tail cars or new train control system will be available??	X	
R_2s6FemDtIPnvWzZ	Yes.	X	X
R_3F4Nkiuuz36JKDN	You know how hard it is to survive in the Bay Area with how expensive it is. Many commuters have to travel outside of the city they live in. I personally take ac to bart to muni. It would be great to have a		

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	cohesive monthly pass that I can use for all transit agencies for a flat rate. Please help us		
R_2VKHEsVkEDfRapt	You need to do more to allow low income passengers to travel without spending \$8.50 a day on a short 5 mile trip!	X	
R_02o3jYVu59QPENr	You should be increasing them to at least keep up with inflation		
R_1CdsYyKNappDWGR	You should charge cars to drive and save people on public transit money.		
R_25QRMM32GUKfydf	You should continue providing the 50% discount to seniors, youth, students, and people who are low-income. I would suggest offering some sort of monthly pass so people don't get discouraged from taking Bart and encourage fewer cars on the road.	X	X
R_211z7N2P2CshxgW	没有 *No*	X	X
R_2YttSofVcB5M08x	票价往返增加 *Fare round trip*	X	X





# Appendix PP-C: BART Fare Increase Program Survey Public Comments

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<b>Legend</b>	
	Strongly Support
	Somewhat Support
	Neutral
	Somewhat Opposed
	Opposed
	Don't Know
	No Answer

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

<b>Survey ID</b>	<b>Fare Increase Program: Public Comment</b>	<b>Minority</b>	<b>Low-Income</b>
R_27vzgELd5TXsWhS	\$ for transit projects is important for the whole region.		
R_3JeWZdKk2MHRyxy	As I said, fare increases are necessary to maintain and increase service levels and quality. Funding should be increased.		
R_2VEKGOPfWM8377h	As I stated before, it is so difficult to believe any fare increase will somehow benefit BART riders. I don't support any increase at all because I the profit you do would be enough to better serve the users.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_SZShmLLW7fzUrf3	As in previous comment, need lines that are more spread out in SF (so that more than one corner of the city is accessible to poor and environmentally conscientious people) and extend farther out so more people can rely on public transit for their commutes into the city where they can't afford to live		
R_1gi46u4n9W0gDOj	As long as the revenue continues to be invested into the system		
R_1DuNny5bYihbYRC	As the whole system is about 60 years old, the cost of maintaining such a system increases exponentially, thus this program of increasing fares will allow for coverage over construction costs without having to constantly ask the Government for money and only to spend it on things that could have been paid off through ridership payments.	X	Unknown
R_urfl9Sk8DcXgefn	BART clearly needs the funds to maintain and improve service. I'd even support fare increases that match inflation.		
R_3rZIZFijBLCLRKs	BART has the oldest fleet in the nation and ATCS limits the system's ability to handle future passenger load.		
R_1mzze0Wcl1uQfdi	BART improvements are drastically needed, if increasing fares to pay for them is necessary then so be it.		
R_120kg6QGrRhvWhy	BART is a backbone infrastructure necessity for the entire Bay Area region; it must be supported.		
R_2ZNAEzV8VQHDHMm	BART is a vital part of our transportation infrastructure and it must be funded adequately. Best investment we could ever make!		
R_2tmNhpKiOVXadzA	BART is breaking down too much and hasn't planned for increased ridership. BART needs better management, and the the funds to run the system	Unknown	Unknown
16th5	BART must low pair	X	X
R_2sc1gExL0QBplW4	BART needs money to support its operations and to expand service		
R_2WGz004Z95uzzyI	Bart needs money!	X	
R_bjB8nnjEI8s48Q9	BART needs support for system improvements		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_24271Ano4kQ6j1c	BART needs the money  It would be nice if we got more funding from city taxes since BART is such a crucial piece of public infrastructure, but that's not really under y'all's control.		
R_PRMxW6Zn3XVaPuN	BART needs to be funded adequately	X	Unknown
R_1qWcWQp4eK0efmJ	BART needs to be investing funds in maintaining the existing infrastructure so it can be efficient and reliable for years to come. There's no reason why BART's fare increases shouldn't be allowed to keep up with inflation.	X	
R_1meFePgcURQ8q97	Bart needs to expand and retrofit. Money has to come from somewhere		X
R_1ocdgEURPpJTKrE	BART needs to have money to support maintenance, but can you find a way to reduce fares for people who can't afford them?		
R_abG9U6DouUsphrr	bart's got bills to pay, and it's still cheaper than many bus and light rail options. Less-than-inflation seems fine to me.	X	
R_3fjGMDTpxDvgYj2	Because public transportation is necessary.	X	X
R_7WDJCP4PFuLnmQV	Because we can barely afford the cost now		X
R_3M4mTLRugDBH5zB	Capital improvements are necessary. Please also address fare evasion and seek out corporate partnerships ("this car is maintained by Twitter, tweet us your ride...").		
R_1cY8j5ZKpQWVYxJ	Concerned that automatic increases at less than inflation will just slow the rate of underfunding		
R_2YVVjXd8xsb8CTJ	Considering the scale of the capital projects you should increase fares even more.  However, a frequent commuter discount is a must and will help drive revenue for you. I commute every day from fremont to balboa park, which is \$15/day approximately. That's around \$300/month. Maybe introduce monthly tickets like Muni has? They can still be distance based in tiers for example?		
R_2xVic1Dc7sOjaQX	Economic realities; want to keep system running as smoothly as possible		
R_1gzuvlPRhGoXelZ	Efficiency and increased frequency cost money, but not as much as disruption and overcrowded trains, so I will pay to keep bart a viable commute option.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1Dv5dagcfdosWQE	Every 2 years is a decent time frame.	X	
R_3r2hoMDibsEncdz	Explained in previous question.	X	
R_3Ma6zHkAn48paTf	Fare increases are necessary to keep up with cost inflation.		
R_1F9APwjzC4aNe63	Fare increases are needed to go from maintenance to improvement		
R_5A3u6W16Uj7Merf	Fare increases to match inflation are reasonable. However, larger inequities in the fare system should be examined and corrected.		
R_1fZz5yPy4JNE0Ok	Get the new cars and second transbay tunnel on line asap.		
R_bmfKiBG7YkPnW8h	<p>hen in the Course of human events it becomes necessary for one people to dissolve the political bands which have connected them with another and to assume among the powers of the earth, the separate and equal station to which the Laws of Nature and of Nature's God entitle them, a decent respect to the opinions of mankind requires that they should declare the causes which impel them to the separation.</p> <p>We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness. — That to secure these rights, Governments are instituted among Men, deriving their just powers from the consent of the governed, — That whenever any Form of Government becomes destructive of these ends, it is the Right of the People to alter or to abolish it, and to institute new Government, laying its foundation on such principles and organizing its powers in such form, as to them shall seem most likely to effect their Safety and Happiness. Prudence, indeed, will dictate that Governments long established should not be changed for light and transient causes; and accordingly all experience hath shewn that mankind are more disposed to suffer, while evils are sufferable than to right themselves by abolishing the forms to which they are accustomed. But when a long train of abuses and usurpations, pursuing invariably the same Object evinces a design to reduce them under absolute Despotism, it is their right, it is their duty, to throw off such Government, and to provide new Guards for their future security. — Such has been the patient</p>	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
	<p>sufferance of these Colonies; and such is now the necessity which constrains them to alter their former Systems of Government. The history of the present King of Great Britain is a history of repeated injuries and usurpations, all having in direct object the establishment of an absolute Tyranny over these States. To prove this, let</p>		
R_1cTIHjJ3k9SrWeI	<p>I 100% support this as long as portion of this goes for maintenance. Most station are so dirty and stinky. Plus please make it safe for the paying riders</p>	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1qaBS4S30DxphOV	I am in strong support of upgrading basic infrastructure, trains, operating systems, etc. Prettying up stations with art, new pavilions, etc. is a waste of money and customer fares. Customers want to get from point A to B and have no interest in hanging around stations socializing, shopping, etc. Stations need to be clean and functional but not architectural wonders. The only people that hang around stations/trains are the homeless who for the most part are drunk/high and unaware of their surroundings. So again please don't waste money on frivolous prettying up projects!		
R_vP24f90RGpzJSg1	I believe our public transit prices must increase to match inflation. Otherwise we will begin to lose funding proportionally.		X
R_3n7aqXYGzOrVCKz	I feel that BART needs this money to help improve their system	X	X
R_2WAbU1Xwjnf5d4F	I know that BaRT has huge capital needs. Appreciate the new train cars, thanks!		
R_3I47csFKVPpVK80	I strongly support because I wish there were more frequent rail service. If more frequent service were not a part of the proposed plan then my rating would drop to somewhat oppose.	X	
R_33shq0EUtKzl3yN	I strongly support the increases as long as a) BART is truly accountable for the increased revenue and is transparent about all its spending and b) low-income riders are granted relief.		
R_OliYtmTdS6Zmorn	I support the price increase if it will enhance Bart's spaces, trains and rider's experience.		
R_332tgQsSv8VMqvG	I support this program because even though a 3.9% increase in the four proposed years results in about \$1 increase in a long range trip, the increase happens at a steady rate. Also, even with the increase, the cost to travel per mile on the BART system will still be far less than traveling on the highway with a gas vehicle. All of this while still supporting the modernization of BART.	X	
R_3HFwwugSZjRfdkN	I support this. But increases unfairly burden low income citizens.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1jEaSxWOTCQin75	I support what BART is doing and I depend on them to keep doing it well. If I can see a better return on that investment over time, why wouldn't I support that?		
R_RFyymm5ZKrM7fnq1	I think Bart needs capital improvements to increase capacity and reliability and that small fare increases is a reasonable way to pay for part of the cost.		
R_2zqHD0jq9xFmFEt	I would love more trains!		
R_At7TWWVoz3MCavzr	I would strongly support this increase however BART really needs to work on getting everyone to pay their fare and fair share.	X	
R_1ln3bTaasSgIxnf	I would support increases of actual rate of inflation		
FV3	I would support it because it would keep BART running		X
R_2cjFwIPtfunioioF	I would support it because it's helping fund the advancement of transit in the Bay Area which would enhance our work commute in the future.	X	
R_2wdFjASooqQgl1Y	I would support. BART definitely needs upgrades ASAP		
R_u4EJmlRIUBgNUM9	I'm in favor of anything that increases the frequency of trains during rush hour		
R_1JPI2RxzRC8p3we	I'm in support of this program as long as each year BART is able to show some kind of visual upgrades or improvements to the public. I understand not everything can be visually displayed but I'm sure it would impact some areas, which can be shown.	X	
R_1Q4uxQbTnf9XW1X	I'd prefer it if there was some way to shield lower-income riders from the increases.	X	
R_1onViMBHwFPHiyE	If it's necessary for system upgrades, it's worth a nominal increase.	X	
R_3CNTBAmSnHnDGX8	If this program is to be used to expand or upgrade the current system it's a great idea	X	X
R_1lbK2DkeqF03jMA	If you're wedded to the idea of a single fare price then sure, track with inflation or slightly below. An income-tiered system would be better, though.		
R_3PtX0rVPQNMvLwF	Important to maintain and improve infrastructure		
R_2qaTNihW8LcY3gW	Improvement costs money.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_5BzHQD14eFkYJsB	Increases - are necessary. I support it , but it is not blind support. YOU NEED to PUT A PLAN TO CAPTURE the FARES today so that paying passengers are accounted, validated for atleast 1 in 50 trips.	X	X
R_2QMd4CQkna24vU6	Inflation must be covered		
R_3lYdz5qfsffcy43	It is better than a larger increase.		
R_3DfRPwHZPdx78bv	it is needed		
R_9ZapDlo3D0JWALL	It's needed to improve the entire Bart system		
R_1IM0gptaaxUgPVA	It's a little hard to tell from this description whether there are two programs that both increase fares. As long as the total net fare increase is at or below inflation, seems fine. Increases every year or every two years is better than a large fare hike. It seems obvious that fares must go up with inflation (in fact, why aren't fares anchored to inflation?).		
R_2agXREQVNEOq0Zv	its cheaper then a car		X
R_1QKEz0tm8v92mvM	It's needed to keep up the rise of inflation. Safety first.	X	X
R_11irPFhGz1aXTTt	it's required to manage better services.	X	Unknown
R_ym3HukZyY7HnC6Z	I've explained my comment in the previous page: I SUPPORT THE INCREASE AS LONG AS BART WILL INCREASE THE SECURITY both inside the trains and our parked vehicles...AND MONITOR THE CLEANLINESS OF EACH TRAINS, as well!!!	X	X
R_02o3jYVu59QPENr	Keep bart funded!!		
R_PRu9SqhKXPxB5ND	Keep the trains clean and reliable	X	
R_1cYbcRPkr83SI19	Like I said before if it will make bart safer and run better I'm all for it.	X	
16th10	Maintenance is always required. It is also nice to maintain/increase service (already great on weekends).	X	
R_DvHlxuZ530Yd6E1	More \$ for transport = more improvements.  BART stations and trains are dirty and need to be updated.	X	
R_3h6eQSZaslzxm3	More frequent service is something I support so I support the increase to pay for it	X	
R_3ozk2WsjvdT95US	Need a new control system more than anything.		



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_DkK2CqUqB9VFjMd	No	Unknown	
FR1	No-problem let them know	X	X
R_AccFOsYGxBvUEF3	Nothing worse than mechanical issues on trains making me late to work - or late to get home.		
R_2dzQ4bWSFeLaXs8	ONLY if subsidies for those who make lower wages/youth/seniors etc are a part of it!		
R_2zOBmf0l5KEogdh	People complain about BART, but there are budget realities that need to be addressed. I support a fare increase to fund improvement and maintenance.		
R_cAqt4y3TXvnkig9	People complain about the state of Bart, let them put their money where their mouth is	X	
R_rjLEsQ08h0E3WZb	Public transport needs a sustainable funding model. This modest increase is a step in the right direction		
R_3jSRNEIIVcR9mdP	Safety first!		
R_1jYObCYrhf27FTu	See my previous comment.		
R_2Cv9PryNG0JrmWS	see previous answer		
R_09sgBWT0YNq2VoZ	Seems reasonable and will find future projects		X
R_6Gcb54J7r3nijT3	Should be increasing it to the exact inflation percentage	X	
R_3LXWkcvFgKLWhXA	Strongly support, but fare evasion and homeless sleeping on the trains must be solved.		
R_1mwpVArd3Pa4PrK	Support...I get it. And every two years seems fair and reasonable.	X	
R_2thtnRGdCZSQKgl	The increase has to happen as there are more people in the area to use the train there is more need for more trains.		X
R_31No1otQPjqG4re	The infrastructure needs to be maintained, right?		
R_1dEtVVdvUy8L55x	The money is needed, and it should be paid for by users, not the larger tax paying public, as much as possible.		
R_2D5Lsak7Yxbpnj9	The old trains are dirty. I like to have cleaner trains. As long as the increased fare are 100% goes to the improvements as announced, I would support it.	X	
R_3nuxjj9BgGnfwoq	The system is in need of influx for capital projects.		Unknown
R_2X0Dz7mWXIBLEYD	They're every two years and they're less than inflation. BART needs the capital to continue to improve its service.	X	X
16th4	This would help the BART to include other train upgrades and better nightly service and commute	X	X
16th15	to help improve rides	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_25GgOzYncLFLrft	Upgrades are needed. Hope this pays for a second transbay tube or extensions to Pinole/Vallejo		Unknown
R_3oBdpTE7oWZ8Mnt	Upgrading and maintaining a system that became horribly out of date is important.		
R_2diits4fV6JPTch	We have a growing population that need transit options.		
R_u4e9P3LPoCMqm8F	We have to keep up with inflation.		
R_3PNPIFGdwMbUQHG	We need improvements		
R_2aLTrJI5KeEGLtu	We need new cars, better transit.		
R_2zzaFsoKls6HKTa	We need public transit.		
R_1CdsYyKNappDWGR	Whatever it takes		
R_3NCYDiMfc2fUdm5	While I feel the rate of increase should be closer to or at the rate of inflation, I support extending the existing structure, too.		
R_6fotVm7bW56l7Wx	Why is the increase less than inflation? Why not just link the increases directly to inflation?		
R_2zjsBpuoSkoYvgf	With more riders than ever and with future population growth, Bart desperately needs to expand its services! It seems that higher fares is a viable option for providing Bart with more funds to make these improvements.		Unknown
R_2xxcIUjc9AhAnjB	Would love to see improvements on Bart. If you do increase the fares then, please, use wisely and make sure that we see real results that truly make our travel and commutes a better experience.		
R_2rr44vr1U23S3FX	加價之後的收益可以在日後改善服務 *The proceeds after the fare increase can improve the service in the future.*	X	
R_3NK6rc0k3XE8nvZ	同意加價, 改善服務 *Agree to increase the price and improve the service*	X	Unknown
R_27BcAAc7RTqKnxM	3.9 sounds cheaper than 5.4%		
R_3D6kHPtJYKYQ1fk	A more frequent service would be great, especially if the time between trains would be reduced to 10 minutes. However I dont feel the need for new rails cars.	X	
R_2bVI0umeKmcAe6P	Again, I support this extension, as long as it's not coupled with tax increases for local residents.		
R_2Cq08hmnEEfitYW	Again, new systems are fine, but first repair the old rails!		
R_3HzwPoW6XOSLaLj	Again. Security is a major problem on Bart. So more police		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1qaOdVitzrav80r	Answer is in previous wuesfion	X	
R_2QYTjLJ2KD501lo	As long as Bart improves, the fare increase makes sense. Also, as Bart is a business, y'all need to make some money	Unknown	Unknown
R_1Hph2Z1LaVZEBSv	As long as BART us cheaper than Uber or Lyft, I will continue to take it.	X	
R_ylKPktYgvqnWI2l	as long as i dont see employees at the station letting people through the gates for free while i have to pay for my ride...	X	
R_z6z2xNPIsacFzj3	As long as the fare increase is going toward improvements that will be quickly realized and benefit riders.	X	
R_2xDJZyemSQu1250	As long as there continues to be a hardship fare for folks under the poverty line, I'm okay with the increase.		
R_1EhfcBJ8QpjExeI	As long as there is a low-income BART fare subsidy program that is permanent, this regularly scheduled increase should be continued.	X	
R_270kJJWjgHFHJzk	As mentioned previously, it depends on how the additional money is going to be used.		
R_1gdru1GL3lqWVZ4	Bart costs are going to increase in the coming years, so it only makes sense for fares to increase as well. If anything, I'm concerned that the increases are not enough, if they don't keep pace with inflation.		
R_3DdbrT1KhD3trHR	BART is an integral part of the Bay Area and needs improvement to meet needs	X	
R_1remZUMRE5KMgfB	BART needs improvements.	X	
R_2PaGxeZ3dRHkwnC	Bart needs money to keep working and ideally clean its cars		
R_3NPOgMQ3lzIPQi7	BART needs more money as it is, today, to fix systemic u investment. It seems weird to increase the ticket prices less than inflation.		
R_3e1pprlqfWSQKqt	BART needs physical improvements, and fares are a significant portion of its revenue, so I understand.		
R_2U448dJZlGJ80v8	BART needs the revenue and desperately needs service upgrades. However, with wages largely remaining stagnant and housing costs rising, it's important to ensure BART remains affordable.		
R_3GiVEkWbg8xH2H9	BART needs to do more than just be "steady-state." Improvements and other upgrades (disruptive new tech?) need to planned for.	Unknown	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2VKHEsVkEDfRapt	BART needs to provide a form of fare subsidy for low income riders! A disregard for this ends up with people deciding to risk fare evasion as the cost of paying to go to work every day is too high. It's almost impossible to pay a trip from San Francisco to Berkeley twice a day on a limited budget.	X	
R_27D6te6mjQkquyl	BART still needs to demonstrate stronger fiscal controls over money that they already have, first.		
R_2wbDs6o0xChPNW3	Basically it help to improve the services system wide. We have seen break downs happening every day. This is a daily occurrence, so increased the fare will enable the agency to rebuild its aging infrastructure, hire more manpower, etc.	X	
R_2VkJr3d6EsHAsVa	Better service is good	X	
R_1H0JdqDCfUZjejX	Cost of living - and everything else - keeps going up. It makes sense that the cost of maintaining BART goes up too.		
R_2akji3ePxGFnjIs	cost of operations do go up and employees need raises as well so i think a reasonable increase in fares is acceptable.		
R_0pSySo1ITqtLSff	Do a monthly flat pay program. Some of us would save money, while others wouldn't use the full balance. Focus on curbing fare evading. You wouldn't need to increase rates if things were better managed.		
R_el228piMjwaK91f	Every two years is more practical than every year.	X	X
R_AssLE7ORG1TlFxn	Expanded service would be fantastic. Sell that! I'll pay for more frequent trains at more hours	X	
R_V2Rjv2nT0pKRafP	Fares are already hard to justify for me to use BART on a regular basis. I reverse commute across the Bay Bridge. Even with the increased cost of the fare it still is more cost effective for me to drive. Not to mention my commute time would at least double due to the 'last mile' issues.		
R_Wd10eL6rqCOArE5	Funding should be carefully monitored to minimize use it is not allotted to.		X
R_11WUgoerwZpRYHt	Good transit is worth the price		
R_3k0NqcV8gHNZ0iz	I actually think BART should be fully taxpayer funded and free to use. While that may seem radical, this is how 99% of our roads work.		
R_D7Tq0dVSKbLmpLX	I am a student and others like myself can be struggling financially wise	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_WdIBAhSUGfrP2nf	I believe in paying for services that I use, and inflation hits everyone. I just really hope that it's not going to hurt our lower SES resident population.		
R_1pEw42r2xGCwIL7	I believe its a necessary thing for upkeep.	X	X
R_e2U4FREnbh1VC9P	I believe the current fare increase program is a fine compromise between meeting BART's financial needs to maintain and improve the rail system, and making sure fares are still affordable to those who heavily rely on it for transportation.	X	
R_1CigKFM0YYMDdIZ	I commute on Bart a long way - Fruitvale to SFO - so the cost adds up - but Bart needs refurbishment and that will make my ride more pleasant.		
R_vPsvWtdTcEm6Exj	I didn't know the program was going to expire in 2020 - I had assumed the 5% increase would continue indefinitely.  I somewhat support this new proposal since it will be a smaller increase		
R_1mxeaJuZ0GOB7yH	I feel like if it gets increased too much ppl might choose to not bart	X	X
R_DBqlveUuqKdxSyB	I get that things cost more as we come along in years, but it's got to be a safer and cleaner ride - and complete eradication of fare evaders. This only works if you protect your investment BART.		
R_2YY96c7c6vy5wXn	I have a concern about the multiple bond measures that have passed to fund BART. On top of those, you still need to raise fares? Where is all this money going? I haven't seen really any significant improvements to the system and I've been riding BART for over 20 years.		
R_4MFCCQmpxTLYpW1	I have the means to support this increase in fare in a hope to see *visible* improvements in my BART experience: clean stations, increased frequency of service, newer trains, cleaner trains	X	
R_2zSKkMG1I2OGfSH	I need to see some improvements like cleaner trains and less fare evasions.		
R_2zoNitL2hBed6eT	I only don't put strongly support cause I'd like to spend less but if this is necessary and stays as low as you say it will then it shouldn't be a problem and I'll happily support it	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1ODH1VYlzN8fjis	I only oppose it if nothing changes with the cleanliness of Bart. Also, the new trains rarely ever go to Richmond, which is unfair. New trains only seem to go to the more wealthy areas like Antioch, Rock Ridge or Fremont. The brand new and cleaner trains must be experienced by all passengers as we are all paying the same fees. If we are taking different routes in an old dirty train then our fares must be lesser than those individuals in the brand new train.	X	
R_2SlwAwH41xX6MEu	I only support it because I hope I won't be taking bart everyday by then	X	
R_2rTn9ABUIM5QGr	I realize the improvements are needed and the money needs to come from somewhere. I just wonder, since these improvements have a region-wide benefit, if the increase shouldn't be in the sales tax rather than the individual fares.		
R_39q10i9xpKK5y05	I somewhat support because I understand that bart needs the funds to be able to continuously provide their services.	X	
R_p5wJOEvuFf3MMU1	I somewhat support this because it is easy to make this sound good, but I don't see any details. A link to the actual increase bill would help	X	
R_3DhX9m7zROHCQcI	I support Bart being updated and to the newest it can be, and I understand the necessary factor of fare hikes, but for long periods of time will discourage people from using the more expensive BART system.	X	
R_25QRMM32GUKfYdf	I support because I understand Bart needs the revenue to support the increased service they are providing but would also like to mention that most people ride Bart because they can't afford to drive so please keep low-income folks in mind when proposing such fare changes.	X	X
R_1DFQ1uiRbCOITKE	I support extending Bart's current fare increase but I also believe that there are people who can not afford the increase rates and believe there should be a program in place for people who would need to use Bart but get some support or get a discounted rate.	X	
R_2EzrEbKi0UWjSFu	I support funding the transit system I use, but I hope the funds go toward system improvements and not for lining the pockets of bureaucrats		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_237VTkjzAThfZiH	I support it if it means my rides will be more enjoyable. But do not support it if it means low income residents will have a harder time affording BART.		
R_2axbDCJzq27SUnY	I support it if the increases are for a limited time and go to specific projects to improve the existing BART system.		
R_1Qt6EGeTwDOzPLv	I support since I know BART needs the money, and that it's less than inflation. But the fare should really only be for people who can afford it, and we should not crack down on fare evasion.		
R_3JJJuHHWWkZ2zp	I support the fair increase as long as it goes to capital needs and not increasing BART union wages		
R_2wsg09p7iadBFBk	I support the fare increase because it is probably needed, but hope there is a transparency and accountability and how the funds are used. I have been a BART rider since 1990, but I still feel resentment towards BART because of the rude employees at the stations, the lack of security at the stations, and what appears to be sloppy management over the years.	Unknown	
R_PHBMX53eLNg3plv	I support the increase but Bart needs to be more efficient with its budget. Higher one time cost but lower monthly passes	X	
R_23Ukxo9PQZmbVDG	I support the reasoning of increasing fares to make money for improvements, but would be concerned if fares increased significantly.		
R_3Dd1e6cqGAyRnF1	I support to increase a fare, but do not support to increase 5.4%.	X	X
R_1FstAFXx3JEv]kE	I think 2% or 3% is more reasonable.		
R_1Io36yirPNL9TPw	I think every 2 years is too often considering how expensive bart is already and how little it improves	X	
R_3Lbcq3EkzIDdOq	I think every two years is doable.	Unknown	Unknown
R_3VqR3GYdtfAE5Xz	I think fares need to go up in line with reasonable costs.		
R_YawechvgiGvrOaR	I think improvements need to be made, but I think all other avenues of improvement should also be looked at.		
R_R5g5feoL6UdwSfn	I think it is a good plan on a general level, but extending it past 3-4 more years would honestly be a money-grab and nothing else.		



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_wM3znRI8UBxDgc1	I think it is good to increase the fare if SF/Bay Area income and COL are increasing but there should low-income options that prevent BART from being cost-prohibitive.	X	
R_9ssliqEP15Drp5f	I think it's necessary to increase the program, but I feel like this further divides the people who would be riding bart as well. I think the surrounding area's current population will become less accommodating to the people who are habitant of the areas at the moment	X	
R_2EF8tYi8u6j6Nj8	I think there are other issues that also need to be address. You should increase BART Police so we can feel safe on trains, also the cleanliness is terrible.	X	
R_3DkH1bpVuX5VjjF	I think this is fine given the basic status quo reality of state and federal policy and funding streams, but there needs to be serious study and planning aimed at a long-term goal of making all transit completely fare-free.		
R_1daA1zss94rMN3I	I understand costs go up but wish there was a better way to address this than increasing cost to people.	X	
R_2ZE2iV2EEFQbTjy	I understand needing funds to improve the current system so the proposal seems logical.	X	
R_svPOND6DtPv8igF	I understand that everything we purchase is increasing in price so I expect Bart to raise their prices too and I think the less-than-inflation increase every two years is a fair one.	X	
R_2S0Ped2AaExkiL	I understand the need for increased fares and funds for infrastructure, but worry that those least able to afford it are most impacted by increases.	X	
R_1fcNW1LV5LBFzj8	I understand the need for revenue to maintain and better the system		
R_1lcOzUi2FhRJU6J	I understand the need to raise fares but I wish those came with other discount options for frequent riders.	X	
16th9	I want BART to keep running		
PB2	I want BART to provide better service so I don't mind paying a little extra. Please keep it clean & tidy and timely	X	
R_1QKM4wvUNmloYEj	I will only support the program if night and weekend service is increased.		



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_12lFBsJmJhhxMTd	I wish some of the revenue generated would also fund measures to reduce fare evasion, like new gates.		
R_UgehAsrIcQrU6Vb	I wish there were better ways to raise capital without making the riders pay more, but systems improvements are important.	X	
R_1luHHtoRV7TnhPh	I work for the City and County of San Francisco and I will not get a 3.9 % raise increase each year. But again, I understand BART is an expensive system to run. However - the NY City Subway system is far cheaper and is much more extensive.		
R_WczSJBuTH4Umnip	I would be happy to support if in fact the proposed increases are put in place; also we need more security on the trains, and get those cameras working, plus removing the homeless that sleep on these trains. The trains are disgusting and I've witnessed people eating and tossing their trash on the ground and people urinating in between the trains as well as smoking pot.	X	
R_plX3V6g5dnnyp	I would generally support this as long as promises are kept. Don't raise far prices and give back the same level of performance or take 5 years to bring out new train cars. Keep the stations and the trains clean.		
R_3Dp6rj6ifsvhYt4	I would more strongly support with a more holistic funding model for all transport internalizing carbon costs and congestion pricing to support broader system investments and expansions.		
R_2co2dTlckGTkSJ	I would need more information	X	
R_22xps77QYI8uetP	I would ONLY SUPPORT this increase in fare for the safety reasons such as improvements and new train control system, and convenience of frequent service as I use BART for commuting to work and for leisure, But I would also only support if along with this the fare increases every 3 years, to allow for people to have more time to invest in BART commuting. I also understand that there needs to be a compromise between updating and improving equipment for BART and raising the fare.	X	
R_3R2ZTbt0P0DZU3a	I would rather have small regular increases than unexpected		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1Cw39K mz dLl9ait	I would support if there is a plan to address current hygiene and reliability issues on current routes. I already voted for the transit tax and toll increase to fund BART but have yet to see any increase in service.		
R_2zl0Xt1lDkYPlxu	I would support if we see improvements on BART. For example, more trains!	X	
R_2altrN8FQFaRNx4	I would support it as long as i know that the inflation is going back into improving and making Bart better as a whole	X	X
FV2	I would support it because fare inspectors are needed at every station		X
R_u98tiRJTdFGHdFX	I would support it if it included an integrated fare system with better transfer discounts to local buses, Caltrain, etc. Bart is too expensive for people who also need to take a bus as part of a trip.		
R_3kv5kRJa03NFIHx	I would support it if solutions are created for fare evaders.	X	
R_2dGzr007s4e4rHc	I would support it if there were more trains made available to deal with commute congestion.		
R_6WJGiQXl0Ym6JDb	i would support it more if bart wasn't run so inefficiently. bart needs more funding but it also needs to be run better.	X	
R_3IcNOVqgl9kMKfu	I would support only if the issue raised in the previous question is addressed. How will BART ensure fare equity so that does with lower incomes are able to use the service without having to pay so much compared to their income?	X	
R_3p9jWGoOcLxunjQ	I would support the increase as long as there are measurable improvements.		
R_2YwYP2VaDgWWIcn	I would support the increase if other parts of bart were also updated (trains, Bart stations, etc)	X	X
R_1py6UQlP8Jm15Hu	I would support these increases as long as I see an improvement in service.	X	X
R_2345jzE2i47wNWo	I would support this if it helps Bart to expand and connect more cities like Santa Clara, San Jose.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3ffXsqEdWo237kG	I would support this program, as I think it is small and gradual enough to not deter too many BART riders from switching to rideshare alternatives. If our infrastructure needs better funding to remain cheap, accessible, and operational in the future, I'm all for it. I hesitate to strong support it because I do think there are misappropriation of funds within BART that does not necessitate fare increases.	X	
R_3I65pQRMtxhj5lP	I'd like to see published metrics that will prove that the increased revenue has improved operations, so that I can support this with my colleagues	X	
R_1FQVyiWNsp2mLyA	I'd love to get BART faster and less crowded. So that's probably gonna take money.		
R_20GrlpqeR04gygx	If it means cleaner cars and keeps them running I'm all for it.	X	
R_1Dx1jWdNhOKkwwgM	If no other fare increases would be imposed on fare paying riders.		
R_1DvPTSUUonqYo6U	If the fare needs to be increased, but bart should be new car, not the old car. Other then that, security/ safety also needs to increase too. Many commuitters dont like bart because safety issue, so if bart can not improve safety issue, I dont think people will agree to increase fare price.	X	
R_1lyFLVTOTkQ250u	If the money is actually used to fund new trains and more frequent service, I support the increased fares.	X	
R_2pWWOwMxLR1070F	If they increase fares, i hope we can have better services because right now we dont feel it.	X	X
R_2QnboxWejMGDHFfi	I'm interested in seeing cleaner, newer cars, smoother rides and quieter trains, so if that means a fare increase, I will support it.	X	
R_1F8f7afrDWkUoTL	I'm not excited about the price increases, but I'd be afraid of a policy with ABOVE inflation increases, so if this is a compromise I guess I can live with it.		
R_2SCFiBFoDbgaots	I'm somewhat in favor. But, how about we stop paying those d*mn pensions? That is where all the money is going.	X	
R_332Lcv2bu09usFC	Improvements must be made, however the improvements need to be swift and visible to the public paying for them.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_30f99wqW0cVpyvL	Increases are needed, but, again, you need to do a MUCH better job tackling fare evasion. Patrons get really angry being asked to continually pay more for BART--through fares and tax hikes--yet seemingly nothing gets done about the thousands of people who don't pay.	X	
R_ebAAvB21tjwLkqt	Increases should be slightly above inflation rather than slightly below in my opinion.		
R_1DGyvOyQ1lC363G	Increasing the fare is ok provided BART increases the frequency of the trains. Specially for routes like Dublin and Fremont.	X	
R_1pnRoD1enVYdTxB	It could be have a chance on 3.9% for the people to increase	X	X
R_31LwYzNWxbQZOPL	It seems necessary.		
R_2zOc05nXhARIAvL	It sounds reasonable and expanded service would be great.		
R_2ANeciIqvZ1JTHw	It would be nice to have trains that are more frequent, especially towards the evening. I work tow latte shifts and it takes me so much longer to get home on those days. If this fare increase would make it more convent to get home I would support it completely	X	
16th7	It's difficult because I am all for Safety, but feel that the BART operators make crazy high salary + all their dependents ride free.	X	
R_31Awtk77L8sK67e	It's good to have the BART train and system updated. Comparing with the other subway systems in the other countries, BART's facility is out of date.	X	
R_WxhBtoT1ojwTmvv	It's important to support the maintenance of infrastructure. Also we don't want to run into issues like in New York where the maintenance builds up to the point of untenability.		
R_sNDdQwpacNsNo3L	It's reasonable on the surface, but the cost of everything ELSE in the Bay Area continues to increase as well with many jobs NOT meeting the cost of inflation and the loss of parking at many BART stations due to new housing developments.		
R_21ApvejZ0Q3McEH	It's reasonable.		
R_8ptqW5988rH1njz	Keep it under inflation rate & it seems reasonable		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_a03v5y0YVavMtXP	less than inflation increase means a continued redistribution from bart development into bart riders wallets		
R_3qgkmTjErwFAv6D	Like affordability but concerns about keeping pace with funding improvements		
R_12mpdafG2k1paJH	Lo apoyo hasta cierto punto porque reconozco que los costos con los que BART se enfrenta para proporcionar el servicio continúan subiendo. *I support it to a certain extent because I recognize that the costs BART faces to provide the service continue to rise.*	X	
R_339yQQadTHihF0z	Lo apoyo por que soy consciente de que no siempre tendremos la misma tarifa *I support it because I am aware we will not always have the same rate*	X	X
R_1F3quIcKR3CLFxn	Maintenance and improvements of the BART system is an ongoing concern which needs to be funded. As inflation increases, so does the cost of maintenance and improvements; as a result it's not unusual to expect an increase in fare. Obviously, if the increase in cost can be covered without increasing fare, that is more desirable.	X	
R_2chDQbWqEEP7fuh	More money for transit is good. Less than inflation increases seem like they would be insufficient in the long run without new funding from other sources.		
R_3qJsyABpXUYGzNt	More money should mean safer and cleaner trains		
R_2uL2f6BkaHWKuEh	Need new trains. In support as it is below inflation.	X	
BP3	Need strong governance to control costs.	X	
R_2YzVQIEBW48dOFz	New cars are needed and must be maintenances. Fare increases should NOT be used for BART employee salaries or pensions.		Unknown
R_pcLufNKoNi8K9K9	nobody is going to pay for our system unless we cough up the money so I guess we have to have these increases. I'd love to see BART become more modern and usually BART gives me good service and has exemplary customer service and staff.		X
R_YXk2q0dZty1rXEd	Obviously, no consumer likes to hear that prices will increase. However, I recognize the need to generate capital to maintain and improve services. With that being said, I would hope that BART will be completely transparent about the extra revenue raised and exactly what projects it goes towards.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2Xajv4x6NhAhM22	Once again make sure the stations are clean and as a passenger you feel safe.	X	X
R_28UFVU3Cna72ybk	Operating expenses keep increasing so fare increases are justifiable, but make sure fare evasion is curbed, or attempted to be curbed- many East Bay stations do such a poor job in enforcement that I'm sure nullifies extra revenue from any fare increase.  I would be upset if BART management doesn't really care about those people taking advantage of the system (the same people who normally cause the most noise and disruption to a safe and clean environment in the trains) and then penalizes everyday commuters instead with fare increases that don't reflect in their commuting environments.	X	
R_11bY79ePKfvMI3c	Overall I am a strong supporter of BART but there are increasing times when BART tries my patience with the lack of customer focus and basic maintenance. This can be an argument for increasing income but BART has to continually prove that it is putting the money to good use and being good stewards of our money.	X	
R_3FXQqMo5A9H6mfH	Please refer to my previous comments.	X	
R_3ls3GG5QrUJtKr2	Public transit is important. We need to invest more in it. If there isn't enough capital funding from government, then I guess we have to raise fares. It's unfortunate though because some riders are very much unable to afford any increase.		
R_2Bxt3CialiXXjXI	Raising fares is irritating, but BART does need upgrades to ensure safety so I support it.	X	X
R_2VmEcBdh9SvWivb	Rate increases should not exceed inflation		
R_2s6FemDtIPnvWzZ	Reasonable	X	X
R_2wjEHTHQFDgwmVA	Revenue increases are needed, but should be borne by drivers		
R_0iWdvCxtc8NWda1	Seems reasonable but should also be increase in assistance for low income, children, and seniors		
R_10Vg3Ttwcvc0fPuc	Seems reasonable. Prices go up for everything else every year. Why should BART be any different?		
R_1EcmfLYmiuOGPsz	senior citizen fares should remain the same	X	
R_yUqXC69gSUKOsfv	Small amounts are better then an amount I can't pay		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_9ERHLpF0jcuKpr	So there will be a better service if the system improves.	X	X
R_12x7HgWsInjbbI8	Somewhat support due to consistently dirty and old trains. We need all trains replaced with the new trains.	Unknown	Unknown
R_1It3rtSDkZ2jLBk	sounds good		
R_3kdB3Np1ASYJln	Support as long as use of funds managed well	X	
R_1jsafbGkV5SDo9	Support because I believe that without BART, my commute would be much more difficult. Only somewhat because I think people making above the median income for the Bay Area should have higher taxes to support BART.		
R_1rqOuO2FgeDZ9xf	Support in favor of obtaining improvements, but also want verifiable results. Past issues of misallocated funds has me somewhat oppose too.	X	
R_2CZI4fxHqC5IT5e	Support only if there is a low income discount program first		
R_2DZhdCIjKzZNne	Support with a detailed plan of how the increased revenue should be spent.		
R_03ZUsFbF6fCpA0p	That is a lot of planned increases, supporting the same priorities as before. If progress doesn't show, support for continual increases will go away. Bart rides are not cheap to begin with.		
R_siMdif6s9RGUOxr	The amount of increase sounds reasonable, and I fully support funding system improvements!	X	
R_22nzZEnIn4HnSDg	The BART needs upgrades, when you compare the state of our transport compared to other major cities (like the Tube in London) it is appalling how far behind we are in maintaining and improving the infrastructure. That is why I support increases but I do worry about increases reducing ridership.		



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R_3PAInTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		Unknown
R_3IQNKQmTzLvIQeQ	The entire system needs upgrades. I doubt fare increases are the most essential form of revenue to pay for this, but I do understand that every bit helps.		
R_x3N2jH3Wpt3Bx4Z	The money gathered should also fund for safer trains: more police presence, for example.	X	
R_vJivxoHJCgveElH	The planned improvements will help transport more people, safely and regularly. That I fully support.  Bart and AC transit, Cal train and the ferry service are all incredible because you can live anywhere in the bay area, and work anywhere else. It's inspiring to commute daily to SF alongside the masses from all over the bay: families, parents, immigrants, aspiring students, etc..  I know it makes economic sense to charge those with the longer commutes more. Most folks move further out to save money, and a larger commute bill somewhat negates those savings. Very minimally, but still every penny can count. I wish there were feasible monthly passes that offered some savings for the regular commuters who could avail of them.		
PB1	The trains are old & could use updating.	X	Unknown
16th6	There have been a lot of increases and expensive measures. When does it stop?		
R_5hbMjfyzjxhwps5	There have been increases for years and service is still constantly interrupted and the trains don't work. Why and how would these additional changes make any difference?	Unknown	Unknown



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2S3uCX7gAnrH3Ff	These improvements are necessary to keep pace with increased ridership, and the cost of system failures would probably be higher than the cost of upgrades.	X	
R_2D1agGBeo9gCttS	This increase seems fine. But more should be done to increase efficiency so that some of this money can go to non-capital expenditures, like more frequent cleaning of the rail cars and stations.		
R_3fv3zpZKW3gD5P2	This plan seems fair, but I wonder if "at-inflation" increases are better. BART needs the new rail cars and system improvements to be a sustainable public transit system.		
R_plMvpu8VDaA4Vup	We need as many new trains as possible. These old ones decrease ridership by virtue of continuing the image of Bart as an old decrepit and disgusting transit system.		
R_exkioBLkUYNlayl	We need Bart to operate steadily	X	
R_BQ7AGVFGr8e0mXv	We need more frequent and larger trains		
R_1CJk0KwStmLGD5Q	We need upgrades and an inflationary increase is reasonable.		
R_2VqAOWZ9qkm4QYm	well almost everything goes up every year..	X	
R_1jKgyMcOhW8T8gs	When does it become viable to prevent fare evasion instead of raising fares?		
R_2dQLpzAhBUfyffs	When I'm standing on a train from decades ago with no air circulation and the homeless person in the corner hasn't showered in a month it's hard to fully support paying more for that experience 5 times a week.		
R_xbyiXQLxT3empgd	While I can agree fares need to be raised, 2% seems to be enough		
R_u4wDIUFNusE8ZI5	Would like to see some of taxes kicked in to help as well.	X	
R_2v07ow0pB0Mqt09	Would love to have BART and Caltrain also work together so that passengers are not faced with the problem where the BART train leaves just as they get off Caltrain and visa-versa	X	
R_3scz8MVq3vZGOxx	Y'all need money. Probably more than this. This doesn't seem like the best way to get it, but it is a way.	X	
R_1lIVbH05RQoxwW3	Yes things are expensive to run, you need the correct personnel, working trains and safe infrastructure		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_21bICHtGczSK77	You've been raising fares forever for the same reasons and we still don't have all the old trains replaced. Maybe also look at your operations and how you can be more cost effective?	X	
R_2bMZTjknmekEU7i	每年生活指數上漲。最低工資一路一路加上去所以都可以合理 *The annual life index rises. The minimum wage also rises so this may be reasonable.*	X	X
R_1eQgov4i3zcn8tB	Again I'm concerned about the low income riders. I'll gladly accept the increase, but I don't think a blanket increase will help.	X	
R_334nRRtlWkwl80S	All of these ideas sound great on paper and are a step in the right direction. I do think there are current issues that are overlooked and need to be addressed though. Examples: safety, keeping the trains cleaner and overcrowded trains.		
R_YYo0j1I906QreXT	Are the increase in revenue really going to the right places or will it be taken up by the inefficient of the deficits	X	X
R_2fHfam1bh1ypWQG	As I'm writing this a homeless man who reeks of urine just asked me for money. I'm commuting on my way to work. Clearly, he has not paid. You're charging honest people so that criminals can use your services for free and the rest of us subsidize them. Get some law enforcement on your trains and in your stations. Generate revenue through ticketing and enforcement of BART policies.		
R_3NKwM5qY8SxeEVi	As long as plans are implemented to make sure everyone is paying the rates, I'm fine with the increase. People keep jumping over the gates or going through the emergency only gate as a way to not pay. Bart agents see this and don't do anything. That's not okay.	X	X
R_3HUHNc9FGhe8NCe	As long as the increased fares go to improving Bart, getting more modern trains, I am ok with a slight increase.	X	
R_vDCWqYkGKX9x6nf	As mentioned earlier, I oppose any fare increases until fare evasion has been eliminated. However, once fare evasion has been eliminated, I would support fare increases that are less-than-inflation every two years.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_siEIWEjwPIHi4Jb	Bart needs newer trains and more people cleaning them in between peak hours	X	
R_1QtnDLjmrghPB9Q	BART needs to fix the system		
R_3HBwDn0e2895pze	Build floor to ceiling turnstiles so BART can capture the fare evader revenue!!		
R_s4KBh1qTRXbH6PT	Equipment must be included in the budget every year. There should never be a need for massive upgrade that are unplanned.		
R_30laA8Y0Z8D6pNP	Fare increases need to support more than capital improvements. Union contracts will expire and BART payroll needs to keep up with inflation. BART has generally caved during strikes. Unions have gotten most of the raises they demanded.	Unknown	X
R_1i9ZkkrzqTjYpMd	For me personally it depends on my cost of living. I try to always take public transit so that I don't contribute to more carbon footprints. I do sometimes wish our city offered some free public transit like Long Beach, CA for instance or DC.	X	X
R_1D0lbVA07WjzGhH	I agree with the general idea of fare increases... but BART is already very expensive, especially considering the low quality of service... long waits between trains, frequent delays.		
R_1kZD4M059AeNZ59	I am not a strong supporter of new rails cars and expanded service. I think new rail cars will become dirty very soon because of the riders. Before considering expanded service please try to maintain current service and try to run trains as scheduled in existing lines.	Unknown	
R_cCTrZG0shbmYR4R	I am okay to pay for this small amount of increase if the payments are really go to cars and system improvements.	X	X
R_2WSUoERwmr33ko0	I don't like paying more, but understand the need for funding improvements.	X	
R_2z6D9dXGpMGHMqv	I don't trust Bart executives to apply this money only to Bart improvements. This scheduled 15.6% rate increase over the next decade would need to be dedicated to system improvements and not salary or bonuses for top management. An independent oversight committee would be absolutely necessary to review spending and have the power to revoke the fare increase.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3QE7ddzMvcWhKhW	I guess in order to decide if I support I'd oppose this, I'd have to see what's the other options proposed.	X	
R_20YAuj401NtbPqI	I support a good infrastructure but not at my expense when people are evading fare, you're losing millions of dollar a year because of it and then wanting people like to foot the bill.		
R_2v1W1dFHeOMLvBA	I think a lot depends when the full fleet of Fleet of the Future trains comes out. I am really excited to see the system when all trains are 10 cars long and running closer together when you update your automation system. But there will come a point when trains are just too crowded to WANT to take BART any longer.		
16th3	I think they need more police on train for the homeless	X	X
R_27g6eK34jVUj07Z	i understand that transit is expensive and costs for everything are increasing, but if the goal is to increase and encourage bart ridership it hardly seems like a good idea to make the fares so expensive that people have trouble affording them.		
R_3MEGjBc3a6GqhwY	I would neither support or oppose the program. Bart should be fully accessible to everyone.	X	
R_1hycZDzwEmAORsD	I would only support it if there's an increase in total capacity regardless of old or new cars. I'm tired of being smashed while standing on a train for 45 minutes every day.		
R_pAuuRWuSgBwypjj	I'm kinda in the middle	X	
R_yUbePkdJc7tZGKd	I'd be fine with it if I didn't witness multiple people jumping fate gates EVERY SINGLE Time I'm in a station.		
R_1g0IApHyIWfkNRQ	I'd like the rate to be determined every two years, not in advance, to account for a slow or strong economy.	X	
R_11AmTd03KIsPm45	If you are neutral, you are taking the side of the oppressor	Unknown	
BP4	Im a senior citizen so problem. But if it would help to stop homeless on pan handlers would be fine.	X	Unknown
R_1pnHvFcZrJwab7h	Im neutral about increasing fairs but Clean ness is more important, especially seats inside cars should be clean at least once in a week	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2ydQ8vBBVEUV2U6	I'm neutral because I'm not entirely confident this will be done on time. BART, unfortunately, is synonymous with delays regarding both capital projects and train arrivals.		
R_1locVe4JMjhzYsX	It doesn't matter if we have a better control system, if people don't want to ride BART. Make it safe and appealing first and you will have enough riders.		
R_2Yn41OseCpzCXa3	Mixed reviews on this, but as long as it goes towards priorities (security, infrastructure), it is ok	X	
R_OOLntx]csPA7juF	Need more details on how the fund would be used and how much is being allocated to improving	X	Unknown
R_3h3Hla2tSpn3ZEp	Not support unless something changes, cleaner trains, stations and monitor cars		Unknown
R_2dtiKMc3fM0OIQ	Personally I can afford it, but I'm sure lots of others that depend on BART can not		
R_2uCihIEUTqxTWSN	Seems like a good idea. Don't have enough details.		X
R_3sGi1lLWT87GC3L	System needs fixing so if increases help with maintenance on the system I'm all for it.	X	
R_p4W9rouJwfGdAoF	The Bay area has extreme income inequality and Bart is really expensive already especially for lower income riders.  Further, Bart has already raised funds through various ballot measures and will presumably continue to do so every 2-4 years going forward.	X	
R_2D6uT7IwGNlrbQi	The poor cannot afford increases	X	
R_1GCVC5r59dpl2EZ	The revenue should also go to other areas as mentioned in my previous answer. I strongly oppose to an increase every two years, it should be every 4 years!	X	X
R_Tozaa89v8WwC09z	These fare increases should be contingent on improved service. If the service improves, I support a fare increase. If the service does not improve, I do not support a fare increase.		
R_yt1EZGa0JIX6zYd	To fully support BART's fare increases I would need to see improvements in service. The new train rollout is behind schedule. The trains are over crowded and don't run often enough. BART doesn't seem willing to build a work-class system that actually links the Bay Area via innovative transportation solutions and partnering with other transportation agencies.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1F2NTQ4eTJOxl9G	Well, it's less than inflation!	Unknown	Unknown
R_8el3qs8NuSsxRDz	What happened to the bond money?		X
R_vCsfXYAMhtkkGD7	While I appreciate that it is below inflation, I've only seen 1 new train. Escalators are constantly out of order. I've had days where I've been 30 minutes late to work because there have been no trains in the morning but there haven't been any announcements on why there are 4 missing trains. And yet the fares keep increasing with Bart not getting any better. So it is hard to support a fare increase when the system hasn't gotten any better with previous fare increases.	X	
R_Z3GY6EiGVDbj0Vr	Why does BART not set aside funds to replace infrastructure.	X	
R_w0IY2Oqdg6HCNKV	a huge burden for commuter working within different cities, especially for low income users.	X	
R_2TN2HqYuANdAr3u	A Public transit should be more affordable in order to encourage the riders not to drive and reduce the air pollution.	Unknown	Unknown
16th11	Again its not about the \$, \$, but where the \$ is allocated.		
R_1jTwfPos9uDvUxV	Again. I know money is needed but until the skipping fare and homeless situation is taken care if I don't think it is fair to keep paying more.	X	
R_yCTjjodgPuYxtpD	Although I understand the need for increase to improve Bart, I hope that it doesn't increase too much. If it costs more for Bart than parking in San Francisco, I'll drive rather than take Bart.		
R_s6AABADkU3K4enT	As a frequent BART rider, any increase in transportation spending will impact my take-home income to support my family.	X	
R_1ezs4wMfB6tNefl	As a student, these fares are already pretty expensive to me, so the cheaper the better.	X	
R_xtJIRk06bvj5Ysx	As I mentioned in my previous post, the cost of living in the Bay Area is ever-increasing. So much so that some populations are being left behind. Those with proven low-income concerns should be given some type of leniency.		
R_2pW9nTUAFTIMbSy	As in the previous reply, it is already very expensive (especially for commuting longer distances). Also, it would be nice to enforce the fare gates more strictly to increase revenue.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_sbVy5rkABQGUXwl	As mentioned, riding BART is not clean. So to pay more to sit next to urine is really hard	X	
R_1g10lsHGw3JMScr	At this time I do not know enough about how BART budgets are spent	X	Unknown
R_OqbC0ASQbfVzQxX	Automatic price increases reduce the incentive to control costs.	X	Unknown
R_332qJrJb3SoSloR	Bart already costs more than in other cities and countries while lacking their sophistication of service. I lack confidence that increased fares will equal better services.		
R_2QDwvcbeHXz3N7n	Bart always increases fare but the riders don't see any of the benefits. As a life long native Bay Area resident, it seems that Bart quality standards have remained somewhat stagnant	X	
R_3lxIONfX5IRQenO	BART clearly is not prepared for the amount of riders at this point. I dont know if there is any other solution to this problem. We obviously need to new cars and upgrades, but I just dont understand why we have a system that is so flawed? Bart is already too expensive, it's at capacity (beyond capacity, if i get a seat in the morning, it's a miracle) and have to wonder where all the funds have been going over the years. Is there any other subway system in the world this expensive?	X	
R_28B6BifDEHnImbu	BART fares are already fairly expensive and confusing. This would hurt those many lower-income people and those who are burdened with high housing costs.	X	
R_3gNI8rSG4DOGzn8	BART Fares are already high and should not rise so steeply. I think fares shouldn't go up more than 2% each year.		Unknown
R_25tLlKEmKKzSuGh	BART fares are as expensive enough and they have been increasing too fast.	X	Unknown
R_9zstHW9Bp5zg9yN	Bart is already expensive as it is. The new york subway system is far more advanced and has a flat rate.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3M4oacCFBftnYkb	BART is already incredibly expensive. I would much rather see this money come from the cities, counties, state, or federal government. Another good alternative would be cutting the number or pay of BART police (fun fact: mandatory overtime is not a good use of money)		
R_0e64iEjNiExg0V3	Bart is already more expensive than some people can afford	X	Unknown
R_DMMkDBJt03RiFk5	BART is already quite expensive for long trips. Chicago's CTA system offers a \$2.50 fare for an approximately 25 mile ride from 95th/Dan Ryan to Linden. A roughly comparable trip from 19th St/Oakland to Millbrae is more than double that price. Increasing prices will only encourage more rideshare trips, which are worse for congestion and the environment.  New trains and better service is a priority, but there must be a way to raise capital without burdening riders with even higher fares.		
R_3efufZ3G40sVuKJ	BART is already very expensive.	Unknown	Unknown
R_w7AKRjbinFDq8kF	BART is already very expensive. BART should decrease fares to incentivise use of public transportation.	X	
R_VKyZtfs2AApsAaR	BART is already very expensive. I am not confident that money from continued fare increases will be managed and spent responsibly.		
R_3oyWwwwx8MhKmVjR	BART is an incompetent organization and more money won't solve the problems of poor leadership and mismanagement		
R_qC1oFFfibpDOAF	BART is super expensive enough as it is for me.		X
R_2qCrWgBmDNKhqbs	Bart is terribly mismanaged and already significantly more expensive than other public transit options in comparable cities	Unknown	Unknown
R_3MA1trMUv113NdN	Bart is too expensive, and it is frustrating seeing bart increase in price but not really get any better.	X	X
R_2Bhxh0FbKtvnEXE	BART needs to offer true discounts for frequent users, like a monthly pass. Don't say it cannot be done when Japan, Europe and other places do it.	X	
R_Td2Xiyrh1Lxv21z	Bart services should improve like to extend services hours.	X	



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3RszpsEX1tng5hu	Because some are the somewhat oppose are estimating 3.9%	X	X
R_2bKnaIrm9rdgWj	Broaden the base of payers. Not just riders benefit from the thousands of cars taken off the road by Bart		
R_2ZWgbK55LTKPmwa	Continued increases will eventually limit the accessibility to members of our society who are already struggling, given the cost of living in this area.	X	
R_26o16Dng2EUEkIs	cost should not be put on customers	X	X
R_w7w401uOYgOYpQB	Do not agree with the long term increases, extended over multiple years as riding would become very expensive compared to transportation competitors. The increases should be reallocated considering improvement progress	X	
R_aaBGuBHiVbeJiMx	El costo de vida es muy caro. No puedo pagar estos aumentos. Limitaría el uso del Bart considerablemente *The cost of living is very expensive. I can not pay for these increases. It would limit my BART use considerably.*	X	X
R_3hb6tLgndX7vQRI	Every two year is too much for customers.	X	
R_3F4Nkiuuz36JKDN	Everything in the Bay Area is already too expensive		
R_3ERN9xD7LEPbALs	Fare evasion is out of controls. Additionally as an East Bay homeowner I am paying two taxes each year for BART.		
R_1P6v8uqh7VcJPU0	Fare increases are needed, but stopping fare evaders seems more lucrative.		
R_21511uo0PDULcqK	Fares are too high already.		X
R_1LheLvFe4flh3c0	Fares can only increase so much to a point where riders will just refuse to take BART. Soon a ride from Antioch to Montgomery will be \$20. That's just too much!	X	
R_2YwYpd8S7U5Ba7y	Fares keep going up while the cleanliness safety and reliability declines		
R_2TvhYad1NQdropK	For me is already expensive commute every day from Hayward to Embarcadero and sometimes I don't get a sit, in summer is the worse with all the "funny smells" from some other passengers. So I think it's a great idea to upgrade the BART but I my final answer will depend on my ticket increase. Last time it was \$0.05 ctvs I think. That's okay.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1jixiGSWemLXB2t	Funding needs to be obtained elsewhere, and more equitably. We need to subsidize transit like we subsidize freeways		
R_56ZNYw3VHAXINb	Homeless and unsafe conditions need resolving before increasing fares		
R_UJxRFakzEwZDKr7	I am not getting these kinds of increases in my own paycheck		Unknown
R_0enq272CB7XONO1	I don't know why BART needs more money.		
R_3P4ARTIPYw643tP	I don't really care `\_ (? ) _ /`	X	
R_2aFbJm3im5YP5Qw	I don't think as a passenger - we are getting any extra service for rate hikes.	X	
R_XIj6rJeqWkpIKLn	I oppose because there should be less frequent increases.		
R_29oa999BfEwHIKM	I oppose this because so far BART has done very little to help accommodate those who are in a lower SES. Although these fares appear minor and insignificant to those with a disposable income, it could greatly affect those who rely on public transportation and have very limited disposable income.	X	X
R_3g1kWFUf4CDscA	I oppose, but know you are going to raise fares anyway.	X	
R_1nPJ0njVNfSkA5L	I think cost should be linked to wages not inflation. Consumer product prices do not determine people's ability to pay, but wages do.		
BP5	I wish BART would look to other ways to generating capital like Food sales and other tourist capital passes		X
R_uhbUH2NPd954Acp	I wish the money to help re-vamp Bart could come from other places than increasing rider's fare.		X
R_2fdR2UjFtIQxMxy	I would like to see an improvement in the current situation before funding newer trains	X	
R_2ScUwrtK9z7gc1q	I would like to see something tangible as a result of the fee increases and measure rr first. I ride the Pittsburgh bay point train to and gram at rush hour and I haven't seen much of a decrease in Crowding.i have been on a new train only once.		Unknown
R_1KiGvnWzdQpUtqZ	I would oppose as I'm not sure where the money is going and this is an effective way to improve infrastructure.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1dbDYRc010muppc	I would oppose the increase until BART shows me that it is worth it overall.	X	X
R_3q4KyTtlzqsNl3r	I would prefer to see infrastructure upgrades to address security and fare evasion. You are losing lots of revenue to fare evaders, and security on the platforms and trains is sorely lacking.		
R_2qwRe12o0sJP5Od	I would somewhat oppose because in the past I do not feel like I have seen enough improvements to justify increases.	X	
R_2qeI0xB6uvvg5CSY	I would support increases if they really "provide more frequent service," but weren't the new cars (the ones we recently voted to tax ourselves to pay for, \$3.5 billion in addition to sales tax we pay on everything) supposed to make that happen? We desperately need more service, because riding in a sardine can every day is a horrible experience.		
R_2nt0l6gp7dQjk7n	I would support the 3.9% increase every two years over the current 5.4%		
R_3MhyB1EWeB8pkbx	I'd want to know if that rate set was enough/too much. While the administrative burden of setting the rate may outweigh this, has there been discussion about adjusting the rate each time rather than the flat one?		
R_1q8oOERZTKXTkz	I've been choosing Bart instead of muni because of the cheaper cost within sf	X	X
R_0c9RKbLh0pS4CWt	If I can't see any improvement of the service, I will be strongly opposed.	Unknown	Unknown
R_BLZwWpUIxlu2jaV	If it was less frequent (every 4 years) I may be more inclined to support it. Two years is too frequent - cost of living isn't increasing as quickly as your fare increases.	Unknown	Unknown
R_3IXigcySLsJLJtm	Im tired of having to pay more for things that we the people are taxed on already. Like can you try and suck us any drier?	X	
R_2alZo5XBuj7M5ly	Improvements already promised have not been kept. Please consider making improvements to the system prior to charging riders more for deteriorating service and infrastructure		
R_BKaWfZdlm2Py5Pj	Income are not increased every two years, so how could we afford the increase.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1NgeOi70tWRmu0v	Inflation does not reflect transportation costs, and does not reflect the total cost/benefit that are incurred and provided by BART	X	
R_1Cd73uKy058Dlpc	Instead of increasing the fare, if the services are improved, such as clean cars, clean bathrooms, clean stations, speed of train is increased, even if it saves 10 minutes for a passenger, station agent is smiling and willing to help all these will increase the ridership, which will then increase the revenue.	X	
16th8	It is expensive for me to take BART two stops. I don't want to see an increase.		
R_u4CtQhycnabklr	It seems to me higher frequency operation and newer rolling stock is worth above-inflation price increases		
R_BDHVDTd32pVH10F	It would depend. What happens if recession? Would prices go down? Support would increase if yes.	X	
R_aeH4TPLRdEE7Lvr	It's already expensive and is a bit too much for the quality of the cars	X	
R_3QGLmujilyeYfc7	It's expected, but getting too expensive to compete with driving option for many commuters. Cash-only machines & filthy facilities don't help your case either.	X	Unknown
R_2AF6zrxg2xw66L0	Like I mentioned, Bart benefits everyone, riders and people who don't use the system. Everyone benefits from cleaner air and better connectivity. EVERYONE should be paying to invest in the system, not just riders. I'd rather that these funds be raised through local taxes.	X	
R_OerpSBT3doEI2Hf	Make the increases slightly more and get the desperately needed fix in place - don't slow play upgrades, get the money and fast track them!		
R_1q4zDLfmuGZ4ECg	Many people don't ever see improvements towards Bart. There are still a problem with the homeless and the seats are never cleaned. People including me avoid using Bart as much as we can and unfortunately this is my only option of transportation.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_pK4Rky971uv7Qwp	More transparency as to what funds prior increases have gone to and how that money has been spent especially since bart cars are dirtier and crowded.	Unknown	Unknown
R_A4LU0QytkIBsaIx	My Bart experience is getting worse, not better over time. Why should I be paying more for a degrading experience? The new trains were supposed to improve things but that rollout has been glacially slow.		
R_1LTFqwoNGb4TAUN	My salary doesn't go up that fast		
R_3h5fQUT8Ulu2ZS7	Need better accountability and specific details of planned spending before setting forth a plan for increasing fares. "Help fund new rail cars and system improvements" is vague.	Unknown	Unknown
R_ykCzspZj0jRNAEV	No one likes price increase. Instead of increasing prices you should first focus on people who jump the gates and ride without paying for tickets.	Unknown	Unknown
R_3g5gWsexXn0QM1K	Oppose because each time there's a fare increase I don't see the improvements - homeless passengers and unsafe situations inside the trains. I also have experienced very rude Station Agents who are not helpful and have attitudes of "entitlement"	X	
R_1nUwaa6xYd6tmea	Oppose, because as a rider, Bart is already decent. My dissatisfaction comes from overabundance of people causing police activity and from riders not taking their bags off and not making space for others	X	
R_UmCMobjc8jZ5ol	Please see my previous comment. I'm not convinced BART hasn't squandered funds.		
R_Q6wspGgN2Pxgg81	Please tax the billion dollar tech companies instead. We can oppose all we want but what choice do some of us have? We must use the train, it's not really optional.	X	
R_2dGyOrw3Z5y7Fw5	prosecute those people who ride BART without paying fares instead of raising costs for paying customers	X	
R_aXmnrbsls3jndrb	See first comment		
R_3EzrW1e1nFQftkQ	See previous comment! It's absolutely absurd that these costs are being shifted to the public when there's so much money being hoarded by tech companies that, again, belongs in public coffers		X
R_esoWT7f7TNjt0dP	See previous question	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1eQRsJzS5KGUga1	See the last one. Enforce till jumping. Put station agents to work. Cops that don't kill black kids would be good too.	X	
16th17	Talvez que la aumenten menos cantidad *Maybe if the increase was less*	X	
R_Y4X9hV9c7JcllTX	The \$3B bond measure was to pay for new rail cars and improvements, really need to get your story straight		
R_3GqyksCLLVnS2k3	The average worker does not receive a 3.9% cost of living increase yearly. I see more like 2 or 3% as being a better average		
R_2Si3BQPy0GG5yYo	The BART is supposed to be public transit. It's a cheaper and faster way to work. It seems reasonable. If the prices keep going up, why would that not stop me from investing on a car or so on?	X	X
R_238ioSACuC18V7X	The Bay Area is way too expensive. For people that rely on Bart as transportation, that "small" increase is a big stressor every pay check	X	X
R_1Eh5GNZgp7Ap0N9	The Bay Area public transit system is lagging behind other major US metropolitan areas. We need improvements to the system and fare increases may be a way to help with that. I would certainly prefer to see the money taken from the rich, but I don't think it is within BART's present abilities.		
R_31yJeldVwcC7Jif	the current fare increase can only be justified with an equal increase in customer satisfaction.	X	Unknown
R_BKVtVangnMIa8Fz	The equipment is dirty, the trains are dirty, and theres little to none security. Crazy homeless everywhere.		
R_3hovBl7WgHbPIOu	The fare for longer distances is already too high. It discourages ridership for the routes that need traffic alleviation the most. Across-the-board increases are not optimal.		
R_VWprPYqtCyGPuxz	The program should include more security and safety measures on bart; more frequent upkeep on the maintenance of the trains	X	
R_3stzER5DRX98QJb	The voters just passed Another Bond measure for BART so No thanks. In addition, you have not resolved the homeless riders issue as well as Clean and Safe transport.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2w4Ft7wSItYuXky	There has been this increase for a while now. For the same "system improvements" and yet have not seen much change besides the 1 new train I've rode on in the past 8 months	X	X
R_3h3CRWEv9z6oHl9	They used to market BART as an affordable option to get us off the road. It is cheaper to drive now.		
R_3DuW9WBspwcESVb	This will deter people away from BART, keeping in mind that BART only takes people somewhat close to their final destination. Connections with local agencies isn't that great to begin with.	X	
R_3Nx5JrbwBPCnbCB	Though i am in full support of expansion. The only reason i am a bit skeptical is with the expansion, its getting difficult to get a seat/stand in bart. Wish there were more train as well running, or starting trains from different stations/stops.	X	
R_dfZfcR0YlxFQosF	too many increases	X	
BP2	Unfair to commuters, but understandable for transportation improvement.		X
R_8jkik2Pyhjsv4f7	Useless if you do not keep out fare cheats.	X	
R_33eW99KFIqo3LcJ	Wages aren't going up for most of us. As a teacher my salary does not increase at the same rate as BART fare increases.	X	
16th1	WE SHOULD BE MAKIG BART CHEAPER FOR OUR COMMUNITY		
R_31ugqVl5ham4LcJ	What guarantees are there that service will improve? Your current solution to create more standing space in slimmer cars does not serve consumers who are Tired at end of day, travel far and have to stand in crowded trains.	X	
R_2Y9Ta8b8JC8MvPz	What happens to the funds that government has been budgeting for Bart maintenance or expansion? Bart has budget why the riders should pay?	X	
R_4Nur4M7MI287Lzz	What is the increase in money being used to improve BART? The carts still smell like pee, stations are dirty.		
R_01FbfgPqjWJYtDb	What would be done with the money? I would potentially be in favor if I knew service would increase, or stay open later(!!!).	X	
R_ZHV9qEYNm5xAwvf	What would happen if BART more stringently regulated fare cheats and evaders vs. taxing the honest M-F commuters?	X	



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3FVuMST4uVmqwTP	While I can afford a fare increase, this will hurt lower income to lower middle class individuals the most, especially those who do not qualify for lower fares (see MTC pilot project). Please overhaul the fare system before considering a fare increase. Again, I do understand the need for more capital, but the fare system is fundamentally flawed and needs to be fixed before any increases occur.	X	
R_5hgTgF1cwK1r6MN	Would support if there are measurable improvements in service	Unknown	Unknown
R_3Ep7WWLJSBXT7ZK	每三年一次, *Once every three years,*	X	
R_2ZP56oDt3JGMqQ	辐度过高 *High amplitude*	X	
`	strongly oppose	X	
R_3RyeoUtEXaoWWxF	- [ ] Bart has been increasing prices over the years but the service remains the same. There are always delays and problems with equipments. This past weekend I missed work because the whole Bart system shut down. Yes, we have new trains but they don't make a difference in the commute. If prices are going to increase then there should be more train service as in trains should be used more frequently, and Bart should be open for a longer time. A lot of people would like to travel from SF to the East Bay past a certain time.	X	X
R_25REmGnrB5QZw4l	1. Antioch got an eBart after 40 years of paying for/taxed a full bart 2. Not enough PARKING for Antioch Bart that serves residents from Sacramento to Stockton, Brentwood, Oakley, Discovery Bay etc 3. eBart is not manned so toll fare evaders have a field day  Yet, all we hear from BART is about South BAY!	X	



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_BXjK3KT00Roqcnf	5.4% increase is just too high for me, currently I'm paying round trip fare from Dublin/Pleasanton to 16th st in SF for \$12.70 with the new increase will be \$13.39 plus \$3.00 parking with a total of \$16.39 a day, it's just too expensive to commute by BART. My annual salary increase is about 3%, and BART wants 5.4% increase it's just unfair for us commuters to pay such high price to commute to work. With the high increase of BART fare I might have to carpool to work.	X	
R_1CJwUGVCwz5ANSb	A round trip to the city and back with parking cost more than 1 hour minimum wage (without tax deduction. Bart is one of the most expensive daily commute transportation system that I have taken all over the world. A lot of our tax money already goes into Bart improvement. I don't see how adding more stations will help with the fee. Maybe it's time to stop expanding and focus on finishing the current projects.	X	
R_3dEpV5zXlwXwifU	Again yall f**kers dont actually do anything with the money besides pay greedy ass employees. "Ooo we got new cars though" you have f**king 10, that's one train, come at me when you have replaced all the old ass trains. Escalators are broken all the time, trains are delayed, f**king employees gonna go on strike again, f**k you guys. Earn that raise b**ch.		
R_3R7PGGRF9fhzI4y	Again, each new fair increase puts more pressure on riders, and no discernable improvements have been implemented. The elevators at the most busy stations are still broken or out of service frequently, and security has gotten worse.	X	
R_1Kaa8scbzWeKswQ	Again, fare increases mean less accessibility, which means fewer riders able to pay, which means more fare evaders and then more increases for those who have no choice but to ride and pay to fund overbudgeted projects. There should be more government subsidies so that BART is more low cost, which means more riders.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_ApujL1WH9nPMIBH	Already passed several tax increases to support BART infrastructure improvements; instead of raising fares, BART management should focus on reducing the high rates of fare evasion which create millions of dollars in lost revenue every year		
R_10I6vxnpaCLuWut	Already too expensive and parking should be free. We are already paying way too much to ride	X	
R_ywQqjdCUBzfhyBr	an increase in ridership would create more revenue, rather than increasing fares	X	
R_2PCn0G3Zaul3L7D	Annual increases place less burden in the long run on riders. Provides incremental budget improvement for BART		
R_1ridANQpnp6gioe	Approved Bonds were supposed to fund new rail cars, etc.		
R_2zU9ld92u44vJWm	As explained previously, we would rather management sell more ads and explore other revenue options. We have no appetite for further price increases when we already provided an incredibly expensive financing package to BART a few years ago.	X	
R_1Q0zm1BfaaXLU6c	As I said, not fair to Contra Costa citizens by ignoring Contra Costa and pandering to South Bay. Get Brentwood extension and Antioch garage built before any more work is done on South Bay, then I'll support an increase. I vote no increases if it'll fund anything new for South Bay.	X	
R_1r37J7IhVym7Hu2	As previously mentioned violators of the acceptable behavior code (the ones that are never enforced) would generate a large income. Also I notice the stations are pigsties. It seems the employee gets paid well, but the job does not get done. It becomes a waste of monies if the jobs aren't done.		X
R_22JNxvByy1A1zh	As previously stated	Unknown	Unknown
R_Z3SVGxqqjt8FFux	As previously stated, I already pay nearly \$17 a day to ride BART. I don't feel that the funds are being used appropriately and wouldn't support an increase until such time that real improvements are being made.	Unknown	Unknown
R_33kG6u3D8h0h9sw	as previously stated, I think you're charging the wrong people with the burden of this expense. charge the wealthy rather than continue to drown and oppress the working class	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1HdkRVhjJohudEE	As soon as Bart gets an increase they will go on strike and ask for more money. Most people don't have money trees in their yard.	Unknown	Unknown
R_20NCea4MZfqQLy8	Bad service and lack of parking does not deserve more money.		
R_1eDa8mTUO4fadLO	Bart already has funds for new rail cars. It should attempt to recover funds lost due to late deliveries and not penalize riders. There are other sources of revenue that BART should tap, from the state or the federal government.	X	
R_8xoTf3Kr4n69ABz	BART cannot be trusted to actually improve anything with more money.	Unknown	Unknown
R_3kLNEijucT7UYdU	BART cannot improve its system on the backs of riders. Tax dollars have been flowing into BART's coffers for years, but somehow the organization struggles to bargain with the union and maintain an aging system? The fare box will not save BART from decades of poor management...	X	
R_2R3vYIK6jwUvzcZ	bart fare is already high enough. Not to mention it doesn't have any monthly pass. With the Wage Work program, it can only help out up to \$260 in commute fare and it's definitely not enough to cover bart fare if people live in far and work in San Francisco.	X	
R_2Yb9K3Eyy7XcTif	BART fare is already so high. I would oppose this program.	Unknown	
R_1hG5gW11iD0qJWe	BART fares are already way too high and prohibitively expensive for blue collar workers.	X	
R_5u20tME0Urwiz7j	Bart fares keep going up while maintenance and security goes down, this doesn't seem fair.	X	
R_1OWhvufH8GXbyTE	Bart if one of the most expensive mass transit systems in the USA. Why is that? Free rides are given to people who use the system for shelter. Whats up with that? And I have to pay more for this privilege.		
R_1lBi5pXqPcnZ6m	BART is a badly managed system. I hate throwing good money after bad.		
R_1JjcbGAExiiVjl	BART is a necessity to a lot of people living in the Bay Area and the current fares are high enough.	X	
R_3LZnMsKt0q2oVQa	BART is already expensive enough for the bad facilities and service you provide	X	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_DIB0yNuWI8Yc4kp	BART is already expensive and almost as much as taking an Uber or Lyft. If the cost goes up, your ridership will decline further. This system needs to be subsidized by wealthy property owners and very high income earners.		
R_3MSYtRTRCkwgpdF	Bart is already expensive and it's dirty and not safe.	X	
R_6M96PDQMikzk76h	BART is already expensive!	X	
R_O3WTnZDviaoNrhv	Bart is already expensive. If you raise fare prices then at least make parking free.	X	
R_1FfWxOcyKm6C9Tb	BART is already expensive. Making it more expensive will drive more people to drive, leading to worse traffic congestion, more depreciation of roads/bridges and higher carbon emissions.	X	
R_3R478oU9nCrlezC	BART is already extremely expensive and the overall service isn't great to even justify the high cost. People want to feel that they are getting their moneys worth.	Unknown	
R_OJ9yaJNK0UG1gat	Bart is already too expensive.	X	
R_3q0lNHwTocw87zz	Bart is dirty dangerous it is not efficient it is a health hazard. Bart has BART police but they are never around the stations are filthy the trains are Filthy		
R_1hQBT4d58RjfgPS	Bart is expensive enough for those of us who commute every day. I will always be against fare increases as I see no improvements on my daily commute. I pay more, but I don't see the improvements. I see new cars (but have not ridden on one) that reduce the number seats and increase the standing room. I don't enjoy being packed like a sardine while trying to get to work.	X	
R_1m06V9ABwgGMCSJ	Bart is expensive enough without increasing fare for a mediocre subway ride.		
R_1nZvb1NjRKUNgCS	Bart is expensive enough, a price increase doesn't incentivize taking public transit rather than driving		X
R_2qwy6C6Wg7akJ2V	Bart is growing more inconvenient day by day. The new cars have very few seats and growing number of travelers make whole 1 hour journey standing. With the sudden breaks jerks are affecting a lot to standing people getting injured or getting joint pains. With such inconvenience increase in fare price is just unacceptable		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3qfl0KE4wW2mcjj	Bart is losing hundreds of thousands of dollars a year in potential fare income by poor management of the stations.		Unknown
R_24iOuyUkuBrKnsZ	<p>BART is not a good or smart organization. It is supposed to be a transportation system not a housing developer for instance.</p> <p>No no no on fare increases and yes yes yes on improved service. If you (management) can't do it, move on and give someone else a chance.</p> <p>People are disgusted by the system.</p>	Unknown	
R_3M58zbFpscDqdHi	Bart is terribly mismanaged and has given little evidence that it's management would wisely steward any additional money it is given.	X	
R_1GVOzYaLXbHdBmD	Bart is to expensive already! Cut BARTs budget!		
R_2arSkv6rKUF61Pu	Bart keeps hiking up the fares but we are not getting better service. Constantly breaks down, delays and security issues	X	
R_2WD7ZiYUqBueB88	Bart makes over 100k a day no reason why at the current prices problems are not fixed.	X	
16th18	BART needs more flexibility to compete w/ lyft	X	
R_4GaDMuGcJYkaLkt	Bart needs to focus on capturing lost revenue from riders who do not pay and skip over the fare gates. There is a significant lost there that Bart needs to recover. Penalizing regular riders is not okay.	X	
R_ea3AQYgg4S8KSdj	Bart needs to focus on fare cheats. This is not okay to penalize paying riders. There are funds from Measure RR, and Bart needs to focus on recovering lost revenue streams, such as fare cheats.	X	
R_24rdA6UwCy2XVgZ	Bart needs to focus on fare evasion, exploring other revenue sources, and recovering money from the manufacturer of the rail cars for delays in delivery. Bart needs to be a good steward of its finances, and this increase is not responsible. I already don't trust Bart to use its current funds. Asking for more money is just feeding the flame. Bart needs to focus (and show) how its currently using its money, catching (and enforcing the fines) for fare evasion, and focus on other revenue recovery.		Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2ONeNCZCrtjCW79	Bart needs to increase fares more. Infrastructure, train sets, and stations are aging and require substantial investment. Many companies subsidize public transit meaning the impact would be mitigated somewhat. Bart needs to remain accesssable but reliable - a system our city can be proud of.		
R_XuGdiYDr8VheX1T	BART needs to learn to manage their money. Increases unreasonably impact folks in need and higher prices will encourage fare jumping		
R_T1PM1C2qsOecZK9	Bart pricing should decrease to promote ridership and discourage driving.		Unknown
R_RIAOB57YBdtCAej	Bart projects are inefficient and badly run, let investors and tech companies do it	X	
R_1nWaYqzT6bmH6Ww	BART riders have to pay increasing fares with no improvements. Still in old stinky cars and 80% of the time the train is delayed because of something like the switches errors.  Plus no one apprehends the fare evaders so why do I need to buy a ticket at all?	X	
R_2S0TMphKrpQjpcp	BART seems completely unable to manage the system, so I can't support paying any more money for poor service	Unknown	
R_u4SX1p6tuE050j7	BART should be focusing on to be efficient not always use tax payer money for improvement. You should come up with ways to be more productive given BART is the only metro in the bayarea. Please be more creative with fare plans, One suggestion is the introduce a whole day pass in the weekend. With this more people will be able to use your service and provide you with more profit.	Unknown	Unknown
R_3KMBbdyrZfRIVem	BART should have to justify each fare increase based on specific initiatives. Guaranteed fare increases are not appropriate for BART. BART has not demonstrated financial responsibility given budget shortfalls, having to go to the voters several times for large bond measures and expensive projects like the new train cars which are late.	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3GBoVysYVutpxrB	Bart should not increase the fare every two years; they should increase the fines, and try to get money from the state or city if need money for new carts. Don't try to fool people with less than inflation increase, Bart is a public transportation, it should cheap and easy to use for people, not increasing fare like private Uber. If using money to repair elevators in SF downtown, then why need 7 years long; the fare increases in that 7years is already can make another station.	X	
R_2V9JsVuecZ1iB4K	Bart tickets are already expensive. Where does the money go?	X	X
R_2QtuGblW052IvEo	Bart's budget is already an inflated joke. Your drivers are paid more than skilled workers in every other industry, and they work 4 hours??		
R_2ykJULw8rS3J8uj	BART's fares are already ridiculously high. The fares should be lowered, and additional revenue should come from higher taxation of property owners, rich people, and the corporations that rely on BART transporting their workers over long distances because these workers can't afford to live in San Francisco because they don't get paid enough.		
R_3RpAYN6W57doX5F	Bart's new station projects have consistently been over budget and significantly behind schedule (eg: "December 2017" Berryessa Station which has yet to happen or the claim c.2010 that we'd have a San Jose Diridon station by 2018). BART has stopped updating the public on an accurate opening date. Due to lack of communication and inability to keep to schedule BART should not charge riders more. Additionally, BART is projected to have more revenue from fare inspection tickets. They have hired a significant amount of fare inspectors who will pay for themselves and then some. The extra revenue from fare increases is unnecessary.	X	X
R_3spjOE3hbCFsGmb	Bay area already too expensive!	Unknown	
R_1Fg3leOqhRw78Ao	Because I only make minimum wedge, the increase making harder for me to get to work. From Antioch to San Francisco. Plus my rent and bills Bart getting bit to expensive for low income people. Like myself.	Unknown	Unknown
R_2SD0QfyzSYhxnH	Because it's our means of transportation. We can't afford it if it goes up.	X	X



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_21hWMRRB5GPZ9FY	Because the fare is already high as of now if not the highest in the nation.	X	
R_31KjWOyXcfizXyZ	Can it be every 5 years	X	X
R_3Mg4OkYuKTpneNB	Cause you keep increasing fares for the riders but there is no change in the s**tty service and facilities	Unknown	
R_1mKsdmQkpzu8T6Z	Climate change means we shld subsidize mass transit to get people out of cars, instead we we subsidize highways and it's cheaper for 2 people to drive from SF to Downtown Berkeley and back than it is to take BART! Your perspective is upside down on these revenue issues.		Unknown
R_3HifjgCnHh0Rot6	Commuting is expensive as is	X	Unknown
R_21vVFzzze7y3viu	Considering that the minimum wage is not enough of a living wage for Bay Area folk, and that housing continues to be an issue, it is would be difficult for folk to continue to use BART as the cost of driving would be considered cheaper.	X	X
R_21AK4bjEFh1JuNg	Contra Costa paid taxes for years and only recently got an extension and NOT what was promised.	Unknown	
R_31WzryJzTDA6MxR	Cost of leaving and public transportation keeps rising	X	X
R_3E9xLSDqQio53Mg	Cut salaries for BART senior management and save us all money More money, no no no	Unknown	
R_3I4t7UkIVGthvhH	Do not like it. We customers everyday users should not have to pay for the mismanagement and faulty security system in place already.	X	
R_25sx8fTnOKkwvpZ	Do not support any fair increase. Audit employees salaries first especially board members.	X	X
R_3gi4nkTbkCez8Ih	Don't I already pay taxes to support these BART programs? Other transit systems across the country don't seem to have such common rate hikes		
R_3ipRa9xrQ14bZbf	Don't like fare increase.	X	
R_2YPWXXkXMfL3bMs	Enforce proof of payment. Bart needs to be safe for all PAYING customers. Make the fare cheats pay. That will be a great way to get more money.	X	Unknown
R_2cuYrfZFmy6ScjT	Every time I get on this plane are some of my bodily fluid all over I'm stinking up the train can never find a parking spot because you got to look people living in the parking spaces. If you increase the fair I will just pay for a Lyft		



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1fZu8gVlSi7QtTY	Every to yr hick is excessive	X	
R_1o0E51cQqjaglv8	Fare increases disproportionately hurt low income riders, as they are the ones who have to travel furthest. It helps keep people in poverty.		
R_3HSnSHMZC0oe8om	Fares are already too high and you're focusing on social programs which is not what you're supposed to be doing. Stop punishing riders and be more fiscally responsible.	X	Unknown
R_QfvKoPtnlaqqEjn	Fares are already too high, and service too infrequent.	Unknown	Unknown
R_1QmVVAj6w5ty2SA	Fares are already way too high for a trip from Antioch to SF and really impact minimum wage workers.		
R_ePBMMuEc230Qk2l	Fares area already expensive and should be focused on stopping fare evaders and more maintenance.	X	
R_2ya5iYW0qYLbSB2	Fares have been increased time and again and service has only ever gotten worse. Trim expenses. All of your employees are overpaid.		
R_2xYmngBR1wdtF2J	Fares have gone up, bonds have been voted for and little has changed except for BART's payroll. Trains & stations are dirty & unsafe. BART security vehicle are there but the officers can't be located. There are lots of fare evaders. Homeless riding the systems makes the cars smell and nobody wants to be around them. Give us cars with more setting room NOT standing room. People want to sit NOT stand.		
R_1liuuLE0013Yo1u	Fares keep going up and there have been NO improvements in service for years. The latest disaster is running 6-car (!) trains during rush hour on the Fremont-Richmond line, where we used to get 8 cars (which was still too short). The only improvement in recent years was running trains 15 minutes apart in non-commute hours but then that ended with no explanation. Get your house in order before you start begging again.	X	
R_20PkY3rDIxSW7zc	Fares only go up, but in addition to that parking keeps going up, plus people have to pay for the clipper cards. Why is parking going up all the time?	Unknown	Unknown
R_1MQzfCprg5MFT9W	Fares should be frozen until the cost of living in the Bay Area stabilizes.		
R_2rVhOtVn6qfHzZO	Fares should be lowered and the state should fund public transit in different ways.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
16th20	FIND TAXABLE INCOME FROM ALL THE TECH COMPANIES TO PAY: PS. HAVE PAYPAL AS PAYMENT OPTION	X	
R_tFBF3Y8ebQlZKZX	First stop beggars and home less on bart.people smoke weed as well .	Unknown	Unknown
R_2OYFvtvgVYcqosR	For reasons I said in previous page. Prices are becoming comparable to uber and lyft express pools, so increases would even further incentivize people to opt for those, for the sake of saving money. Which is not the best since those drivers aren't always treated the most fairly.	X	X
R_2dGDWpfgam6vz4U	For the same reasons as above it's not safe or clean. We need to address this and use money towards a better BART - then I may agree	Unknown	Unknown
R_10DaAY9zldrE7wA	Free public transportation	X	X
R_3rZDk8c6luDeIL8	Funding transit through fare revenue is far more regressive than other funding structures. BART should replace as much as possible of the fare revenue with revenue from taxes on rich people and user fees on single occupancy vehicles.		
R_2TC9g9WmUA2meSA	hahaha, you must be kidding	X	
R_25yilfUACoVKYsx	How about stopping fare evaders. If you look at every transit agency most of the trouble and damage is caused by people who do not pay. If you did a better job of that then your overall cost of repairs and clean up will go down probably greater than 5.4%.	X	
R_2meP2MmNWPFWjfj	Huge tax increase nothing to show for it		
R_y19PqpbWaJn374l	I agree BART's need improvement, but can we use other way to increase fund and cut unnecessary costs to make it happen. Also, is there a program that can create revenue from the prepaid monthly fare payment? If people commute from home and work daily, they can buy ahead monthly pass for those stops their daily commute. They will get extra charges if they commute more than those stops. This program help BARTs collect fund in advance, then see how can use it to create revenue. Plus, try to add ads for companies at bart stations and inside barts to make profits.	X	
R_1Q9Jys9rQmm8fzk	I already explained on the previous page.	X	
R_2dRSJo6HPVAwhnh	I already voiced my opinion in the first question.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_r3bWznm54MjYZUd	I am opposed to this. This was a short term solution. Longer term solutions need to include recovering lost revenue from fare evaders and penalizing our manufacture of rail cars for late deliveries. We need to look at cost savings elsewhere and not penalize our regular riders.	X	
R_vZZU8kALIBLeqm5	I am sick of the filth and drug use on the train. Maybe BART should consider funding more police officers so commuters don't have to deal with the filth and drug use on trains, then maybe riders wouldn't have a problem paying more. Or even dedicate one car to homeless and drug users.	X	
R_Wdu9Zr9g8iLXeX7	I am the Senior Citizen lone wage earner in my family of three. This increase would put me further behind in attempting to eliminate my debt and plan for my family's future retirement plans in about six years. Especially if the parking fees go up also. Everything else has all costs increasing greater than three-percent.	X	
R_3qVclORcAxLyIKe	I can drive from SF to East Bay for so much less than 2-3 round trip BART tickets that it makes me not even want to consider spending all the extra time getting to and from stations. It already costs over \$15 for two people to go from Mission to Oakland and back in a night. I know BART has tons of unfunded needs, and the 2016 bond is barely a down payment, but focus on getting money from nearly any other source than riders. We already pay too much.		
BP7	I can't afford it. I believe that if you increase stopping fare evasion, than money can be used to fund the costs.	X	
R_2t57VcMkaGgotIU	I don't agree because bart is already expensive and you don't even have options like monthly passes, which most big cities have for their habitants. Also, you charge bay area residents the same as tourists and this is unfair	X	
R_1liVAigfNvmp25d	I don't think people need to be paying more for the same amount of service.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1CfPtW7Ln4xEa5v	I don't want bart to increase it's prices being a student who is going to spend several more years in this city for college, and being in college and not having much money, it's not good for me.		X
R_2ziryaCAU43HIbp	I don't support increasing fares until service is improved.	Unknown	Unknown
R_1LTHjjnDFkNN6Cq	I don't want more trains I want a second transbay rail.	X	
R_1H8DyCioPF5FWAF	I explained earlier. I feel that the upgrades should be supported by municipal taxes, bonds rather than regressive fare increases. While the increases may be less than inflation, for low income commuters, the total commute cost impact is greater percentage wise than for higher income commuters. We need to keep BART commutes accessible to lower income populations.		
R_UrvvQUNzWPsJzAB	I explained in my response to the first question, I oppose fare increase because I think the fares are already too high. I work full time, which means almost \$50/week goes into my transportation, plus \$105/month to park at BART. Taking public transportation is imperative for environmental reasons, but it shouldn't be limited to upper middle class people. And I don't know of any discounts for low income people, only for youth and elders/people with disabilities.	Unknown	
R_2Sjq3HdskOrfeKc	I explained in the previous comment section. Additionally, BART doesn't seem to use its money effectively. I don't want to pay more when I don't see services improve.		
R_1ojUiBSO9bsN8WJ	I feel the BART program already has more than enough fare for travel, it is quite costly for average earning people but they have to take Bart anyways as they don't have car. I strongly believe that the current fares are high already.	X	
R_2vjNtLG18Uoz9sx	I feel this is unfair to regular bart riders who use the bart roundtrip everyday 5 days a wk. I hope they would track those regular riders and do not charge them.	X	Unknown
R_2bMYerisZwH3Dij	I have been ridding Bart all my life and the service has not really changed. If anything it's gotten worse.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_ZCsUO6UCvbX47m1	I have seen little to no improvements to BART after fare increases in the past. I thought BART purchased new rail cars already - so far, I have only seen two.	X	
16th12	I have seen NO improvements with BART after these fake increases-	X	
16th14	I make very little	X	X
R_WcUuPm9JHfIMGFH	I oppose 150% as it's getting really expensive to ride Bart and still live in the Bay Area. The trains honestly aren't clean and there isn't even much new trains so I don't want this increase to happen. Public transportation should be affordable to all and don't agree with the increase as the majority of the residents are making enough as it is to pay rent and place food on our table.	X	X
R_10P2PKjqZJIw6fB	I oppose because I feel the fares are already too high compared to the services provided	Unknown	Unknown
R_31hMszzUGUSbeA9	I oppose because people's salary doesn't always increase by that much and people need to rely on BART to get to work.	X	
R_1oFPUQmosKtMeM9	I oppose it. BART is becoming too expensive. Over the past few years we've seen these price increases, yet BART remains crowded at peak hours, there is difficulty finding parking, and the trains themselves often feel unsafe.	Unknown	Unknown
R_R8iHKy7js7Iy8Vz	I oppose the increase because any increase that I receive in wages is less than 1/2 of what BART is proposing. In addition, I pay transportation taxes, transportation bonds and RR bonds for BART with my property taxes.	X	
R_Q4IPyiSpUyeYcJb	I oppose these increases as a rational consumer because I oppose spending money where there is poor value, poor customer service, and no defined minimum standards or accountability for the service provided. There is no customer warranty on the Bart service.		X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3EMTUJlC4FgDy66	I oppose this increase because I am someone who lives in Pinole and commute into San Francisco (Balboa Park) everyday using the BART system. The fare will have a drastic impact on my monthly budget and I will be unable to afford the BART fare; thus, I will need to find an alternate form of transportation.	X	
R_ZsObmv3HfFip8fD	I oppose this program because I take the Bart every week and though it's a small increase, it will add up. Also, the cleanliness of the Bart/Bart station is not the most pleasant, so paying more will make my experience taking Bart even worse. Many other people aside from me also take the Bart so these increases will be another expense	X	X
R_1CibVJAvFtjYEy4	I oppose this program because it will just be a hassle for everyone hat commutes. If Bart wants people to commute more thru train than drive, then lower the bart prices.	X	X
R_22QsxipDWXgQzgC	I oppose, because you do not use the money wisely. The seats on those new cars are uncomfortable and the "bike racks" on them are more difficult to withdrawl from than the older cars that just have a bar there that you can secure a bike to.	X	
R_2saS4LaJNxUq9cJ	I oppose. The fare increases are too frequent. It is good that is it less than inflation but a lower percentage would be favorable	X	
R_22CStWpymvDjCzc	I pay almost \$12 round trio now and I have to deal with constant filth and fear..NO giving you more money us not an option	X	
R_1jiXyfoJj4tnpRB	I refuse to pay more when I see many who don't pay.		
R_24HlrIoA3RfNZcd	I said it in the previous question.	X	X
R_SMN0crnDN3CCy9r	I see no improvements, only worsening conditions in all aspects of the system, regardless of fare increases.		X
R_2q3sYZMiPPZ4yy0	I strongly oppose because I don't believe senior management has any idea on how to run a transit system	X	
R_BEW9tNUHjyQ5L2h	I take bart everyday and already spend \$15/daily. While others are skipping fare and as I watch needles fall out of people's pockets. How can you increase fair when it's not safe	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2CqXtWeWjmtFZmk	I think it is absurd that other cities have cheaper fares to their cities airports (\$3 oneway) and BART fares are exorbitant (\$10 oneway from San Francisco to SFO). One can only assume that this fare will increase as well. That is why I no longer use BART to the airport but use a taxi.		
R_z2Vw4HXkdEDrr0t	I understand the reason for you all wanting to increase the fees, as the money goes towards maintenance. However, the standard of living in the Bay Area continues to increase at a rapid and unsustainable rate. Citizens of the Bay who are most financially vulnerable will be unable to sustain the rate increases of the BART system, which would drastically decrease their ability to be mobile, seek employment, get access to resources and I assume would increase the amount of people who are trying to survive by skipping fare. Until the Bay area standard of living gets under control and compensation rates are more widely matching people's needs, I would not want to see BART continue to increase.	X	
R_10BkyovqYwN7oVV	I want to see improvements made with the current fare increases before they're extended. I feel like all aspects of Bart worsen everyday instead of getting better.		
R_3h5ykLdfP69CHwJ	I will be out of uni in a few years it will be nice to actually afford the fare before I graduate	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3ND2tzQgSOQdpbG	<p>I wish we could use the money on security purposes and for people not getting away with entering or having homeless roaming on the trains. If I'm paying \$10 every single day I would like to make sure my ride is safe and not have to worry about someone that is not in there right sense, acting out, or a smell of substances or odor.</p> <p>I wouldn't mind an increase if the safety and security of making it not be so easy to get on Bart. What's the point of paying more and having this increase when many individuals just walk in and no one says nothing or enforces to leave or pay. Fare is already high enough and transportation should not be so high. It is a necessity to use transportation. Why punish the riders even more when things for a long time have been the same. This is a reason I oppose an increase</p>	X	Unknown
R_8p5nvugVUQk4fx7	I won't choose to take Bart if price increases too often and too much !	X	X
R_25BEj04No04xYE0	I would also like to say East Bay people are starting to fill up trains heading to the peninsula because their trains are so overcrowded, so now my commute sucks because of it.		
R_2Cy6UJEANTPvcQa	I would need to see BART's financials. Without a review of BART's current financials I have to assume that due to the large ridership there is already ample funds to apply to system upgrades. Therefore, there should be no need to increase fares.		
R_0xCUfCJfrayLBSH	I would not like it because I don't want to spend more money.	X	X
R_3QYLP1udKYGK4YV	I would oppose the fee increase.	X	
R_2aJJYtdMGcgrcAD	I would strongly oppose this program. This is a huge increase for a daily commuter like me. You are not providing any benefits except that the price keeps increasing. Also the new trains are worst. there is less space to sit and we have to stand the whole commute and it is very very crowded.	X	
R_2b2FHM4d8yj7EJK	I'm just a commuting student, and with this increase it's not gonna benefit me for the money I already spend on commute each month.	X	X



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_x4JiOAoVoUHUFq1	If you would be more transparent about where your budget is going to, then maybe I would agree. But I haven't seen a breakout of your budget in an easily accessible way.		
R_1K3kmv6XsH4mAWZ	I'm going to be charged more, and if history holds, I doubt I'm going to see much real improvement. Please don't.	Unknown	
R_2rAyhHsuaWR9Kuk	Increase it slightly more than inflation and get the system fixed faster than a smaller increase would enable.	Unknown	Unknown
R_2sR2re2nLOt8VoZ	Increases, uh no  Why not save money by terminating senior management and hiring competent people? Plus you can save money on police and station workers who seem to do little or nothing about fare evaders, riff raff and hooligans.	Unknown	
R_2B9EEuHbkokOcR1	Instead of increasing we should think of how we reduce the fare and help common man with some savings in the overly priced Bay Area. Bart should think of generating other source of income by leasing their space to some vendors or leveraging its empty parking spaces on weekends to host some events	X	
R_1gw6mEngYzx8k6s	Instead of making it every two years, make it every 4 years at 4%	X	
R_vCycJlpLF2cAUut	Instead of relying on a policy which may or may not fund the system the way that it needs to be, have the Board do its job and set the fares as needed.	Unknown	
R_plYSCri18Tc1wHv	It doesn't seem the astronomical amounts of money currently being collected are being well spent, so increases are not acceptable	X	
16th16	It is already too expensive, + unaffordable for low-income		X
R_1Cj5U48dh5Fq8PU	it is already too expensive	Unknown	Unknown
R_1F4kp3vs8S8idjE	It is already very high as compared to other mode of transportation.	X	
R_74biAmoBMhyX2b7	It is costing way too much to ride BART. Focus on catching fare evaders first. Current money is not used appropriately to clean trains or stations. Need proof of that before supporting fare increases. We are not getting alot in return for our fares.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_veF79WP8UjMvKbb	It is too expensive. Cost of living and transportation in the Bay Area is unrealistic. Public transportation is supposed to be a better alternative to driving, and it is supposed to be less expensive. Increases in the cost will cause increases in people not paying for to ride.	X	X
R_vuxZOeo1kyK4I6Z	It only hurts those of us who use the Bart honestly every day. Have guards by the fare gates if you want money		
R_2EhIg2vBcdukfak	It's already expensive for commuters especially, the cents difference between clipper and paper is very insignificant	X	X
R_PU9tVKKheNzYH29	It's already more	Unknown	Unknown
R_8iW7IIIJvzY1EYx	It's already pretty expensive to ride far distances - not to mention parking costs at stations. Increasing this for years to come will suck	X	
R_22RIjVNJEUGQuhF	It's already unaffordable. Would force me to find other commute alternatives.	X	
R_2S7T3WJOYNf0Mcq	It's already good amount	X	
R_3PRbgPZ1hHFRxnY	It's definitely nice to hear about the plan but it's discouraging to continue paying more without changes to the services.	X	
R_SE40tPC5GoOESM9	It's expensive enough already. While the price is keeping going up , the security and services provided by BART are actually going down.	X	
R_1dm3AwusvOBGYji	It's too easy to not pay. Two dedicated police officers at each station would significantly cut down on fare jumping and violence at BART stations.		
R_2Vdr9ZFs6EV4G4q	Just stop people from cheating and you will have enough money. Cut executive salaries by 25% until user satisfaction reach 4.5 out of 5		
R_1FIB8oiFyTNyRE6	Just voted for tax for BART. Not seeing BART try to improve service or cut costs	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2WM5IVcElinEIpn	Less and poorer service. Escalaters don't work. Signage doesn't work. of 4 restrooms in entire San Francisco City are, 2 are always closed- 1 in Balboa Park and 1 in Glen park. IT support must be non-existent- signs do not show second screen of approaching trains, on Sunday they do not show the times of existing traings but shows the times of trains not scheduled to even run on Sunday. Station upgrades take too long and are poorly planned and finished. New trains not put into service. What's going on? MUNI used to be the transit agency I loved to hate, no BART has replaced them. And you want more money! Play with and take care of the toys you have before you ask for more!		X
R_3fcv1DzWZVJh1UX	Like I said before, why should only honest people be forced to pay higher fares when so many cheats go through the emergency gates for free? Maybe fares wouldn't have to go up if everybody paid their fair share.		
R_gJ9PkYEmdYlwa8V	Look at my first response.	X	
R_1ONtsa9DpSTJy5L	make BART free, or at the very least freeze fares.		X
R_V3iUQeSVRtSUqWJ	Make more money by catching the gate jumpers!	X	
R_ptUdl7FICnp2FYl	manage your money better we have been paying for BART for 40 years and just last year actually got BART. Now we have BART but not enough parking at the Antioch station. Who does the planning for the future? Very poor job.		
R_1gggIN1rqmsR7X5	Mantengan limpias las estaciones con mas seguridad! *Keep the stations clean with more security!* Y eviten que la gente se pase sin pagar... *And prevent people from passing without paying...*	X	
R_1igGE01Bhyc0nQs	Many depend on riding bart to work or to school on a daily basis, and with increasing bart fares it is getting harder and harder to afford these rides. Over the past years we have continued to pay more for fare but we have not seen improvement In delays with new trians	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2ALldvOAVIXrfbQ	More and more money goes into this bottom-less Bart hole. When will riders see the benefit of the investment? All the money is for maintenance, but no viable expansion. This was a poorly thought out system that did not take into account growth. AND really it feels like this is a system for SF - all the other cities are stepchildren that "may" use the system. Property/auto theft and filthy trains plague the system. Why should I pay Cadillac prices for rides on a scooter?	X	
R_27xsl20Dle85zsn	More money is going to upper management and the board rather than what's stated	X	
R_0NcCCeCN1zmEQcF	Most of the proposals should be covered by the operational revenue and the profit of Bart. There has been evidence that the operation of Bart is not satisfactory and needs improvement. Bart leaderships should be looking at those problems and potential ways to improve efficiency on money use. Also, Bart riding environment has got worse, I've a personally experience with bad attitude from the fare booth agent in the Fremont station, including yelling to me and refusing to give me her name and employee ID#. I have also rode Bart with a rider smoking weeds on a running car. But the tech on the train wouldn't care and his response was "the smoker is fine. if you see me run, you run with me." What kind of attitude is that? I just simply can't agree to paying more to these unprofessional staff with no respect to their customer.	X	
R_22tA5Rjof6Bgtr	Most of your costs are to pay yourselves and you want the rides to did deep into their wallets to fund your extravagance.	X	
R_2B5KPFwozjaPPyG	My income does not go up, yet everybody keeps raising costs on public services. It's a hardship for the poor, disabled, elderly, and down and out folks. Use the money you have more wisely.		
R_tDSOoR5YpmmAaXL	My salary has not gone up to meet inflation or increases cost if living		
BP1	N/A	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3LgeVQ5ZceF27gB	Need accountability of how money is being spend. What happened to all the money got from bond RR and other money that Bart has obtained. Why does Bart need more abs more money when the system is performing very badly.	Unknown	Unknown
R_3JhpjG0BHc8XLTs	need to make sure everybody pays their fare share. reduce fare cheats first.	X	X
R_1ltaxP6ecySm0Q5	New train cars and more frequent service are not needed in my opinion.	X	X
R_3fqPuoNqvIjrdfl	No fare increases should be supported or warranted until you fix the system and reduce fare evasion	X	
R_1FgjI4Rx4gfXEL8	No fare increases until you figure out how to run a transit system, timely, safe and clean	Unknown	
R_1ezVzad8vCBpUls	NO FARE INCREASES! Focus on fare cheats!		
R_2ZJ53FfkV80JKJB	No fares should be increased until actual measures are put in place to stop or prevent fare evaders.		
R_3Ebfc4G1g2uzUYG	No increase until BART gets it together	Unknown	
R_24odlMsRGrY3gzk	No more	Unknown	
R_a43unhYNIW74xb	No more funding increases until BART uses its existing funding properly.		
R_3EnE5yn8PIEwGT0	No more unfair fare increases for deteriorating service. We can't afford it anymore.	X	
R_6t9K9IsHO55jUTn	No one receives the value they are paying at this rate.	X	Unknown
R_2ZlzdA4AfuQzyTb	No one's salaries have increased with inflation. Tying the increases to inflation is ridiculous.		
R_3qWEF1e73viatLV	No. Period.		
R_1mltk9MwmN83GYK	Not one more penny unless it goes to EXISTING needs. No more money for expansion until then.	X	
R_C3tTu7YpmCWS64x	Not seeing the expected results of fare increase	Unknown	
R_CfgI79T3KH83P2h	Oppose any increase given the poor value currently provided. Homeless taking refuge without paying for instance	X	
R_3PZ8mbEGSjHUNwT	Oppose as explained above. We can't even save bec we to pay double vehicle registration and high sales tax plus fed tax. My husband can't retire bec we need more money.	X	X
R_3PXARNNjcA8RoiD	Oppose because it will make riding Bart very expensive.	X	X
R_2qw6tEc945xgmvT	Oppose increase Bart fees	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_ersiQxBbl6xbCFz	oppose this program	X	
R_325wKa0Lb63QioE	Oppose until you enforce current fare for all riders.		
R_3m94STjgSgqw4CS	Oppose.	X	X
R_1hEjuk6VZ1umh6y	Oppose. Bart has gotten a number of tax increases the past couple of years and everytime. Is this money being squandered? How long is bart gonna use the same reasons; new control system, new cars, etc.		
R_3LkfFKi51EMCLTS	Oppose. Find other ways to fund. Make cuts. Sell more ads.	X	
R_1LqFHTfS3FQwsKd	OPPOSE. Why should there be a extension when the fare increase system now isn't working. I'm rarely on a new train and they few times I've been on one the train goes out of service -- and I commute M-F mornings & evenings.		
R_1owegT8dMWx7S5p	Oppose... rate increases would reduce ridership. Past rate increase has not increase overall revenue due to low ridership. I see mis-management of current Bart resources and throw money at it will not fix the current problems.	X	
R_29o9etvCL6B7Ub0	opposed, same old excuse.	X	
R_2e5c4u7xTUKMlKm	Opposing this, Bart makes enough money to run without increasing prices. Perhaps reevaluating your budget to make this public transportation a service to the community rather than a business.	X	X
R_3jfK4HPYPZfYrd1	Other sources of revenue such as employer subsidies, or increased taxes on cars/gas, are preferable.		
R_2CPvFRKzOVUtg6	Outside the public sector, people who do actual productive work are not seeing 3.9% annual pay increases so your justification is baloney.		
R_1lmEcejSQA70V1N	Paying both Bart fare back & forth plus the daily parking fee is a lot of money already, Bart should have enough money to cover the costs of whatever repairs needed! With millions of Bart riders everyday, it accumulates a lot of money already to cover the repair costs, isn't not?	X	
R_3iyy5f9rBft2EUJ	People should pay less as a general rule.		
R_2pK7YZLrOF58FZn	Please change BART prices to be on a sliding scale based on income. It is already too expensive for many of the people it is supposed to be serving.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3m8fZVmelHSD08u	Please enforce fares before raising them on paying customers	Unknown	X
R_1kSnP0Enxqvmfk8	Please see previous answer	X	Unknown
R_RaeUVjdqmQuN4Rz	Previous answer.	Unknown	Unknown
R_3M3EkDwkQC3UxyG	<p>Raise taxes on the people who can afford to pay that! Many of BART's riders don't make enough to afford trips on BART as it is, let alone making it more expensive.</p> <p>BART is publicly funded public transportation — it should be funded by the people who can afford to pay, not by splitting up the total cost equally onto all riders. Not all riders have equal resources.</p>		X
FV1	Reduce peronnel + operations costs and put that money into infrastructure + service.	X	
R_1ln0Yg085rDqnjb	Salary and pensions increases at all levels should be frozen. Salaries and pensions paid are already too high. If workforce goes on strike, they should be fired. We will live for a few days of interruption but will not give in to strikers demands for salat increases.	X	
R_a4B3bYw4YdGadHj	Same answer.		
R_3DoPgdl80pLTx32	San Francisco is an expensive major city to live in, with higher than national average rent prices, and increasing fares would have a detrimental cause on the economic and social well-being of it's residents. I advocate to keep our fares as they are, or provide discounts to lower income people, even adults. I know currently seniors and students get discounted rates, but I think this should apply to younger and average age adults.	X	
R_1oaRjeye1e0ejGP	Saying it is "less than inflation" is a leading statement. Most people here are not part of the tech industry which is driving inflation, and cannot keep up with even modest increases.	X	
R_eA9623vjpiyXc1H	See first response	X	
R_OPz0xE8a5NETbyh	See my previous answer - BART has increasingly asked for money through fare hikes, bonds, and ballot measures. Get your house in order, stop hemorrhaging money on inflated salaries, pensions, and medical insurance, and use that money to update BART, as it was intended. No to fare hikes.		Unknown



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2zZqRlJRMoFwC0b	See my previous answer. Furthermore, I ride BART every day and I generally stand both ways. I might consider paying more if I could actually ride in comfort.	X	Unknown
R_2atWWOBHPpIE0PA	See previous answer. We haven't seen enough improvements with the high fares we already pay. Bart needs to figure out another way to fund these changes and figure out a better way to handle operating expenses.		
R_vui2rCYWeLn6s4p	See previous comment		X
R_pyFZMr6M1UIOYTv	See previous comment	X	
R_11jODk00J91o3GY	See previous comment. Until BART become safe again, cleaner, had the new trains and runs more frequently as now that it has expanded it is even harder to get a seat and is twice as packed.		
R_2Cs9VoxEEQaOXHf	see previous comments		
R_doQa5fl0dT7Pr33	See previous comments.		Unknown
R_1BSoxOnE4Ytn9j2	See previous page.	X	Unknown
R_AaZELM6OH5sADND	See previous response.	X	
R_2dN3oyK9vAKRDvx	See previous response. In short, I oppose it on the grounds of management incompetence.	X	
R_10MBf3N9GgXuwvy	See previous. When janitors are paid over 100k a year, something is amiss		
R_2yjGcen8h3unXZX	See the responses to my previous questions. If BART keeps raising fares like this, I'll take the new ferry in Richmond (it will be cheaper), or casual carpool. DO SOMETHING ABOUT FARE EVADERS AND STOP RAISING PRICES ON HONEST PEOPLE WHO PAY.		
R_OvEhMEf60pfki7T	Stated my response in the previous page.	X	
R_2SdWyM390vGjM4x	Stop fare evaders	X	
R_1eLDHJD0lGYKqL4	stop punishing poor people		
R_3NODs3sXYn4bh2F	Stop the fare evaders! Where do you get an inflation rate of more than 5.4%? I am lucky if I get a 3% pay increase every year. Why should I support BART fare increases of 3.9-5.4%?		Unknown



Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_6liYcU50JpT8Ulr	Stop the fare gate jumpers. Make them pay for their rides. Bart needs to treat people fairly. Making regular people pay for rides, and making them pay more to cover the gate jumpers is not okay. Why do you think this is okay to force a certain group to pay for non-paying customers? Do not raise fares! Hire more fare enforcement officers. Make all people pay and don't discriminate on the paying riders.	X	
R_1eri19EmIN9LHaT	Stop the gate jumpers! No Fare increases until everyone pays for their ride!	Unknown	Unknown
R_DuipicdoDPHShrP	Stop wasting money from mismanagement.	Unknown	Unknown
R_RWbzsguJTXUQ0DL	Strongly oppose because there is no forward-looking plan (other than do more of the same thru adding cars) to address key issues like overcrowding, safety, fare evaders, and cleanliness. I do not have trust or confidence that more cars and a new control system will help enough to justify even the cost of fares today.	X	
R_1g1NXcf94kHTqnI	Strongly oppose because those who don't pay fares are costing the city millions of dollars per year. If they were more heavily monitored and penalized, maybe the increases won't have to go up so much.	X	X
R_2Tper8k8LrxI4oK	Tax the cities who have not been paying since BART started, let them take the brunt of the increase		Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2sWM3irJdqBpoOe	<p>The Bart is already quite expensive when it comes to FARE on day to day basis. The cost of living in Bay Area with rent and with Bart Fare is not helping Middle Class.</p> <p>I would recommend the following changes to bring cost down:            1) The Maintenance Cost can be reducing the number of Trains during Off- Hours. Peak hours are Mon-Fri 6:30 AM to 9:30 AM and 4:00 PM to 7:00 PM.            Instead of 15 mins, make it 20 mins frequency, but add more Car to accomodate more passenger. Sometimes 5 car doesn't help during Peak Hours.</p> <p>2) Provide the option of Monthly Pass if customer has starting and Ending destination is same. Give some frequent travellers benefit to these customers.</p> <p>3) Add multi-level parking structure at each Bart Station which will bring more revenue and so monthly customer can have option to include as their Monthly Pass.</p>	X	
R_1ITn1M02wOHwwVd	The BART is expensive enough, this way it'll slowly get less costly (but staying the same, but decreasing value from inflation)	X	
R_12co5cPFFIbg5cC	The cost for Bart repairs should come from local city government and taxes. Everyone-even folks who drive cars- should be taxed for Bart improvements.		
R_10IvFRASLYVKoUx	The current BART system is financially unsustainable. Fare increases constitute throwing gasoline on fire.	X	
R_vUMcMEhb4q3B6x3	The current fares are already very high, the new trains have less seats for long journeys (minimum 45mins) for most commuters. No point paying more to stand on nearly 2 hour journeys everyday.	X	
R_31Lfzb2SAmMN9N1	The increases are making it unaffordable to be a regular commuter.	X	
R_3gL2Ju6mtfIdEjb	The services, the security is very poor to pay for such a high transportation ticket	X	
R_1ruk59E148U7yET	The system is already too expensive.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_9nwVQ8A3hAB1ieJ	The whole fare system should be overhauled to include demand-based pricing.		X
R_2BaeHhDv3lXgFZF	There are a lot of issues with Bart. All the old Bart trains are still running . It is extremely dirty. Homeless people do drugs, sleep on trains, and make daily commuters uncomfortable		X
R_2Wgy6qJWlqjuqS7	There are already price increases happening now. Bart acknowledges that students take Bart from balboa, its on their advertisements on the Bart trains, but Bart doesn't offer anything for those students. Bart riders can feel patronized being acknowledged on posters that they're commuting from far away places but then those long commutes cost even more money because they're taking Bart from far distances. All of this is happening but we're not seeing a change in Bart of its policies.	X	X
R_1gbYBnfu91ut7VZ	There is already money for new trains. Instead of buying more, we need to hold the manufacture accountable for missing delivery deadlines. Paying them more money for missed deadlines is a poor use of money. This lack of accountability shows that Bart will not spend new funds wisely.	X	
R_3FKl6Wfa31CtBy4	There is already poor miss management of bart money	X	
R_1jClc75okHvpOOE	These promises on the use of the funds has been going on since I started riding 8 years ago and nothing has gotten better. If anything I consistently see miss appropriation of funds daily.		
R_3CPFSncoJp67tDW	this is becoming way too expensive. an Uber share ride will be cheaper than BART. I don't see the benefit to me as a consumer. I'd love to save the environment but can only afford to pay that much to go to work.		X
R_2Uci9Tw9NCNRrTx	This is not a solution. This is a short term with a specific end date. You will lose the trust of riders if you extend it. Bart has increased ridership. That revnuue should offset any needs Bart has.	X	
R_2tx0IzmQQtHdMD2	This is way too much..might as well make It 25.00 a day flat fee in 2022	X	
R_2YIWUB8TN38ZMdd	This may make bart less accessible for those who take it every day.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3Hqo1g4RQLetMFP	This question is confusingly framed. I think local government should pay for repairs not increase cost of the ride.	Unknown	Unknown
R_2Uf4F9asSSOS3yq	This was a temporary program, designed with an end. It is not appropriate to continue, especially with measure RR funds available.	X	
R_Wfe6AsQYmrjxmw1	Tired of PUBLIC transit increasing fares without an equal improvement in service. What REALLY burns me is seeing all the people jumping over the barriers and not paying without BART police doing anything about it. I pay \$50 a week commuting and it is just a same to see BART employees doing nothing to make sure there is equity.		
R_Dc8BRQye9CysCkN	Too expensive	X	
R_1mhirHtr8CVqfe6	Too expensive	X	
R_3D2sxBY60c7FZQj	Too expensive for unimpressive transit. Dirty Train. Homeless on trains. Criminals on trains. Pay to park already.		
R_25ym7F6Kg9cl8Mu	Total bulls**t. In lieu of fare increases of any kind, I very strongly suggest pay / merit / pension decreases for BART executives.		
R_2zqqBR0kgWYKy9L	Traveling from Dublin to South San Francisco is already 6.90. I can't afford to pay even more!!!! I want to do the more eco- friendly thing and I know carpooling/driving can still add up but transit should ALWAYS be the cheapest option- not an option that competes at a higher price. I would only support an increase if there was more safety, carts, and accessibility to ALL income levels.	X	X
R_3m4PqG8RV9Zlc1X	Until BART fixes the current issues we have with our current lines I don't want to help fund any kind of "extending line". Clean our current trains first! Help avoid "delays". Once that's done, then BART should think about extensions of line.	X	
R_1EgmSkHlx49GYfF	Until safety and Security is in place, I will always oppose.	X	
R_b9HNQ6Dm5vKuGml	US inflation is not 3.9% and I'm not a fan of going higher than the target 2% inflation rate	X	
R_2xV0q9XHJCl70f9	Very time they increase the care they promise to make riders experience better but that never happens	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3qQLIXSWLsbQPNG	We don't even see enough of the new rail cars as it is. How do we know the fare increase program will really help fund new rail cars?	X	
R_2abIW5KD81D7Fjv	We need to see actual changes	X	
R_2CwtmjoF9B4L1XO	We pay enough for bart and the services are awful. People don't even feel safe on the existing filthy trains and you want to increase fare. Cut back on admin and exorbitant salaries of you and your employees to re-engineer into a better system that serves the tax payers/	X	
R_26lhoVX0RaieRfW	What was the bond program approved by voters for?	Unknown	Unknown
R_1mKn1trZfBwaxc7	What's the purpose of funding Measure RR then? I voted for it to help BART. I take BART everyday -- I appreciate it -- but it is so expensive. I pay over \$200 a month to commute via BART. No other big city has this expensive of a transit system. This method of raising fares only harms the commuter even more.	X	
R_29tRaRZptf86rFF	Where has all of the funding that BART has been provided over the past decade gone?		
R_2dKqVo5ykn9S942	While Bart employees get an increase (on their already good pay for less work like those agents at the gate) we on the private sector employees aren't getting a raise.	X	X
R_Rf5yLOcPHJpVTBD	Why did you get a \$3 billion bond.? Where's that money going? All you do is waste money without accountability	X	
R_1f9LgUozgpCf1iI	Why doesn't bart focus on riders not paying? Why is a fare increase needed when not everyone is paying their fare share. This is not okay. Bart needs to be trustworthy of what they have. Make all riders pay their share!	X	Unknown
R_1Ckh790e5IAGNIN	Will not work that way	X	X
R_WiBMjQJGsqkfPoZ	With prices increasing everywhere except our paychecks this is not fair. Take the money out of corporates hefty salary.		
R_AtFP9TJa6sQPT3z	Work on your government grants fundraising instead.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_21jr5TxCDMwgGVu	Work within your means and budget so that you don't have to keep asking for a rate increase. This is utterly ridiculous. And someone came up with the brilliant idea of putting condos on Bart's parking lots. Where are people suppose to park? You won't have to worry because you'll have less riders which may be the goal. More affluent riders and less people without means (homeless) perhaps equates to cleaner trains and potentially more money. The affluent people won't complain about a rate increase.	X	Unknown
R_3NPZ3jSKd1hrLpK	Would only agree to a fare increase if BART adds more trains to address the chronic overcrowding during rush hour. I don't want to see routes extended (e.g., Fremont line past Warm Springs) only for BART to run the same schedule, which would only result in further overcrowding!	X	
R_2f107RaEovgeklx	Ya lo explique anteriormente, pesimo servicio *I already explained it before, very bad service*	X	X
R_ptLweN1xvAuK1pv	You always promises big essential system upgrades but the reality is that you waste money on non essential upgrades like solar panels and station entrance beautification. Not a fan of the new rail cars either. The front facing seating creates pinch points that reduce the flow of passenger traffic		
R_3psdhpejoiXum6N	You don't know what to do with the money you have now. Why is having more money going to help you?		
R_yCIBVvihwuzTG6d	Your fares are already high compared to national standards. They are regressive because they hurt low- and middle-income earners the most, & discourage people from leaving their cars. Find more equitable revenue sources!		
R_308CPLM64HUQGIB	Your fares are excessive as is.		
R_yDuZCC2RTTrpnUJ	Your fares are the most expensive of any transit system in America, and you have a long track record of mismanagement of funds and overspending on underused extensions (SFO and OAK, for a couple). Fares should be reduced, not increased.		
BP6	Your service sucks is so poor and dirty	X	
R_3NJP89u2g6jwUym	服務同價格成反比 *Service is inversely proportional to price	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2YttSofVcB5M08x	递增 % 太高 *Increment percentage is too high*	X	X
	I don't know b/c I don't know what the other options are for raising money.		
R_bC1qOerfQI9zAm5	Ambiguous question phrasing—am I comparing to no increases at all or as-much-as-inflation?	Unknown	Unknown
R_1lhNpMIoza4OZOE	Fix the existing problems before you seek more fare increases.	X	
R_3rqgBTBKozmlzpD	I have supported every increase for many years realizing that it costs to run a system. BUT I don't know if I can continue to support it when I do not see improvements to the system. I feel as if I spend more for poorer service.		
R_bl6KbM3k0ki41IR	I think it is ridiculous, we already pay high fares and pay for parking. Just to get on Bart during rush hours a find a homeless person that just is nice and cozy with their feet on the window	X	
R_2U4cbpU08uzkEyM	It's hard to answer when I see staff, even those who attempt to enforce fares, unable to do so. I have never been checked that I paid my fare so the odds of fare evasion detection feels low. I also see it happen openly.		Unknown
R_1LGbpXfxhlw1Nqg	There is not enough information in the description to make an informed decision. What fare increases are planned for comparable urban transit systems in the US and Globally? What other revenue levers has BART attempted, ruled out, or exhausted? What expense levers have been attempted, rules out, or exhausted? For example, what savings will be delivered by shifting to the Fleet of the Future? Would increased efficiency and capacity under the current fare schedule sufficiently increase revenue to offset planned expenses? Would extended hours do the same?		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3h0cn2qazpe1HHJ	<p>This is difficult to ask in a survey, without information about the impacts. I think that functioning cars and system are important. Greater frequency seems important given how crowded BART is.</p> <p>At the same time, commuting on BART is really expensive already- and feels burdensome to me as someone who makes a decent income. I feel really concerned about BART becoming inaccessible to lower income folks or middle income folks with families.</p>	X	
R_1r3otdDu6Pb83ZM	<p>This question is silly. Few people support raising fares. The question should be about how efficiently is the money being used.</p>	X	X
R_2tLNYONIMs9Rvzv	<p>Pues todo sube desafortunadamente el salario es bajo , este de acuerdo uno , o no el metro es muy necesario para todas las personas para llegar a su trabajo también lo usan porque lo usan otras personas que andan turistiando.</p> <p>Es un transporte rápido . *Everything goes up unfortunately while salaries stay low. The train is necessary for all people to get to work and people also use it because they are touring. It's fast transportation.*</p>	X	X
R_1f2w2QRWxGuhyS9	<p>You need to fix the gates first!</p>		



# Appendix PP-D: Paper Ticket Surcharge Increase Public Comments

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Legend	
	Strongly Support
	Somewhat Support
	Neutral
	Somewhat Opposed
	Opposed
	Don't Know
	No Answer

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_rjLEsQ08h0E3WZb	\$1 is a modest fee. Please ensure low cost clipper fees for seniors, students and those most in need.		
R_1qaOdVitzrav80r	Agree, clipper cards are a lot faster	X	
R_3NPOgMQ3lzIPQi7	Aka "soak the tourists"? Seems fine.		
R_01FbfgPqjWJYtDb	All for more clipper use.	X	
R_plMvpu8VdaA4Vup	Allow paper tickets with a balance to be transferred to a clipper card at all stations. This will help encourage people to change since it will be easier to transfer it.		
R_12x7HgWsInjbbI8	Allow people to insert a paper ticket with balance on it at any station and convert it to a Clipper card	Unknown	Unknown
FV2	Anything that lessens paper consumption is good.		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_p4W9rouJwfGdAoF	Bart should have a program to hand out free clipper cards for lower income riders and those who are unbanked.	X	
R_1q4zDLfmuGZ4ECg	Can u make the paper ticket like the ones in New York. Where you can also recharge the card and use it again. It will save a lot of paper.	X	X
R_1q8oOERZTKXTkz	Clipper cards are definitely are efficient and long term. I see paper Bart passes on the floor and ppl just throw them away vs clipper cards	X	X
R_2akji3ePxGFnjIs	clipper cards are easier and less waste as the cards are easier to store and reuse vs a paper card which can get crumpled or torn and needs to be replaced		
R_2dQLpzAhBUfyffs	clipper cards are free to get and make the process easier. I would prefer everyone use them. Or better yet set up a tap system with phones or smart watches as a digital clipper system.		
R_2wb5oIQbR9MBC4T	Clipper Cards are safer, more secure, and more useful.		
R_eL4K3SIPpRQMjhn	Clipper cards are very cheap and you can easily break even	X	
R_02o3jYVu59QPENr	Clipper is better and less waste		
R_YawechvgiGVrOaR	Clipper is just the smart choice for all Bay Area transportation services.		
R_QlEm7oclbiWLXX3	Conserve resources	X	
R_2YzVQIEBW48dOFz	Cost efficiencies and to make the higher cost enough to move people to Clipper.		Unknown
R_cAqt4y3TXvknig9	Cut down on the wear and tear of paper feeding system and cut the waste	X	
R_PRMxW6Zn3XVaPuN	Definitely agree that riders, even tourists, should have an incentive to use Clipper cards. Perhaps allow tourists to redeem their clipper card fee by turning them in at the airport, bus or train terminals.	X	Unknown
R_vCycJlpLF2cAUut	Ditch Clipper (or keep it for those who need multi system cards). Make a bart only card that can be bought on the spot at all stations in machines (London OysterCard). So many of BART's excuses about what they can't do are "but Clipper" and we can't change it.	Unknown	
R_p5wJOEvuFf3MMU1	Doesnt affect me, good for the environment and can help fund things. Sounds good	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2ZDCLf9ym4hxJEl	Dump clipper and allow phone tap-to-pay like most 1st first world transit systems.	X	
R_3NODs3sXYn4bh2F	Fare evaders don't pay anything!		Unknown
R_At7TWWoz3MCavzr	Firm believer in the convenience of the Clipper Card!	X	
R_25QRMM32GUKfydf	Folks who ride Bart on a regular basis should have clipper cards to avoid wasting paper. Also \$1 may not be a lot to people who close to never ride Bart. Please push a clipper campaign when these changes are made.	X	X
R_233kdLKF0y05Tql	Get rid of paper tickets, like DC Metro did.	X	
R_1fZz5yPy4JNE00k	Get rid of paper tix.		
R_qxs5p0xAFYHMYTL	Go green	X	
R_BKVtVangnMla8Fz	Good less paper		
R_3HzwPoW6XOSLaLj	Great idea.		
R_Wd10eL6rqCOArE5	Happy to support more sustainable methods such as the Clipper Card, a reusable device, over landfill bound tickets.		
R_bmfKiBG7YkPnW8h	<p>hen in the Course of human events it becomes necessary for one people to dissolve the political bands which have connected them with another and to assume among the powers of the earth, the separate and equal station to which the Laws of Nature and of Nature's God entitle them, a decent respect to the opinions of mankind requires that they should declare the causes which impel them to the separation.</p> <p>We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness. — That to secure these rights, Governments are instituted among Men, deriving their just powers from the consent of the governed, — That whenever any Form of Government becomes destructive of these ends, it is the Right of the People to alter or to abolish it, and to institute new Government, laying its foundation on such principles and organizing its powers in such form, as to them shall seem most likely to effect their Safety and Happiness. Prudence, indeed, will dictate that Governments long established should not be changed for light and transient causes; and</p>	Unknown	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	accordingly all experience hath shewn that mankind are more disposed to suffer, while evils are sufferable than to right themselves by abolishing the forms to which they are accustomed. But when a long train of abuses and usurpations, pursuing invariably the same Object evinces a design to reduce them under absolute Despotism, it is their right, it is their duty, to throw off such Government, and to provide new Guards for their future security. — Such has been the patient sufferance of these Colonies; and such is now the necessity which constrains them to alter their former Systems of Government. The history of the present King of Great Britain is a history of repeated injuries and usurpations, all having in direct object the establishment of an absolute Tyranny over these States. To prove this, let		
	I agree with this changes, as it will make customer to buy Clipper card.		
R_2sWM3irJdqBpoOe	I think you should charge 50 cents per ride more when using paper ticker will help to fix this problem more efficiently	X	
R_24nRjhV0TwPqbC1	I already use clipper card, so I don't care	X	
R_2ANecilqvZ1JTHw	I do not use paper tickets this would not effect me	X	
R_3qJsyABpXUYGzNt	I have a card. Paper tickets don't concern me		
R_120kg6QGrRhvWhy	I have a Clipper Card. I believe it has great usefulness as it is multi-transit. BART should surcharge paper tickets as they are not optimal operational use of resources.		
R_xh0LOynA2ts7rLH	I like clipper cards.	X	
R_30oGxdikE2ordRw	I like this because it is not an increase that the daily commuters will have to carry.		X
16th10	I love the clipper card! I have a muni monthly pass	X	
R_332tgQsSv8VMqvG	I personally use Clipper Card and definitely much simpler to enter and exit the gates. Paper tickets have a tendency to not get read all the time. Definitely a good option.	X	X
R_WczSJBuTH4Umnip	I say get rid of paper tickets altogether	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3DhX9m7zROHCQcI	I strongly support this because not only will everyone using clipper cards make operations for daily riders more smooth but it'll also reduce significantly the waste that is caused by paper tickets in the environment.	X	
R_1dEtVVdvUy8L55x	I strongly support this, but Clipper may need to expand the ways you can pay (such as providing a way to deposit cash), in order to support lower income travelers. Increasing the surcharge without making sure it is possible for all riders to use Clipper would just heavily penalize the poorest riders.		
R_RaeUVjdqmQuN4Rz	I support this to make the expense for BART less to help decrease the amount of fare increases.	Unknown	X
R_bkm1TfoWY2NjP1v	I think everyone should use a Clipper Card.	X	
R_1py6UQlP8Jm15Hu	I think everyone should use a clipper card. It is easy to load, easy to tag. Incentivizing using a clipper over a paper ticket by charging more for the paper is fine with me. It will also reduce paper waste.	X	
R_2thtnRGdCZSQKgl	I think it is great incentive to switch to Clipper, I am a Clipper card user so it will not effect me. I also have a "guest clipper card" so when I have a visitor they also get to use the clipper card.		
R_1i9ZkkrzqTjYpMd	I think it's a great idea to charge more so we try to conserve the need to use trees for paper tickets.	X	
R_1cYbcRPkr83SI19	I think it's great save paper and use plastics	X	X
R_27g6eK34jVUj07Z	i think this is okay since it primarily targets visitors to the area and not current residents who are more likely to have a clipper card		
R_u4e9P3LPoCMqm8F	I think this is very important. Paper magstripe tickets are a technology that is several decades old. Paper tickets have many drawbacks. They are easily damaged. You lose them, that's it. Turnstiles often go out of service because of wear and tear from a system comprising many moving parts. Really BART should be Clipper only. At least this is a reasonable and well thought out intermediate step.		
R_2agXREQVNE0q0Zv	i use the card		
R_25GgOzYncLFLrft	I'm assuming most people who buy paper tickets are non-residents and tourists. Seems appropriate.		Unknown

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_25tLLKEmKKzSuGh	In this day and age there is NO excuse in not using a Clipper card when riding public transportation in the Bay Area, it should be common practice and standard to use one.	X	
R_1mltk9MwmN83GYK	Increase it more.	X	Unknown
R_1QtndLjmrghPB9Q	Install clipper card dispensers and ban paper tickets.		
R_2WAbU1Xwjnf5d4F	It is a lot for a short trip.		
R_3n7aqXYGzOrVCKz	It is more eco-friendly to use a clipper card than to use paper tickets	X	
FV3	It is needed to keep paper use down.		X
R_31No1otQPjqG4re	It makes sense		
R_DIB0yNuWI8Yc4kp	It will help make bus service better by reducing those who take a long time paying cash.		
R_3ffXsqEdWo237kG	It would mostly effect visitors, who won't have a reference point to judge the increase.	X	
R_2Si3BQPy0GG5yYo	It's better for the environment to be more resourceful and just use a clipper card. The only thing about this though is that if you're increasing the 1.00 on paper tickets, maybe consider lowering the 3 dollar charge on clipper cards. That way people see the clipper card as an overall better deal. Maybe put that money from the clipper card fee onto the paper ticket fee	X	
R_3RyeoUtEXaoWWxF	Its a perfect way to go green.	X	
R_xtJIRk06bvj5Ysx	It's time we move away from paper tickets. They get jammed and help break down equipment.		X
R_1oaRjeye1e0ejGP	Just get rid of paper tickets, as other cities (Philadelphia, Chicago) have.	X	
R_1cTIHj3k9SrWel	Just right so riders will turn into clipper card	X	
R_1g1NXcf94kHTqnI	Less ticket purchases might save more trees.	X	
16th20	less waste!	X	X
R_2EF8tYi8u6j6Nj8	less waste, I agree 100%	X	
R_2zxaFsoKls6HKTa	Let's not waste. Get people committed to card.		
R_SZShmLLW7fzUrf3	Let's stop polluting the environment with little blue cards!		
R_SCwneCaRKOqyZ57	Make Clipper cards available at all stations	X	Unknown
R_2v07ow0pB0Mqt09	Makes sense. Other countries and cities in the US are already doing this type of thing.	X	Unknown

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_xnFtK3YVXMUQ98J	Many transit systems have already done away with paper tickets.		
R_w0IY2Oqdg6HCNKV	Maybe start thinking a way to using smart phone as payment tool.	X	X
R_3nCSQYGFbxn5DC7	Mobile app to pay for BART too	X	
R_3PNPIFGdwMbUQHG	More eco friendly		
R_1jkXYlzpFRleEH7	Mostly tourists use this option and don't mind splurging	Unknown	
R_2PCn0G3Zaul3L7D	Must make it easy for the non banked to add value to a clipper card so they can take advantage of the incentive		Unknown
R_Z8BqYkiPlcWe93j	No	X	
R_z6z2xNPIsacFzj3	No	Unknown	
R_3h6eQSZaslzxqm3	No		Unknown
R_23Ukxo9PQZmbVDG	No	X	
R_11AmTd03KIsPm45	No	X	
16th15	No		Unknown
R_ym3HukZyY7HnC6Z	No comment.		X
R_2rTn9ABUIM5QGr	No comment.	X	
R_1DuNny5bYihbYRC	No comments as the paper slots of the machines may not work all the time.	X	
R_1CwIyeFC10JDdmv	No other transit system in Europe has paper tix. Get rid of them	X	
FR1	No problems let them know	X	
R_a43unhYNlfW74xb	No sympathy for users of paper tickets. Price them higher and eliminate them soon.		
R_21ApvejZ0Q3MceH	No, it simply makes the most sense.		
R_1QKEz0tm8v92mvM	No.	X	
R_2wdFjASooqQgl1Y	No. Smart thinking!		X
R_x3N2jH3Wpt3Bx4Z	No.	X	
16th3	Maybe add a tourist ticket option?	X	
R_1EYgehVb0JtlBGc	Not reusable. Should be even more expensive		
R_AssLE7ORG1TIFxn	Now that Clipper cards are available at all station TVMs, as much I love it for nostalgia, I believe it is safe to discontinue the paper tickets. As long as you can set-up and continue the various fare types (youth, senior, economically disadvantaged, etc.)	X	X



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	online or at customer service centers.  You'd need to upgrade the remaining TVMs to be Clipper compatible as well.		
R_2QMd4CQkna24vU6	One system is better than two		
R_2bOD08W3zvOtOWS	Other major cities like New York and DC have only cards. I do not find it inconvenient to use them.		Unknown
R_1ocdgEUrPpJTKrE	Other transit agencies have gotten rid of paper tickets, right? How did they do it?		
R_2abIW5KD81D7Fjv	Paper tickets are a huge waste	X	
R_2Bxt3CialiXXjXI	Paper tickets are antiquated.	X	
R_332qJrJb3SoSloR	Paper tickets are bothersome and cause delays at fare gates.		X
R_2aLTrJI5KeEGLtu	Paper tickets are wasteful.		
R_1jYObCYrhf27FTu	Paper tickets cost more than Clipper cards and should be strongly discouraged.		
R_1NgeOi70tWRmu0v	Paper tickets should be more expensive, but Clipper should be easier to obtain (some stations have broken Clipper vending machines). Also the campaigns for free Clipper cards for lower income individuals should be more prominent.	X	
R_2awsmjJX5t1tIgt	Paper tickets slow down the flow of people at fare gates and get wet and jam often.	X	
R_9ZapDlo3D0JWALL	People need to invest in clipper cards and get rid the paper tix		
R_1Cw39KmzDLl9ait	People should be using clipper so this increase makes sense.		
R_2Suw28RvwxXKcx6	People should use clipper cards, but they should be easier to use alongside EZ-Parking		
R_3QE7ddzMvcWhKhW	People using paper ticket are especially slow, and nobody ever knows how to use it.	X	
R_2ZNAEzV8VQHDHm	Perhaps there could be some sort of Visitors Pass paper ticket for a single round trip ride or a day and not charge more for it. We don't want to be unwelcoming to tourists who are coming here to enjoy our wonderful Bay Area and spend money in our economy! So u would recommend considering ways to not penalize the tourist or occasional rider		
R_1eQqov4i3zcn8tB	Please make the process of getting a Clipper easier so there are fewer people obtaining Clipper cards.	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_V2RJv2nT0pKRaFP	Pushing to use more electronic payments is good. I would strongly suggest that the clipper system is made a lot more responsive to make up for it.  For example, having to wait a few days for an electronic payment to show up is poor - very poor		X
R_SMN0crnDN3CCy9r	Raise it to \$3.00		
R_3MEGjBc3a6GqhwY	Saves paper and its convenient. Why would anyone not use it.	X	Unknown
R_5pwQ9UpMwwBUWAN	Should eliminate selling paper ticket, but allow riders to use them up for another year. They can add value upon exit if no more paper ticket machines. Just like new eBart stations, have Clipper machines only. However, I suggest there should be a time frame when rider can get a Clipper card out of a Bart ticket machine for \$2. (Later on change back to \$3.) This way will save cost in maintaining paper ticket system just as mentioned.	X	
R_03ZUsFbF6fCpA0p	Simply disappear them. No paper tickets, no problem. Clipper cards are easy to get and use; I'm not sure why anyone uses the paper tickets any more.		
R_T6l3XbUhJChrSct	So long as actual clipper cards are available for purchase at one of the TVMs at the station this is good		
R_2v68yqT4SRmZWFh	Stop charging \$3 for a clipper		
R_1CCiDTjwGyYbM6W	Stop selling paper tickets!		
R_2zSKkMG1l2OGfSH	Stop using paper!		
R_1pVx0CBUUGlhAne	Strongly support but make it easier for us to turn in old paper tickets. The surcharge shouldn't apply to old tickets we are trying to use up. Only newly purchased tickets.		
R_5A3u6W16Uj7Merf	Such surcharges should be coupled with programs to ensure that Bay area residents can easily obtain and maintain clipper cards, regardless of their income and available resources.		
R_1cY8j5ZKpQWVYxJ	Sucks for visitors but ok		
R_yI9PqpbWaJn374l	Support. I have seen many people change their way to buy fares (including me). This	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	way encourages people are aware of cost saving and environment protection.		
R_3dEpV5zXlwXwifU	Sure do this, charge the f**kers who don't regularly use this service more.		
R_21bICHctGczSK77	Sure it will force them to get a clipper card	X	
R_esoWT7f7TNjt0dP	Tax out of towners! Also, be green	X	
R_3PAInTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		X
R_21vVFzzze7y3viu	The hope is that native or long term Bay Area folk would use Clipper over paper. Tourists are more likely to use paper cards.	X	
R_2rAyMz8uS7yGOZE	The more clipper cards in use the better!		
R_YYo0j1I906QreXT	The more environmentally friendly, the better. Also consider renting clipper cards for those who are visiting.	X	
R_2nt0l6gp7dQjk7n	The only downside I see is for the elderly who don't necessarily want to use clipper-- although they still get a discount, right? I assume that discount would continue with paper tickets.		X
R_1QLPLlagIR8dgAp	The paper ticket surcharge may be a hindrance for low-income riders/seniors/out of towners who aren't used to using Clipper. But I believe that to help with these potential issues, we look at Clipper Cards being free-of-charge at certain stations or venues for these riders. And remind them that they are very beneficial to use around the entire Bay Area region.  With the advent of Clipper 2.0 just starting, it would also be in the best interest's of BART to have the majority of fare machines be Clipper only as well.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2ya5iYW0qYLbSB2	There's no reason to still be using paper tickets. It slows down the entry/exit process and jams machines. Get rid of paper tickets altogether and make everyone use Clipper.		
R_2VkYr3d6EsHAsVa	They will go faster through the gate.	X	
R_2dN3oyK9vAKRDvx	This actually makes sense. Load all the increases to those still using paper tickets.	X	X
R_2zMxWjyO2nZxrHX	This is a good move to save paper :)	X	
R_3k22LXyhRtFt7Fq	This is a really good idea		X
R_1onViMBHwFPHiyE	This might be effective in encouraging the use of Clipper Cards rather than paper (as a greener alternative).	X	Unknown
R_1eKstBrsTolmByU	This seems like an excellent strategy to encourage adoption of clipper, which has become easier than ever to access.		
R_Tozaa89v8WwC09z	Two points: 1. Incentivize getting a Clipper Card: the paper ticket surcharge should be more than the price of getting a Clipper Card. 2. I support the surcharge increase, but only if buying a Clipper card is as easy as buying a paper ticket (i.e. both take the same amount of steps and time at a BART ticket machine).		
R_6fotVm7bW56l7Wx	Use the additional revenue to pay for free bus transfers for Clipper Card users.		
R_Dc8BRQye9CysCkN	We can save paper	X	
R_3PRbgPZ1hHFRxnY	We should eliminate paper ticket all together and enforce Clipper cards - for the environment. But why is the Clipper card \$3?!	X	
R_2xMdnUfElXyr2tO	We should eliminate paper tickets	X	
R_8el3qs8NuSsxRDz	What happened to the bond money?		
R_2ydQ8vBBVEUV2U6	While I don't like seeing money used as a cornerstone for motivation, sometimes that's ultimately what needs to be done - I'm fine with it.		
R_3gi4nkTbkCez8lh	Why not just eliminate paper tickets, period? Have one system: clipper		Unknown
R_1HdkRVhjJohudEE	Why not let the user pay for their paper ticket even though I haven't been able to get a paper ticket in years unless I to go the fare machine.	Unknown	
R_3h5ykLdfP69CHwJ	Yes charge the tourist	X	Unknown
R_vUMcMEhb4q3B6x3	Yes less paper used is good for the environment	X	Unknown
R_5u2OtME0Urwiz7j	Yes please encourage people to use clipper cards and no more paper waste!	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_pcLufNKoNi8K9K9	Yes! How about a \$1.50 surcharge. Jack that surcharge as much as you can. It's totally ridiculous to still have tickets. Everyone has a cell phone there is no reason why an app can't be used like Muni has. This is a huge waste of money maintaining those ticket machines.		Unknown
R_2zl0Xt1lDkYPlxu	Yes, clipper cards are better for the environment.	X	X
R_cCTrZG0shbmYR4R	Yes, if you have no choice, then people would have to learn and follow the clipper processing.	X	
R_sNDdQwpacNsNo3L	Yes, many other cities do the same. Main impact should be on non-locals.		
R_2fHfam1bh1ypWQG	Yes, quit wasting resources. Make people go digital or card. Have officers checking cards for fare evasion. Cite criminals, make money. Stop gouging honest commuters.		X
R_9ssliqEP15Drp5f	Yes, the paper ticket is pretty wasteful, but important at times	X	X
R_3fv3zpZKW3gD5P2	Yes. Many other public transit systems (e.g., Portland's MAX, Chicago's 'L') have gotten rid of paper tickets altogether. Please disincentivize their continued use. A Clipper card costs almost nothing and is more sustainable.		X
R_1U0r65426p9Qakh	You must make it easier to get clipper cards in every Bart station for this surcharge to work.		X
R_2rr44vr1U23S3FX	同意加附加費，鼓勵人使用Clipper卡 *I agree to adding a surcharge to encourage people to use the Clipper card*	X	Unknown
R_3s006QkTNH7RQmR	提高紙票收費，減少紙票，鼓勵多使用Clipper卡，以便環保 ♻️ *Increase paper ticket charges, reduce paper tickets, and encourage the use of Clipper cards for environmental protection*	X	X
R_3NK6rc0k3XE8nvZ	提高紙票附加費，鼓勵人多使用clipper卡 *Increase paper tickets surcharges and encourage people to use clipper cards*	X	
R_3RaL00EebisxarI	50 cents seems fine, but \$1 is unfair to tourists or people here on short trips for business	Unknown	
R_DMMkDBJt03RiFk5	Again, there are some equity issues with over-taxing paper tickets, but in general I support this policy. I hope there are ways for		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	those who are unable to acquire a Clipper Card (no access to credit/debit payment, privacy concerns, etc) to access reduced fares.		
R_2DZhdCIjKzZNne	As long as there are Clipper options for short stay visitors to the Bay Area.		
R_2z6D9dXGpMGHMqv	Bart would need to do more to educate the public about Clipper cards vs paper tickets.		
R_3spjOE3hbCFsGmb	charge the tourists more, I support it.	Unknown	
R_aeH4TPLRdEE7Lvr	Clipper cards are convient	X	
R_2wjEHTHQFDgwmVA	Clipper cards seem widely available, seem to work well.		
R_3rZDk8c6luDeIL8	Clipper cards should be free to acquire.		
R_ywQqjdCUBzfhYBr	clipper cards should be free to encourage more use	X	
R_3rZIZFijBLCLRks	Clipper is better and more efficient, but I don't see this surcharge convincing people to move to Clipper.		
R_3qgkmTjErwFAv6D	Clipper media cost high for single use		
R_2YwYP2VaDgWWIcn	Clippers do cost more than a regular paper pass and some people don't use clipper other than Bart.	X	X
R_3MhyB1EWeB8pkbx	Conceptually I agree with this but have concerns with the demographics who use paper vs clipper. Is there a potential to unduly burden certain people?		
R_1daA1zss94rMN3I	Concerned that this could disproportionately affect lower income individuals.	X	
R_w7w401uOYgOYpQB	Consider any negative externalities, whatever they may be, to this increases	X	
R_3MFgl7ztRnmXWAJ	Create a way for us to use Clipper Card on our phones as well, and I would strongly support this!		
R_1ONtsa9DpSTJy5L	discourage paper tickets; they're wasteful		X
R_3jSRNEIIVcR9mdP	Expensive penalty		
R_1Dx1jWdNh0KkxwGM	Get rid of the paper tickets all together.		
R_3KZcMsPcUblxeW	Good idea save trees	X	
R_2WGz004Z95uzzyI	Good idea, except paying for bart with clipper is more complicated than it needs to be. Reform payments do the entire Bay Area uses the same fare scheme including muni and buses	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2v1jVwMIyG0UINo	Have the Clipper provider to produce more special designed clipper cards to entice more customers to use clipper.	X	
R_ZHV9qEYNm5xAwvf	How many of these paper ticket holders are low income, no-credit card holders?	X	
R_2EzrEbKi0UWjSFu	I agree strongly, but I already have a very digital life, so I don't know what heartaches effectively forcing a Clipper card would create.  We will also want to make sure visitors and non-English speakers also have clear and easy access to a Clipper card for their visit		
R_1fdDD8CquMAX4Ne	I agree that encouraging riders to use the paperless clipper card is a good idea. I also would like to see Bart work with employers to increase subsidized fares for Bart riding employees.	Unknown	
R_3m4PqG8RV9Zlc1X	I agree with a surcharge for paper tickets. A clipper card is so convenient and better for our environment if the majority of commuters would use it.	X	
R_yt1EZGa0JIX6zYd	I am curious whether that surcharge will impact low income populations unproportionally.		Unknown
R_2YWj62oX4glu0Sp	I am fine with an increased fare for paper tickets, but DEAL WITH THE FARE EVADERS.	X	
R_2YIWUB8TN38ZMdD	I do think getting a clipper card is a good investment	X	
R_yL51PJQKoWRecaB	I do think increasing the paper ticket cost will also increase the people that try to avoid the fare by jumping the gate, so this may increase a problem that the system already has. Fare avoiders are not prosecuted and therefore they will continue to do so and most likely spur more people to do so.		X
R_3MA1trMUv113NdN	I don't see why anyone would even use a paper ticket unless they aren't locals.	X	
R_2QnboxWejMGDHFfi	I have a clipper card and I think most people should. This might unfairly penalize visitors, but conservation is key.	X	
R_1gi46u4n9W0gDOj	I imagine a decent % of people still using paper tickets are visitors, so I'm ok with a higher surcharge		
R_uhbUH2NPd954Acp	I oppose this if it's required for people to have an address to get a clipper card - i don't		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	think homeless riders need to be penalized more than they are for riding Bart		
R_z2Vw4HXkdEDrr0t	I see why this charge is desirable. Are there programs for the most financially vulnerable to get access to free Clipper cards that they can put money? I wonder if that's a deterrent for some individuals.	X	
R_1LGbpXfxhIw1Nqg	I think Chicago does this, and in fact makes it much more expensive to buy a single-use ticket rather than a farecard like Clipper. How would the proposed \$1 surcharge compare to transit systems in other cities? Maybe a \$5 upcharge for a single-use ticket makes more sense...		
16th8	I think everyone should be using Clipper card. Make it easier for all peo. Set up tables to sign up @ stations.		
R_3je9YFbLzacT7C8	I think it is a good idea, it would decrease the demand for paper tickets and push towards clipper cards. Cards are more reliable and last much longer.	X	
R_31gYCHaZYiPXkJT	I think it's a good idea but I think about tourists and those who do not use bart regularly. Also, will there be clipper cards available for purchase at the stations? The more clipper cards are encouraged, the more available they should be.	X	
R_ptLweN1xvAuK1pv	I think it's mostly good but it also hurts tourists who have no use for a clipper card		
R_xbyiXQLxT3empgd	I think magstripe tickets should be Eliminated immediately. I'm happy to see a \$5 dollar surcharge		
R_1gw6mEngYzx8k6s	I use clipper. How about raising the minimum paper ticket value to \$5 (+\$1 surcharge.) Maybe that will combat the homeless using Bart as a shelter.	X	
R_3JE1NCiRhjtMvGp	I wonder if it will incentivize people to get a clipper card, or disincentivize those who use it infrequently, like tourists.		Unknown
R_29oa999BfEwHIKM	I would like more transparency about what these funds would be used for prior to the expansion of this. I support the attempt to reduce paper but would hope this could be used to support other incentives or reduce costs for others. For example, maybe an increase in the discount for those who use the clipper card.	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2zqHD0jq9xFmFEt	I would like to know who most paper ticket users are. If they are primarily tourists I support it.		X
R_u98tiRJTdFGHdFX	I would support this if there's a program to make sure low-income riders can get free clipper cards.		
R_1Eh5GNZgP7Ap0N9	I would support this. Paper tickets slow down entry and exit into BART stations and are mostly used by tourists and people who just occasionally take BART and thus are unlikely to be strongly impacted by the surcharge. A dollar seems a little steep though. What about fifty cents?		
R_2zoNitL2hBed6eT	I've never purchased a paper ticket so this doesn't affect me that much	X	X
R_2dtiKMc3fM0OIQL	I'd rather see paper tickets just gotten rid of, instead of maintained at a high cost		X
R_200rtZPlsnHe6sA	If this helps the environment and helps thing run more smoothly then this is great. I wish the parking integration would improve along with this though - I often use a ticket because I don't have cash for parking		X
R_33shq0EUtKzl3yN	If this is a significant benefit to BART's operations, why doesn't BART simply phase out the paper tickets and institute a 100 percent Clipper system? Why is the legacy paper ticket system still in place? Transit systems upgrade and replace old fare media. When's the last time you used a token on the New York subway?		
R_VItKb17fxesbUpb	i'm all for making paper ticket users pay more than clipper users, however, all fare machines and clipper kiosks need to be updated to accept modern payment options such as apple pay, especially in the wake of the recent month-long walgreens system disaster which made refilling my clipper card, as someone who uses a digital wallet, a real pain in the ass.		Unknown
R_3JeWZdKk2MHRyxy	In general I support this, however I am concerned about the impact to low income riders.		
R_1Q4uxQbTnf9XW1X	It doesn't affect me, so I'm personally OK with it. But will this hit passengers who are older, transient, homeless, housing-unstable, have disabilities, etc.?	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2ffE4aXilmJQ9tH	it encourages riders to not use paper but could be problematic for people that don't have and can't get clipper	X	
R_3lYdz5qfsffcy43	It is important to be green.		
R_1F2NTQ4eTJOxl9G	It makes sense, a lot of cities use paper ticket surcharge.	Unknown	
R_1DGyvOyQ1lC363G	It will save paper	X	
R_1g0lApHyIWfkNRQ	Kind of annoying but I'm fine with it	X	
R_1mrcJZQqx7bZDTo	Less paper is good		
R_3F4Nkiuuz36JKDN	Less paper saves paper, I support		
R_2dGTFYG9Upf7c3Z	Make it easier to get a clipper card and more people will use it. In Seattle for example, you can purchase an Orca card at the light rail station!		X
R_0e64iEjNiExg0V3	Makes long term sense	X	
R_2dKqVo5ykn9S942	Maybe do more advertising about paper ticket on all bart stations and train	X	
R_1EcmfLYmiuOGPsz	More people will not pay, jump the gates	X	
R_OqbC0ASQbfVzQxX	No	X	
R_DkK2CqUqB9VFjMd	No	X	
R_9nwVQ8A3hAB1ieJ	No		X
R_1F3quIcKR3CLFxn	No	Unknown	
16th5	No	X	X
R_3QYLP1udKYGK4YV	No comments	X	
R_aaBGuBHiVbejiMx	No creo considerable aumentar tanto a los tickets de papel. La estación que uso (Fruitvale in Oakland) casi siempre tiene una línea de espera larga para recargar la tarjeta de clipper. Además la mayoría de las veces no funcionan y tiene uno que llamar al agente. *I do not think it's a significant increase to paper tickets. The station I use (Fruitvale in Oakland) almost always has a long waiting line to recharge the clipper card. Also most of the time they do not work and you have to call the agent.*	X	Unknown
R_2altrN8FQFaRNx4	No i totally understand the purpose of this and think it's. Great idea	X	X
R_3e1pprlqfWSQKqt	No, I do not.		
R_3P4ARTIPYw643tP	Nope	X	
16th7	Not everyone can afford reload on clippers or have means to purchase maintain one. The Walgreens in my neighborhood is always	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	down so I do it online. Not everyone has internet.		
R_00LntxjcsPA7juF	Not sure which one is environmental friendly. I would support based on that	X	
R_3Ma6zHkAn48paTf	People who ride BART regularly should get a clipper card to increase efficiency and hold down costs. Only tourists and occasional riders would be affected.		X
R_2uL2f6BkaHWKuEh	Pretty high fee. Will need easier/more convenient ways to get a Clipper card.	X	
R_3efufZ3G4OsVuKJ	Seems like a good idea.	Unknown	
R_2Vwinbc7J9h8BvA	Should be a way for Clipper card holders to purchase paper tickets w/o the surcharge for out of town guests or similar. Perhaps a cap on number of available tickets per annum.		
R_3lXFTU5GLBtOtyu	Teach people about Clipper and let them know it is cheaper to use it.	X	
R_u4CtQhycnabklR	That seems like a reasonable penalty		
R_28M1e2BpCq9Kkj1	That's fine; we need to reduce paper consumption regardless. However, you need to install more add fare machines that take credit/debit cards as well.	X	
R_24CdHRXsewPy0Xz	The amount of both the Clipper card and paper cards should be more closer together, so people don't think they're wasting their money on a more expensive card.		
R_3DuW9WBspwCESVb	There are cost barriers to the Clipper card and the questionable customer service that people receive with the Clipper card.	X	
R_2pWWOwMxLR1070F	They should advertise Clippers better and be more easier to get.	X	X
R_10IvFRASLYVKoUx	This action could potentially encourage incremental fare evaders	X	
R_1lyFLVTOTkQ250u	This depend on what is the cost to buy a Clipper card.	X	Unknown
R_6ESum7HnUsbGKSR	This is great but you need to make it EASY to get a clipper card. Not at a specific location but st a vending machine at each station.		
R_1gbYBnfu91ut7VZ	This needs to be clear for people. BART should focus on launching initiatives to wean people off paper tickets. Such as a mobile app like sfmta.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_3DkH1bpVuX5VjjF	This seems sensible, but there should be study of why some regular riders continue to use paper tickets, and whether the surcharge increase would have an inequitable impact. I have to wonder whether some lower-income people are deterred by the \$3.00 charge to get a Clipper card. Perhaps some of the savings could be directed to reducing the Clipper fee, or a (permanent or temporary) program to give free Clipper cards to lower-income riders?		
R_1ruk59E148U7yET	This strategy would target occasional users and tourists, which I guess we care less about.		
R_3JJJjuHHWWkZ2zp	This will disproportionately affect people who are visiting the Bay Area or people who rarely use the system. Maybe base the surcharge on how large of a ticket they are purchasing.		
R_1It3rtSDkZ2jLBk	ticket entry is slower than clipper entry		
R_3GiVEkWbg8xH2H9	tough trade-off: paper is (theoretically) recyclable while plastic cards are not BUT reusable is way better than one-off	Unknown	
R_s6AABADkU3K4enT	Using clipper card is more efficient, environmental friendly, and saves cost.	X	X
R_3FVuMST4uVm qwTP	While \$1.00 is certainly a lot, by this point in time there is pretty much no excuse switching over to Clipper. It's only \$3 (or free to those who qualify) and doesn't hurt lower income individuals as long as they have already switched over.	X	
R_2U4cbpU08uzkEyM	Will hurt visitors and those unable to figure out the process of obtaining a clipper or unable to hold on to a clipper		
R_3nuxjj9BgGnfwoq	Will this cause a decrease in revenue because more people will jump fare gates? (Or tourists choosing not to ride?)		
R_vZZU8kALIBLeqm5	With the price of maintaining fare gates, I support this initiative.	X	
R_ebAAvB21tjwLkqt	Would be more supportive if you also introduced tap and go via cellphone like they have on the London tube.		Unknown
R_1dbDYRcO10muppc	yes to cut down on paper	X	
R_1Kaa8scbzWeKswQ	Yes, but give those who may be tourists all day passes at discount, aa New York subway has, as tourists are the ones likely comprising much of that 15%. Let financially motivated		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	tourists help subsidize the BART building projects by motivating them to ride all day.		
R_2TvhYad1NQdropK	Yes. We need to take care of our planet too. People should use only clipper cards.	X	
R_3HB1eU2NGVCaRXN	You do not want to over-penalize the visitors who use BART		
R_3LXWkcvFgKLWhXA	\$1.00 seems a little steep unless you plan to retire and therefore reduce maintenance of paper ticket infrastructure.		
R_1fZu8gVlSi7QtTY	A bit excessive for visitors	X	
R_1jEaSxWOTCQin75	A lot of people rely on paper at first because they may not know how to get a Clipper card. If you're going to use negative incentives, you should also increase the ease of getting a plastic card. It's unfair to punish without providing easier paths forward.		
R_VWprPYqtCyGPuxz	A way to incentivize clipper cards is to place a deadline on the availability of paper tickets so everyone who uses bart HAS to purchase a clipper card	X	
16th6	Although its convenient to get cards at Wallgreens, there should be options to buy clipper cards in each station.		
R_2S0Ped2AaExkiL	Are the 15% tourists or residents?	X	
R_1CfPtW7Ln4xEa5v	As i said before, I use a clipper card so I won't be affected if paper tickets increase.		X
R_3VqR3GYdtfAE5Xz	BART should explore other contactless forms of payment		
R_3rqgBTBKozmlzpD	Before I would decide on this increase, I would need to know who this change adversely affects in our ridership. I would be strongly opposed if it affects the poor or underserved riders. I would want BART to conduct quality research into this information. \$1.00 more is a lot of money for the poor. Additionally the poor tend to depend on public transportation as their only method.		
R_31tvWriDLRH0u3w	Do people primarily purchase paper tickets when they forget their Clipper?	X	
R_3CPFSncoJp67tDW	don't use paper tickets		X
R_3Rt0VkaZ9H4Lojt	For new people who will take bart once in a month it will be burden	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2D5Lsak7Yxbpnj9	For one time visitors or someone don't stay long enough to get a clipper card, I don't think it's fare to charge them \$1 on top of the fare price.	X	
R_e2U4FREnbh1VC9P	For regular commuters and locals, the surcharge makes sense, but I'm worried about visitors to the Bay Area for whom the Clipper card may not be usable or practical, and thus they need to use paper tickets.	X	
R_2chDQbWqEEP7fuh	Getting rid of paper tickets is a good goal, but it seems like not enough BART stations sell new clipper cards for such a high surcharge to be palatable.		
R_51tdYVFRLfPgDId	Have you done studies of who these paper ticket riders are and why they have not switched over?		
R_sbVy5rkABQGUXwl	How will you decrease the amount of homeless being disruptive?	X	
16th11	I agree we should go green, but I think the overall problem lies with the bureaucracy of BART itself.		Unknown
R_2rAyhHsuaWR9Kuk	I am concerned that this becomes an access and equity issue - lower income people are less likely to have clipper cards and this more likely to pay the surcharge. Make obtaining a clipper cards free for all Bay Area residents and I would support an increase, but going to \$1 seems like a steep soak-the-visitors type tax. How about \$.60	Unknown	
R_2wAcCLVJHE2oVKz	I am indifferent to increasing the cost of paper tickets vs. Clipper but has there been any research / survey done on WHY the 15% still using paper are using it. Are there any requirements for the Clipper (i.e. valid mailing address, etc.) that are making that 15% hesitant or unable to use? Just curious really.		
R_aXmnrbsls3jndrb	I believe trips from airports shouldn't count - I feel bad for tourists		X
R_29tRaRZptf86rFF	I can see the utility of the Clipper fare payment system, and use it myself; I'm dubious of any proposal that provides BART executives another avenue to pad their bank accounts.		
R_3sGi1lLWT87GC3L	I can see why we should go to clipper, but one time use ticket passengers still need paper tickets. Cheaper to make than clipper cards	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2SD0QfyzSYhxnH	I don't understand why they don't want to use the clipper.	X	X
R_1CigKFM0YYMDdIZ	I don't use paper tickets but my question would be whether free Clipper cards are made available to low income folks.		
R_2ajJYtdMGcgrcAD	I don't have issues since I always use clipper card	X	
R_1F8f7afrDWkUoTL	I don't mind charging out of town visitors more to use BART, but I wonder about local residents and why they don't use Clipper and how they are doing financially etc. I don't feel like I know enough to know if this will be okay or harmful.		
R_2xxcIUjc9AhAnjB	I don't really care, personally, because I am a clipper user already so it won't affect my bottom line. If you can make more money from people who aren't me then go for it.		
R_2dzQ4bWSFeLaXs8	I have heard that this will be harder to afford for those who don't have the means to keep a clipper card, but am ambivalent		
R_1kZD4M059AeNZ59	I live here and use Clipper so the surcharge does not matter personally, but if I am a tourist visiting here for a short time I would not like it and may choose Uber/Lift over BART because of the unkindness/unwelcome BART attitude against casual riders/visitors. If you like to promote the use of Clipper, Clipper should be given to everyone for free.	Unknown	
R_1r3otdDu6Pb83ZM	I support stronger efforts to prevent fare jumping	X	
R_3EL0n3TvaqTnBgp	I think a dollar is fair. Increasing it just seems unreasonable for tourists in the city or those who rarely use public trans		Unknown
R_vCsfxYAMhtkkGD7	I think there is a delicate balance between incentivizing and being too harsh. Increasing it too much might penalize those that might not be able to afford to replace their clipper card.	X	
R_3F3zeD0kCeml95z	I use a clipper card so it doesn't affect me	X	X
R_1CDQhfbeB1RpXE3	I use Clipper, but the need to punish non-users of Clipper really suggests that "the Bay Area's significant investment" was a poor one. A better customer experience should sell itself. This survey question does not explain why those 15% of riders are still using paper tickets, nor does it describe other things	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	BART could do to make Clipper more attractive to those riders.		
R_1K3kmv6XsH4mAWZ	I use clipper, so paper cost increases probably wouldn't much faze me. But it'd suck if I lost my card and had to resort to paper for a while, which certainly has happened before.	Unknown	
R_2SJq3HdskOrfeKc	I would need to know more about that 15%. For example, what income bracket do they fall into? If they're lower income, I would not support the increase.		
R_334nRRtlWkwl80S	I would prefer if certain costs weren't always passed on to riders and tax payers.		
R_2S7T3WJOYNf0Mcq	If good for environment, it can be done	X	
R_2Xajv4x6NhAhM22	If the safety of the riders are also increasing it will be ok	X	
R_BLZwWpUIxlu2jaV	If you want to incentivize and encourage people to use Clipper, maybe make it MORE expensive to buy a paper ticket than to buy a clipper card?	Unknown	
R_1gdru1GL3lqWVZ4	I'm concerned that paper ticket fees could disproportionately affect lower income riders. If there are any studies that show this is not the case, or any way to help offset that cost to Saud riders (if it is the case), then I would be in support of the fee increase.		Unknown
16th13	It benefits me b/c I have a clipper card, but I imagine it's harder on people w/ lower incomes. PS I hate the new BART trains! Not enough room & seats are too high		
R_1ojUiBSO9bsN8WJ	It depends as a lot of travelers take Bart and a lot of temporary commuters take bart. It should be affordable for them as well to use the public transport. Increasing paper ticket might discourage everyone in general	X	
R_1CJk0KwStmLGD5Q	It is line with what some other areas do with public transit. I think it penalizes infrequent riders who may not want a regular card.		
R_10Vg3Twcvc0fPuc	It might be unfair/give a bad impression for tourists using the system (who wouldn't have a need for a Clipper card).		
R_2pW9nTUAFTIMbSy	It should be easier to obtain a Clipper card for tourists.		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_28B6BifDEHnImbu	It would be much better if there were options to purchase Clipper Cards at the stations.	X	
R_1ezs4wMfB6tNefl	It's a good way to get people to use clipper! However, tourists may not be very happy...?	X	X
R_238ioSACuC18V7X	Make fund transfers from card to card available and easy to execute. The incentive to use the clipper card is good but you should allow for fund transfers.	X	
R_1g7ryJSqlkPmAuz	Many riders using paper tickets are tourists so charge away. Also paper tickets are wasteful and more prone to problems.		X
R_3RszpsEX1tng5hu	N/A	X	X
R_1pnRoD1enVYdTxH	N/A	X	
R_bl6KbM3k0ki41IR	No	X	
PB2	No	X	
R_39q10i9xpKK5y05	None. I am personally a clipper card owner.	X	
R_2CqXtWeWjmtFZmk	not everyone can afford to buy a card and you are now forcing them to do so. Stop Fare Evaders, make them pay their tickets, make it difficult to jump the gate.		
R_1Q0zm1BfaaXLU6c	Only if it's not penalizing the poor who can't come up with large lump sums to deposit as balances for the cards.  For better PR, rather than making it a service charge for paper tickets, give clipper card holders incentives with a reduction in fare or a 5% bonus for each deposit of \$50 on clipper.	X	
R_2Cv9PryNG0JrmWS	Paper tickets are possibly friendlier to occasional riders		
R_2xDJZyemSQu1250	People only buy paper tickets because there isn't an option to purchase Clipper cards at all BART stops. If you put machines that sell BART cards at every stop, you should just eliminate the paper tickets.		
R_3fH40Pg8rXGNbyt	Release more information on the 15% of riders who still use paper. Is it tourist? immigrants? What are you doing to inform them about Clipper	X	X
R_Wfe6AsQYmrjxmw1	See very limited benefit in using the Clipper Card. Why should non-commuters be penalized for not needing to have one.		
R_3CNTBAmSnHnDGX8	Seems a little like a cash grab to me	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_265Da4Z9De6gAUX	The surcharge is essentially a tax on tourists/visitors who use BART, and doubling it seems excessive. But go ahead and squeeze every penny.		
R_3FKbvhABAkPOWzI	The surcharge should only be charged once, when the ticket is purchased. Applying the surcharge every trip you use the same paper ticket seems excessive.	X	
R_2axbDCJzq27SUnY	This is basically a tax on visitors.		
R_10D85u8LiUeFaKh	This is only a viable option if you also make the TVMs sell clipper cards, or expand clipper card sales to every station. Otherwise it's going to impact primarily the poor.		
R_20YAuJ401NtbPqI	This would be unfair to the homeless and the disadvantaged who don't have much, can't afford to keep money on a Clipper Card to ride the train and will not be able to access the fund on the card is needed for other purposes, such as food, medication, bare necessities. Go after the fare evaders for your money. Simple as that.		Unknown
R_1mPEQoDsqJJrYcY	We need to find an option for those who can't afford a clipper card.	X	
R_3DfRPwHZPdx78bv	we need to keep in mind occasional users and tourists		
R_123zfGbTcbX52kP	When you forget your Clipper or have a glitch it's annoying to have to pay more, but I get it		
R_plX3V6g5dnnYIPn	While I strongly support the use of Clipper Cards for regular BART riders, I have friends and family who occasionally take BART to the airport or events. They don't have a need to maintain a clipper card. Some people come from out of town and may use BART 1-3 times a year. Is there a way to distinguish a regular rider vs. infrequent travelers? Another example could be students going on trips. What if you stop discounts from fares when using a paper ticket (i.e., you only get the fare discount if you are using a clipper card).		X
R_2xV0q9XHJCI70f9	You need to sell clippers at all Bart stations	X	
R_1IbK2DkeqF03jMA	You should go ahead and eliminate paper tickets. Use savings to reduce or eliminate the charge for a new Clipper card.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3scz8MVq3vZGOxx	You're never going to completely get rid of paper tickets because you service two and a half airports. Travelers from out of state do not have the time/patience/paperwork to just get a clipper card, especially if they're staying for five or ten days. I'm fine with discouraging regular use of it from commuters and such, but c'mon, don't kid yourselves. You aren't going to be 100% clipper unless you can find a way to just put credit card swipes in as an option for people who don't have clipper.	X	
R_urfl9Sk8DcXgefn	\$1 per ticket is a high surcharge already -- I feel like this unfairly penalizes visitors in the area who want to take BART during their visit.		
R_RFymm5ZKrM7fnq1	50 cents per ride seems like a quite high surcharge already. Without evidence I'm skeptical that a \$1 cost would significantly increase uptake of clipper cards.		
R_1fcNW1LV5LBFzj8	a 50 cent surcharge is a one-dollar surcharge, given most trips are roundtrip & that seems sufficient		
R_BDHVDTd32pVH10F	Again, it would depend. How would this affect tourists? I think it should increase incrementally to see the effects, same as fares. Also, it should be reduced if the economy is not good back in 2008.	X	
R_1owegT8dMWx7S5p	As fare increase - ridership will be reduce. I don't see people with paper tickets slowing the process in entering the Bart stations. I see people not familiar with the paper tickets holding up the ticket machine.	X	
R_2WGy6qJWlqjuqS7	Bart already acknowledges that the downtown area has many tourists coming in and incentives them getting the clipper cards to take them across the city via the clipper stations in the Embarcadero. If it truly wanted to recruit more people to use clipper cards there would be small clipper card kiosks at the other Bart stations.	X	X
R_4GaDMuGcJYkaLkt	Bart needs to focus its efforts on getting ALL riders to pay for riding the trains. This paper surcharge is short sighted. Bart needs to focus on recovering current revenue streams.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1oFPUQmosKtMeM9	BART needs to get more creative in how it increases revenue.	Unknown	Unknown
R_3PZ8mbEGSjHUNwT	Bec poor people who don't have credit card can't use it at your auto machines	X	X
R_VKyZtfs2AApsAaR	Before increasing the ticket surcharge, I'd like to see an analysis of who uses paper tickets, to ensure vulnerable demographics are not disproportionately impacted by it.		
R_3psgsLEAvbhjv4	Clipper are convenient but are a hassle to replace if lost	X	X
R_3QGLmujilyeYfC7	Discrimination & penalties only alienate your customers. Not good business practice. Try positive clipper bonuses instead.	X	Unknown
R_1jKgyMcOhW8T8gs	Doesn't make as much sense for visitors		
R_bJeHoAoTd8hEyOJ	Don't penalize the remaining 15% of travelers. Maybe they have a good reason to not use Clipper. They could be visitors who aren't going to get a Clipper card, or a resident who doesn't normally ride Bart enough to justify getting a card.  My wife and 2 of my kids don't have a clipper card because we just haven't gotten around to it. Obtaining a Clipper card for a minor is time consuming-- someday I'll get to it.		
R_3knBB8sz07rP5tX	Find out the reason why people still use paper.  Also most tourists won't have a clipper card and would've to pay extra.	Unknown	
R_3oGCz mh2v04m2ER	Fix the clipper system with instant application of purchases to cards, allow transfer of balances ONLINE from one card to another. Too much manual/phone call intervention right now.  Paper ticket surcharge penalized occasional riders.		
R_31Awtk77L8sK67e	For the people not riding BART often, the cost difference is too much.	X	
R_1nMyRkj7Zv9k8Yq	Greedy against those visiting		
R_WiBMjQJGsqkfPoZ	Have fewer paper ticket machines and gates available for the people that don't or won't switch. When they get tired of waiting in line they will switch.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_27xsl20Dle85zsn	How about getting the fare gates to work first. You scan your clipper card and it doesn't work	X	
R_2fChMSOcPA75qtn	I am Clipper card user daily but there have been days where I've accidentally left my Clipper card at home. Plus there are plenty of people who do not quite understand the technology.. how to load these cards or how to report it when its stolen which means they can lose a lot of money. They use the paper card because they know what to do with it & don't overload it with a lot of money that can fall into someone else's hands. I think a surcharge of \$0.50 is more reasonable than \$1.	X	
R_pAuuRWuSgBwypjj	I believe the surcharge now is sufficient	X	X
R_3IQNKQmTzLvIQeQ	I currently use paper tickets as I am an infrequent BART rider. I use my Clipper card for MUNI only.		
R_2ZQ6ZW0WbgjmE10	I don't believe Clipper is accessible enough for this to be warranted.		
R_1KiGvnWzdQpUtqZ	I guess this makes this better for regular commuters but thinking outside of my own interests this seems like a very steep charge especially as it's pretty difficult to purchase a clipper card (not available in most stations).	X	X
R_1qaBS4S30DxphOV	I love the Clipper card so I can see the sense in this proposition BUT it does penalize tourists and casual visitors (most of the frequent users do have Clipper cards). You would have to weigh potential loss of business for this set of customers vs. that increase to \$1. God forbid they use Uber or other car instead due to increase in paper ticket fare. Likely, paper card customers will buy BART tickets anyway because driving is such a nightmare these days...		
R_4IqmeOPfdfY9Eml	I think doing this will discourage riders to use Bart as an alternative when commuting if they don't use the system regularly		
R_2bVI0umeKmcAe6P	I think increasing the paper ticket fares to \$1 extra screws tourists/visitors to the area who aren't regular BART riders but use the service to/from the airport. Fine for the business traveler who will tack it onto an expense account. Not so much for the family of four on vacation.		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2U448dJZlGJ80v8	I think it should be phased in gradually and more resources should be provided targeted to the paper fare users.		X
R_1nSZONXVMJWT26c	I think there needs to be a better card than clipper that can be reloaded instantly through the phone a \$1 charge is kind of ridiculous as the clipper card isn't much better just saving convenience		
R_DBqlveUuqKDxSyB	I think this targets the poor and tourists. Many people don't have bank accounts or credit, this directly targets people who don't have those means, or may not want to use those means. Sure, you can pay cash value onto a clipper card but you're only going to get all people to do this, especially tourists.		
R_237VTkjzAThfZiH	I think this would be a hardship on those who already have a hard time affording to ride bart.		
R_2BaeHhDv3lxfZF	I understand the reason for this but think it should be a little cheaper to start .		
R_1mwpVArd3Pa4PrK	I worry that this will affect those who don't have bank accounts or credit cards to have a clipper card.	X	
R_3k0NqcV8gHNZ0iz	I would first want to know more about why these 15% are still using paper tickets. This increase only makes sense to me if this would actually decrease this percentage.		
R_3FXQqMo5A9H6mfH	I would oppose the increase to paper tickets, specifically with the interest of visitors & tourists to the city in mind. I would hope they would be encouraged to utilize our public transportation system, as I would do in visiting other cities (though I know this idealist way of thinking is not often shared). The benefit is less cars on the roadways and more people using the BART system.	X	
R_vDCWqYkGKX9x6nf	I would oppose this additional surcharge because this policy tends to penalize tourists and visitors who would not ordinarily have a Clipper card, and therefore lower the Bay Area's reputation as a tourist-friendly destination.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_vJivxoHJCgveElH	<p>I would rather see single use tickets switch from paper to a scanable plastic. I am thinking of the systems in China, Hong Kong, etc.</p> <p>This allows a single type of processing (rfid scanners) while still allowing tourists and visitors the option to purchase single use tickets, and not track down a separate spot to buy clippers. If they did buy Clipper cards, that itself would lead to waste because they don't recycle through the system. Ideally there would be a receptacle to recycle the tickets, perhaps even with a refundable deposit.</p> <p>Naturally, the plastic cards would be more expensive. I support an increase in the tickets surcharge then. Again, perhaps a deposit in addition to or instead of a surcharge</p>		
R_e3ZwKtEoXxjv21	<p>I would support (and was happy to see this change when it happened) this if the fraction of paper ticket holders was higher. It's unclear from the text above what benefit would bring to reduce this fraction to few %, unless the idea is to make it zero in the future (but then a better mechanism needs to be in place for visitors).</p>		
R_3qwjj84rgAytiYm	<p>I would support getting wider adoption for Clipper cards, but, unless Clipper Cards don't cost \$3 and unless the fare gates can take Apple/Google Pay, increasing the surcharge is unfriendly for visitors and infrequent riders who shouldn't be expected to be using (or constantly carrying) a Clipper card.</p> <p>Chicago's Ventra system's paper tickets are NFC-based rather than Magstripe, and I'd rather see alternatives like that be explored.</p>	X	
R_1H0JdqDCfUZjejX	<p>If paper tickets are penalized, it seems important that there be a subsidy for low-income people to get Clipper cards without needing to pay the up-front charge.</p>		
R_vPsvWtdTcEm6Exj	<p>If the fifty cent surcharge didn't incentivize people to switch - I don't see how a \$1 fee will make much of a difference. I think there might be other options to explore first.</p>		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1ILBi5pXqPcnZ6m	It doesn't make sense for some people to use a Clipper card. why should they be penalized?		
R_szn3E9GgtgmCyL7	It may import few who doesn't travel regularly and have to buy paper ticket with increased price.	X	Unknown
R_2zOc05nXhARIAvL	It seems like it would disproportionately affect people who aren't stable enough to get and maintain a Clipper card. (And tourists, which is fine.)		
R_2uCihIEUTqxTWSN	It seems unfairly high.		
R_x4JiOAoVoUHUFq1	It would be better if 1/2 your machines actually worked and they were easy to use for people not accostomed to the system. The amount of people who are clueless and need help at your machines is astronomical and really unnecessary if they were in any way intuitive. ALSO F**KING TAKE CREDIT CARDS AT ALL OF THEM. This debit card s**t is NOT OK.  Also the London metro transit you have been able to just use your credit card to pay without an oyster card FOR YEARS. get your s**t together.		
R_gC1oFFfibjpDOAF	It's unfair to punish people who may need to continue to use paper tickets.		
R_UgehAsrlcQrU6Vb	It's unfair to the most at-risk who may not have access to Clipper cards.	X	X
R_1liuuLE0013Yo1u	Just another "screw you" to tourists, who already have to put up with your filthy stations and inefficient service.	X	
R_12mpdafG2k1paJH	Me parece que los \$0.50 adicionales que actualmente se cobran por usar boletos impresos es un recargo suficiente. *It seems to me that the additional \$0.50 that is currently charged for using printed tickets is a sufficient surcharge.*	X	
R_8iVLnzzZRFQUoIV	Need to make it easier for people to actually get a clipper card and more places to top up.	X	X
R_26o8l7Ba1KVzjni	No need to do that	X	X
R_3Mg4OkYuKTpneNB	No one cares. Paper tickets for visitors doesn't equate to them being charged more, especially why visitors aren't the ones abusing the service (homeless people who sleep on trains and s**t on platforms)	Unknown	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2rw7qmlbgeNsQNJ	Not everyone is able to use clipper cards as easily as others.	X	Unknown
R_2VqAOWZ9qkm4QYm	not fair for ticket holder ended up paying more - talking about non regulars / 1 time commuter..	X	
R_3lxIONfX5IRQenO	Not fair to people who are visiting, or cant figure out the technology.	X	
R_Y4X9hV9c7JclITX	not realistic that travelers, visitors, and infrequent riders will have a clipper card. Not fair to punish them.		
R_3g1kWFUf4CDscA	Not really fair to force people who rarely take Bart to buy a clipper card. 50 cent surcharge is good.	X	
R_Q6wspGgN2Pxgg81	Not sure why others continue to use paper tickets, but I would need to know the reasons before supporting such a price hike.	X	Unknown
R_D7Tq0dVSKbLmpLX	Nothing	X	
R_3FKl6Wfa31CtBy4	Only 15% of users are still using paper? That is such a small number. I am curious to learn how many of those paper ticket users start or end their trip at an airport. My assumption is that most paper ticket users are not Bay Area residents/employees. Why are we going to punish tourists, seems like an ineffective way to get new riders. If clipper cards were free, or cheaper, then I could potentially support a price increase for paper tickets.  I think Bart marketed this I effectively. They should have marketed as a discount for clipper users instead of a surcharge for paper ticket users. People would have liked the positive spin in my opinion. Too late	X	
R_3KpzM6QzS08F6c7	Paying extra for forgetting my clipper card one day is annoying.		
R_3jfK4HPYPZfYrd1	Penalizes visitors or others who don't use Bart frequently. Penalizes people with less access to internet/ credit.		X
R_30f99wqW0cVpyvL	People from out-of-town don't know about Clipper cards. Unless you do some outreach at, say, the airport and sell Clipper cards there (don't know if you do--haven't been to the airport recently on BART) you're just cheating tourists.	X	Unknown
R_1GCVC5r59dpl2EZ	People who are not daily commuters need to purchase a paper ticket because realistically they do not need a Clipper. Therefore I	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	oppose the idea of increasing it \$1.00. 50 cents would be enough.		
R_2v1W1dFHeOMLvbA	Personally, I think that adding Clipper card vending machines at stations will help fight this than basically taxing and penalizing people for still using paper tickets. I'm sure a ton of riders are tourists who buy paper tickets at the airport, and it isn't a very welcoming thing to charge them more for something they don't know the alternative to. Other cities offer week-long passes, and that is such a missed opportunity for BART, especially since the technology to offer those tickets is already there since you hand out free weekend tickets all the time.		
R_3h3CRWEv9z6oHl9	Ppl who are not residents wouldnt have or need clipper. It could be a temporary need to ride it a few times.		
R_3GdLgMWUMjgdz9b	Presumably this won't raise much revenue, because regular riders already use Clipper. It would just be a tax on visitors and occasional riders. I think BART should be more friendly to occasional riders and tourists, not less friendly.	Unknown	
R_2dGyOrw3Z5y7Fw5	Prosecute those who ride BART without paying to avoid punishing g paying customers. Some people can not afford to get a clipper card, so they should not be punished for not having a card. Punishing those without a clipper card will increase the number of people who skip paying their fare	X	Unknown
R_2tLNYONIMs9Rvzv	Pues más caro saldría el pasaje no importa hasta que ciudad vaya . *Well the fare would be more expensive, it does not matter to what city I go to . Y no todos pueden tener un cliper. O más bien no saben cómo agarrar un cliper. *And not everyone can have clipper, they do not know how to get a clipper.*	X	
R_81AiNzHdLbrirNn	Punishing people who do not always have a computer to work with their Clipper needs. Machines only return quarters - inconvenient.	X	X
R_1LiAiVC68StG1Wk	Seems like this targets lower income people.		
R_R8iHKy7js7Iy8Vz	Seems that BART is gouging visitors to the BAY AREA that would not normally purchase Clipper cards.	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2A0D8Anlip4g9E5	Seems to unfairly charge passengers who rarely use BART (ie. tourists)	Unknown	Unknown
R_1P6v8uqh7VcJPU0	Seems too large of a step.		
R_25QIZWooDsQTXvy	Seems unfair to those who can't afford clipper card.		Unknown
R_2b2FHM4d8yj7EJK	Some people find it difficult or do not even know how about clipper, and I would not want to increase that damage.	X	X
R_2atWWOBHPpIEOPA	Sometimes I forget my clipper card and don't want to be penalized \$1 just for that.		X
R_1jkde3zVD1aiEz6	Support a surcharge but at the current rate.		
R_2Uf4F9asSSOS3yq	That is a significant surcharge. 50 cents is appropriate. SFMTA has a mobile app to encourage non paper ticket use. BART should do the same and not penalize people who have to use paper tickets. Raising the surcharge is short sighted and not a thought out solution.	X	
R_22QsxipDWXgQzgC	That just penalizes the occasional user. I have a clipper card (2 actually) but that would make me a little annoyed at BART. You want to encourage more ridership and not penalize people for not having a credit card or getting a clipper card. It feels out of touch.	X	
R_u4EJmlRIUBgNUM9	That's a pretty hefty penalty for occasional BART users and 85% seems like impressive clipper usage.		
R_abG9U6DouUsphrr	That's starting to get pretty steep for visitors, tourists, very occasional users, etc.	X	
R_30laA8Y0Z8D6pNP	The \$1 paper ticket surcharge maybe unfair for infrequent riders and tourists.	Unknown	X
R_3I65pQRMTxhj5IP	The further increase would marginalize poor individuals, as they are probably more likely to use the ticket system. More education around clipper cards and how easily they can be purchased would be more equitable	X	X
R_1IIVbH05RQoxwW3	The problem with the surcharge is that you are charging those who are using the system a few times, not daily. This effects tourists and those not always here. NYC has flat fares that get you anywhere you want to go and their tickets are on a different type of system.		
R_3GBoVysYVutpxrB	There are many visitors in Bay Area every year, many people won't understand why pay more for not using clipper, then try to get a clipper for only few days in Bay Area. That's	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	not make sense. Bart is already more expensive than many subways in the country, and not many stations like New York. People won't like the public transportation in SF		
R_21jr5TxCDMwgGVu	There are people that don't know about the clipper cards and don't understand anything about it.	X	
R_3stzER5DRX98QJb	There are people who dont ride BART often enough that they should have to have a Clipper Card.		
R_YXk2q0dZty1rXEd	There are some people who don't use BART frequently enough to justify getting a Clipper card, so it doesn't seem fair to increase the paper ticket surcharge to encourage them to switch to Clipper cards.	X	Unknown
R_1pEw42r2xGCwIL7	There should be alternatives to paper tickets and physical cards. Why can't an online application process ride charges yet?	X	
R_pi07cttxuRLgRfr	This increases fares for riders that are not regular commuters (elderly). Doesn't seem fair and \$1 is way to much of an increase!	X	
R_x5gY2r85q5IHWYF	This is a tax on tourists and forgetful people		
R_3EzrW1e1nFQftkQ	This is just going to penalize people without credit cards if we're being real		Unknown
R_1meFePgcURQ8q97	This is likely to be a major drain on non local riders. Keep the existing surcharge and raise the fare fairly for everyone.		
R_2vjNtLG18Uoz9sx	This is too much increase, maybe they could charge \$1 more only if the trip is double the minimum fare.	X	X
R_AccFOsYGxBvUEF3	This proposal places undue burden on lower income folks and/or those who can't navigate the system to get a clipper card.		
R_1Hph2Z1LaVZEBSv	This punishes people who don't have access to bank accounts.	X	
R_3D0Kaws0vgdVA4x	This seems to be penalizing the poor - I am pro this rate only if people who are poor have easy access to clipper cards		
R_1NaGEt9oSo3uiQj	This will primarily impact tourists. This increase will only incentivize them to ride in a vehicle, making things worse for everyone as well as the planet. Very short-sighted.	X	
R_doQa5f10dT7Pr33	Those who don't ride BART very often should not be penalized so heavily by paying even more for tickets on an already over-priced train ride.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2qaTNihW8LcY3gW	To the staff to produce paper however I understand is to promote electronic methods	X	
R_1MM9QcYnLON3tCY	too steep a surcharge - would \$0.75 be more appropriate		
R_2qwy6C6Wg7akJ2V	Tourist will have to pay extra, which I dont think is right		Unknown
R_a4B3bYw4YdGadHj	Unfair to tourists and other short-term visitors.		Unknown
R_3nPDBggptEmrcIn	What about people who do not have a bank account and cannot sign up for clipper?	X	
R_2SlvqR1rPDbWBXF	What about tourists or people who just use system occasionally? Why should they suffer?		
R_1qWcWQp4eK0efmJ	While I appreciate that this push to using the Clipper card would reduce paper waste and increase the efficiency of the fare gates, I'm concerned about the impact this would have on tourists and infrequent riders of BART who don't feel the need to get a Clipper card. Tourists specifically would be understandably annoyed that they'd have to pay that much more for a paper ticket. I'd prefer that we follow Japan's lead (see Pasm and Suica cards), and make riders pay a deposit on a Clipper card, which they can quickly (without filling out any forms) get refunded their balance in full from a station agent (especially at the airport), when they no longer need a Clipper card.	X	
R_ptUdl7FICnp2FYI	Why do people who come to this area need a clipper card? Maybe older people don't understand how it works.		
R_2qel0xB6uvvg5CSY	Why not just make everyone go clipper?		
R_3HFwwugSZjRfdkN	You haven't explained here how you would charge occasional users, like tourists. It doesn't make sense to charge them a \$1.00 surcharge.		
R_1r37J7IhVym7Hu2	you still have fare jumpers that suffer no penalty if caught. So why charge those who pay extra because they are honest?		
R_2ZP56oDti3JGMqQ	只有鼓励乘客用硬纸板卡。*Encourage passengers to use only plastic cards*	X	
R_3HRXJ2UfAMA9RXB	持有clipper卡需要成本，若要提升附加費應效法世界部分城市發送市民卡給市民自行加值使用。	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2YttSofVcB5M08x	提高纸质机票的价格无助于增加 clipper card 的使用 *Raising the price of paper tickets does not help increase the use of clipper cards*	X	
R_OPz0xE8a5NETbyh	\$.50 is enough. It is mostly visitors who use the one time tickets and they shouldn't be penalized more than they already are.		Unknown
R_3IXigcySLsJLJtm	\$1 for paper? kind of steep! instead of charging for a paper ticket, why not give an incentive for using a clipper card. Like adding \$2 bucks every time you reload your card, if you have the card you get an extra \$2 in addition to the funds load. Of course we would have to have a set amount to load to get the \$2, say must load \$10 minimum to get the \$2.	X	
R_3DoPgdl80pLTx32	\$1 is a high amount and as given the nature of some of the jobs available in SF, people are working less than 5 days a week and buying a clipper is not a necessity for those folks.	X	
R_3Dd1e6cqGAyRnF1	1 dollar surcharging is too much, I think 0.5 is good	X	X
R_2w4Ft7wSItYuXky	1.00 is way too much, try again	X	X
R_3KMBbdyrZfRIVem	50 cents is enough of a surcharge. Clipper is not a viable option for out of town riders like tourists or visitors.	Unknown	Unknown
R_1Qt6EGeTwDOzPLv	50 cents seems just fine. Not everyone can reliably get a clipper card.		
R_31KjWOyXcfizXyZ	A DOLLAR	X	X
R_AtFP9TJa6sQPT3z	A lot of folks who're underserved can't afford Clipper cards or don't have the access to manage them. Penalizing them is ridiculous.		
R_10MBf3N9GgXuwvy	A lot of people can't or don't know how to use clipper card. Another tax on the poor.wrong		
16th17	A usces las personas no saben usar Clipper y es demasiado dinero *Sometimes people do not know how to use Clipper and it's too much money*	X	
R_2AF6zrxg2xw66L0	Absolutely not. This surcharge negatively affects our homeless neighbors who might not have a safe place to keep a clipper card. Also sometimes people give homeless neighbors cards with a little bit of remaining funds and this will mean that they will need to come up with even more money to take a	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	trip. It's also a disincentive for infrequent users. I hate this idea.		
R_3fqPuoNqvIjrdfl	Absolutely ridiculous	X	
R_3h0cn2qazpe1HHJ	Again, for people who don't have significant barriers to accessing Clipper, I support it. However, there are people for whom Clipper isn't accessible and I'm very concerned about penalizing lower income people for whom Clipper isn't a viable option.	X	
R_3dLe0T7yJB6TTdT	All paper tickets and clipper cards should be the same price.	Unknown	Unknown
R_Q4IPyiSpUyeYcJb	Although I agree that the paper ticket surcharge should continue, I oppose fare increases because I oppose spending money where there is poor value, poor customer service, and no defined minimum standards or accountability for the service provided. There is no warranty on the Bart service.		X
R_svPOND6DtPv8igF	An additional \$1 surcharge is a big expense for some people who are barely able to afford the cost to take Bart.	X	
R_2fBOMEKMqmKVNgt	An app should be an alternative instead of clipper	X	
R_plYSCri18Tc1wHv	Another tax on the user So no	X	
R_2q3sYZMiPPZ4yy0	As before, why would anyone expect things to improve when senior management cannot run the system now, more money would make it better?	X	
R_2rjBl9lcnGKFA1n	Bad idea!!! I am a part of that 15% of paper ticket users! I own a Clipper Card, but I'm a very forgetful person and because I've got to take it out of my purse at least 4 times a day sometimes I forget it in my pockets. Anyways About 25% of my commute on Bart is with a paper ticket. Also before I had this job i was one of those low income(/no income) people who could only afford to pay for my rides day by day, I couldn't and I'm sure many can't skip using Bart for a day or a week in order to save up for a clipper card. To pay an extra 0.50 per trip and 1 per round trip is incentive enough. Just seeing a price difference at all is	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	incentive enough. But doubling it would just be greedy.		
R_24rdA6UwCy2XVgZ	Bart needs to focus on behavior changing, and a larger surcharge is not a solution. The extra 50 cents shows that the surcharge is not disincentivizing people to stop using paper tickets. Why continue with a program that hasn't worked. Focus other revenue recovery, offer clipper booths at all stations (or ones with a high number of paper ticket purchases) and develop a mobile app like SFMTA.		Unknown
R_2Uci9Tw9NCNRrTx	Bart needs to have more clipper dispensing booths if they want people to use less paper tickets. Penalizing people is not good business. Behavior is changed with outreach, not penalization.	X	
R_NWlUp3CsMnqBJJL	By doing this, you're penalizing poor people. Please don't do that.	X	
R_2q2iG6Op6soONSN	Clipper card management is best with access to a computer and debit card, something that many people may not have access to. Penalizing them with paper ticket surcharges seems cruel		
R_3R7PGGRF9fhzI4y	Clipper cards, while more convenient, are not as accessible to people without computers, tourists, or lower-income individuals who ride BART infrequently. Especially for shorter train rides, why penalize paper-ticket users by \$1.00 each time over Clipper users?	X	
R_1nZvb1NjRKUNgCS	Clipper isn't ideal for my work expense reports		X
R_2WM5IVcElinElpn	Don't trust BART, why would I trust CLIPPER to do the right thing with the tools that they have? I have already had difficulties with clipper- Such as shutting off access to clipper card and stored cash if the Disabled pass expires. On limited means and having all of the funds put on clipper card frozen for a month or more while a clerical issue is resolved tells me that CLIPPER is as much of		X



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	a dysfunctional bureaucracy as BART. Now having problems with Clipper putting funds which have been withheld from pay check for transit posted to CLipper Direct.		
R_3m8fZVmelHSD08u	Enforce current fare encoders instead of increasing fees for paying users.	Unknown	X
R_1Fa1XVHpi8KFGRN	Everyone doesn't need a clipper card, and having someone pay an extra dollar because their ticket is made of paper doesn't make a lot of sense.	X	
R_3HSnSHMZC0oe8om	Fares are already too high and you're focusing on social programs that are not what you're here for. Stop punishing riders and be more fiscally responsible.	X	Unknown
R_5BzHQD14eFkYJsB	Fares should be same via PAPER or CARD.	X	X
R_bQr80oDAFiZQbBf	For sf being a tourist destination this would discourage tourist using bart	X	
R_pK4RKY971uv7Qwp	Give ample deadline to stop accepting paper tickets vs just increasing paper tickets. Also elderly not as likely to be as likely to jump on board w getting clipper card unless they use bart consistently	Unknown	Unknown
R_sSfNSyio2qjyhjz	Give everyone a clipper card		
R_24iOuyUkuBrKnsZ	Give me a break, no way	Unknown	
R_22CStWpymvDJcZc	Going off the last increase the service, cleanliness, helpfulness of staff and general desire to ride bart has decreased...I see no improvement from the last increase so o totally oppose another increase!!!	X	
R_3E9xLSDqQio53Mg	How about a free ride day or month, to make up for the bullsxxx we have to put up with on a daily basis while riding BART  Dirty and late trains, dirty stations and on and on, more money for what?  What a joke, how about the directors actually ride BART with commuters and talk to people instead of filling out stupid questionnaires	Unknown	Unknown
R_1Q9Jys9rQmm8fzk	I already explained on the previous page.	X	
R_2f7nBgZxT4NX8jp	I am concerned about those who cannot obtain a Clipper card for any reason -- those who are less able to organize their lives in	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	such a way to obtain and keep a card. They are a more vulnerable population.		
R_8p5nvugVUQk4fx7	I am using paper tickets ? because it is more convenient and easier for me	X	
R_vP24f90RGpzJSg1	I believe this punishes riders who don't have access to the internet or who are older and don't understand how to navigate this system. I think if Bart makes these changes, they should have representatives in stations who are there to help people sign up for Clipper.		
R_33eW99KFIqo3LcJ	I can't afford a clipper card, so this will make it worse —even more expensive to ride BART	X	
R_WcUuPm9JHfIMGFH	I disagree also with this as there shouldn't be an increase to either clipper or paper tickets. The riders use the same system and there is no need to discriminate the rider for not having a clipper.	X	
R_2ZWgbK55LTKPmWA	I do not believe the paper tickets should cost more, given that some riders might not have the requirements to necessary to obtain a clipper card (i.e. a bank account and linked debit cards). In order to maintain accessibility paper tickets should cost the same.	X	X
R_6ETty3b8WtjqARz	I have \$120 every 2 weeks taken out of my paycheck for pre-tax Commuter Checks. If applied to Clipper, I can't get the high value amount. I do NOT want to use Clipper for parking because I don't trust the current system with any of my accounts. So, I use paper in the am for fare & parking and Clipper in the pm. Either way I'm screwed because I have to pay the extra amount for paper. The only way I can get the high value amount is to mail the Commuter checks in & so far \$240 has been lost somewhere in the mail or at BART.		
16th14	I make very little	X	
R_3D6kHPtJYKYQ1fk	I prefer paper since it's one less card to carry around after using the service.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1IM0gptaaxUgPVA	<p>I presume that some significant fraction of those riders are out-of-town riders or riders who only use BART once every few years; these riders will never switch to Clipper. That means BART will never be able to eliminate paper tickets with its current system.</p> <p>Getting a Clipper card is a bit of a hassle now. BART would have more luck if there was a way to conveniently buy a Clipper card (or a disposable card that worked on the clipper readers) at the station.</p> <p>Likewise, if Clipper cards could be shared, a local could pay for out-of-town guests without needing to buy paper tickets.</p>		
R_2t57VcMkaGgotIU	I really don't know where your increases are going to stop. The bart is not looking good for you to increase this much	X	
R_1MQzfCprg5MFT9W	I refuse to use clipper because I do not want my movements tracked. If you increase this surcharge, I simply will not use Bart anymore.		
R_2Cy6UJEANTPvcQa	I think the surcharge should be 50 cents, not one dollar. This represents the difference in the cost between the paper tickets and Clipper. Also, there are many people who ride BART intermittently and should not be charged over and above the real cost to provide them with a paper ticket.		
R_3p9jWGoOclxunjq	I think there should be better ways to incentivize Clipper card without punishing people for using paper tickets, and \$1 surcharge is a lot.		X
R_siEIWEjwPIHi4Jb	I think this is too high of an increase. It should stay as is	X	
R_yCTjjodgPuYxtpD	I travel to San Francisco maybe 3-4 times a year at the most. It's too much of a hassle to keep track of all my family's clipper cards for so little use. If you had an app that scanned a bar code or QR code, then it would be worth my while because I'll always have it.		
R_3huqd2nqv0Llcep	I use both because With the paper I pay for parking at entrance and I exit. When returning I use clipper card. With the clipper I can not pay for parking at the entrance unless you give this type of usage to the clipper card.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_UJxRFakzEwZDKr7	I use the clipper card. Occasionally I forget my card and have to purchase a ticket. Why should I be penalized? I also have guests that come into town that use BART. They should not have to pay more.  In LA the TAP card is available to purchase at the station.		X
R_5hgTgF1cwK1r6MN	I will not support this if the the 15% of paper ticket users are elderly or don't have access to internet.	Unknown	X
R_2D1agGBeo9gCttS	I would only support this if ALL bart stations sold clipper cards during ALL operating hours. There should also be a method to only put the exact fare on the clipper card, just like a paper ticket. Otherwise it's an unfair burden on people who can't afford to have extra dollars and cents wrapped up in a clipper card when that money could be going to a next meal.		
R_2Ea822ojsP24ce7	If BART is pushing to use Clipper card then Riders should get it for free for the first time. For a visitor who wants to visit for a week or two, BART is indirectly pushing Riders to use clipper even though there is no use of card for users later.	Unknown	
R_3I47csFKVPpVK80	In my experience, more low-income residents use paper cards than higher-income residents, so to support the successful transition to Clipper cards only I would put more emphasis on outreach and education rather than raising rates. I also work for an org that serves youth, and we prefer to have paper tickets because we don't necessarily want to buy a clipper card specific to each young person we serve, it's a bit of a logistical nightmare to do that when you work with 300+ young people a year.	X	
R_3R478oU9nCrlezC	instead of increasing the cost on paper tickets, why not just eliminate them completely? Only offer clipper cards. it will make the process of entering BART much quicker.	Unknown	
R_RWbzsguJTXUQ0DL	Instead of squeezing this segment of users, if BART actually cared about making the most of the investment in the smart card system, simply don't offer paper tickets anymore like	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	other advanced transit systems around the world.		
R_pyFZMr6M1UIOYTv	It disproportionately affected working class people	X	
R_2tmNhpKiOVXadzA	It does not cost \$1 to issue a paper ticket. Do not penalize occasional riders who live in the area. And do not penalize out of towners	Unknown	
R_1liVAigfNvmp25d	It doesn't make sense that people should be paying more for a ticket just because they don't have a Clipper Card. Think of travelers from other countries who may either be on a budget or are here for the first time.		Unknown
R_1m06V9ABwgGMCSJ	It is already expensive enough.		
R_1QmVVaj6w5ty2SA	It is morally wrong to charge people a penalty for using paper tickets. If you want people to switch, give them a clipper card. Quit selling paper tickets and inform people of an end date for their use, but dont charge a penalty.		
R_2WSUoERwmr33ko0	It is not fare.	X	X
R_21AK4bjEFh1JuNg	It is very difficult to find local vendors for the clipper cards without going way out of our way.	Unknown	
R_1n1qmERhyCZ0yq8	It makes it more expensive for tourists or those who have no need for a clipper card. It leads to more plastic waste.	X	
R_C3tTu7YpmCWS64x	It should be taken away not increased	Unknown	
R_Td2Xiyrh1Lxv21z	it should be the same, what about tourist or other people who're visiting or don't want to get a Clipper card.	X	
R_2Yb9K3Eyy7XcTif	It should cost same - wether use clipper card or paper.	Unknown	
R_9ERHLpF0jcjuKpr	It think 50 cents is just right for those getting tickets whenever they only need to ride Bart.	X	
R_3PX0jxZ9GvKL9fa	It unfairly burdens people who use cash or do not have a bank account.		X
R_10I6vxnpaCLuWut	It's an option your company provides so why charge extra for it? Doesn't make sense	X	
R_s4KBh1qTRxbH6PT	It's nonsense to add a surcharge to paper tickets that have been a fixture of the Bart system forever.		X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3m94STjgSgqw4CS	It's too hard to live on minimum wage in the Bay Area. Low income should ride cheaper/free. The paper surcharge is a tax on those who don't ride frequently.	X	
R_10WhvufH8GXbyTE	Just another way for BART to gouge its passengers!		
R_1QKM4wvUNmloYEj	Just phase out paper tickets entirely if you're going to charge that much		
R_2VKHEsVkEDfRapt	Just stop selling paper tickets! Most other transit systems sell you a transit card on the spot for a small deposit. This sounds like a way to squeeze more money from tourists and infrequent riders	X	
R_30pmZ4g8J4umEzk	Keep it at 50 cents	X	
R_d4IO5VP940T4JR7	lots of part time riders who use parking spaces have to use paper tickets		
R_1f9LgUozgpCf1il	Make all riders pay their fair share. Don't use paper tickets as a way to make more money. Bart needs to make itself accessible. Find the riders who don't pay and fine them!	X	
R_2f107RaEovgeklx	Mal servicio??No al recargo *Bad Service? No to the surcharge*	X	
R_2QtuGblW052IvEo	More bull s**t! Extra charge for a PAPER ticket, yeah that is expensive?? If you recall that is all you could use for years.		
R_UKHqKCCykBsCh8Z	Most people that use the paper ticket probably don't use Bart as much so there is no reason for them to get a Clipper card. Why should we punish them for this? I strongly oppose paper ticket surcharges.	X	
R_Wdu9Zr9g8iLXeX7	My family and I will all be using ClipperCards.	X	
R_31WzryJzTDa6MxR	No		
R_2diits4fV6JPTch	No	X	Unknown
R_24odlMsRGrY3gzk	No more cash, figure out how to make the system work with what you get	Unknown	
R_7WDJCP4PFuLnmQV	No more taxing the poor		
R_1ezVzad8vCBpUls	No new surcharges! Focus on fare cheats!		
R_1eri19EmIN9LHaT	No Surcharges. Make everyone pay their fair share!	Unknown	X
R_V3iUQeSVRtSUqWJ	No surcharges. This does not stop gate jumpers. Enforce the gates and make everyone pay for the rides.	X	Unknown
16th2	No tengo ninguno *I have none*	X	
R_1gggIN1rqmsR7X5	No tiene sentido *Makes no sense*	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2TC9g9WmUA2meSA	No way	X	
BP1	Not every one has time to get a Clipper card some folk work 24/7/365	X	X
R_2wbDs6oOxChPNW3	Not every one is accustom to use of new things. Consideration must be given to others not used to these type or used to the older things--	X	X
R_3IQMjKKsVwVPJQe	Not everyone can afford a clipper card. Yall are hella inconsiderate LMAO		
R_1DppsZKLlij7hMc	Not everyone has the ability to get a clipper card.	Unknown	
R_3qfl0KE4wW2mcjj	Not everyone has the means to secure a clipper card for various reasons. To make it mandatory would reduce riders and potentially limit rider access to lower income communities.		Unknown
R_2e5c4u7xTUKMKm	Not everyone rides Bart often enough to use a clipper card. Raising by 50 cents more wont do anything to make people get a clipper card.	X	
R_2345jzE2i47wNW0	Not everyone takes the train every day and purchasing a clipper doesn't make sense for everyone. Some people may be visitors, some may occasionally use Bart. \$1.00 penalty seems rather harsh and anything within 50 cents is acceptable.	X	X
R_XIj6rJeqWkpIKLn	Not everyone uses Bart everyday and schools like seniors in high school and college takes Bart for field trips which would be unfair to those people		X
16th12	Not everyone wants/needs a Clipper card; therefore why make them continue to obuy more?	X	
R_2SdWyM390vGjM4x	Not faire	X	
R_1dm3AwusvOBGYji	Not giving people a choice is ridiculous		
R_3gNI8rSG4DOGzn8	Occasional riders of the system should not be punished by paying higher fares. The \$0.50 surcharge is already too much.		
R_XuGdiYDr8VheX1T	Once again.....this unreasonably impacts lower income and folks in need! How much does that sc**p of paper cost, really?		Unknown
R_3h5fQUT8Ulu2ZS7	Oppose given that there is no information provided on who the riders are who use paper tickets, which is needed in order to	Unknown	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	understand the impact of this massive price increase.		
R_2cjFwIPtfunioioF	Paper is biodegradable. Plastic is not.	X	
ED1	Paper tickets don't usually/regularly for the holder to use the next available turnstile Clippers do.	X	
R_OvEhMEf60pfki7T	Paper tickets is what bay area residents are accustom to!!	X	
R_1Ckh790e5IAGNIN	Passenger already paid subcharge for that	X	
R_2zZqRIJRMoFwC0b	People should be able to pay however they please. Clipper is a tracking system as much as a fare payment system and people should be able to decline to participate without penalty.	X	
R_1ltaxP6ecySm0Q5	People should have the option to use paper tickets without being penalized too much, especially if there is a technology barrier for debugging if something goes wrong.	X	Unknown
R_dhx7iZGW7vZs46d	People shouldn't be penalized for fare payment type. It encourages fare evasion.	X	X
R_BQ7AGVFGGr8e0mXv	People still on paper tickets are more likely to be lower income, this increase could be devastating.		
BP7	People that are poor and low income, don't have access to online services or clipper knowledge. I still don't have a clipper card and would like one, but I work 9-5pm and its hard to make time.	X	
R_1mKn1trZfBwaxc7	People that tend to use paper tickets are teens, tourists, parents, and folks that don't use BART that often. Why are you penalizing them even further?	X	
R_1DqhBZvCJOoV17I	People who don't use clipper tend to be those who don't have access to banking services. Unless free clipper cards are given out like tickets, and until every station can accept cash clipper refills, this is simply a regressive tax on the poor.		
R_UrvvQUNzWPsJzAB	people who survive paycheck to paycheck need to budget and just pay for one ride at a time. So they wouldn't be able to afford a clipper card. If you want to phase out paper tickets, clipper cards should be made free of charge.	Unknown	X
R_1li1WbikueH3uM1	Poorer people use paper tickets. Sure, punish them even further.	Unknown	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_BXjK3KT00Roqcnf	Price of riding BART is already too high with added \$1.00 surcharge is unreasonably high.	X	
R_10DaAY9zldrE7wA	Public transportation should be free	X	
R_2Vdr9ZFs6EV4G4q	Punish occasional riders?		
R_2BzmPQP8Q9lfNro	Rather than punish paper ticket users (tourists/out of towners/youth/elderly) you might consider making clipper cheaper as an incentive to help switch people over rather than making paper tickets more expensive.		
R_332Lcv2bu09usFC	Regardless of speed, single use tickets are very much needed for one time riders, tourists and seasoned commuters who need a quick fix when having lost their clipper. Seasoned commuters are not barts only cutomers.		
R_25sx8fTn0KkwvpZ	Release reports on cost of paper tickets and or run psa on how using clipper can save the environment. When is bart going to start doing something to enrich and empower the vast community it serves?	X	X
R_1mKsdmQkpzu8T6Z	Remove cost penalties to using mass transit, add a gas tax to pay for BART		
R_1F1B8oiFyTNyRE6	Ripoff for poor people.	Unknown	X
R_3Ebfc4G1g2uzUYG	Same as before, lots of cojones on BART to ask for any increase when the experience of riding BART gets worse and worse	Unknown	X
R_3M4mTLRugDBH5zB	See my prior comment about potentially impacting already disadvantaged populations. Who uses paper tickets most? What was the impact when London switched to the Oyster card as the only payment system? Speaking of London, how much would it cost to implement NFC payment as an alternative to Clipper (saving the cost of the card replacement).		Unknown
R_2S0TMphKrpQjpc	See previous comments	Unknown	
R_2CChwd1joEK1u0c	Seems unfair to those that visiting or can't set up auto pay to the card	X	
R_3NQzt6eWW1ouI2z	Some of us prefer the paper ticket and it's unfair to penalize us more.		
R_veF79WP8UjMvKBb	Some people cannot afford a clipper card. This is unfair to those who do not have access. Please find a better solution.	X	
R_3PXARNNjcA8RoiD	Some people do not wish to use a clipper card	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_3dJQoKqzjuH1U9y	Some people don't have a clipper card because they don't use public transportation as often as others who own a clipper. I think it's unfair to charge them more for barely using these transit options that accept clipper.	X	
R_el228piMjwaK91f	Some people may forget their clippers or not know about them. Increasing it to \$1 is unfair and an inconvenience. The 50 cents are more reasonable.	X	X
R_2Sqo7xNbha4eNsg	Some riders don't take BART often enough to buy a clipper card. The surcharge is ridiculous as fare prices are already way too much.	Unknown	X
R_1Hi3dOII1zDI8jv	sometime you just forget your clipper card and need to buy a 1 time use ticket. I support encouraging Clipper card usage due to convenience, integration to company benefits, and bulk fare discounts, but it doesn't see fair to charge more for 1 time tickets.		X
R_yDuZCC2RTTrpnUJ	Stop penalizing people who don't have a credit card and can't get clipper.		
R_21511uo0PDULcqK	Stop penalizing riders who use paper tickets. Haven't you lost enough business already from fare evaders and Lyft/Uber?		
R_1eLDHJD0lGYKqL4	stop punishing poor people		
R_1EgmSkHlx49GYff	Stop taking from the people who can barely afford bart.	X	X
R_2YPWXXkXMfL3bMs	Surcharge is not needed. Bart needs to make all riders pay for their rides. Enforce proof of payment. Surcharges won't matter if people don't pay anyway.	X	
R_2sR2re2nLOt8VoZ	Sure why not screw those who rarely use the system  But no, figure it out how to run your system cheaper  How about you don't blow cash on useless capital projects? Consider the downtown berkeley project, stairs can't be used because they are slippery, running a year plus late in completion. All users want is a reasonably priced system that runs well and is clean and safe.	Unknown	Unknown
R_OJ9yaJNK0UG1gat	That is ridiculous.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2wbtIjml83rkU91	That seems outrageous and the difference could be made up in other areas, eg. raising prices on trips to the airport.	X	
R_3iyy5f9rBft2EUJ	That's just rude		
R_6M96PDQMikzK76h	That's too much money for a small piece of paper.	X	X
R_1FQVyiWNsp2mLyA	That's like a tax on poor people who might not have credit cards or want to have a balance on a card.		
R_74biAmoBMhyX2b7	The \$1 surcharge should apply to new tickets issued from machines. Not on tickets where people have them already. Not fair.	X	
R_3M3EkDwkQC3UxyG	<p>The Clipper card is currently *more expensive* than the paper ticket! People are using paper tickets because they're either:</p> <p>A) Tourists only in town for a short trip. It doesn't make sense to buy the more expensive \$3 clipper card if you're only going to load money on it less than six times (six reloads being the number of times it takes for the paper ticket to stop being a good deal).</p> <p>B) Too poor to buy the Clipper card.</p> <p>Raising the price of the paper tickets does little to encourage people to use Clipper cards if the people you're trying to incentivize don't have enough money to buy the Clipper card. If you *really* wanna incentivize everyone, make the Clipper cards cheaper than the paper tickets and ultimately phase them out all together!</p>		
R_3RpAYN6W57doX5F	The Clipper card use will never be at 100%. The San Francisco Bay Area has tourist and travelers who have no need to purchase and keep Clipper cards. Furthermore, for those with memory problems (elderly, dementia) losing Clipper cards is a constant meaning that using paper tickets is more convenient for them. Charging an extra \$1.00 for paper tickets will only hurt local Bay Area residents. We must be satisfied with the high percentage of 85% who do indeed use Clipper cards. Trying to reach 100% is unrealistic.	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_11bY79ePKfvMI3c	The difference in price is too punitive. Just get rid of paper tickets altogether. Or set the price based on the incremental cost it takes to process paper tickets.	X	Unknown
R_SE4OtPC5GoOESM9	The face value or cost should be equal, no matter what format of the tickets, paper or clipper card.	X	X
R_R5g5feoL6UdwSfn	The people who buy paper tickets might just be traveling once (ie to the airports) or can't afford the \$3 to load clipper plus the fare to ride. This would affect tourists, the disabled, the poor, and the homeless disproportionately. This is a bad idea.		X
R_WdIBAhSUGfrP2nf	The people who don't use Clipper probably do it because they're already poor or precariously housed. No need to punish them more.		
R_2YgG4EF04Xbxhp0	The people who need to use cash, don't have credit cards or want to be anonymous should not have to pay more to use the service. Running the Clippers service and processing credit card payments must have at least the same overhead as managing a paper ticket process.		
R_2wsg09p7iadBFBk	There are folks that may only use BART a few times and a Clipper Card seems like a commitment and not necessary for a one time or infrequent user.	Unknown	
R_3r2hoMDibsEncdz	There are lot of occasional travellers and penalising them just because they don't have a clipper card is un-necessary bias and puts them to disadvantage. May be gates accept ion paper tickets can be restricted but I don't support penalising people buying tickets the conventional way.	X	
R_10P2PKjqZJIw6fB	There are many one time users who go for paper ticket	Unknown	
R_1jTwfPos9uDvUxV	There are many visitors that need to buy paper tickets. And others that do not have cc or debit cards. We need options to pay in different ways and not taxing the poor.	X	
R_31yJeldVwcC7Jif	There are occasional riders who don't want to have the hassle of keeping track of a clipper card. It may make sense to transition into mobile fare system instead	X	Unknown
R_3PHKsiy2u0t0IQp	There are times when people are using Bart not for commuting and should be afforded	Unknown	Unknown

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	same fare all across for those one off trips around the Bay Area.		
R_0SuEi7GSyQ7SFVL	There is a large population of riders who don't know about clipper or understand the benefits. Bart could be doing a better job at helping new riders, older riders, and non-English speaking riders understand what clipper is and how to use it. A lot of people I encounter on my rides don't know where to access one or how to load one.	X	
R_2saS4LaJNxUq9cj	There shouldn't be a surcharge for paper tickets. Fares are high as it is.	X	Unknown
R_2B5KPFwozjaPPyG	There's little to no parking or public transportation to BART out here in Antioch / Pittsburg. Therefore I almost never use BART like I did in other cities and don't have a clipper card as I am forced to drive. If I did use BART, why should I be penalized with a paper ticket surcharge for horrible transportation planning?		X
R_u4SX1p6tuE050j7	Think about the tourists, they don't need clipper for just one ride. It's unfair for them and people who rarely use BART.	Unknown	
R_8xoTf3Kr4n69ABz	This demonstrates a lack of respect for all riders, especially those not interested buying in to yet another card.	Unknown	
R_9o7NFJqhnR0QVID	This discourages tourists and locals who don't ride very often.		
R_1kIC7Ywv8K89q3B	This disproportionately affects low-income Bart users and is using unfounded efficiency reasons to restrict access to Bart to more privileged users.	X	
R_1EaH8jekCR92oCp	This increase seems too drastic considering that a Clipper Card costs \$3.00 for initial set-up	X	Unknown
R_3psdhpejoiXum6N	This is discrimination against the poor who can't get a clipper card.		
R_3q4KyTtlzqsNI3r	This is punishing tourists and locals who don't ride BART very often. Clipper cards hold several dollars per rider in escrow for eternity, which is like a free loan. This surcharge is excessive.		
R_2BhXh0FbKtvnEXE	This is ridiculous. A 50 cent fee is enough to deter riders. This is a penalty.	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_yCIBVvihwuzTG6d	This is unfairly punitive and regressive, particularly because riders are unable to buy Clipper cards at your stations due to your glacial pace of infrastructure investments and general deprioritization of rider convenience.		
R_24HIrIoA3RfNZcd	This isn't practical for the people who aren't frequent bart riders. They shouldn't have to pay more for a paper ticket when they have no use for a clipper card.	X	
R_2CwtmjoF9B4L1XO	This makes no sense what about visitors and occasional bart riders. Just plain not fair.	X	
R_3R2ZTbt0P0DZU3a	This penalizes people who do not have cash on hand or credit card to front load the card.		X
R_2tkZDrvKd5qI57K	This penalizes poor people that don't have access to bank accounts or credit cards. They still have to work.	X	
R_2PuiPa3bMhdp9uZ	This penalizes the people that need help the most.	Unknown	
R_3qWEF1e73viatLV	This penalizes those that cannot use clipper or those from out of town. Clipper is an abomination of a program. The fact that cards are not easily refundable, easily transferable is lame.		
R_1EhfcBJ8QpjExel	This proposal is extremely problematic. Individuals using paper tickets are least likely to have the funding to purchase clipper cards for \$5/each. At a minimum, the cost of a clipper card should be dropped to \$1 if this proceeds.	X	
R_24wxLgLKVFtjVFC	This seems like a worthy goal but a bad way to do it. Clipper cards arent exactly easy to obtain and the impact of this policy seems like it would fall mainly on low income users whose neighborhoods don't have places to purchase Clipper cards.		
R_OerpSBT3doEI2Hf	This seems like both a social equity issue (poorer Bay Area residents are more likely to need to buy paper tickets) and a soak-the-visitors strategy that verges on offensively priced. Make clipper cards free for any Bay Area resident , change a nominal cost for non-residents, and THEN raise the paper ticket fare. But don't raise it without providing easier access to clipper cards.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1nPJ0njVNfskA5L	this STRONGLY disadvantages occasional user of BART and those who are visiting our city, or people who forget or temporarily lose their Clipper card. A \$1.00 surcharge can be the equivalent of a 50% increase on a short ride at the regular ticket price, which is really highway robbery when you think about it. DO NOT DO THIS!!!		
R_T1PM1C2qsOecZK9	This surcharge should be eliminated to promote occasional ridership.		
R_3UBVFLmYwLKMNgZ	This surcharge would likely disproportionately affect lower income, unhoused populations who for various reasons do not or cannot purchase Clipper cards.		
R_2ZlzdA4AfuQzyTb	This system is a tax on the poor and tourists. The bay area invested in a system that was destined to fail.		
R_3Pcw0uLEkwIqavW	This will mostly punish tourists. Bart is already expensive enough		
R_03WTnZDviaoNrhv	Those who don't ride often or don't have a clipper card should not be penalized and pay even more money.	X	
R_1Cj5U48dh5Fq8PU	too expensive already	Unknown	
R_2bKnaIrm9rdgWj	Tourists don't need a plastic card. Or people using the system just once or twice. It's wasteful and punitive to people who can't spend the money on a card up front		
R_2X0Dz7mWXIBLEYD	Unless there is more outreach to bring awareness to clipper and perhaps free clipper cards to low income people then it's punishing those that may not be able to pay for a clipper out of pocket	X	
R_31hMszzUGUSbeA9	Unless you give free Clipper cards, one time users will have no choice but to pay the extra paper ticket surcharge.	X	
R_1jClc75okHvpOOE	Until Bart can make Clipper efficient and allow for paying for parking and tickets within the same system (not two separate companies with different payment systems) and allow adding extra fare left on paper tickets to our Clipper cards (DC Metro has had all these things for 20 years). Then punishing people who can't use their Clipper or tourists etc is not fair.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_308CPLM64HUQGIB	Until clipper cards are free with no minimum to load and can be used for multiple pax on one card, and are available on demand in all stations, there should be no surcharge.		
R_8jkik2Pyhjsv4f7	Useless if you do not keep out fare cheats.	X	
R_1QEp35VWRjOiQ00	Very occasional riders should not have to purchase the Clipper card. Visitors using BART from the airport are already charged extra for airport access, and there is no way to obtain a Clipper card ahead of the trip. This further discourages the use of BART to get from the SFO to SF and East Bay.		
R_BKaWfZdlm2Py5Pj	We have to welcome visitors to use Bart. Not fair for those who want to use Bart once in a while.	X	
R_T6CqCxEvw4iQH97	What about the people who don't have the ability to connect to your clipper program? Is as if they are penalized for not having either the knowledge of how to access the program or the time due their socio economic situation to do all that requires to obtain a clipper.	X	
R_2zqqBR0kgWYKy9L	WHAT ABOUT TOURISTS I was okay with paying the large fee to purchase a "clipper card" in Chicago but also their fares are LOW.	X	
R_70qUgmgh904XFbH	While I see the benefits of the one fare system, I worry that hiking the charge to \$1 will unfairly hurt those 15% of riders using a paper ticket who I will guess are lower income riders or out of town riders who do not use Clipper cards at all. I would recommend keeping the 50 cent surcharge for paper tickets.		X
R_3lcNOVqgl9kMKfu	While I support a Clipper only system because of all the reasons stated above, I think BART should conduct research to find out who the 15% are. Are they mostly tourists? Elderly individuals who don't know how to use the Clipper system? Non-english speakers who dont understand the language/system? Knowing exactly who the 15% of paper tickets are will help better inform this strategy. Otherwise we risk further burdening those already burden by the system.	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_AaZELM6OH5sADND	Who uses paper tickets? (1) Visitors to the area who decide to use BART rather than other available modes of transportation. And (2) the ultra poor, who can't afford the charge for a clipper card or to have their limited funds sitting in a clipper account. This surcharge will not encourage either of these groups to get a clipper card.	X	
R_22JNxCvByy1A1zh	Why are you forcing clipper cards onto people?	Unknown	
R_1IgbSQj8064NdKJ	Why do those people not have clipper cards? Are you making the poor pay more?	Unknown	
R_r3bWznm54MjYZUd	Why do we need another surcharge? There is already one. If that isn't working, we need to look at changing behaviors with other offers, such as a mobile app to pay for rides.	X	
R_6liYcU50JpT8Ulr	Why does bart need to make more money when it is losing money on people who jump the gate. Make them pay. An extra fee on tickets doesn't matter for people who don't pay anyway. This is unfair to paying customers. Bart needs to enforce proof of payment.	X	
R_1locVe4JMjhzYsX	Why don't you give people other options? Why penalize visitors (who don't have Clipper cards) and low income people?		
R_3kLNEijucT7UYdU	Why don't you make Clipper more easy to obtain as an incentive? Individuals should be able to buy clipper at any station at any time. Other transit systems (Boston T, Medellin, Colombia metro) have moved completely away from paper tickets by making a shift to always/everywhere available smart tickets...	X	Unknown
R_CfgI79T3KH83P2h	Why is there no app available given this is tech central?	X	
R_3M58zbFpscDqdHi	Why punish tourists and one-time users of Bart this way? Most regular commuters use the Clipper anyway.	X	
BP4	Why should I pay more for a ticket	X	



Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2OPkY3rDIxSW7zc	<p>Would only support a surcharge to paper tickets if:</p> <ol style="list-style-type: none"> <li>1. free clipper cards were available all the time at all of the BART stations, instead of having to pay to get blank clipper card.</li> <li>2. include a free clipper card with the first purchase at a machine selling clipper cards</li> <li>3. I very much appreciated the fact that I could go and get a free clipper card when they were distributed last time, but many people do not have that option due to work schedule limitations, or other family obligations (plus you have to pay a fare to get to the place to pick up a clipper card), so please encourage people to turn in their paper tickets and give them a free clipper card if at all possible.</li> </ol>	Unknown	
R_sidfclqzMfhsIN3	Yes For one part I believe in recycling eliminate paper usage but do people that don't use Bart everyday every week per say this seems unfair.	X	Unknown
R_3fcv1DzWZVJh1UX	Yes, what a rip-off by BART.		
BP6	Yes, you need to improve your lousy service before	X	
R_2CPvFRKzOVUtf6	You are already adequately punishing non-regular riders and discouraging them from becoming regular riders. No need to further discourage them.		
R_3q0INHwTocw87zz	You are discriminating against people who are not using the clipper card many people do not want to use this form to pay with many people do not need to use a clipper card and should not be charged because they are using paper		
R_2eb8VDFrCOqtc8z	You are making it harder for people who already cannot afford to take the train.		
R_0055GlxhseNWIV	You are making people buy clipper cards by bulling then into it. Either phase out BART tickets all together or leave it alone.		
R_2s6FemDtIPnvWzZ	You can just offer clipper	X	
R_6Gcb54J7r3nijT3	You charge \$3 for clipper, you charge \$1 for paper... That's not right. Either take the clipper fee off the table, or don't increase the paper ticket more.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1hNpMIOza4OZOE	You should be grateful to have riders instead of drivers.	X	X
R_ea3AQYgg4S8KSdj	You should develop a mobile app to allow non-frequent riders to pay for their fares. This is a short-term fix and is not a real solution to stopping paper tickets.	X	
R_21hWMRRB5GPZ9FY	You should let people decide whether they want to use paper or clippers. We are always being hostage by bart! How about those who don't usually take bart- they are subjected to a higher fare because they don't have clipper!	X	
R_2xYmngBR1wdtF2j	You should want people to ride the system not penalize them for a one time ride. The could be a tourist.		
R_2ykJULw8rS3J8uj	Your current practice of charging people more to use paper tickets discriminates against poor people, who are less likely to be able to afford Clipper cards and to have the debit or credit cards needed to add value to Clipper cards. BART is going to get sued for violating its riders' civil rights.		
R_32LOat7ePmDnk8l	Ypu end up hurting tourists and occasional riders.		
R_3NJP89u2g6jwUym	收曬所有罰款先好加價啦！*Receive all the fines and increase the price*	X	
R_1H8DyCioPF5FWAF	Has a study been done to determine what barriers might exist to using clipper cards for some users and whether those barriers are related to socioeconomic status? If it is harder for low income people to use Clipper and then you are also charging them more, then I strongly oppose paper ticket increases.		X
R_3ls3GG5QrUjtKr2	I don't know if I support this or not because I don't know why people still using paper tickets do so. If they have a good reason, then maybe it doesn't make sense. Has research been done on this?		
R_1LLHuke302sMp7x	I don't know much about clipper cards but I don't believe visitors should have to pay more marginally for a paper ticket, if that makes sense. I'm a resident of the bay so i think it may make sense for me to pay for the clipper rather than paper but altogether, awareness of clippers need to be the focus before raising prices or people are just gonna feel forced into it. Kinda like Apple getting rid	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	of the headphone jack in their iPhones, you know?		
R_3I4t7UkIVGthvhH	I don't use paper so it doesn't affect me to well however i still wouldn't want everyone else to be subject to price increase	X	X
R_DpYOUJS8GqipVZv	I don't have information about clipper card use for low income riders. If the rate increase disproportionately impacts low income riders I don't support it. I support low income riders having equal access to the discounted clipper card. I'm not sure if that is currently the case.		
R_2dZaE5ZNWfM2HLO	I use clipper card already, but why the steep increase for paper tickets?	X	
R_3qlmEhyfFmusvUX	I would want to find out how many of these riders are visitors/tourists before making this determination. It seems unfair to level this fee on tourists/visitors.	X	Unknown
R_1BSoxOnE4Ytn9j2	no		
R_1lmEcejSQA7OV1N	Not using paper ticket anymore	X	X
R_24271Ano4kQ6j1c	Who are the people currently using paper tickets? Are they just tourists and technophobes? Or are there reasons why people who are homeless, people with inconsistent incomes, or other vulnerable populations might need to buy ad hoc fares? I hope you've studied your user base and made sure you understand the existing use cases for paper tickets before trying to take them away.	X	
R_2YDlGtK3gVjUJAR	Who is still using paper tickets and why - are these people without access to credit cards?		
R_WxhBtoT1ojwTmvv	Who uses the paper tickets? As long as this is mostly affecting tourists rather than low income users, I would support it.	X	
16th4	I usually lose lots of things, so losing a Clipper card vs. bart ticket. I really don't know.		
R_1f2w2QRWxGuhyS9	No increases till you Fix the Gates.		X



# Appendix PP-E: BART Fare Program Postcard

## BART WANTS TO HEAR FROM YOU!



BART is studying fare options to help fund key capital projects and system improvements.

Come tell us what you think at the following BART station events:

<b>Pittsburg/Bay Point</b> Tuesday, February 26 7:00-9:00 AM	<b>Fremont</b> Tuesday, March 5 7:00-9:00 AM
<b>Balboa Park</b> Wednesday, February 27 5:00-7:00 PM	<b>16th Street Mission</b> Wednesday, March 6 7:00-9:00 AM
<b>Fruitvale</b> Thursday, February 28 5:00-7:00 PM	<b>El Cerrito del Norte</b> Thursday, March 7 5:00-7:00 PM

Take the survey online Feb. 26–Mar. 15, 2019 at [bart.gov/faresurvey](http://bart.gov/faresurvey)

If you need language assistance services, please call (510) 464-6752. 통역이 필요하신 분은, 610-464-6752로 문의하십시오. Kung kailangan mo ang tulong ng mga serbisyo ng wika, pakli tawagan ang (610) 464-6752. Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (610) 464-6752.



## ¡BART QUIERE CONOCER SU OPINIÓN!

BART se encuentra estudiando las opciones referentes a las tarifas a fin de ayudar a encauzar fondos a proyectos de capital clave y mejoras al sistema.

Diganos qué piensa en los eventos que se llevarán a cabo en las siguientes estaciones de BART:

<b>Pittsburg/Bay Point</b> Martes 26 de febrero, 7-9am
<b>Balboa Park</b> Miércoles 27 de febrero, 5-7pm
<b>Fruitvale</b> Jueves 28 de febrero, 5-7pm
<b>Fremont</b> Martes 5 de marzo, 7-9am
<b>16th Street Mission</b> Miércoles 6 de marzo, 7-9am
<b>El Cerrito del Norte</b> Jueves 7 de marzo, 5-7pm

Responda la encuesta por Internet del 26 de febrero al 15 de marzo de 2019 en [bart.gov/faresurvey](http://bart.gov/faresurvey)

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

## BART 希望聽取您的意見！

舊金山灣區捷運處 (BART) 正在研究票價備運方案，以期籌資幫助進行重要基本建設工程和系統改善工程

請到以下 BART 捷運站參加活動，讓我們知道您的想法：

<b>Pittsburg/Bay Point</b> 2月26日星期二上午7:00 – 上午9:00
<b>Balboa Park</b> 2月27日星期三下午5:00 – 晚上7:00
<b>Fruitvale</b> 2月28日星期四下午5:00 – 晚上7:00
<b>Fremont</b> 3月5日星期二上午7:00 – 上午9:00
<b>16th Street Mission</b> 3月6日星期三上午7:00 – 上午9:00
<b>El Cerrito del Norte</b> 3月7日星期四下午5:00 – 晚上7:00

若要了解更多關於票價和外展活動，並進行線上問卷調查，請上網站 [bart.gov/faresurvey](http://bart.gov/faresurvey)。

如需語言協助服務，請致電 (610) 464-6752。



Appendix PP-F:  
Multilingual Newspaper Ads

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# Sen. Kamala Harris Confronts Critics on Her Black Heritage

NEW YORK (IANS) - U.S. Sen. Kamala Harris, who is of Indian and Jamaican descent, has directly confronted critics who questioned her black heritage, her record of incarcerating minorities as a prosecutor and her decision to marry a white man.

In an interview Feb. 11 with New York-based The Breakfast Club radio, the show's hosts asked the California Democrat to address a series of derogatory memes that

## Kshama Sawant To Run for Reelection To Seattle City Council



Kshama Sawant, Indian American city council member in Seattle, Washington. (Twitter photo)

### India-West Staff Reporter

An Indian American city council member in Seattle, Wash., Kshama Sawant, Jan. 24 announced her intention to seek a third term.

A socialist, Sawant became the first incumbent to jump into the city's pivotal 2010 elections when she made her announcement.

"To make Seattle the kind of city that working people in our community need... we need more, not fewer, elected representatives like myself," she said, according to a Seattle Times report.

Three District 3 challengers have registered campaigns: non-profit executive Beto Yares, pot-shop owner Logan Bowers, and neighborhood activist Pat Murakami, according to the report.

Speaking to reporters at Saira Ethiopian Cuisine, a Central Area restaurant threatened by redevelopment, Sawant described the 2010 elections as a struggle between wealth and people power, the Times said.

Business leaders will spend big to help one of her opponents this year, like they did in 2015, predicted the council member who garnered national attention when she initially won office as a socialist in 2013, the report added.

"Who runs Seattle? Amazon and big business or the working people?" asked Sawant, who lost a battle last year for a per-employee tax on high-grossing companies to address homelessness, according to the publication.

Union, immigrant, community and religious leaders who stood with the incumbent Jan. 24 said they would seek to keep her uncompromising voice on the council, the report noted.

have circulated on social media, CNN reported.

One of the hosts cited a meme that said Harris is "not African American" because her parents were immigrants born in India and Jamaica and she spent her high school years in Canada.

"So I was born in Oakland, and raised in the U.S. except for the years that I was in high school in Montreal, Canada," Harris responded. "And look, this is the same thing they did to (former President) Barack (Obama). This is not new to us and so I think that we know what they are trying to do."

"They are trying to do what has been happening over the last two years, which is powerful voices trying to sow hate and division, and so we need to recognize when we're being played," Harris said.

One of the hosts followed up by asking Harris how she responds to people who question the "legitimacy of your blackness."

"I think they don't understand who black people are," Harris replied. "I'm not going to spend my time trying to educate people about who black people are. I'm black, and I'm proud of being

black. I was born black. I will die black, and I'm not going to make excuses for anybody because they don't understand."

Harris became the first Indian American and the second black woman to serve in the U.S. Senate when she took office in 2017.

A former California state attorney general, Harris also said that she makes no apologies for pursuing violent criminals to keep communities safe, but added that she wished she could have done more to effect change.

Harris said the criminal justice system is deeply flawed but makes no apologies for pursuing violent criminals.

The senator was also asked about criticism she has faced on social media for marrying a white man, CNN said.

"Look, I love my husband, and he happened to be the one that I chose to marry, because I love him - and that was that moment in time, and that's it," Harris said. "And he loves me."

Last month, Harris officially kicked off her 2020 presidential campaign from her hometown Oakland.



U.S. Sen. Kamala Harris, D-Calif., who recently announced her candidacy for the presidential election in 2020, has confronted critics who questioned her black heritage, her record of incarcerating minorities as a prosecutor and her decision to marry a white man. (Twitter photo)

She is part of a rapidly expanding Democratic White House field that includes Sens. Cory Booker, Kirsten Gillibrand and

Amy Klobuchar. Also expected to join the race is Vermont senator and former presidential candidate Bernie Sanders.

# BART WANTS TO HEAR FROM YOU!

BART is studying fare options to help fund key capital projects and system improvements.

Tell us what you think at the following BART station events:

- Tuesday, February 26, 7-9am..... Pittsburg/Bay Point
- Wednesday, February 27, 5-7pm..... Balboa Park
- Thursday, February 28, 5-7pm..... Fruitvale
- Tuesday, March 5, 7-9am..... Fremont
- Wednesday, March 6, 7-9am..... 16th Street Mission
- Thursday, March 7, 5-7pm..... El Cerrito del Norte

Take the survey online Feb. 26-Mar. 15, 2019 at [bart.gov/faresurvey](http://bart.gov/faresurvey)







喜愛共事兩年，是他唯一獲選的原因。  
紅人隊目前戰績6勝6敗，理論上來說仍有  
季後賽機會；實際上要靠這兩名四分衛征戰，  
其實機會相當渺茫了。

## BART 想聽取 您的意見！

BART 現正徵求您對捷運處建議低收入乘客乘坐 BART 時，每程車費獲享八折優惠的意見，有關建議為地區試驗計劃的一部份，為低收入人士提供公交折扣優惠。

請於以下 BART 舉行的車站活動，前來告知我們您的想法：

2018 年 12 月 12 日 星期三早上 7:00 至 10:00 .....Pittsburg/Bay Point BART

2018 年 12 月 13 日 星期四 晚上 6:00 至 9:00 .....Coliseum BART

2018 年 12 月 18 日 星期二早上 7:00 至 10:00 .....16th Street Mission BART

2018 年 12 月 4 日至 31 日內，請上網至  
[bart.gov/discountsurvey](http://bart.gov/discountsurvey) 填寫線上調查。



...다. ...  
 ...다. ...  
 ...다. ...  
 ...다. ...

## BART는 여러분의 의견을 듣고자 합니다!

**BART는 저소득층 교통비 할인을 위한 지역 시험 프로그램의 일환으로 저소득층 승객들에게 매 승차 시 20%의 요금 할인을 제공하는 제안에 대해 여러분의 의견을 듣고자 합니다.**

**BART 역에서 진행되는 아래 행사에 오셔서 여러분의 생각을 말씀해 주십시오.**

- 2018년 12월 12일, 수요일, 오전 7-10시 ..... Pittsburg/Bay Point
- 2018년 12월 13일, 목요일, 오후 6-9시 ..... Coliseum
- 2018년 12월 18일, 화요일, 오전 7-10시 ..... 16th Street Mission

2018년 12월 4일부터 31일까지 [bart.gov/discountsurvey](http://bart.gov/discountsurvey) 에서 진행되는 온라인 설문 조사에도 참여하세요.



ocultar su campaña a la Junta de Supervisores de San Francisco sin ocultar sus preferencias sexuales y en 1978 cuando la ciudad californiana aprobó una ordenanza que protegía

como gay, si como arquitecto gay, a cada arquitecto gay, levantarse y dejar que ese mundo lo sepa", dice Milk en la grabación. "Eso haría más para acabar con los prejuicios de

Harvey Milk ganó notoriedad en la década de 1970 al lanzar su campaña a la Junta de Supervisores de San Francisco sin ocultar sus preferencias sexuales. ©GLAAD

## ¡BART QUIERE CONOCER SU OPINIÓN!

BART quiere conocer su opinión sobre su propuesta de ofrecer a los pasajeros con bajos ingresos un descuento del 20% en las tarifas por cada viaje en BART, como parte de un programa piloto regional para ofrecer descuentos en el transporte público.

**Venga y díganos qué piensa en los eventos que se llevarán a cabo en las siguientes estaciones de BART:**

Miércoles, 12 de diciembre, 7-10am.....Pittsburg/Bay Point BART  
Jueves, 13 de diciembre, 6-9pm.....Coliseum BART  
Martes, 18 de diciembre, 7-10am.....16th Street Mission BART

Responda la encuesta por Internet entre el 4 y el 31 de diciembre en [bart.gov/discountsurvey](http://bart.gov/discountsurvey)



# BART MONG MUỐN ĐƯỢC LẮNG NGHE TỪ QUÝ VỊ!

BART đang tìm kiếm ý kiến đóng góp của quý vị đối với đề xuất áp dụng giảm 20% giá vé cho hành khách thu nhập thấp mỗi lần sử dụng BART như là một phần của chương trình thí điểm khu vực về giảm giá vận chuyển dành cho hành khách có thu nhập thấp.

Hãy tới cho chúng tôi biết ý kiến của quý vị tại các sự kiện trạm BART sau đây:  
Thứ Tư, Ngày 12 tháng Mười Hai, 2018, 7-10 giờ sáng... Pittsburg/Bay Point BART  
Thứ Năm, Ngày 13 tháng Mười Hai, 2018, 6-9 giờ tối... Coliseum BART  
Thứ Sáu, Ngày 16 tháng Mười Hai, 2018, 7-10 giờ sáng... 16th Street Mission BART

Quý vị có thể điền khảo sát trực tuyến từ ngày 4-31 tháng Mười Hai, 2018 tại [bart.gov/discountsurvey](http://bart.gov/discountsurvey)



Những điều nói lái  
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thành phố San Diego  
là cửa ai lớn nhất Hoa

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U.N.'s Declaration for  
Refugees and Migrants"  
(Tuyên ngôn của Liên  
Hợp Quốc về Di cư và

# Appendix PP-G: BART Social Media Posts

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02.21.19

BART seeks feedback on fare issues; survey & in-station events planned

BART WANTS TO HEAR FROM YOU!



BART is studying fare options to help fund key capital projects and system improvements.

Come tell us what you think at the following BART station events:

Pittsburg/Bay Point Tuesday, February 26 7:00-9:00 AM

Redwood Park Wednesday, February 27 5:00-7:00 PM

Fruitvale Thursday, February 28 5:00-7:00 PM

Fremont Tuesday, March 5 7:00-9:00 AM

16th Street Mission Wednesday, March 6 7:00-9:00 AM

El Cerrito del Norte Thursday, March 7 5:00-7:00 PM

Take the survey online Feb. 26-Mar. 15, 2019 at bart.gov/faresurvey

If you need language assistance, please call (415) 464-7332. BART is an Equal Opportunity Employer. For more information, please contact the BART Office of Public Affairs at (415) 464-7332.

BART has launched an online survey and a series of in-station outreach events aimed at gathering feedback on our fare program.

January 2020 Fare Increase

To help fund the BART system's extensive capital needs, BART has a fare increase program that calls for small, regular, less-than-inflation increases every two years, with the next increase of 5.4% scheduled for January 1, 2020. For a short trip like Downtown Berkeley to 19th St./Oakland, the Clipper fare will increase by 10 cents, and a longer trip like Antioch to Montgomery will increase by 40 cents. Paper ticket fares will continue to cost more than the Clipper fare. All new revenue from this fare increase goes to BART's highest priority capital needs including new rail cars, a new train control system to provide more frequent service and an expanded maintenance facility.

BART Fare Increase Program

BART's current fare increase program, which calls for small, regular less-than-inflation increases every two years, expires in 2020. BART is considering extending this program so that fares would increase in 2022, 2024, 2026 and 2028 by an estimated 3.9% in each of these years, based on current inflation projections. Revenue from the 2022-2028 increases is proposed to help fund new rail cars and system improvements, such as a new train control system to provide more frequent service, and operation of the expanded service.

Paper Ticket Surcharge Increase

Currently BART trips made with paper tickets cost 50 cents more than BART trips made with Clipper cards to encourage riders to use Clipper and optimize the Bay Area's significant investment in the regional transit smart card. BART is considering increasing the paper ticket surcharge to \$1.00 to incentivize the 15% of riders still using paper tickets to switch to Clipper. BART's maintaining one fare payment system is more efficient and cost-effective, and Clipper card customers enter and exit BART more quickly, using fare gates that are more reliable when they just process Clipper cards.

In-Station Events

Please join us at an in-station event or fill out the survey starting Feb. 26. Our staff can help you with any questions at the in-station events, and the survey form will give you more information about all the options being considered. Your feedback is important to us.

Online Survey

Take the survey online at www.bart.gov/faresurvey

The survey closes March 15th.

News

News Articles

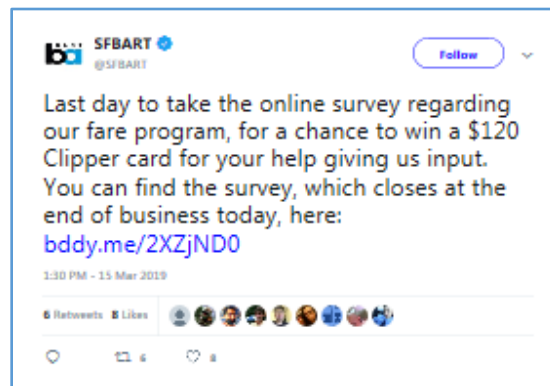
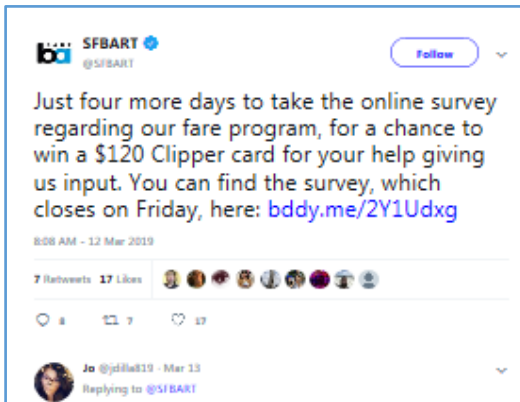
02.21.19 News Article

Sign Up for News Alerts



Stay up-to-date with News Alerts sent by email or text:

bart.gov/news/alerts







# Appendix PP-H(a): E-Mail Invitation Survey Demographic Summary (For Information)

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**E-mail Invitation Survey Demographic Summary: All Respondents (N=568)**

Minority Status	95% of Survey respondents answered this question	Sample Size
Minority	53%	286
Non-Minority	47%	255
<b>Total responses</b>		541
Ethnicity	95% of Survey respondents answered this question	Sample Size
White	47%	255
Black/African American	9%	46
Asian or Pacific Islander	23%	124
Hispanic, Latino, or Spanish	12%	66
Other, non-Hispanic	4%	22
Multi-racial	4%	24
American Indian	1%	4
<b>Total responses</b>		541
Low income Status	96% of Survey respondents answered this question	Sample Size
Low-income	18%	99
Non-low-income	82%	446
<b>Total responses</b>		545
Annual household income	96% of Survey respondents answered this question	Sample Size
Under \$25,000	9%	47
\$25,000 - \$34,999	9%	47
\$35,000 - \$39,999	4%	22
\$40,000 - \$49,999	5%	29
\$50,000 - \$59,999	8%	45
\$60,000 - \$74,999	11%	59
\$75,000 - \$99,999	13%	71
\$100,000 or more	41%	225
<b>Total responses</b>		545
How well is English spoken?	100% of survey respondents answered this question	Sample Size
Very well	96%	548
Well	3%	17
Not well	1%	3
Not at all	0%	0
<b>Total responses</b>		568

\*Note: due to rounding, percentages may not add up to 100%, sample size dependent upon the number of respondents that answered each survey question. Not all questions were answered on many surveys.

\*\*Low-income and non low-income percentages factor in both household size and annual household income, so this sample size includes only respondents that answered both of these survey questions.

# Appendix PP-H(b): E-Mail Invitation Survey Public Comments- January 2020 Fare Increase (For Information)

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Legend	
	Support
	Conditional Support
	Did Not Comment
	Don't Support
	Miscellaneous

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_32Xw1fCSqQOw1Nk	A fare increase as minimal as that will benefit BART infrastructure and riders.		
R_a9tpE9FUmhpnzeV	Any increase in fares near the rate of inflation seem totally reasonable. Please continue to consider sustainable measures to raise money like fare increases, taxes, and state appropriations. And avoid unsustainable measures (like bonds and other debt)!	X	
R_1odVwTka1oCtyNg	As long as it contributes to the Bart system	X	X
R_0iheozUGLE75bBT	As long as it goes to making Bart better, I am all for it. Would love to see the timeline to getting this initiatives complete.		
R_3Nw9kEZMoH4x1iE	As long as the capital is used to improve rider experience and maintain employee morale	X	X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2xVvh1dwtGPqhZU	As long as the money is reinvested into the BART system, I believe it is a positive move.	X	
R_2R9vuoJR7jA1n3y	As long as there is oversight on how the money is spent, then I think it is acceptable.		
R_2roxnjRBBILRyXK	As long as we will see reasonable and timely improvements in the bart system I would be in favor of the increase.		
R_ZrQljcoQ24qGbg5	companies must increase their costs to follow the economy. anything less than \$1 won't be noticed by many and isn't asking much.		
R_2dyEIPvtHXoruUP	Do it! BART needs the money.		
R_3nVIPHz3ffwpPeR	Fair	X	
R_2CkomYFlk2lFHwf	Fair enough	X	
R_1DBU4h8xPDt4d9n	Fine		
R_2AKYS4mKaji2Hw6	I agree	X	X
R_3P7yOobvj90W0DG	I am in favor of a fare increase if that's necessary for BART to keep up with maintenance and service.	X	
R_1kFdI70yF2Y9Cw	I am not concerned		X
R_2bJXnID0d9ptkql	I am ok with the increase	X	
R_3CQqMehYSvJuWNX	I do not mind the increase since I use clippers. People shouldn't be angry because they do have the option of a lower priced fare if they buy a clipper card.	X	X
R_29ufSIR7euFqSRK	I don't have an issue with the fare increase, it's a fast and convenient way for me to visit SF and my relatives accessible by BART.	X	
R_1CrbZn4FV004xwP	I don't like that BART keeps increasing its fare, but I will deal with it if it means that it's improving overall in terms of more frequent service and better maintenance.	X	
R_1eyKH4v2lf3wZg4	I support it.		
R_9ET4Ux030c9HAJP	I support the increase because I believe these improvements are needed.		
R_yOx87UrSmME8nGp	I think it is a reasonable increase	X	
R_DTCZscG31sS5aMx	I think it makes sense.		
R_2ygsNbur1x4LyLT	I think it's a fair increase, as long as expansion is also in those priorities.		X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_25SDTpgON0010MC	I think that this change is necessary. Many people will probably not like it, but it does need to be done. The paper ticket costing more is also necessary in order to help reduce waste and things like that.	X	
R_22QVgxWhSXYevi3	I think that would be acceptable considering that they are improving the facilities. It's money misuse that is not acceptable. It will also deter people who don't have money from riding the BART.	X	
R_yUUiT0mkLQq2Hrr	I think this is fine, but I would anticipate clear delivery on what this increased revenue will benefit BART passengers.	X	
R_pSrBxgES4FvMZgZ	I would prefer no increase but I understand the reasoning	X	
R_1r6pcbv5i081rtj	I would very happily pay more per ride if the improvements to BART are tangible!		
R_2v8RLQgz1XBUwvQ	If inflation is rising, it is fair for prices to rise with them.	X	
R_qKqJCDnyjga1D5T	If it means new cars and more frequent trains, I'm very sympathetic to this increase.	X	
R_WcFQqiBwhY3AbL3	If more revenue is what BART needs to improve the system, I have no issues with it. We need BART 100% fully functioning!	X	
R_RgbYgTfnU0SkOyt	If the increase is for new rail cars, train control system, more service and maintenance including the ones inside the rail cars, it is a yes for the increase. I just hope the cleanliness inside the rail cars will be maintained.	X	
R_2rZWInabY6nCaBW	I'm never a fan of increase but every body have to get paid some way.	X	X
R_3GBVQsxQ8YIQF2s	Increase is overdue		
R_VXqu9GJkvaqdP7H	It appears to be fair		
R_DOigu3RTnu8zLEd	It is ok	X	X
R_2ZX0A96yizWY5Iv	It is probably necessary and now that you are cleaning up the trains and station as well as having increased the police presence It should be an appropriate time to increase the fare. Your escalator at the Powell Street station is much too fast and dangerous		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3pukVi11PFxTeFS	It seems like a steep jump, but the system is in dire need of improvements. I would like to see that money put towards visible improvements to cars, tracks, and the frequency of scheduled trains.		
R_DeE2wLmMFIDxfSR	It seems reasonable	X	
R_cCsmPdj40kzpDR7	It sounds fair.	X	X
R_V3Wn906xnL4FqM1	It sounds very reasonable. Thanks for explaining it.		
R_Dw30hDRVkcK7IwF	It's always hard to see a fare increase, but inflation is real and I believe BART does go up slower than inflation so that's good.		
R_2ZjHyfMqJ6ryu3	It's fair. Developing high-rises in violation of city zoning to fund your pensions is not fair.	Unknown	
R_UEnC9JXDBX7wnC1	It's fine		
R_1GNBbSS13vw4keh	Muy bien. *Very good*	X	X
R_1diyuc8oiXiOw4v	No comment. I understand the need for the increase.	X	
R_2bVj49TUdyYccJA	No comments. This sounds like a reasonable increase to me.	X	
R_2CstYD8v6NHJkgx	No objection (approve)	X	
R_085pn421SkPaKIP	No one likes fare increases, but understandable.	X	
R_3L5RgVKE2lO83AT	No one likes increases, but if the extra money is really used to improve things, it's worth it.		
R_2f8KGYjemXnO3bd	No problem		
R_3dStn9b0LU8i50V	No problem about the increase as long there would be a better service ahead	X	X
R_2wQzwlA0srNoPcD	No problem with increase.		
R_3HU0ZAoQQGq4CX4	No, I think it's a good idea to upgrade the BART system	X	
R_ZxBWuWic2GofLlI	No, so long as fare increases are backed by visible, measurable improvements in service.	X	
R_6rolcoyWyZOiYFj	No, this is fine.		
R_22zVvscvIRjw04L	No. That seems to be a fair number.		
R_2WAzBrlrnUaamqb	No. I understand the need.	Unknown	X
R_23UISZgs4qBgZFw	no...it sounds very reasonable		
R_1erzhRT1RgNtKy8	Nobody likes fare increases but I think we can all agree that they need to happen if it's improving the system overall.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_slipI4TeGpoEs5r	Nope, it is still cheaper than driving your own car!	X	X
R_eWKVSWY0pdBn88p	not a big deal	X	
R_2dY1WJqcqs6SPf0	Ok	X	X
R_1gT1mHBBH0MZYke	Please do what you have to to keep BART in good working order.		
R_3FQyw4nV5ywwxKn	Seems appropriate to me.	Unknown	Unknown
R_8G5vwtfRNF2LIuB	Seems fine to me, more funds for better service. Cleaner cars and stations please!		
R_2wB09wFZ58HTHBD	Seems like the system could use a huge capital influx to address systemic issues, aging infrastructure, and increased ridership. Gaining revenue from other sources seems necessary	Unknown	
R_3h0e6RfHoHrXfo1	Seems more than reasonable an increase to me.	X	
R_3CCamwvwRLTrYoQ	Seems reasonable		
R_2z8Vvz1DTXta1F6	Seems reasonable		
R_3QXB5gl3XbK24Op	Seems reasonable	X	
R_2CqAScofWrpoPX3	Seems reasonable		
R_1duy3N6MYx543IV	Seems reasonable.		
R_2WvbCUZdKi0WoTh	Sounds fair		
R_C3T1vllzmNG0pXP	sounds fair	X	Unknown
R_1rC76T9THpXEB4r	Sounds fair as long as we have more than 3 months notice	X	
R_2xIWDQ1PJP8UXIS	Sounds fine. Very important to catch up on maintenance and modernize system.		Unknown
R_1LzmxsKDiLq6uTL	Sounds good	X	
R_ugZP7n03zHN1jG1	Sounds good to me		
R_1K8f0SKcqkatUaP	Sounds reasonable	Unknown	
R_1hz349wDb0g7MeQ	Sounds reasonable		
R_1JL9FokTKkQg9Q9	Sounds reasonable to me.		Unknown
R_1pEVPaWi5RnkJkh	Sounds reasonable.		
R_1lbJYstlyGn2KpM	Sounds reasonable.		
R_27HV4dgF2ifQJ7Q	Sounds reasonable.		
R_2f8rhVk1GmAxywM	Sounds reasonable.		
R_3HvNntyloKmp5Q3	That seems reasonable. I particular like more frequent service.		
R_2TuyLkCO5GRYVxD	The amount sounds reasonable		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_TmV3PsWyqbyjzK9	The fare increase is necessary, though I wish it could be accompanied by more trains arriving more often.		
R_A4fqar7Z0JX1bQl	The money is needed and the increase is modest. I'm fine with this.		
R_2YmEN60erbIXErf	This appears to be a reasonable amount.		
R_8GKWEd9UPmHrzgt	This fare increase seems reasonable and acceptable.		
R_2XhcWmtm0eLGwzP	This increase seems reasonable.	Unknown	
R_3kBcqVuHlhnhWXy	This is fine.		X
R_r7v4ZDxdPajWCml	This seems reasonable to me.		
R_1OYJRuu9AEfypqu	This seems to be a reasonable fare hike.		
R_2WYlSnatPVLX1C1	This small increase seems ok.	X	X
R_2WPEu4wSc1ZA1kK	This sounds fair.		
R_UzNPVXjigBmaoY9	To keep the system from getting antiquated we need to pay for updating BART	X	
R_21EDMknNEaj9zFp	Yes good idea	X	X
R_eGagTcwAaXJth0l	Yes on increase	X	
R_ODAdcdYfCaix9Pb	没有, 我觉得非常应该。*No, it think it would be good*	X	X
R_11XEQyDGLfcxgYO	5.4% increase is too much. Should be increased about 3%	X	
R_3qqHvH84yDSYyZI	A percentage of this increase must go to enforcement and punishment of those who don't pay fares. If it doesn't those abusing the system are abusing us, the law abiding citizens.		
R_3JyCSURrepD7nfg	Although I understand the need to generate revenue for O&M costs, the cost of living here is already overwhelming for many of us, especially those of us who have been here our entire lives and are resisting being pushed out by rich outside gentrifiers. Public transportation costs make these services inaccessible to so many people. How else can you find BART's needs? How can you offer discounted rides to folks who really need it? Consider implementing a need-based discount fare program instead of paying ineffective and intimidating cops to ticket or arrest fare evaders instead of realizing		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	that there is a good reason many cannot pay your fares.		
R_1MWMMe8rSqYiAoNy	As long as the increase also goes to safety on BART. I never feel safe anymore riding on the trains.		
R_3hr0JvXu45lyq59	As long as there are more trains more often then this is fine. But, I am getting tired of getting on the train at 7:30am and by the time we get to Lafayette we are crammed into the center isles and you can't even turn without snagging on someone elses bag, etc.		
R_ypwWXq8Kfx05xKx	As long as this secretly isn't padding people's bonuses, I've got no problem with it. Use the money wisely!		
R_3g0EqMNkCYb5rbc	As long as you can increase service to Millbrae I'm happy.	X	
R_2RPISgZnDyq9V03	Bart has been getting more and more expensive over the year and I have not seen any immediate improvements to the cars, the frequency or the quality of the rides. I am skeptical to think that a fare increase will really do much more or it will take so long that we don't see any improvements.	X	
R_2ARUP3iiPumDFh2	Before you do another fare increase, you need to stop fare evasion and improve the work ethic of BART employees.		Unknown
R_BKF84hCmzt8ldlv	Better to have smaller increases annually - combining two years into one increase is more of a shock to folks with limited income.		



Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_Dc3pbkLUDAUkZ9v	Clean the trains first, get rid of homeless first and sanitized the whole train. Before train start a new route check for homeless and smell your train!	X	X
R_3RkooUVA5UJFdJz	Current bart fare is already a little burden for low-income people.	X	X
R_3NQDQIkZp7ACogE	Don't like it, but it doesn't limit me. If the fares increase then fsa caps needs to increase too.	X	
R_aeYEYRxzEr07cyd	Expected. Yet would like to see improvement in the number of trains available during rush hour. No plan in place for that???		Unknown
R_2TLb9UVGPNJZkK	Fare increase is inevitable as part of system expansion but I think ride quality which includes security/safety, cleanliness are more important than anything else	X	X
R_TcvuQU8UF8u8hKp	Fare raises should be linked to COLA and that means that raises should be less than 5.4%		
R_2SoFdg1pKZkEBy	For daily commuters from the East Bay to SF, it already costs around \$12 a day. An increase is going to be difficult for some people to sustain.		
R_2YhTzLGqt3viFxH	Hopefully some of the money can be used towards more safety on stations and trains.		
R_1rqqMe95Vv8haJD	how about spending the money on clean bathrooms and security		
R_2YllZ73s09R7RPO	I agree with the increase but we need to make sure that people below the poverty line have access to discounted programs.	X	X
R_2CQwaAUK3Dv0y2x	I already take casual carpool in the morning, even though BART is more convenient, to save money on my transport costs, so this would affect me. I would probably still choose to take BART though.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3g0NhluZU1oHdMB	I am a senior on a fixed income and I have no car. I think 2% is more equable. Only the 1% are getting richer, the folks on your great trains are not. Thanks for asking. Most people don't care what an old schoolteacher thinks anymore it seems. When we get universal health care we will all have more to add to the communal pot.		X
R_2EHklzalzBZRR12	I am ok with it though would be nice if the new trains came to the airport and if the increase is used to help deviate fare abusers too		
R_AKCCnI5FPvODtnj	I am opposed to it until there are more trains, most new trains are on line, and crowding is a lot LESS.		
R_2WVvk1sHFp2yXZQB	I am willing to pay more if necessary for BART to continue long term and to improve safety on BART.	X	
R_27khBFmMRVEs3Dq	I approve of the change. But it would be better to get a part of this capital from taxing private car ownership, which is the major cause of congestion, and extremely inefficient.	X	
R_30vU0evUQbZeTex	I believe longer trips should only be raised by 20 cents. It's already expensive enough to go to the city from Pittsburg/Bay Point headed into the city	X	X
R_1d4eseqKRScRhji	I do actually , I'm okay with the decision that's being made as long as clipper prices remain lower then the ticket price then I can't complain however why is it that we always gotta pay extra for stuff but most times are needs are not met	X	
R_2Bm1tnCD7GwhkqP	I do not mind the date increase as long as future increases include coverage of expenses to enhance safety in Bart stations and trains with officers and also elimination of homeless and cleaning of the trains. I have to ride Bart so the increase isn't the issue. It's the atmosphere in the stations and trains that is disgusting. Along with rowdy and loud	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	passengers and the train operators act like they don't know what's doing on!		
R_2bP3fsmiQbJhdgh	I do not mind the fare increase but BART's ability to collect fares needs improvement	X	
R_1doSSUIG16gIXEV	I feel fortunate to be able to afford these increases. For some who rely on BART for long daily commutes, it may present a hardship. I would feel happier about the increases if I could feel safer on the trains and in the stations.	X	
R_W6T2ucxmLKTBeEN	I feel that an increase is worth it if it will result in increased frequency and quieter cars!		
R_2uX2JfXgzgfSQ04	I find it difficult to approve of fare increases at a time when I feel the safety and cleanliness of the system are more of an issue than they have been in all the years I've been riding BART.		
R_cMv4Atl9nHdnzMZ	I get it, but it sucks since several times I've decided to lyft back home instead of bart (N. Berkeley -&gt; 24th/Mission) because it's only a few dollars extra. Hard to compete against VC money but d*mn.		
R_A5IfLhiyfV10wA9	I haven't felt safe on BART for about 2 years now. It used to be I would only take BART in the daytime, now it's very few and far between at all.  I would happily take BART more often if the money went to improve safety.	X	
R_570IsY2bGL8dpnP	I hope before you increase the fare, improve first cleanliness of the old trains. When are we gonna the new trains. Prevent using pot on the train.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2fjrZWuBYy9V5mW	I hope this is matched with increased efforts to reduce fare evasion. I commute from Daly City to Berkeley for work 5 days a week, so this fare increase will impact my commuting costs. It is frustrating to see people jumping over barriers or walking through emergency exit gates on almost a daily basis.		
R_31mHdUvdmyV8pSa	I know fares go up every other year. I know they're supposed to be below inflation, and maybe the problem here is that I don't know what the inflation rate is, but a 5.4% increase seems very high (I'd expect around 2-3%). Additionally, it's disappointing to see service headways get cut with the latest schedule change and to see fares go up.		
R_2cod7aMccVylvgM	I know that money is needed to make things better or more efficient but there needs to be a better method to get everyone to pay. Those of us who pay are paying more and more while people still get away with not paying the fare.	X	
R_3mkQUQNV9uNG40c	I prefer that the fare increase occurs every five years.	X	
R_3FPQNu4xzkRgS20	I really don't mind the fare increases as they are moderate. My concern is the cleanliness of the train cars. My trip home from SFO to Antioch a couple of homeless riders dedicated and urinated on the floor. The smell was unbearable!	X	
R_br5auxYRbI2G0wh	I see no reason why not to increase the regular tickets, however, tickets for the elderly and students should not increase at all. Seniors already live with a restricted budget and should not have this affect them.	X	
R_2c6nJjuXTuuyDbj	I support fare increases if it means that the services will improve. In particular, I am most concerned about the cleanliness of the trains, which I think is one of the main reasons that more people do not take BART.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_W2UoSCsijzGIUt	I support public transit. Although not desirable increased fares for maintenance (non-salary) needs is inevitable. The \$0.50 more for paper seems very regressive tax like.		
R_2pYy35JxxYVVPa7	I think any increase will be poorly received. I understand the need but there are complaints regarding BART cleanliness and safety and the trend of getting worse.		
R_2zvxGGKb0CK980v	<p>I think as long as you continue to show improvements then the increases seem fair. The important thing here would be to showing the value and where that money is going.</p> <p>IE - more new trains during rush hour on horrible routes. It blows my mind that we continually see new trains on routes with smaller usage than the routes with incredible usage. It feels like honestly no one at Bart actually uses or takes Bart from any of the market locations during rush hour. My challenge would be for everyone at bart to take bart from civic center to embaradero during rush hour. Watch the trains and watch the people. You'll see how the new cars are critical during these time periods and when you have a new train on a route which isn't full (Warm Springs, Richmond, Etc) vs the yellow lines (Anticoh, Pittsburg, etc) it's frustrating. Yes all routes are important and everyones trip is important but when the yellow line is packed to the gills vs Richmond and Warm Springs where the trains are not packed at all ... it makes zero sense.</p>		
R_3Glmuh24m2V2WAF	I think Bart is continuing to raise rates without taking measures against people sleeping on the seats, eating in the cars, begging, peeing on the station, being aggressive, ranting. ...this needs to be dealt with, then I would consider paying extra monies. My Bart trip is one of the lowest parts of my day.		X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_pimOYPvJaRFlqvL	I think it is necessary but it also affects X people who rely on BART to get around.	X	
R_cYAuqxPRCKqyF3P	I understand a need to increase fares on occasion to meet needs/upkeep, etc. Please keep in mind that people's income does not increase, for some, or minimally for others. Seniors are on fixed income so keep an eye on costs for them.	X	
R_1hGNYD5BoxkzEwt	I understand costs increase over time. Fare jumpers need to be policed more efficiently		
R_3nAfyW9d4BPkTDK	I understand maintenance and frequent services requires money. However, I don't feel safe on BART or the stations so I chose not to use it. If you want to increase revenue, you need to increase ridership. More safety, more police presence, cleanliness (more clean up of needles, garbage, etc.) and less people freaking out on the train.	X	
R_DO87YlwnNXzTLs5	I understand that the fare needs to keep going up to pay for things but it's when the stations/trains feel so dirty and unsafe to keep paying more.	X	
R_1kRXWbavY0tAHoC	I understand the need for fare increases, and this is minimal, all told. I understand you have to pay for services, and if you expect improvements, those have to be funded somehow.  I do wonder if it is possible to avert this by cracking down on fare evaders--I know this accounts for a significant loss to BART. Is it possible to crack down on this and therefore reap more fares without raising fares on those of us who do pay without more investment than is possible under the current budget? Have options been explored?		
R_AjndeeCeMGpQHVT	I understand the need for fare increases. Scheduling them every 2 years seems more like a tax than a legitimate increase. Keep it up and you will drive people into their cars.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_31seVFEuwHzjDza	I understand the need for more money, but the cost for a trip from the ends of the BART line into the city seems excessive already. How frequent would the trains be in comparison to the frequency of trains now if there is a fare increase? What kind of sucks about the transit system is that it feels so much more expensive to use than just using cars, in addition to not being very time-effective either. If one of these two factors could be guaranteed to be better than driving, I feel like more people would use BART.	X	
R_uw9fUrILDj2uFnr	I understand the need for occasional increases, but I don't like the idea of regular increases. In 4 years, longer trips will increase by nearly a dollar. Individuals and families of modest means are having to move further and further out of San Francisco and need affordable transport to jobs. The poorest bear the brunt of the increases.		
R_3hcp0uT4C2c3coK	I understand the need for this, and support this initiative because I think that investing in public transit is essential for an urban area's continued growth and success. However, I am wondering if an alternative is to increase tolls on the bridges for people who commute by car.		
R_1MN939iWdaN74SX	I understand the need for upgrades, considering the age of track, and the year the system was 'open to traffic,' but I think you're losing support with riders. Those new rail cars were ordered some time ago, and I almost NEVER see them. It's a bit ridiculous that it takes so long to put them through QC/QA, etc. Other than that, additions like the Oakland Airport extension, need to be put through the ringer. \$6 for a one-way trip? When will this project ever recuperate it's cost? I just passed through Oakland airport yesterday, and was longing for the \$3 shuttle trip that was there before. Fare increases may be necessary/inevitable, but I have to question where the money is actually spent.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3ERNUDILgsdN4mf	I understand the need to increase but the trains are gross/ the stations are gross/ agents are rude and nothing is done to fare invaders!	X	
R_1ieMPXMhazi50nC	I understand the need to raise fares to keep up with system costs. But this also puts a strain on lower and middle income riders. BART should think about raising parking proces before raising transit fares		
R_1eRD80GsU3R1qo6	I'd grudgingly go along with it. Transit should be subsidized more, to make it more attractive than driving. But until that happens, we'll have to live with periodic fare increases.		
R_2QuCWzZuCFCdZ3g	If increased fares provide clean cars and security on trains I'm all for it.	Unknown	Unknown
R_0w7kKZkAGkiRlvj	If riders see improvements to Bart then the fare is fine. Currently the cost is high compared to the level of service, constant delays, dirty trains, fare jumpers, crime, overcrowding, etc.... I believe money should go to new trains, but please do something more about people not paying fares, I really see it almost every day.	X	X
R_237ic7O9NnGCEdN	If the changes mentioned above are actually being implemented, then it must happen. If not, forget about it.		
R_1lyEvaOqb8WPFPe	If the fare increased can help make my Bart rides cleaner and safer at any time of the day or night, I'm all for it.	X	
R_33pYZZSLkRVbuYe	If the increased fares translate to better service, then great. If not, it feels like passengers are being taken advantage of.		
R_3J3guE0WrWD7Lv7	If the new revenue if not divert to pay raises this would be acceptable.	X	
R_1ezyktEnzd06vIL	If there were ways to make it non-regressive (assistance programs for low-income riders) I would feel better about it. I am happy to support the needed-system upgrades, but I wish more funding came from automobile drivers and taxes on luxury vehicles.		



Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1ez7zh5bv9k9RnR	Improve the Bart experience before increasing costs - the escalators are always broken - none of the new cars are enroute to SF and there is trash all over the trains interior		Unknown
R_2fEcxNMP4Ts5PL2	In comparison to other transportation options (mostly private options, ie. Uber/Lyft), BART is still a heavy discount. So, in that light, this increase is acceptable. BUT, BART is a public transit option, and I'm concerned for the individuals priced out of SF/Oakland/SJ (urban bay area) to Antioch, etc. They will feel the brunt of this increase given their longer rides... The inequality grows...		
R_2xW31Wh9Hb4wPYu	In my opinion, the fare increase should be a flat amount. If it's getting increased by 10 cents then every price should be increased by 10 cents and not by the distance.	X	X
R_3e4vwMaSdTRcoPR	Increasing fare is okay but BART should improve on it's services. Most of the trains are old and gets delayed very frequently. I wish the frequency of trains in Warmspring-Dailiy City route should get increased.	X	
R_10uX6dRG7E2OrXV	Increase the fare as much as needed to make BART not the worst part of my day. Spend the \$ on fare evaders and reliable toilets!!		
R_sp08olOnuVCQ0Mx	Increasing fares to specific destinations makes sense. Please keep in mind to be efficient with how money is spent on improvements, expansions, and operating the system. Fares are already pretty high as is. It would be disturbing to find out money has been mis-spent.		
R_2TsLI7dH18qeQn6	Instead of raising all prices, raise prices during rush hour by 20% and keep other prices the same.		
R_qV1MUOJdIZlek1j	It *should* come out of the general fund vs charging X users but I support public transit.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_8HZ8wwgtc7pFxsJ	It is helpful to understand the timeline of these types of improvements. For example, Bart is increasing fares to bring you X new trains on the X line to be deployed in month. Then we can be excited for the rising fare. Does expanded maint facility mean cleaner trains? THAT would be AWESOME!!	X	Unknown
R_AHcPSfh4IL67WKd	It is within a reasonable increase except for those who have X.		
R_2ysINQ8S2asxENQ	It isn't a dramatic increase and I am for the supporting BART as it's become an essential part of the bay, but I fear BART doesn't take into consideration the amount of users who use the service daily and depend on it. For an everyday user, ten to forty cents is a dramatic increase. It's unfortunate that BART refuses to create membership programs or week to monthly passes. In every other major city I've ever been to, these services existed.	X	
R_2VPxMfanCATMyel	It makes sense to have smaller increases for shorter trips, but to be honest I've had to reduce my BART rides into the city to volunteer for a non-profit organization because it's getting expensive for me and I can no longer deduct the fare. It is not your fault.		
R_wMInI9KD1YTbzqN	It really depends on whether there ends up being a X ticket of some sort. Right now, about 15% of my take-home income is spend on BART, which seems like quite a lot to me.		X
R_2yqR1UNyO8SWBZ7	It seems a little high. I think you should focus on weeding out unnecessary spending on employees or overtime		
R_stKEQhZeZLpWkVz	It sounds fair. If you consider parking rates in SF plus gas plus bridge fare, Bart is a pretty good bargain. I'm not sure how they figure inflation, but it feels like prices are going up more than 2% a year. Could you work something so that \$\$\$ spent on public transit could be tax deductible? Maybe in California if not U.S.?		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2Y4VRKBnJA8mk9s	My issue isn't the fare increase, as long as it's minimal, it's increasing fares on trains that aren't clean, safe or reliable, and too crowded.	X	
R_2U3mupZTxpFvN2G	My typical ride is from Concord to Montgomery, which is a pretty long commute (45-60 minutes). I would like to know if this fare increase, and investment in capital upgrades, would also mean there would be more train cars available, or run more frequently, so I don't always have to stand for 60 minutes to work, and again back home. I rarely find available seats. I think the amount of increase is tolerable if the rider experience is going to be improved, either by making the trains, safer, cleaner, more reliable, or more comfortable.		
R_1Dp8d4XZFJzsTQF	no comment other than with costs for everything increasing it seems that a 2.5 percent or maybe 3 percent increase might be more easily absorbed by commuters who have a more limited income		
R_3NZYXMi5aj7i3Ve	No problem with the increase. I have had some concerns about salaries. they have been generous, so hope there is no increase.		
R_3fHT0fTGmDlrNoU	No. As long as it doesn't affect clipper card holders that are most likely locals like myself. I do hope that the fares will decrease over time for those that aren't clipper card holders at some point in the future. It would also be nice to have a college ticket price for those that are over 18.	X	
R_2tkTRGFFoCVabX3	Not happy about it but I understand.		
R_3000IHLUchiI3UI	Not sure why frequent service can't be provided now. The increase sounds quite substantial.	X	
R_12LLiD22xd151ZD	Not that I have a problem with necessary fare increases, but I would preferred to see something done about the many getting away with complete fare evasion.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_bg7WWtol82KqweJ	Okay for me, BART should look at increasing equity pricing for X riders		
R_31T0Rnc81rW02Qz	Planned increases seem to be in line with expectations. Increased revenue should be used to make BART stations a better place as well. Specially around San Francisco stations.	X	
R_plBhwXNswF2Xz2N	seems fair. would it be smarter to do it in smaller increments though? Increase by 2.7% on Jan 2019?		
R_D8Z33J8qt8dv70J	Seems like an appropriate amount of change. I hope we increasing are enforment of pay evasion as well though.		
R_2amXVPuilly8BkR	Seems ok. But between parking and rate increases the average adult is paying more tha. \$10 a day.		
R_1TtuFMS9rLKu4ZX	Seems reasonable Adds up over time though		
R_SC2KRzDsOc9Viud	The 5.4% increase seems higher than the inflation rate...i do not understand the math. Generally, rate increase is not a badbor good thing, it all depends on what the extra money is spent on		
R_2e0qj5oZ8YvuVtY	The fare increase is a bit much and I feel that the fare was increased just recently . Why not catch gate-hoppers and use the fines to fund the capital needs.	X	
R_2ceePvxkYUqJWr9	The fare increases sound reasonable, but will definitely add up for a person regularly commuting a long distance.  Also, isn't CPI nationally 3% and SF's 4.5%? Are you making up for time from when you last raised fares?		
R_2ce0tZ7Aaeyhvy6	The increase doesn't seem too drastic, however as a commuting college student the slight increase will definitely add up.	X	X
R_2U9JlvjflzVhbfX	The increase is reasonable for the short trips. It is difficult for me to judge if the increase is reasonable for the longer trips. I am one of those who will be affected by that increase and my costs will increase by about \$16.00 per month.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_33qYJqgics166N2	the increase of fare is something I would agree with only if more train carts will be added during rush hour along with more police	X	
R_1jO4tAcesIrb1Hi	This is a difficult question, I think that with the fare increase, BART should advertise any option available to get discounts on BART fares, like tax incentives for example.	X	
R_tPqnuY82MsVmZ4l	This is a reasonable rationale. I'd like to see a bigger discount for daily long distant autoloader riders like me, also partnerships with organizations like Stanford's agreement with Samtrans/Caltrain/VTC etc may help defray your capital costs. Also look at providing weekday and commuter discounts.		
R_2qrto6cXp1oSPoH	This seems reasonable; however if you stop the fare evaders you would probably see a 1% or more increase in revenue.		
R_1gcE37KOA2x12L5	This sounds good in theory, but how do we BART customers know for sure that the goals will be met (new cars, more frequent service, more cars, etc.)? And how soon would those various goals be met? I would not like a fare increase if it won't actually end up benefitting me.	X	X
R_1hDLNF6RftHYk5f	Too close increases together - every 2 years is too often.		
R_yUW08PJ7keq0p6F	we have had fare increases in the past and the trains are dirty. I put my bag down once without looking and it then smelled like human feces. I would be more supportive if BART takes seriously reforms to make the trains cleaner	X	
R_2dvj29eCIHGTuuR	While I think getting people onto BART and out of cars is a high priority, I understand that BART needs capital for improvement. If this cannot be gotten thru regional funds (since fewer people on the road benefits all, it really should be government funded..), then I would be OK with it		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1F38MsQo4orfzPW	Worth it if trains have less homeless people sleeping in them		
R_2tKbhRrUdopriuC	Would be hard for commuters but generally tolerable for occasional Bart riders.	Unknown	
R_1QFNeBfbVWiPgoU	No	X	
R_W6C7SJGPMESoFDH	No		X
R_AmtdBhqoVxzei53	No		
R_RRG9gCCxChRSdUt	No	X	X
R_VVzcMKLXYWXJNcJ	No		
R_3lbZgzT2df6ZcUP	No		
R_231UunvodRuUxK0	No		
R_2zYHQvVaZ2O8pvm	No		X
R_vv0U0vEqEsPcRdn	No		
R_vD2SlueL6lmdKSZ	No	X	
R_3iVx6VK0iKeetO3	No		
R_1oFN8MlRTDiEsnL	no	X	
R_3NvUHMxEpjoyFSq8	No	X	X
R_2zT7RbTKezykpVP	No	X	
R_3fTdgmPlx5uz3sZ	NO		
R_3EFtWCgtFond5Am	No	X	
R_2CvbelmFB1j7gmb	No		
R_2f3OpFe6Hr6vG1l	No	X	
R_1hALnGdBGN4mFhS	No		
R_8IZKHAMvBz7v7qx	No	X	X
R_5gyVUv6mJs2INFL	No	X	
R_8waEOqyV3Digtgd	No comment		
R_10DCEYco31R99V8	No comments		X
R_1QLwflfHnYTn4AE	No.		
R_Y5ij2BeuvxNoiOd	No.	X	
R_30cbG2noADBtAn9	No.	X	
R_1kS0AmxqrzUquU6	No.	X	
R_3KviXBF2njrUjFw	none		
R_2TOb3sH530sKQ7i	None.	X	
R_1IRk3UqUBRpvv66	nope	X	
R_8e5xuZU06fmrNXH	Nope	X	
R_uy7dmb73cQlkosp	A BIG NO FOR FARE INCREASE. THE TRANSPORTATION COSTS ARE ALREADY HIGH IN BAY AREA ALONG WITH ALL	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	OTHER COSTS INCREASING. WE NEED A RESPITE ON THIS!!		
R_3JgtcoVobliK6ij	Actual clipper card holders should not be penalized for the fare evaders. There should be better gates for entrance	X	
R_2Qxlf8SifUsEXp	All scheduled fare increase should be canceled until it is independently verified that Bart's overall operations are running as financially efficient as possible. All expansion and the associated additional system cost should be paid for by a disproportionate tax to those new areas for not joining the system sooner. Everyone should not pay for the shortsightedness of the few.	X	
R_114WBmIEUvIYA9q	Always a fare increase. It gets more and more expensive just to get to work.		Unknown
R_3MaHYIr8JfPZlm0	as riders we do not have a choice but is certainly unfair. We demand cleaner trains and more police presence. The amount of homeless people riding on trains and taking over seats while they sleep is out of hand. The smell of their filthy clothes is hard to take on people's sensitive or weak stomachs. I hate to sound harsh since it is not the fault of these mentally ill or drug addict people to be out on the streets! but they abuse the riding system for others and they commit crimes as well.	X	
R_30dhmVxx22b7hXL	Bart already cost an arm and a leg to ride. And I have no choice because I need to use it to get to work. I spend \$50+ a week just to get to work. That's not including parking fees at the station. I've never paid so much for public transportation, anywhere. Chicago, New York, Asia, Europe, all charge less for the use their subways and trains. The quality of the ride is not worth the hike, it's not worth the fee now! I am already not a fan of the Bart, raising fares will force me to quit my	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	job in the city. It might even force me to move out of the area.		
R_OHg9aWw0ff098Dn	BART doesn't need to raise fare's - they need to negotiate better salary contracts with the unions. The employees and the administraiton level are the most overpaid and under worked employees ever.		
R_swp4osMcrYerGtv	BART fares is already expensive considered the quality of service, safety and cleanliness. BART's expense should cut and improve service, safety and cleanliness.	X	
R_1CpBDunnFAMFi9I	BART has become filthy, dangerous, and disgusting. I take up to 15 rides a week on BART and have for many years and have seen the system decline and become an embarrasment to the bay area. There should be fare decreases until the state of BART improves. FILTHY, DANGEROUS, and STINKY! If there were any other way for me to get where I need to go I wouldn't go near BART ever again. I feel held hostage by the system and the inadequate management of the system.	X	
R_3F50eQof2c1Qutj	BART is already costly, and this will be the second increase in as many years. Plus, 5.4% is not "less than inflation." I got a 1.9% increase this year. Also, the paper ticket "penalty hurts the poor and elderly, since they typically are not tech savvy and/or don't have online access that is required for clipper cards.		



Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2AGvRLFp3UonAjd	Bart is already incredibly expensive, compared to other major city. If you add on how crowded and old the trains are, it is astonishing to think you would want to raise it more. Finally, I wish there was a monthly rate, that would allow for unlimited travel.		
R_1r2fWsg2mWf4du1	BART is already one of the MOST expensive public transit systems in the world, and you want to UP the fares AGAIN!!! It is ridiculous!! You are making it so that the average person can't ride it with any regularity. You need to run BART like the subway system in NY or Chicago.		
R_eEYZl3FutNAQkKJ	Bart is already prohibitively expensive and the trains are disgusting. The fares should absolutely not increase.		X
R_1Cx0wuOUKcyV9H6	Bart is already so expensive that lower income rider have a hard time using bart. I dont see where this money is going in BART. The cars are nasty, to many drug users and crazy people on bart. And it's just not safe.		
R_1C1KNNgFkXyOUL3	Bart is already too expensive. I don't agree with more fare increases.	Unknown	Unknown

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_UX96cypY6UIKkGl	<p>Bart is already too expensive. Systems like the subway in New York which are far more reliable, have far better hours and far better service have significantly less cost.</p> <p>The cost for me to get to work has drastically increased over the last 2 - 3 years making it less than desirable to work in San Francisco.</p> <p>I'm currently paying close to \$20 a day to travel to and from work (including the ridiculous parking fees) to spend most of my time standing.</p> <p>Adding insult to injury is the new trains that have significantly less seats and hold significantly less people comfortable. People do not want to pay these type of prices and stand.</p> <p>Bart is completely out of touch with it's ridership and seems to only care about its profits.</p> <p>You are pricing yourself into a corner where it will actually be MORE cost effective to drive from areas like Concord to San Francisco than it would be to ride your system. I can get early bird parking for about \$20 a day in the FiDi. With the constant increases, you will be parity with parking + toll + gas very quickly making your system close to obsolete.</p>		
R_2ScpfF5zA4kegws	BART is already too high.	X	
R_0TxrpWKQzk2W9Sp	BART is already unreasonably expensive. With 2+ people it's cheaper to drive into SF and pay a single toll than it is to pay round trip BART fare. And my car is more comfortable, is the temperature I want, and I'm not physically pressing my body against strangers. Why pay you for the service when it's such an unpleasant experience?	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2sTH7fhgaXWnfy	BART is expensive as is. As a college student who often takes BART this small increase will definitely affect me negatively. I constantly see people not pay to use BART (hoping over fare gates, etc.) and it is very frustrating that myself along with other paying BART riders will have to pay the fare increase while others do not. It is hard to fathom why BART is looking to expand when they cannot control they stations that they have already.	X	X
R_21GJBFK3JcUi73V	Bart is expensive as it is.	X	
R_qEdp3LHeGZGlPEd	Bart is expensive enough and with no option to buy kids tickets at all stations. It cost me more than 40 dollars to take 4 kids into city from hayward		X
R_1QbjucPzhnODdZy	bart is getting to expensive		X
R_PtSgvXZ4mh94pln	Bart is so expensive already. Between that and the parking cost it's cheaouer to drive		
R_2rBBao8jxPhhMje	Bart keeps raising fares and the service is not improving at all. I see homeless people on trains and druggies shooting up almost every single day and never see any Bart Police around.	X	
R_Dq1mkVwY7MFXd2V	BART should try to get funds from the State budget and not burden commuters.	X	
R_2dyxXNuPCzQugWZ	BART use will be increased due to increased freeway traffic jam. I wonder if the volume of passengers increase with justify the need for BART's financial requirements.	X	
R_26exYWkSxzPvThB	BART's fares are already incredibly high. There has to be another way to figure out how to manage the transit system's finance and budget. For those of us who do not make 6-figures, this increase will hurt us a lot.	X	
R_1DTotCqmNG5hsp	Before any fare increase, BART needs to earn back the loyalty of customers. FIRST do your best to make BART safer, cleaner, dependable, and timely.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2w13FxBK5Fh0Rdxd	Considering the crowdedness in the Bart compartments during the peak hours and hardly any room to breathe, this increase in fare doesn't justify.	X	
R_3qTJPNddBaVxHVN	Despite claims that increases go to bettering BART, stations are filthy, elevators and escalators constantly broken, drug use and filth on trains. Fares are already costly.	X	X
R_2VQikTAisV9Ksts	Disappointing as Bart is my sole means of transport to work... I obly wish my wages increased 5.4% to match		
R_w1TIbtWjGcd0WWt	Don't do it	Unknown	Unknown
R_1mrwcprlNTIn3Me	Don't do it unless it's going to extending Khris Davis	X	
R_2xDbfxZBBRfahn4	Don't do it.	X	X
R_27pdGxSKEaYzrXO	Don't raise fares. Catch fare cheats! Raising fares will increase their number. Make the fare gates like NYC. Don't make us pay for other people's ride.	Unknown	
R_3kOeJvgqSEHe4ab	Fare increases are the most regressive way to fund public transit because it burdens the folks who generally have the least means. We need more economic capture, surcharges on businesses in economic development corridors, bond measures, etc. Let's explore every available option -- as I'm sure BART directors are doing already, right?! -- and minimize fare increases. Or maybe introduce a new fare tariff; for example, something like those who qualify for public assistance pay the reduced senior fare...		
R_24oQw6nVapi4vol	fares and parking keep increasing while the quality of service keeps getting worse. BART has some sort of delay everyday, and huge homeless problem.	Unknown	
R_b9JypfbDlfQIAFz	fares are too high right now, no increase is needed. Financial responsibility needs to be in place first.		
R_1Nepxr1ivmluexc	Getting cheaper to drive almost		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2XbovjLe4m4xK13	Honestly the bart fare is slightly higher than most people's preference. Since the traffic is so bad people are preferring bart even though the cost for fare is more expensive then driving. This will add more traffic on the road	X	
R_3HI8yTMPcWHwRvH	I already pay 10\$ a day for Bart. I feel this is getting a bit too much. Long distance should be cheaper		
R_2YnYrW0ifhZ63nL	I am against this issue. I understand that due to an increase in public use and the deterioration or maintenance of trains an increase in revenues is always the first thing that comes up. If resources were allocated to increase rider theft which are substantial, BART would recoup all that and then have more that the necessary funds to get new/more trains.	X	
R_11A9KhUTo5TmlmF	I am annoyed with fare increases in general when I see fare evaders jump the gates right in front of me. It makes me feel like I am subsidizing their fares. London has high gates that are hard to jump. Berlin/Munich has fare checkers that you can tell just boarded the train because all the fare evaders rush for doors.	X	
R_3g65rpK2iCZ13ad	I am opposed to this fare increase. There is already reduced service hours and asking riders to pay more is not okay. We should look into recovering lost revenue from the riders who don't pay at the gates. We should look into advertising as well to help cover the difference between Measure rr funds and operating budget.	X	
R_1q9QetuWfd3Dy5m	I am personally tired of the fair increases. They BART system is already expensive. The public still doesn't see the improvements. It is frustrating to see fare increases and a poor service.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1jIFA9a90FZDn77	I am very disappointed to hear this as I feel the fares are always increasing. I have to use Bart five days a week to commute from the East Bay into the city, which means I pay over \$2K annually. Parking is almost non-existent now as Bart had removed parking lots from by nearest stations San Leandro and Coliseum and sold the lots to be turned into apartments. I feel like I do not feel any positive impact of the previous fare increases...I rarely see any of the new trains, Bart police are never to be seen, and the trains/stations are dirtier than every and feel less safe over the past 8 years I've been riding daily.		Unknown
R_24vJUCBbegKx1t2	I cannot believe BART fares are going to go up again. The rates are outrageous. The trains go to very few areas relative to the size of the bay area, there is no monthly pass, and the trains stop running at an unreasonable hour. Bay area transit in general is a joke- there are so many different systems that all have different rates, passes and times. It's a shameful part of living in the bay area.		
R_eP6JudXf15ZDR3r	I can't afford any increases. The cost of living here in the bay area is already through the roof. !	X	
R_2VDav4ecdc5oQpW	I DO NOT support any more increases. Where does it all even go? Dirty stations, overridden with transients, drugs ON trains, needles in seats, URINATION AND DEFECATION ON THE FLOOR, old trains, air not working on trains, etc.  I pay and deal with fare hikes almost every year and I don't see conditions improving.	X	
R_ROetvphYY8aih4l	I don't like it, but have little choice in the matter as a commuter that depends on BART.	X	
R_eUQvw8gvldz5zRn	I don't see any justifications for increase when elevators are filthy, Escalators are 50% working, Bart trains are dirty.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2xJ0wShDc39x0aY	I don't think BART should be made more expensive. People will evade fares if it isn't in their budget. There are ways to make BART cheaper to ride, this making it more accessible to the people it serves.	X	X
R_wZxgv1K0WYStKWB	I don't think the prices should be increased because they have already been increased and if bart is too expensive it will limit access to people.	X	
R_1JKQqQTgngr9uSE	I dont agree with fair increase focus should be teaming up with Local authorities to staff each city with local police to crack down on safety and fare evaders fine and having evaders (misuse of discount cards as well) pay their share will recover shortfall.	Unknown	
R_2thVa3hsqWb2G9d	I don't agree with the fare-by-distance structure at all. It financially penalizes those who live farther from city centers who have to commute to higher paying jobs. While I understand that the BART infrastructure may not be able to support a flat rate for all riders, like the NYC subway, I would prefer that to increasing the fares incrementally. There actually may be an increase in ridership if this was made. Further, companies that retain employees who live in the metro Bay Area should be contributing more to public transportation through a commuter tax, again... like NYC.	X	X
R_2bJpMkZTz8L4FVg	I don't think the fare should increase at all	X	X
R_1K2x8711bQma7GU	I don't understand why BART needs to keep increasing its fair because the system and service gets worse every year. The early morning commute is horrible because there are always delays which causes me to arrive late to work at least 2 to 3 times a week. The cars are dirty and there's always homeless people sleeping on the trains. The seats are dirty and the trains always smells. I see fare evaders every day and hardly ever see anyone getting fined for it. To be honest, if I could afford a car, I	X	X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	would never step one foot into the nasty and disgusting Bart.		
R_2tLRxTkWKl1Iru	I feel like you'd make more money by ensuring all those people who don't pay at all pay their fare. It's annoying to see people constantly hop the fare gates while I'm over here paying everytime and now I have to deal with a fare increase. I can only assume this will lead to less people paying.		
R_2QSrKTssJH1TJy6	I feel the fares are high and not competitive with other systems like the subway in New York. I think you need to re organize the spending. The union is protecting lazy people who earn too much for their jobs. How about doing away with dependents passes. I know of a lot of fraud. Station agents don't check dependents passes		



Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1kLhKzFFI59d09y	I find it very difficult to support a BART fare increase when prices are already high. Even with the Clipper card, it costs me nearly \$10 a day to commute to the city for work. And on top of that BART parking is exceptionally difficult forcing me to be at the parking lot by 7 am which gets me to work more than an hour early. And I just read an article about how people "sublet" their permits to others for parking while someone like me languishes on the waiting list. In two years I have moved only a couple hundred spots on the lists and am still in the 1800-2000 range at both Lafayette and Orinda. And according to the article, BART knows about the improper subletting of passes, but does nothing about it. So some couple in their 60s who doesn't commute anymore makes a healthy 50% profit on its pass, while I am forced to get to the lot extra early for my real commute, and BART won't do anything about it? And there is discussion about building housing over BART parking lots? And I live in an area where there is no other public transit for me to get to BART? And NOW you want me to pay MORE for BART? That seems unfair and ridiculous.		
R_PCotDea2N4qpFBL	I have been consider for awhile weather it may be less expensive to drive than pay for parking andride bart. More increases may lead me to abandon bart altogether.	Unknown	
R_Uyl4eZDZVKUlh5f	I have issue when the fact the trains are too packed, and have yet to even been in the new train, ac often is a problem, and homeless take up a number of seats. Why not control and fine people not paying instead.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3ozJ6BEmR3paFfQ	I have yet to see the capital improvements that have been promised by BART as a result of the previous increases. Most of the trains in service are the older trains, trains are consistently dirty, and the system is still unreliable. At this point, I would be surprised if riders were still in approval of the fare increases.		
R_2Wx28ToURhXvGVz	I hope BART doesn't increase the senior rate		
R_1GOKse5r7TFx3qV	I just think BART is already so expensive, and it's the most expensive for people with less income who can't afford to live closer to the city. If the Bay Area wants to decrease use of cars, why is it cheaper for me to drive into the city than to ride BART? Increase bridge toll fairs, not BART prices		X
R_3EpbJTIIsqsK1J3	I of course would not like an increase, especially since I current travel daily and cost is over \$11.00, of most of the time I have to stand and hope for the better I will not fall in crowded trains. Bart is consider a higher increase than even a COLA amount, which not all employers provide. It would be better if BART can provide gradual increase perhaps 2.7% year one and the following year 2.7 to meet the need.	X	
R_pGBYyq5Th1AUZu9	I really don't like the increased costs for the daily commuter and X. The rate for the seniors is very cheap and would merit an increase. I don't like the idea that BART employees get free tickets, hopefully, they are declaring this as income, as the benefits for employees are way too generous. Cut back on some of the benefits for Employees...there will still be people lining up for jobs.	X	
R_A0A47h7o0OEVX45	I say NO. Already I am charged \$3 for BART - AND the trains are TOO SHORT. I am having to stand WAY too much.  Just this morning the 7.06am RICHMOND		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	train from BAYFAIR was a 5 car train - it should be 6-8 cars.		
R_3ETlrfe6tNmxvzj	I think BART is expensive enough especially for those that have to travel to other cities for work. I hope money can be diverted from other sources or require that companies pay that increase, especially those companies along the BART route.		
R_2s4uKUui1QIny8o	I think for people who already have to take Bart every day in the morning and night adds up quickly even if the clipper is cheaper it still adds up. I think the increased fare will be bad for a lot of people especially students who already don't have a lot of money to pay for Bart.	X	X
R_1E57TXKgvdqnbIF	I think for those that pay fully day in and day out and not see much improvement it's upsetting. Another increase that shows what? Inconsistent usage of new trains? The issues with fare evaders still not resolved losing thousands daily. What's next increasing for parking as well?	X	X
R_2Sly1nqfkmc5WZw	I think it is ridiculous to propose fare increases when the escalators are continually broken, stairwells and train stations full of pee, and station agents either physically absent, mentally absent, and/or rude and unhelpful. Fix those problems first, then you might have some standing ground to increase prices	X	X
R_9preYe3dtNnJztD	I think it odd that BART fare increases regularly greatly exceed the rate of inflation. Also, the fare increases would be much more palatable if the trains were not so overly crowded. While I don't consider myself "disabled," standing for 40 minutes on a train becomes quite painful. I don't understand why BART can't run enough trains. While I understand crowding at peak commute		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	times, I often can't get a seat at 10 am or 6:30 pm.		
R_d05rGsJwSsFKH6x	I think it's unfair to continue to increase the price givin Bart is not open in the early morning commutes	X	X
R_1i9ZLuozLQ0yySZ	I think that another fare increase is ridiculous especially since trains are still dirty, there has been less frequent service and although BART promises that new rail cars and frequency will increase, I haven't seen any changes made by BART to remedy any of the above issues so far. Another fare increase on top of the one we were subjected to in 2018 doesn't make any sense.	X	
R_2w1gWemZk17aLM8	I think that to the fare increase is unreasonable and unfair riders use public transportation to save money and help the environment. Increasing the fare While continuing to provide sub par service will not incentivise people to continue taking public transportation. In fact it will most certainly inspire writers such as myself to carpool with others use Uber or taxis and ultimately use their own private vehicles for transportation	X	
R_10PeP0KIWTwtPPQ	I think the fare is way too high compare the service Bart provided, less security, less comfortable, less cleanness ... but keep increasing the fare, which does not make sense. Where does the money go? Profit, employee benefit...?!	Unknown	Unknown
R_2xXe71ouKSejcSJ	I think this fare increase is BS, especially after what you guys did to the people taken away the 4 a.m. train which by the way costed me my job, and I have quit riding BART since.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3CDV61aRtQmcqDB	I thought the bond measures that were voted on and approved were earmarked for capital needs? I'm frustrated that my fare increases and every week I see fare evaders walking through the turnstiles without a word for the booth attendant. Why don't you eliminate the booth attendant jobs to cover the cost of the nebulous capital needs since Bart is paying for these people to watch their phone all day.		
R_2YlGuvYVx0MoTYB	I use a disability clipper card ... every time you raise the fares, the less I use your service. I already pay for an AC Transit pass, and the cost of taking the bus to SF is much less than taking BART albeit BART is more convenient.		
R_3Jl38mVOQOFtyRm	I would love to see funding pulled from elsewhere instead of directly from riders. BART is already pretty pricey.	X	
R_1dMRPs81KNxlQ1z	<p>If I actually saw any of these changes I would be more interested in this and supportive of it. So far I see fewer not more bart police, no ticket inspectors, increased numbers of homeless people or less mentally stable people on the trains.</p> <p>I've seen the new trains once, I've seen the promise of wifi but no follow through. The improvement of the Downtown Berkeley Station appears to be taking years. I'm no longer interested in fare increases for negligible differences.</p>		X
R_2TLe05fM08kRFqy	<p>in General the BART faire increase is unfair to the Elderly, Students and Disabled.</p> <p>I currently use RED Tickets as I am Disabled and I qualify under that program. I pay just \$9 for \$24 worth of Discounted Rides. CLIPPER does NOT offer the RED, GREEN, or Orange discounted tickets. CLIPPER only offers cash value or HVT for a 6.25% Discount, pay \$45 for \$48 in Rides or \$60 for \$64 worth of RIDES, I do NOT call that a Discount. I WILL BE TRAVELING ON</p>	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	BART LESS and using lower cost BRT - Bus Rapid Transit to get around as AC Transit is LESS EXPENSIVE for NON TRANSBAY Trips.		
R_1fkfiWDNzdWjrg9	Instead of increasing fares BART needs to do a better job at catching fare invaders. I see at least 10 people on my average around trip not pay their fares. Many of these people also break other rules on bart.		
R_pSompf7wWcw0dG1	Is something in your water? I don't like it at all. Bathrooms are filthy or always closed. Lack of security, feels unsafe whenever you step foot into a station. Perhaps address those things before asking for more money. What is my ticket fare paying for? It's certainly not for the these basic necessities.	X	
R_barboSTWzNSDiud	It is a bummer for those of us who rely on BART for our commutes to work and events. While it sounds small, it adds up. Not all of us are on techie salaries. :(	X	Unknown
R_1E6SKcG9gwqz2Wz	it seems unfair and classist for the fares to be higher for people who take longer commutes which also happens to be where there are more affordable housing markets.		
R_3NJx7S1RaROV2aj	It should not increase as there are people for whom the existing ticket fare is too much	X	X
R_2UfHFmvS0qoMZIH	It would be good to maintain the current price, as there was close to 30% hike in ticket price since 10 years.	X	
R_3noS6y8yr8z6Oqx	It's INSANE that an increase is being considered. BART is already one of the most expensive public transit systems in our nation —and it's the jankiest of them all. Before any increase, how about getting the "fleet of the future" put that we've been promised for years now.		
R_1q54Et8TW3PYAr3	It's unfair because the Bart's are still never on time. there are panhandlers bothering riders. Needles from drug users on the floors. Over priced and unsafe	X	X
R_W29jfwHIGK2klQR	It's already expensive	X	X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_wYoQPM3Nd588TFT	its ridiculous. if you are a student you should ride for free. regular adult fare should at least be around \$30-40 per month. Seniors pay \$20 per month. the whole bay area is becoming extremely, almost, criminally expensive! in Luxemburg public transport is for free. in many European countries you don't have to mortgage your house to pay to get to work.	X	X
R_116AhClq27mYysp	Just that I wish there was a way to avoid increases. Maybe there is more incentives BART can do for the community. For some it may really be a hardship and driving makes sense cuz they have kids to pick up etc.. so more incentives!		
R_DhLbiQOjLN0UgA9	Look. No matter how much you increase, who is the one paying for poor service. THERE is no Guarantee that there is a seat every time I board a train? However I just paid for a seat? For the cost of fare? I should get a seat. For the cost of parking? I should get a seat? I pay out for 1 day .. just one day round trip, my daily cost is 14.50 that's just Bart? there has to be some kind of way to weed out the cost and down grade by doing away with poor employee service. Wage cuts for those who do not do their best in good service.	X	
R_2SrarIGI2e153cU	lots of fare evaders, yet the people who actually pays have to pay more.	X	
R_1dhKrvbbpvCla1M	My employer never gives cost of living increases so why do you? Seems like value is inflated.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1LdrchaSFQATWth	Next you'll be raising the parking, Then the parking ticket fees. When will it end? You need to find other ways to cut cost within your agency before you come with your hand out trying to squeeze the working poor. I ride the train everyday pay my fare like I'm suppose to, and not once have I been ask for proof of payment. I see people hopping the fare gate on a regular while your fare inspectors stand together just talking, and not doing what their paid to do. Start there, and try to recoup some money from that loss of revenue. How about not letting the unions strong arm you with the threat of striking unless you give in to their demands and try saving some money in what you pay out in wages. Your 40 cent increase will cost me about 200.00 a year extra. It might not be a lot to you, but it's a lot to my family. So no, I don't agree with your increase, it's too high.	Unknown	
R_3MDrERqo7tLe5fr	No fare increase	X	
R_DeMuGKobhpr5MPv	No increase period !	X	
R_2VmRtIPnt9eZnwn	no no no . Are you sure these raises are not for union members!		Unknown
R_tKz75AzQaFG5zNv	No, hopefully by the time you guys increase it too much I'll have a car. Don't y'all make enough money now though?	X	X
R_qCHLFjpteBijaq5	Not a fan	X	
R_xl9Y1Wn6H7GrLJn	Not cool it seems like the fare goes up every 6 months	X	X
R_1hEU01ZIDZSaKfc	Not pleased about the increase which could likely be avoided if you ensured that EVERYONE who uses BART PAYS THEIR FARE.		
R_oY8ugagbfBeX7rj	Obviously, I would prefer not to have a increase. 5.4% is pretty steep.	Unknown	Unknown
R_3g6ohlznXFINxLG	One word "greed"	Unknown	Unknown



Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1o55TS7Mr8GkNf0	<p>People who need the lowest fares are the people who live far away from the city! The ones who can afford a 40 cent increase are the people who can afford to live in the city.</p> <p>I live farthest away in order to save \$\$ and I am being penalized for trying to save money and for not being able to get a reasonable wage.</p> <p>In short I don't like the fare increase.</p>	X	
R_3KJYr9NWndsDAKB	Please don't increase BART fare it high enough.	X	
R_231wuTg0TehdANW	Previous strikes and fare increases have not shown any improvement in cleanliness on the bart cars. The Richmond Fremont line seems to be the worst... disappointment in not improvements after fare hikes or strikes	X	
R_2bOBNyiCegCsTM5	Public transit should be publicly funded. The fare is already too high. Tax the rich to subsidize BART.		
R_2DY0krExGT4QMzj	Should not be done	X	
R_1Q005EvP2ycETVz	<p>So I don't understand why I pay when you let homeless, people that jump the rail, some woman who carry's her child asking for money and some nude woman ride the Bart. I've seen the workers just sit their and not say anything. Perhaps if the Bart employees do their jobs (AND GET OFF THE THIER PHONES) If these bums payed we wouldn't need an increase. Problem solved. You ask our opinions but your still going to increase the price wheather we all say or not.</p>	X	
R_2QA338DJcEGqqB5	Stop increasing prices for people who actually pay and start cracking down on people who don't pay	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2tbNaZnSrCSMuVO	That really sucks for someone who is a student in the city who lives in the east bay. When I was still in school in SF when ever Bart fair went up it was hard to keep up with how much I was spending because I was a full time student and could have a job because of 2 hours I spent on Bart a day and spending 6-8 hours at school. I understand that it is important for upkeep on Bart but Bart also doesn't do that great with keeping things working sometimes.		X
R_200cxW4n50qaLLU	The current cost plus parking is already too expensive. It's cheaper to drive to work than to take Bart.	X	
R_2y3ZLMdLWfoEbZ6	The fare increase is unfair for the services that us customers receive. BART continues to run trains that smell awful, often ridden with urine/defecation, weed smell and homeless people. I've been riding the SF - Antioch (yellow) line for the past 30 months and it's disgusting, to say the least. BART authorities have done nothing to reduce the number of homeless people that continue to board the train, taking up at least 2 rows of seats. Or the number of people that continue to smoke onboard a train and on platforms.	X	
R_yWvc6cBjxDdXX2x	The fare is already to high.	X	
R_b0Bu603EX1WyyzL	The fares are already too high, especially considering that the service is less than ideal.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3GqeqrMtasB5w92	The increases are unwarranted - just a part of BART's greed. I pay approx. \$3,000 or more a year for my commute on BART (this includes parking). The cars are filthy with a putrid stench, often there is urine and vomit on seats and floors not to mention crazy people ranting and raving - around all the commuters that are just trying to get to and from work. The BART police usually have 2 or 3 officers watching the fare gates to see who they can catch jumping a small fare while when the parking lots are dark after work there is no officer to be found as you walk to your car. The elevators are more than filthy and more than 50% of the time they are out of order. The stations in the "nicer" neighborhoods are better maintained and when I've complained on the comment card, BART's response is that it is because of the filthy people those "bad" areas service. Where does the money go?!!!	X	
R_VKjPB5Zw6DMNsAx	The service is already too pricey for the quality of the ride - frequent problems with regular service and an untenable weekend schedule do not justify my paying more and yet I have no other choice in how I commute since I don't drive and live 2 miles from Caltrain.		
R_2EoxGcmAK3dfu3p	There shouldn't be one. Bart is very disgusting and you barely get to be comfortable on it due to the homeless sleeping on there and smelling terrible	X	
R_TnEmZ5QQnZpwONb	Think the fair is a lot already		
R_reyIY7kCBGH7kYh	This increased fare will definitely negatively impact college students who don't have discounted clipper cards because of their school, so it seems unfair as they will have to pay more.	X	X
R_yK4nsQpoqqZCVQ5	This is bulls**t! Public transportation is supposed to be accessible, affordable and convenient. Right now, Bart is alienating riders and pushing them more and more towards driving. There are so many	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	SINGLE riders on the road, everyday especially during rush hours.		
R_2zu0XvipxVmhAdp	This is not acceptable. Bart is so crowded and not comfortable to ride in additions to the delay problems & homeless in the trains. It is already too expensive for the value.	X	
R_3Ec18RtG0g70007	This is ridiculous. The trains are disgusting; why aren't all of the lines using the new trains yet? The stations are filthy...especially in the East Bay. The trains consistently run into problems and have caused delays for me when I have needed to get to an appointment. The trains are rickety and old. If you are going to increase the fares, you better d*mn well clean up the trains and the stations - it's out of control. You haven't kept up with the times - the population in the Bay Area has exploded and San Francisco is populated with some of the biggest Tech companies in the United States. And your technology is 30 years behind.		
R_C2KWPkjs7hboYwx	This makes it harder for students and low-income students to afford the fares. There may be an increase in fare evasion which could result in lower revenues for the entire BART system.	X	
R_2WT1I51ipk4jHLb	Too expensive already	X	
R_7aOIXKtPoDLksoN	too high rate for people to afford	X	
R_3n0lol4L8UVbIof	Until BART is able to get it's rampant fare dodging problem under control to enable the system to receive full fare potential, I categorically oppose any fare increases. I see fare evasion daily. Daily. Please get this issue under control first before you continue increasing fares for those who pay.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_2zMWRFJsEHSKNXB	Until you begin in forcing fare collection, I don't think most people will support fare increases. There are so many places were people enter and exit Bart without paying fares, and it's unreasonable to ask the rest of us to make up for the loss.	Unknown	
R_3iO4Fn7F4f4Xxoc	We are getting less for more. I pay more to ride without an increase in services.	X	
R_3DhHtfwonLKQnVL	We pay enough for BART as is. The cost of living is already high enough and it's already too expensive to commute. Increasing fares is just cruel and insensitive. As a native to the Bay Area it's a slap in the face that I can't afford to live where I work. To have to pay over \$75 a week for commuting is a huge financial burden increasing this cost would make things even worse for me and my family. I sincerely hope you all will keep the rates the same or even lower them. I've been faithfully riding bart since I was a teenager and the continual increase in fee's do not make me feel appreciated as a valued customer.	X	
R_1hZ24U7DVn69NOt	When I go to NYC I can travel anywhere in the city for \$5.50. Here a longer trips are very expensive already and should not be raised.		
R_2v2L4NWfICHI91S	While I understand the necessity of price increase for the listed updates and continued modernization, the increase in frequency of cars needs to be addressed now. It doesn't seem acceptable to increase fare now and deliver on all advancements in the future. By then we'll be well into another fare increase for more future work. There must be increased service now. The current commute sardine can out of the city is a public health and safety nightmare.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1QbUg3XL9cgsr7R	Why are we not going after fare evaders? Wouldn't the citation revenue and increase in folks paying their fair share help with revenue? I find it absolutely ridiculous that I pay my fare each time I ride BART, only to see gate hoppers on my way in and out of the stations, homeless taking up multiple seats to sleep and store their stuff, panhandlers asking for handouts all along the way, and about a third of the time, I don't even get a seat. And now you want more money from me?		X
R_26lmNW0QC1nkQf8	Why can't you simply make everyone who rides BART pay the correct fare now? Do you realize how many people crash through the fare gates every hour? I think if you could find the human and technological resources to do that, you wouldn't have to punish (!) law-abiding fare-payers with ever-higher rates. Making everyone pay their fair share will reduce the amount of litter and waste on the trains. I oppose the increase. It may be possible to sue BART when station agents treat fare-evaders preferentially.	Unknown	
R_40G0AArCPesXnO1	why do I have to pay more just so Bart can become better? Doesn't the state fund BART?	X	X
R_1mOVNfZGEvPCU3q	With all these increases, it's almost cheaper just to drive my car now.		
R_3n2dXKctFQ3URlg	Yeah, increasing the fare for public transit does nothing to encourage its use. If we want to encourage people to use BART and spare the air, and as packed as it gets, increasing the fare is not fair. Please from a public systems perspective, is this really necessary? Studies show that people who use public transit are often lower income, and that is who it will impact a lot, such as commuting students.		X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_TpB61uVmgUeXQDn	Yes I traveled from Monday thru Saturday from Balboa Bart to Pleasant hill Bart already expensive. I see homeless people in the Bart sleeping during commute time. Next going home a lot of people when get off at Bart station jumping over the fence and agent does not do anything!! Not fair I worked to far paying for my fair someone getting free ride what's up with that.	X	X
R_1pG5ZAXDn4AhWV9	Yes, are you going to improve the service? I find it already expensive for its poor quality.		
R_57HtCdCZSNF5ND	Yes, because with the fare increase, there are still no improvement in terms of BART quality and arrival time.	X	X
R_10xHujJOQ1DyWtG	Yes, the current fare are pretty high already. I need to take BART from Dublin/Pleasanton to downtown San Francisco Monday through Friday, the total cost is \$12.60. It is about \$277.20 a month, and that is already exceed the monthly tax free transit allowance by federal.	X	
R_3erH4tfdJBpzqUa	Yes, the fares keep going up but have not seen any Improvements on Bart.	X	Unknown
R_3FOIJRIYk6xQaPd	yes, this is big problem because it constantly goes up as well as parking. plus bart sometimes has delays and some trains are full and musty which i think there is other issues that should be resolved prior to increasing rates.	X	X
R_280mbf1xqGDtqRZ	Yes. What happened to the 1.3 Billion dollar bond for capital improvements that the voters gave you? Second, when are you going to update, upgrade and locate new disability elevators in the center of the 5 City Bart stations in SF? You should be ashamed making disabled people use dinky, outdated, SERVICE elevators from the 60s and 70s, located all the way st the end of the platforms in isolated scary areas. This should have been a priority and having not done something before now makes me wonder if you will wisely		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
	spend any more money for capital improvements.		
R_3qPEsX0r6ye51ro	Yes. I don't think we should have these increases for such a sub-par system. Instead of increasing fares, you should focus on collecting revenue from fare beaters. For example, put Bart tag machines around the elevators and make it easy for people who ride the elevators to pay. Muni does it, why can't bart? Also have attendants not be so lax on overt fare evaders. I see them all the time as I myself am tagging out and it's seriously frustrating. And why are the top off machines inside the turnstyle areas cash only? NO ONE carries cash these days. Just make it accept credit cards and allow people to add as much fare to their cards as possible. All these stupid restrictions you have in the system just make it harder for people to use Bart, and increase the instance of fare evasion.	Unknown	
R_XLekn17sj5Xh05r	You are out of your mind. A fare increase when you are doing a horrible job of keeping the system free from fare evasion and safe from harm by individuals in the Bart system who have jumped the gates! Absolutely not until you fix the whole paid area safety and well-being of paying riders!		
R_1IARPKMn2z2ux9w	You charge too much for dirty stations and bathrooms if your even allowed to use the bathroom all you to is take and take what are you giving back	X	



Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_tM5UEKFN4uyJ0wF	You need to clean up the cars and have better security before you even think about charging more.	X	X
R_3ptAgUHt0I7bsIM	You need to start catching the fare evaders so that you may not need to increase the fees - when they go up they go up too much at one time! Catch the fare evaders! I see multiple people evade the fare gates every single day! Station agent isn't even paying attention! They should be watching, especially at peak times (rush hour) when lots of people are exiting/entering.		
R_3iCiQ6zTVgn9VYB	Your fares are to high for the service you provide and lack of safety		
R_ZlNYewqJ5Z3cdf	不要调高票价，多鼓励更多人搭捷运。 *Don't raise the fare and encourage more people to take BART*	X	X
R_1JCQ43WrRk8vsrG	我是工薪族, 由PLEASANTON 去 DALY CITY. 一天要花\$13. 你們在BART工作的就高人工, 我在美國電子工程大學畢業都沒你們人工高呀, 我們薪水也沒有一年升5%, 你們就加加加. 但車內毒品和無家可歸者橫行, 他們一定沒交車費, 我們怎受得了呢? *I am from one of the working group. I spend \$13 everyday going from Pleasanton to Daly City. You guys that work at BART earn high salary. Though I graduated from a US university with an Electrical Engineering degree, I do not have the high earnings that you have. Our salary does not increase 5% annually. In your case it keeps increasing all the time. However, drugs and homeless people are everywhere in your cars and system. They must not have paid the fare. How can we tolerate this?*	X	
R_3oFu4tj5PIyGDfD	1) Please update all the detailed spending breakdown after 2020. 2) Have a third-party oversee the budget plan. 3) we all want a better commute BART system and make each other count on his end.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1DPfjNpDnuMxrTX	All what I need is more security,no homeless and more supervision to the people that is not paying to ride the BART.	X	
R_2Ck3Yuvx6Ll1wL9	Already ticket fares are more It would be good to bring monthly pass kind of in Bart	X	
R_b25sA0nt6JS1spH	Aren't the new rail cars already paid for?	Unknown	Unknown
R_3shTLL2GuoaFdaG	BART is by far the highest public transportation cost in the country with the least amount of choice. What further compounds the high cost is the limited train schedule and short trains, meaning we are packed in like sardines paying a high fair for a ride that doesn't measure up. It means we'll try to find other ways to commute.		
R_tPyIAZDoCE90Hnj	Bart is probably the most expensive urban metro system in US and world. From BWI, SEA, PDX, and PHL airports to downtown is around \$4 but here you need a second mortgage. I'm retired and so glad I don't ride bart regularly anymore.	X	
R_2Va9L3g2D0cdDEd	Bart should enforce every rider to pay their fair share	X	
R_3KMV5x8JGxwaeOx	Bart should enforce people not paying for tickets.	X	X
R_2Ed9tHe0FuS7s9H	Bart Stations areas at as Powell, 16th and 24th Street, West Oakland continue with low maintenance, garbage and even broken glass, and no many security officers, most of the time none.	X	
R_2WBI2VR9vNsLTmi	Can fare increase be kept under 3%. Because that is how much our salaries increase at max.	X	
R_2R4UNLXy3GC3Jh0	Charging more for paper cards makes sense to encourage a dedicated user-base.	X	
R_YalqdefxpBjShix	comment	X	
R_3HTYleRzw6YxOMt	Consider a flat amount increase that's the same irrespective of distance traveled. Lower income families tend to live further away from San Francisco and your scheme affects their pocketbooks more than wealthier families who live closer to SF.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_1PdUmyLJoX60qD6	Does Bart think they will still have the same amount of riders with another increase?	X	X
R_2ASZgFztCbtnZQc	How is 5.4% less than inflation???	Unknown	
R_3Ib0HKh59pSKJyP	How much do you need to increase to build long urinals and stalls within the BART structure? It is pitiful to have toilets closed on BART property and to sell beverages and food on its premises.	X	X
R_3RrPLfb65S7QDDY	How much will the increase impact MUNI A fares? I would prefer youth fares stay the same. For families with multiple kids, the impact is high over the course of a year.		
R_2YkU6TOhmeq9aMO	I agree that the paper ticket fares should continue to increase, maybe try increasing only slightly on clipper, would attract more people to buy it and in return have less wait time when entering/exiting Bart Stations.	X	X
R_3CQnNbwNYbGFRVS	I can't help suspecting that these fare increases are really required to cover pay increases agreed to by management after the last BART strike.		
R_2sciMjf4PI0ypU2	I don't take Bart on a regular basis so I don't have a clipper card. Why do I have to pay more for an occasional ride?		
R_2zr9RvwzcTfl3Yv	I don't think the increase should apply to high value BART clipper purchases. There has to be some incentive.  Also your distance model is awful. A monthly flat fee would be preferable.		
R_DLXoeZzkXlvPjeV	I don't agree with the difference in fair prices between clipper and paper tickets. Prices should be left the same across the board. Increasing fares are making causes hardship on riders who may not have the financial resources available.	X	
R_OQoTZt90NptFfPz	I hate that paper tickets cost more than clipper cards. It seems very unfair.		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3NFbAh28Zfut56l	I hate the new trains because of the very loud and unnecessary announcements. It is like someone stabbing your ear with an annoying American accent. I also hate to extremely loud incoming train announcements in the Concorde area. Paying extra money to put up with extreme sensory torture is obviously not worth paying money for. I feel deeply insulted buy your new trains and wish I could spray paint them		X
R_3fH0unAYVdgImsO	I hope they increase safety security and cleanliness on your trains and stations.		X
R_1QyZsXeNk4zihc8	I really hope to see the new rail cars more often and better service soon.	X	X
R_SHGKDbFimYtCm1H	I remember when Bart settle the strike Bart employee they promised no fare increase until 2012 ok but they lies to the Bart customer on television	X	
R_27gmIvR5g8j390M	I think Bart is over priced but convenient. I take Bart to work everyday.	X	X
R_2E4NvSqjcTSUyV4	I think that this has a lot to do with fair evaders and this is how you guys word it because you know that PAYING CUSTOMERS will not put up with the homeless, drug addicts or gang bangers people are starting to get together and protect eachother	X	
R_3LipXT3Fc3lgpAX	I think the fare system should be more progressive (i.e. raise the default fare even higher and give students, elderly, low-income, etc. special rates). I'm sure you're already doing this to some extent, I am not the target audience for any progressive pricing	Unknown	
R_2dDWiXJ2b7Nlkiy	I think there needs to be a more secure way of handling the people who don't pay fare.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1LYHqK38bTs2mrf	I thought that the funding source for these capital needs was from the recent bond. With labor contract negotiations on the horizon, perception of past conduct means that labor union workers will take months to fix escalators and other equipment, cause general public misery and inconvenience and a board of directors who will not take action to bring an end to the stranglehold the unions have on the system.		
R_2Xojw6wUy1XMN5o	I thought the measure passed by the Bay Area a couple of years ago paid for the new trains.	X	
R_PBNLjP3VAcgfKSd	I wish BART would adopt a similar public transport system as that of Chicago or New York: a set fare regardless of distance.	X	
R_3k7FAG9IT2eBN01	I'd like to see intentional experimentation to understand how this affects ridership. BART fare is high, and, of course, I would prefer to see higher subsidies to the system, rather than fare increases; we need an expanded system with high ridership, not incentives for people to take private vehicles. We should also see clearer packages to get people on BART, such as family fares (including to the airport, which can cost \$40 or more for a family - way more than an Uber).		
R_svQLKh2MGUpHxlf	it seems like you ask for surveys and even if i say i do not agree with the fare hike, you do it anyway.	Unknown	X
R_10V1mLWw7nUfsiM	It's dirty and too many fare jumpers.		
R_239mZsmuvFWLZ0f	Many of the problems with BART are systemic Bs are now going to be resolved by throwing money at the problem. BART police stand around while mentally ill/intoxicated riders harass others. How will a rate increase change that? The people at the helm of BART need to RIDE BART. Not once or twice, but regularly and at varying times of day and night!!	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_1F2jlrz1TBGNLQg	Most Bart stations and the surrounding areas are dirty. Homeless people urinate and defecate in the station and on the trains. People are now smoking on the trains. Most of the trains are outdated. The cars are usually crowded. Where is the money going? Also, Why is Bart charging people more for paper tickets?	X	
R_sUwDvQ0H4NYJLAR	Need to update stations. As well as the performance on fare kiosk . Many times the machines are not working.	X	
R_1gwQJWTrquJbuzh	No - it will be more expensive but I don't think I have any power over it.	X	
R_1Ijea0SM6f0pIVj	No as long as the clipper prices remain at a discount i have no comments about fare increases.	X	X
R_3Jl07ZNEa0omwpv	no it will likely happen		
R_1DBeSucYe0lux5v	no, but thank you for finally making the Clipper card more attractive by raising cost of paper tix		
R_3I5n2zsndlgEEo0	None, other than it would be nice to see business and taxes put more towards public transportation, like other countries do -- but I know that's not our current reality. :)		
R_1CCoZVgniN6W6Lj	One price for using the whole system. My employee who works in SF, and lives in Lafayette, drives to work! Why? Faster, CHEAPER, SAFER.		
R_3QDIUevI5BCYQbp	People who rides Bart are not the same group who's income is closely corresponding with the inflation rate. In fact, if you only increase Bart fare when minimum wage increases, it would be more fair.	X	
R_1ewSDyVuTk9q3a1	Please if u going to may fare go up can u do it on new years only	X	X
R_2CIAdiYcfnGoiaZ	Price increase effects a lot of us like me who travels all 30 days from el cerrito to sfo airport. There was an increase in 2019 already and another increase in 2020 is too difficult to survive. Charging extra to paper tickets than clipper cards sounds reasonable.	X	

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3nOvJ5gz0crE2c8	Sigh.		
R_3PQYMH1MsZ2hJYb	Since BART is a public transportation service run by the government, its goal should be if the equitable transportation of all people in the Bay Area. In support of this goal, they should adopt a need-based fare system to better serve communities based on their income levels, and not just increase fares across the board. This is the best way to ensure that everybody who uses BART is paying an amount that they're comfortable with.		
R_1flqzzCIYvleqlv	The basic issue is how much people want to pay in direct fares to avoid costs associated with traffic and attempts to accommodate it. Extensions of the system and tie-ins to other mass transit systems are a critical part of BART's reason for existence.		
R_3lQP1w1RqQcXUP0	the clipper card increase should be less and the paper card ticket increase should be greater		
R_1KwBs66ePwPMYII	The increased price for paper tickets targets the disenfranchised and lower income users of our public transit. How about making the clipper price more expensive so the more affluent customers pay a slight amount for the convenience of auto loading etc.		
R_UrKuYZCF6skX1ip	There are continued increases in our fares, but not an increase in the quality of services received, or any discounts for those that need to use BART daily. While 10 cents may not affect me personally, I think it will impact a lot of families that are very strict budgets and do not get any employer assisted commuter benefits.	X	
R_1j98iDGHfhUnYGX	There is always increases in the fare in order to run the organization. Thanks for the creation of the Clipper Card for seniors on a fixed income. It enables me to visit friends more often along the BART route.		
R_37wEXJBojOALQSR	What happens to funds from the current fares, taxes we have been paying since 1973, federal and state funding?		



Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low- Income
R_3MFsvw7UMrhd2zH	When talking about this you might want to also include a section about why keeping these fare increases below inflation is a good thing. Some people might not understand it well or at all, and therefore it won't resonate.		
R_qEfwz1f1aGi4A8x	Where did the money go that was part of the transportation bills from the last 2 elections. And don't you still get money from property taxes?		
R_tLK8Xg6uKuru0g1	Why every two years?		
R_25znl5gkXKg097D	Why there is not Bart subscription? Why insist on not offering a monthly/annual that would guarantee genuine stability and predictable revenues from large segments of riders?		
R_3QMd2pN7gksepuC	Will any of these increases go into employee salaries?	X	X
R_1dN9dsuilvZ2huQ	Will this increase apply to discounted cards, i.e. student cards that kids use to get to school.	X	
R_3KPANCrrOIKhx3U	With ridership at all time highs, perhaps a better strategy is to save money now for future capital expenses.		
R_3jUKJt3UqmEvNPY	Yeah	Unknown	Unknown
R_2X7qULJgrLIMju3	yes -- it would be nice to have a special fare if the BART is used 4 times in one day. Sometimes I need to make several round trips in one day and it becomes expensive when I have to do this often for work.		X
R_12auUgqNofj7aMh	Yes, BART is getting increasingly more expensive. I think there should be some kind of monthly pass or restructure the high-value package to be of better value to riders.	X	
R_31yAR1llz3kHwl2	You should explain where you're becoming more efficient and reducing costs as well I would imagine these go hand in hand. Increase is 40 cents but would have been 50 cents but we're more efficient here		
R_2dHmWUiW9c9VF1U	You should have more discount fares for poor people. BART is too expensive for the working class.		



# Appendix PP-H(c): E-Mail Invitation Survey Public Comments- BART Fare Increase Program Survey (For Information)

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Legend	
	Strongly Support
	Somewhat Support
	Neutral
	Somewhat Opposed
	Opposed
	Don't Know
	No Answer

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low- Income
R_1ewSDyVuTk9q3a1	“I like to pay taxes. With them, I buy civilization.” - Oliver Wendell Holmes Jr. Do I really like to spend money on things like this? No, not really. Do I understand the NEED to spend money on things like this? YES I DO		
R_3mkQUQNV9uNG40c	Again, I support you buying new train cars and expanded service but please also increase the frequency that you clean the trains. We can’t rely on people to clean up after themselves, which causes others to be repulsed.		
R_W6C7SJGPMESoFDH	Anything to get more frequent trains to Dublin and Fremont		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2CkomYFlk2lFHwf	As long as the finances are thoroughly researched and deemed appropriate, fare increases are reasonable as it benefits passengers.	X	
R_1gT1mHBBH0MZYke	As operating costs increase with inflation, riders should pay more.	Unknown	Unknown
R_9ET4UxO3Oc9HAJP	BART is very important to me and I want to see it continue to improve so I am willing to pay the increase for that improvement.		
R_2ZB1rYsNy4c0Bm6	BART needs to be less expensive so that less people will use it. Overcrowding is dangerous.		
R_1JRsfstkiCiLxq	Bart needs to improve quality		
R_1F2jlrz1TBGNLQq	Bart needs upgrades		
R_1hz349wDb0g7MeQ	BART revenue should correspond with cost-of-living increases for employees and increases in maintenance expenses. We want BART to be safe for everyone to ride.		
R_3pukVi11PFxTeFS	Because the current older cars are nasty, dirty and stink. Hopefully the fare raises will help with having more BART police officers available on the trains, so we can feel safe.	X	
R_1QyZsXeNk4zihc8	can't have quality BART if there's not enough money	Unknown	
R_3QXB5gl3XbK24Op	Costs do go up and this seems a fair way to recover those increases over time.		
R_2c6njjuXTuuyDbj	Costs increase. Fairs should increase with costs.		
R_1JL9FokTKkQg9Q9	Effective and reliable rapid transit is important to ease traffic congestion and induce people to live outside the city. It must be coupled with a regional housing plan.		
R_ugZP7n03zHN1jG1	Even to maintain service you need to increase price to match your cost. I would hope that ones alot of these big capitol improvements are done, the increases may be smaller		
R_WcFQqiBwhY3AbL3	Everything needs maintenance and improvements over time. Funds are needed to do that.	X	
R_2dHmWUW9c9VF1U	Gotta have money to keep things working		
R_3P7yOobvj90W0DG	I am sure it is necessary for BART to keep up.	X	
R_3CQqMehYSvJuWNX	I feel like this would limit the homeless problem on trains. I'm sure homeless would have limited access to clipper cards and limited access to increase fares. It would keep bart	X	X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
	trains more accessible for those who actually need BART		
R_AKCCnI5FPvODtnj	I support the extension. BART is crucial. But it should also be funded by traffic congestion caused by private cars, driving just one person at a time.	X	
R_31mHdUvdmyV8pSa	I support the increase, BART needs to adopt a base price that works for daily or monthly use.	X	
R_DTCZscG31sS5aMx	I support the increase, but I would like to see more emphasis on keeping homeless people off of the cars, cleaner cars, and more security measures. If I have to change cars 3 times to avoid an unbearable stench and people sleeping on cars, then I don't feel that improvements are being made with this money.		
R_1PdUmyLJoX60qD6	I support this because the old trains definitely got to go, and better control systems are always needed.	X	X
R_svQLKh2MGUpHxlf	I support this increase. If you increase the cleanliness of the trains they are very dirty and some seats are tore.	X	
R_yUUiT0mkLQ2Hrr	I think it is important to include security measures as well.	X	
R_1kRXWbavY0tAHOc	I think it's important to continually invest in our public transit system!		
R_25SDTpgON0010MC	I think new trains are definitely necessary. The current ones are dirty and tend to break down somewhat frequently.	X	
R_2bJXnIDOd9ptkql	I think the prices should be in line with the inflation so that you can manage the facilities better. The other important thing to look at would be the net increase in customers per year to see if they are offsetting the inflation and if so Bart can do a much lower increase	X	
R_3HTYleRzw6YxOMt	I would still prefer kids fares stay low, or have very low increases. For families with multiple kids, any increase is multiplied.		
R_wMInI9KD1YTbzqN	I would support it. In addition to taking the Bart, I also take the ferry. A roundtrip ferry ride is more expensive, however the ferry experience is cleaner, safer, and more comfortable. I am in a financial position to pay more for a better experience, and wouldn't mind doing that for Bart if the rider experience was going to improve.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2xIWDQ1PJP8UXIS	I'd like to see better trains, more security, and less people, upping prices should help all of these		
R_1rC76T9THpXEB4r	If it will make Bart more reliable I'm all for it	X	
R_8waEOqyV3Digtgd	If this fare increase will definitely improve more frequent service and more bart trains, then this fare increase seems like a worthy cause.	X	
R_2WYISnatPVLX1C1	If we know the plan of increases we can budget for it.	X	
R_2U9JlvjflzVhbfX	Increases in labor, maintenance, and security are needed; which all cost money.		
R_2XhcWmtm0eLGwzP	Inflation is inflation. Prices have to go up.		
R_TcvuQU8UF8u8hKp	It would be easier on a persons pocket.		
R_3dStn9b0LU8i50V	It's a great service and cheap in comparison to other transportation.		
R_1eyKH4v2lf3wZg4	It's important to keep up with maintenance, technology and comfort.		
R_W6T2ucxmLKTBeEN	It's inflation. Obviously you have to keep up.		
R_2TuyLkCO5GRYVxD	It's needed, and you need to keep up with inflation.		
R_Dw30hDRVkCk7IwF	It's reasonable. I recognize that money is fungible, so don't make irrelevant claims about where the money will be used.	Unknown	
R_2dyEIPvtHXoruUP	Mass transit infrastructure development is critical for the Bay Area. Whatever means necessary to pay for it.		
R_2ZX0A96yizWY5Iv	More frequent trains would be welcome!		
R_UzNPVXjigBmaoY9	More safety and improvement	X	
R_2bvj49TUdyYccJA	No objection (approve)	X	
R_2WAzBrlrnUaamqb	public transit like BART is a necessity in a sprawling urban area, and is quite affordable for many (but not all) commuters		
R_3kBcqVuHlhnWXY	Public transportation is critical for the Bay Area. Definitely support.		
R_27HV4dgF2ifQJ7Q	Seems reasonable to keep up with costs, but I'm surprised it's below inflation.		
R_ZrQljcoQ24qGbg5	Some of the trains are old and would benefit from a facelift or replacement. As an individual who uses BART regularly (twice a week) I have no problem helping support the funding of upgrades, that help me with my commute.		
R_27Q2cfOyxfczDa	Sounds fair	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1dtLEWXQoSQY4fv	The increase seems fair, given where the \$\$ is slated to be applied.		
R_23UISZgs4qBgZFw	The system has become so busy, repairs and maintenance add up. This is the only way to keep on top of it.	X	
R_Ap326zzPabELZYZ	The system is old and needs updating so a fare increase is reasonable.	X	
R_2dY1WJqcqs6SPf0	To offset concerns about regressive taxes, perhaps expand programs to subsidize for low-income groups.		
R_2amXVPuilly8BkR	We desperately need upgrades. If you don't improve the system you will lose riders.		
R_3ptAgUHt0I7bsIM	we do need to share the burden on the end of the day.	X	
R_2EHkIzalzBZRR12	We have to pay for the trains if we want to use them	X	
R_3iVx6VKOiKeetO3	We need to fund the system		
R_1ez7zh5bv9k9RnR	Well, the fares are not expensive enough to address the MAJOR problems.		
R_RRG9gCCxChRSdUt	YES - capital expenditures to avoid deferred maintenance and to make upgrades to the system are necessary. BART is the the vital necessity and core of the mass transit system around the Bay Area.		X
R_1OV1mLWw7nUfsiM	Yes I am bart rider so I like this program ,every years please add some bart and make bart ready. Thank you	X	
R_1pEVPaWi5RnkJkh	You have "got to do what you got to do"?		
R_3Ib0HKh59pSKJyP	You need new trains and to upgrade the stations. They are filthy		
R_3KPANcrrOlKhx3U	You need to keep up with inflation to be solvent. But you need to be fair too. You need more discounts for poor people/youth.		
R_21EDMknNEaj9zFp	坐Bart方便了我的日常生活。 *Riding BART is convenient for my daily life*	X	X
R_2VPxMfanCATMyel	Again, seeing improvements for passenger safety, clean and reliable trains.	X	
R_2TL05fM08kRFqy	agreed that a fare increase for transit improvements is necessary, just want there to be an equitable enactment of it.		
R_cYAuqxPRCKqyF3P	As I noted, I understand services need to be funded somehow, particularly if we expect improvements and much-needed adjustments for increased ridership.		
R_1LzmxsKDiLq6uTL	As long as it is based on inflation, makes sense.	Unknown	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_r7v4ZDxdPajWCml	As long as the increases aren't to much it should be ok.	X	X
R_2Ed9tHe0FuS7s9H	As long as there is transparency about the improvements resulting from the fare increases, I'm in support of paying more for improving Bart service.		
R_Wju2TnkjryG17X	assuming fare increases are genuinely used to support/improve/expand service.	X	
R_SC2KRzDsOc9Viud	BART cannot ignore the reality of inflation and the fare increases are necessary.		
R_cCsmPJ40kzpDR7	BART could be a lot better (cleaner, safer, timelier) I'm all for whatever it takes from us riders to get it there.		
R_0w7kKZkAGkiRlvj	BART drivers have a very high salary. There will be worry that the increase will fund their salary. The Bay Area riders are already unhappy when they go on strike leaving people struggling to get to work. Many of those people don't even make close to what their salary is.	X	
R_1hALnGdBGN4mFhS	BART infrastructure must be maintained for safety, expansion, and hopefully innovation. This requires funds.		
R_TmV3PsWyqbyjzK9	Bart needs to be careful that it is not pricing itself too high. Higher prices lead would-be users to pursue other transportation methods with competitive pricing.		
R_A4fqar7Z0JX1bQl	Based on the information you are providing me in the survey, it sounds as if this fare increase is reasonable and acceptable, but I don't know if I have all the information about all the possible funding sources that Bart needs for the future. In other words, I doubt that I have all the contextual information necessary to be able to make an informed in judgment about this fare increase.		
R_2z8Vvz1DTXta1F6	Cost of everything else goes up, don't know why Bart wouldn't. BUT, must keep improving safety, cleanliness of stations and trains, and running on time without so many delays.	X	
R_3hcp0uT4C2c3coK	Fare increases are a necessary evil, until taxpayers see the wisdom of subsidizing mass transit.		
R_2R9vuoJR7jA1n3y	Fare increases are unavoidable to keep the system in good shape.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_238hWy4gEv8cL0G	Fare increases seem necessary, but it's already expensive for those of us not earning much. Cheaper than a car, but it still adds up to a whole lot. Paying \$14 a day to get to and from school is already hard to manage. SFSU partners to offer a discount, but ALL students should receive one.		
R_3GBVQsxQ8YIQF2s	For continued support, we must see the improvements, especially more frequent trains		
R_V3Wn906xnL4FqM1	Generally support but would like to see more reduced or free options for low or no income people, disabled and students. Fortunate people like myself can and should subsidize our fellow citizens.		
R_2ysINQ8S2asxENQ	Honestly, I think BART should be "non-profit." Does California State Government subsidize BART? Is the state subsidy increasing at the same rate?		
R_1jIFA9a90FZDn77	I appreciate having BART as an option to commute, but the fares are higher than in other places I've lived like Boston. The system in Boston was also more reliable with less breakdowns and delays with greater frequency of trains.	X	
R_3HvNntyloKmP5Q3	I don't want the cost of BART fares to increase, but we do need more trains and more frequent service		
R_10DCEYco31R99V8	I don't want to see fares go up because it is expensive to travel in the bay but I would rather have a plan vs. arbitrary increases.	X	
R_vD2SlueL6lmdKSZ	I hope it will help fund for better service, better train cars and extending to more cities	X	
R_12LLiD22xd151ZD	I hope we can get more funding from other sources as well but I understand increases are normal based on inflation.		
R_3jUKJt3UqmEvNPY	I know upgrading an old system like BART takes money and I appreciate the efforts already in place to keep BART running on time. I've seen systems like the DC Metro totally fall apart due to lack of maintenance, and I actively see BART working to prevent that. I would support continuation of this program.		
R_3Jl07ZNEa0omwvpv	I like the fact that fares would increase at less than the rate of inflation.	X	
R_ZxBWuWlc2GofLlI	I support an increase if it helps fund more frequent service and other improvements to the system.		



Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2fEcxNMP4Ts5PL2	I support extending BART's current fare increase program, if there is proper fiduciary oversight.		
R_237ic709NnGCEdN	I support it as someone who can afford to pay the nominal amount to sustain a needed transportation service. For low-income riders, this fare seems very high. Taxes on uber and lyft or other services that compete with the service should pay into its funding		
R_8GKWed9UPmHrzgt	I support it because the bart system needs expansion and maintenance		X
R_3oZT5pY3IFswTWm	I support raising fares to fund improvements. Is it possible to not raise (or raise at a lower rate) fares for children and seniors?		
R_1ezyktEnzd06vIL	I support so that can get better facility. We want Cleaner, Safe, Faster, More Frequent BART.	X	
R_D8Z33J8qt8dv70J	I support some fare increase, but the amount increase is too much. the "less-than-inflation" claim is also misleading. Based on published studies, the projected US inflation is around 2% annually, so you are raising fare AT inflation.	X	
R_1TtuFMS9rLKu4ZX	I support the program to the extent that I would like to see a huge improvement in the rail cars, I would like to see a new train control system. BART needs a drastic improvement. However, as a commuting college student the increase will add up and it is not beneficial for me personally at the moment as college is already expensive within itself.	X	X
R_3fvBDVekLxFUFYe	I support the program, but can you give a breakdown of how the money is going to be allocated. You may increase by 10 cents, but is that going to help the logistics of moving people more efficiently?	Unknown	
R_br5auxYRbI2G0wh	I think cleanliness and safety should be a higher priority than more frequent trains		
R_A5IfLhiyfV10wA9	I think it would be great to invest in new rail cars		
R_2CqAScofWrpoPX3	I think it's needed.		
R_2ygsNbur1x4LyLT	I think it's only fair as costs rise, but I'd like to see a low income clipper card be introduced as well, so it doesn't price out certain folk, or limit the frequency of their ability to travel.		X



Survey ID	<b>(Email Invitation Survey) Fare Increase Program: Public Comments</b>	Minority	Low- Income
R_3dSrx36eWL0gdLK	I understand BART needs money to make continuous improvement for the System is over 40 years old. BART fare has always been more expensive than other public transportation for the same distance. With increase of fare, would ridership decline? I think you should put money on improving the entrance and exit gates. I have seen people avoid paying. Since no BART employees are there to catch them, these people essentially encourage more people to jump over the gates. Those who follow the rules continues to pay more to subsidize these people.	X	Unknown
R_2yqR1UNyO8SWBZ7	I understand that as a transportation system - regardless of whether it is a "public service" entity or not - it does cost money to run and that those costs increase overtime in order to maintain the overall infrastructure of the system and maintain and improve equipment (cars) integrity and performance so although "art is asking for money again" is a familiar complaint from some percentage of commuters, myself included, I recognize the importance and necessity of maintaining a well run, dependable system. It may be that although it's not a popular opinion I'm sure within the BART corporate structure, it would be nice to see upper mgmt. absorb some of the cost by way of taking slightly lower salaries or salary increases		
R_1rqqMe95Vv8hajD	I understand that BARTs costs are going up, but it should consider providing more accessibility to low-income riders.		
R_Ant3p37DTIk8JJ7	I understand the need for maintenance and improvements and also feel it's already expensive for many people		
R_pSrBxgES4FvMZgZ	I understand the need to fund the Bart system. How is this different from the measure we just passed to fund the Bart system?	X	
R_1odVwTka1oCtyNg	I use BART everyday and as long as the increase in fair contributes to the system, then I can support it	X	X
R_2ceePvxkYUqJWr9	I will support it, but I think all the information on how this money will be spent must be available to the public.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3LXxrSeoS306RE5	I would support as long as the trains are cleaner, and it feels safer to be in the train station and trains.	X	
R_2Bm1tnCD7GwhkqP	I would support like the increases if used for noticeable improvements and extension of service.	X	
R_1r6pcbv5i081rtj	I would support this program if we saw improvements. I have seen and ridden on the new rail cars, which are fantastic, but there are still a lot of negative pieces to the experience of riding BART that need tending to.		
R_DOigu3RTnu8zLEd	I would support this program. It is worthwhile having this transportation as long as you keep it safe and well run.		
R_bOBu603EX1WyyzL	I'm understanding that fares will stay the same. And I'm fine with current rates but more for same distance travel will put unneeded stress on myself and people I know.		
R_0iheozUGLE75bBT	I'd love to see Bart improve, so if that means extending the fare increase program, I am for it as long as we see where the money is going and understand when these improvements will be in place. Transparency is key to getting support here.		
R_ODAdcdYfCaix9Pb	If enforcement of payment and punishment like banning individuals from the system was actually done		
R_12auUggNofj7aMh	If it is for the benefit of the passengers and personnel, I support it.	X	
R_2SBHKqcOysOsDU5	If it would lead to more frequent train service and more safety on trains than I would support		
R_BJrnaLd2W3udp5L	if riders support improvement of their public transportation, support through adequate funding is normal.	X	
R_2CvbelmFB1j7gmb	If the fare increase would actually result in more frequent service and possibly expanded service, then I would strongly support the increase. However I think that there should also be reduced price options available for those who cannot afford the increase.	X	
R_Wope66GYGWdSbw1	If the money goes towards improving Bart then I support	X	
R_3iO4Fn7F4f4Xxoc	If these funds went to keeping the trains and stations clean, more security in the system, ways to reduce fare evaders and panhandlers on the trains, and have more trains running during heavy transit times, I would be for it.		X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3CQnNbwNYbGFRVS	I'm fine with maintaining it. Less than inflation increases are necessary for people closer to poverty and this seems like a good way to handle it.		
R_2v8RLQgz1XBUwvQ	Inflation is always rising so should prices so that Bart isn't losing money. If they lose money it will affect cleanliness and accessibility.	X	
R_2Bna3Evcf3PP5iO	It becomes expensive to even take public transportation	X	
R_8e5xuZU06fmrNXH	It is so expensive to commute here, but BART is still a better deal than MUNI and BART needs the money. Contra Costa county needs to contribute more to BART.		
R_1EaQhY4hXNCqQ89	it seems like it would be helpful to get it established in everyone's minds that fares go up in regularly scheduled intervals and in predetermined increments. i was not aware of this fare increase schedule until now.	X	
R_3FQyw4nV5ywwxKn	It's needed to keep up with demand and increase system revenue		
R_3s6VjeKC62uDzwl	It's expensive, but I feel like it's needed to help improve BART	X	
R_2w1gWemZk17aLM8	It's hard to keep up on a disability income when everything keeps going on. Perhaps you can not raise people who live on disability income?		
R_3FVWBzr8NVI5ro	Money is needed for improvement and I'm willing to support that as long as the increases aren't too drastic.	X	
R_2qrto6cXp1oSPoH	See my answer to the first question		
R_plBhwXNswF2Xz2N	See my previous comment		
R_aeYEYRxzEr07cyd	See previous note on limiting raises to COLA		
R_2wBO9wFZ58HTHBD	Seems necessary.	X	
R_1lbJYstlyGn2KpM	Seems reasonable.		
R_1duy3N6MYx543IV	somewhat support. i just worry about low-income riders who need BART to get to work/school/social support locations and who don't always get increases in their financial support. \$0.50 per ride for even short rides can really add up over a month.	X	Unknown
R_3000IHLUchiI3UI	support - new cars are necessary		
R_239mZsmuvFWLZ0f	Support if used for new trains more police		X
R_tPyIAZDoCE90Hnj	Support it as long as it is under the % age of average increase in our salaries	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2pYy35JxxYVVPa7	The BART has issues in capacity right now, and it needs more funding to upgrade its capabilities but at the same time there should be more subsidies from private or public sector and not just relying heavily on increasing the fare.	X	
R_1DBeSucYeOlux5v	The cars need upgrading and more of them		
R_3QDIUevI5BCYQbp	This depends on the availability of other revenue streams and the political climate.		
R_3fTdgmPIx5uz3sZ	Upkeep, expansion are both necessary. Cost to commute is growing and has made finances difficult for some commuters.		
R_3Glmuh24m2V2WAF	want to see a better effort to reduce fare jumpers		
R_1ltOt4hRLPexHes	We all dislike fare increases but you need to keep the system up-to-date.		
R_3CCamwvwRLTrYoQ	We expect an equal or better experience.		
R_uw9fUurlLDj2uFnr	We should be making transit cheaper and more accessible, however I understand the need to keep up with inflation and these fare increases are pretty modest, so somewhat support them but believe BART should focus on raising parking fees before raising transit fares		
R_yOx87UrSmME8nGp	You should be able to keep up with inflation to cover operating costs and future improvements	X	
R_3e4vwMaSdTRcoPR	again, it should come out of the general budget, or specifically from automobile taxes; bridges, registration, gas, etc. vs making the poor pay for it.		
R_3NZYXMi5aj7i3Ve	As I commented before - if the fare evasion is properly addressed then those of us being honest shouldn't have to carry the financial burden.		
R_3FPQNu4xzkRgS20	As we are painfully aware it is expensive to live here. I would suggest you confirm if it is a bell curve for cost of living increases or bi-modal and therefore effect people disproportionately.		
R_2TLb9UVGSPNJZkK	BART does need to do infrastructure improvements, and those are needed improvements, but between bond measures and fair increases already done, it is a hard sell to do more.		
R_3RdVxtPcqzyQbfb	Fares are getting higher and higher hope that it helps the system	X	X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1flqzzCIYvleqlv	How are existing funds used and what hasn't a capitol reserve been in place?		
R_1eRD80GsU3R1qo6	I am not sure about supporting it. Based on the reason stated above, the additional increases will be new rail cars and system improvements. It doesn't consider the health and safety of the commuters.	X	
R_3HU0ZAoQQGq4CX4	I can neither support or oppose until I can see what improvements BART attributes past fare increases to.	X	
R_2QA338DjceGqB5	I dont see any others ways/options to get revenues for the maintenance of the bart system.	X	
R_2UfHFmvS0qoMZIH	I like system improvements and new rail cars and anything that helps BART better and more efficient. But i'm for free or very cheap public transport. Especially, if you are a student. I was spending \$100 per month on bart! i am a student. sometimes i didn't have money and had to get places.	X	X
R_bg7WWtol82KqweJ	I understand the need to maintain the cars and tracks. But Bart wages are excessively high. And watching the station staff play on their phones and nothing more makes these increases seem unjustified		
R_OQoTZt90NptFfPz	I want to know where is all the money that Bart is making house on Bart property ok	X	
R_2cod7aMccVylvgM	I will fully support this when Bart functions 24 hours a day. It's baffling to me that, like Cinderella, you have to head home before midnight or you're stuck.	X	
R_2bP3fsmiQbJhdgh	I would like better service, but I already find it expensive to ride Bart.		
R_3NQDQIkZp7ACogE	I would support if Bart spend to improve on rider safety and ride quality	X	X
R_SZD7fj36Z7Xq5RT	If fares are truly going to be used toward improvement of the BART system, I have no problem with the increase.	X	
R_3ozJ6BEmR3paFfQ	If the increases are needed to run the BART system, then it is okay, but if to add to the benefits for the employees, then NO...	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2eOqj5oZ8YvuVtY	if you increase fare, BART needs to make sure to have a faster response time to incidents that occur in which police are needed. For example I reported an incident as train was leaving Civic center yet police did not respond till after passing San Leandro station, in addition decreasing the amount of syringes found on Bart trains. if fare increase but everything as of now stays the same than no I do not agree	X	
R_3Nw9kEZMoH4x1iE	Im not against it, but I am not a fan of the new rail cars. I think refurbishing the existing cars would be more cost effective.	X	X
R_2zr9RvwzcTfL3Yv	Increase safety security and cleanliness?		X
R_1FsSGFHCjfDtwD6	Make the program more efficient	X	
R_8IZKHAMvBz7v7qx	No comment		X
R_28Ombf1xqGDtgRZ	Not confident that Bart will manage their budget appropriately to ensure promised import will take place.		Unknown
R_1ieMPXMhazi50nC	not sure if the actual improvement will occur.		
R_1pG5ZAXDn4AhWV9	only if we can have other issues resolved. it should also be fair the community	X	X
R_3ERNUDILgsdN4mf	See my previous comments	X	X
R_30vUOevUQbZeTex	See previous comments	X	
R_3ETlrfe6tNmxvzj	See response to first question.		
R_3KMV5x8JGxwaeOx	The increase is not necessary . People would be driving to work or carpool if less cheaper means.	X	
R_b25sA0nt6JS1spH	the problem is the individuals who do not pay for bart and ride for free, that could possibly make up the 5.4 percent.	X	X
R_AjndeeCeMGpQHVT	There needs to be better decision making on where the money is spent.	X	
R_1MWMMe8rSqYiAoNy	You haven't really released the new cars that are already being tested... Those should be in use before you talk about more new cars...  New cars don't do anyone any good if they are sitting at the service station... Well, maybe they just provide job security for the people servicing them...		
R_eGagTcwAaXJth0l	5.45 inflation increase doesn't sound reasonable. Should be about 3%.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_AHcPSfh4IL67WKd	Again, I don't think it's fair to pass the burden on to customers when they have suffered through pretty bad conditions at Bart for many many years. I think you should look at your spending and where you could cut corners. Combining job duties to make everyone more valuable and efficient? Other country's are much more Effie than and clean and cheaper. Look into what they are doing that you are not		
R_eEYZl3FutNAQkKJ	Already too high	X	
R_2WBI2VR9vNsLTmi	At some point it's just going to be too expensive	X	X
R_2U3mupZTxpFvN2G	Bart has somewhat cleaned up the stations of homeless but there is still a long way to go. It feels unjust to increase the fare when the product you provide is so unpleasant most days.		
R_2Ck3Yuvx6LI1wL9	Bart is already expensive. Why not focusing on having everyone pay their fair share instead?	X	
R_2rBBao8jxPhhMje	Before any fare increase, BART needs to earn back the loyalty of customers. FIRST do your best to make BART safer, cleaner, dependable, and timely.		
R_2y3ZLMdLWfoEbZ6	Between the cost of housing, cost of living and cost of commuting - you are only helping to drive people to move out of this city. If things don't change soon, I'll be leaving too - who can afford to stay here???? I make more than twice the national FAMILY average income and I still can't feed my family regularly. This city and its costs are infuriating.		
R_31seVFEuwHzjDza	Clean trains or install the new trains and I'll support	X	
R_3qPEsX0r6ye51ro	Costs are already too high. Catch the fare evaders and get your \$25 million that you state you are losing every year! I want to ride BART for free also, but I don't because I am a law abiding citizen and until you figure this out, you will have problems and we shouldn't have to pay more to compensate for that!		
R_1CxOwuOUKcyV9H6	Do not raise rates, it's already too expensive. I shouldn't have to budget \$20 just to park at BART and take the train round trip to work.	X	
R_DO87YlwnNXzTLs5	I actually think fares based on distance are unfair to the poorest Bay Areans. I'd like to see the Bay Area considered one community. I'd also like to see greater coordination between the Bay Area's multiple transit organizations.		



Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1Nepxr1ivmluexc	I am annoyed with fare increases in general when I see fare evaders jump the gates right in front of me. It makes me feel like I am subsidizing their fares. London has high gates that are hard to jump. Berlin/Munich has fare checkers that you can tell just boarded the train because all the fare evaders rush for doors.	X	
R_2YnYrW0ifhZ63nL	I do not feel any positive impact of previous fare increases in service or safety.		Unknown
R_22QVgxWhSXYevi3	I feel like it would be easier to hike it all at once.	X	
R_24oQw6nVapi4voI	I get that Bart needs money. But I feel the government should finance it more as it keeps the roads clear		
R_3noS6y8yr8z60qx	I often hear people in community saying that Bart could do more to keep noise down, safety up, and have well trained police (Oscar Grant), with the money that is generated now. Is there a way to be more transparent? I should say that I do not research BART.		
R_1i9ZLuozLQ0yySZ	I oppose because I think BART mismanages their employee costs and expenses. BART paid a janitor \$180K to sleep on the job in a supply closet and no one was held accountable. Stop asking for more money and show that BART has enterprise risk management protocols in place.		
R_2Va9L3g2D0cdDEd	I see the reason but most people (16-28) view BART as a growing cost that will encourage less ridership if price were to increase. Though it is the only rapid transport system, the dip in riders won't be too large.	X	
R_2TsLI7dH18qeQn6	I support funding to the BART program and understand the need to raise fair do to inflation but this is frequent and unfortunate for anyone who uses the service regularly. If BART provided discounted services for long term investors then I would feel better about this, but BART's roll out of new services, lines and cars is slow.	X	



Survey ID	<b>(Email Invitation Survey) Fare Increase Program: Public Comments</b>	Minority	Low- Income
R_3nOvJ5gz0crE2c8	I support unions. However, our fares appear to be going towards high paying positions that do not require a college degree. I found a dirty needle on the BART station floor, plus people nodding in the elevators, urine, and people shooting heroin in the station. And yet BART employees are monitoring the elevators that are not the busiest or the dirtiest. The clipper machines are old and the add fare machines require people to add only the amount owed for that ride, and then they have to go to another machine to add more funds to their clipper card. If you are going to increase the BART fares, they need to go towards something different than what is listed in the survey.	X	
R_sp08olOnuVCQ0Mx	I think another source of funding needs to be found. Individuals on fixed income are an increasingly part of the population. Transportation is a necessity for most people. Public transportation needs to stay inexpensive for all people.		
R_2b0BNyiCegCsTM5	I think if Bart can get people to trust them that things are going to get better then the program should continue but if Bart can't keep things working in small way or keeping Bart clean then they don't deserve the extra money.		X
R_1laxv14ekIU3yVW	I think it's too high already		
R_1KwBs66ePwPMYII	I think that BART needs to show and be more transparent with the money and where it is going.		
R_3GqeqrMtasB5w92	I understand the need for BART's improvement, but I'm a college student that has to waste almost \$20 everyday just to get to school. There are no discounted clipper cards provided for me by my school or BART and I don't want to have to pay more than I already am.	X	X
R_10PeP0KIWTwtPPQ	I want BART to have funding to make improvements but not from riders.	X	
R_2dyxXNuPCzQugWZ	I would support ONLY if real, observable, empirical changes happened from now til 2022	X	X
R_3L5RgVKE2I083AT	I'd want to start seeing some tangible improvement to the passenger experience before signing on to so many future increases.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_TnEmZ5QQnZpwONb	If BART is going to increase the fares - they should provide better service, cleaner trains and stations, and better security. The trains are so foul and as a regular rider on the train, I am so tired of how disgusting they are. Also the ridiculous level of unacceptable behavior on the trains is out of control. Why aren't their BART officers regularly riding in the cars?		
R_1Dp8d4XZFJzsTQF	Increase ins fare is quite frequent vs improvement of services.	X	
R_3Jl38mVOQOFtyRm	It doesn't do the public any service by constantly increasing fares. Basically, you offset, any pay increase the public hopes/prays to receive to offset inflation.	X	
R_DLXoeZzkXlvPjeV	It feels like the costs are increasing at a much higher rate than BART is improving.	X	X
R_1GOKse5r7TFx3qV	It is hard to be able to afford even a small BART increase right now unless my paychecks increase as well.		
R_qEfWz1f1aGi4A8x	It seems fair increases do not equate to better service or equipment.		
R_2E4NvSjtcTSUyV4	It's already pretty expensive to ride the train each day to work and I have an average commute compared to those coming from far away.	X	
R_231wuTg0TehdANW	It's insulting to keep paying more and more when people keep jumping over the BART turnstiles and riding for free. The more people do it, the more other people do it.	X	
R_UrKuYZCF6skX1ip	Monies need to address more station agents escalator maintenance		
R_37wEXJBojOALQSR	No one likes a price increase, especially since I am a student	X	X
R_2RPISgZnDyq9V03	Not for capital costs. BART needs to improve cleanliness, safety (and perception of safety), and rider comfort.		
R_Dq1mkVwY7MFXd2V	Not happy with overcrowded cars	X	
R_x9H2QoLBLlIG5mV	Paying more for bart makes me sad		
R_2xXe71ouKSejcSJ	Please see previous expansive answer		X
R_2xW31Wh9Hb4wPYu	Prices should rise by at least the same amount as inflation.		
R_oY8ugagbfBeX7rj	PST re hikes have not shown any improvements on cars or service	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3rIF5uQDTdyfnid	Rate increase yet delays are a daily occurrence. The new Bart trains are nice yet the older ones just get worse, and those are the ones 95% of us ride on. Taking seats out on the trains means more people and revenue; yet nothing has improved		
R_PCotDea2N4qpFBL	Same as before -- seems like that money should come from elsewhere. BART is already very expensive as a form of public transportation.		X
R_pGBYyq5Th1AUZu9	Somewhat oppose	X	X
R_1hZ24U7DVn69N0t	The Bart is already really expensive and inconvenient I don't understand why I would have to pay to fix that. It should be their responsibility to do better	X	X
R_3KviXBF2njrUjFw	the Board board need to man up and make some tough decisions. Deals made with Unions are going to bankrupt the system.		
R_3J3guE0WrWD7Lv7	The cost of riding Bart will become a burden to those who make less but have to travel far for work. Many people have to decide between housing cost and commute cost and in this economy with both of them rising, it'll make it harder for people to commute to work.	X	X
R_3MFsvw7UMrhd2zH	The fares have already increased a great deal in the past 2 or so years and even though I don't live in the Bay Area anymore, I know how it is to rely on BART as your only means of transportation to work or school when you're low income.	X	
R_1MwsMn0aCE3gJPz	The fee increase might make it difficult for people who struggle to use public transportation now due to the cost increase.		
R_qEdp3LHeGZGIPed	Try to get funds from the State government instead of putting the burden on commuters.	X	
R_2zMWRFJsEHSKNXB	We continue to pay fare increases but are consistly waiting for updates, more frequent service, and modernized cars. They are coming to fruition much slower than the rate of fare increase.		
R_ypwWXq8Kfx05xKx	We keep granting money to BART from city propositions and still can't seem to make any improvements. I am unconvinced that increasing the fare and making it harder for lower income workers to pay for their commute to their jobs will at all improve the	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
	lack of trains, broken trains and poor quality of the rides.		
R_3fHT0fTGmDlrNoU	While added revenue is important, I would prefer changing the overall allocation of transportation resources to more broadly support transit and to reduce subsidy to auto use		
R_2fjrZWuBYy9V5mW	Will BART be transparent about where the additional fund gained by collection of additional fare be allocated? I want accountability within the organization and progress on goals.	X	
R_1Q005EvP2ycETVz	A fare increase without any improvement in quality of services and trains is not justified. No new trains have been added to the yellow line and the existing ones reek of marijuana, urine and defecation.	X	
R_1dMRPs81KNxlQ1z	Again, so many cities served by BART rely on it. Why should riders pay increases? Why can't companies that are located here chip in?	X	Unknown
R_swp4osMcrYerGTv	AGAIN...You charge WAY TOO MUCH compared to other systems throughout the country and the world.		
R_0TxrpWKQzk2W9Sp	alot of people get paid minimum wage so raising bart 0.50 more will effect alot of people		X
R_2EoxGcmAK3dfu3p	Already way too expensive for what I get.	X	
R_1j98iDGHfhUnYGX	Any changes to per-use fares should be tied to the offering of a true all-access subscription in the spirit of real public transportation and accessible ridership across the bay area		
R_2zvxGGKb0CK980v	Are there not other sources to tap that might help prevent these fare increases??? 3/9% each year thereafter is an exceptionally hefty amount!	X	
R_1C1KNNgFkXyOUL3	As I stated before BART is expensive as is. I frequently find myself feeling not safe on BART. I have seen people urinating in public, getting into physical altercations, not paying the fare, drinking alcohol on the train, and smoking weed on the train. I cannot support BART expanding to new areas before BART is able to make the stations they currently have open safe. It is not fair to put a financial burden on the paying BART users when they are already	X	X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
	subject to an unsafe environment. If BART were to expand at the current state it is at then it would only be expanding the unsafe environment riders already face.		
R_2dvj29eCIHGTuuR	As mentioned in the last comment, clipper card holders should not be penalized. In other cities their rail system is much cheaper for further distances. Put fares are ridiculously high already.	X	
R_2YkU6T0hmeq9aMO	Bart fares have gone up drastically and causes a hardship for riders who do not have the financial resource.	X	
R_1I4WBmIEUvIYA9q	BART fares is already more expensive considered the quality of service, safety and cleanliness. BART's expense should reduce and improve the service, safety and cleanliness.	X	
R_24vjUCBbegKx1t2	Bart is dirty. People are standing. You need to increase frequency on commute hours. Your press release lady seem angry on TV.	X	
R_2sTH7fhgaXWnfyy	Bart is getting cost prohibitive		
R_3k7FAG9IT2eBN01	Bart is not maintaining its public infrastructure.	X	
R_1DPfjNpDnuMxrTX	Bart management buckles every time the labor contracts are negotiated. Such wusses!	X	
R_yWvc6cBjxDdXX2x	Bart needed improvements. The trains are very nasty ?	X	
R_2QxIf8SiIfUsEXp	BART needs to focus on reducing costs and improving your service before raising fares further. I would say the Directors and Administrators don't know what the word "budget" means.		
R_DUGMlvVgBnpCMAF	Bart needs to get its s**t together before increasing the fares. Cleaner trains, no homeless people sleeping all day on the trains, people shooting up, just to give a few reasons	X	
R_3CDV61aRtQmcqDB	BART should NOT EXIST anymore, what the Bar Area needs is a Inter-Urban Rail , such as the KEY SYSTEM. I hope BART goes bankrupt then TESLA takes over train operations. and provides a SUPERIOR, SAFER and Less Expensive solution to TRANSBAY and long distance service.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_W2UoSCsijzGIUt	Because the costs keep going up and I do not see any improvement in the service. It is dirty, smelly and crowded.		X
R_1E6SKcG9gwqz2Wz	Because there are so many riders and bart already costs so much bart should have enough money to maintain itself. With proper budgeting you don't need to charge riders so much	X	X
R_1IRk3UqUBRpvv66	Every two years inflation means in ten years paying almost taxi fare	X	
R_2xJ0wShDc39x0aY	Everything is already so expensive bart shouldn't be even more expensive this is some people only means of transportation	X	X
R_barboSTWzNSDiud	Fare is already too expensive, stop trying to exploit the public.		
R_2thVa3hsqWb2G9d	Fares are unaffordable already. Parking fee on top of it. I will take the bus instead		
R_3erH4tfdJBpzqUa	First of all less than inflation is such a lie. I want to know who's receiving a yearly pay raise of 4% everything other year? Bart doesn't deserve another penny until manage the fare evasion and homeless/drug problems on BART.  Also every manager/executive deserves a pay decrease in how poorly Bart is being run.		
R_57HtCdCZSNF5ND	Fix the disabled access elevators as I suggest first!		
R_2bJpMkZTz8L4FVg	For the reasons I already provided to the first question, I would oppose this. Fares are expensive, parking is abominable and BART does nothing about people who illegally sublet their passes when they no longer need them. And there are constant issues with homeless people and drug users on BART. And you want to make the average commuter who deals with all the horrible nonsense pay more? NO. Not fair.		
R_wN8Pk1Pb0XMKpX3	Funds don't seem to improve the service or ride.	X	
R_1K2x8711bQma7GU	Generate funds other ways like go after fare evaders, who ride on other people's dimes and extend paid parking to all hours bart operates. Commuters should not have to subsidize people who are going out to the city to eat go to games and such.	Unknown	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3RkooUVA5UJFdJz	How about enforcing payment instead of charging your honest customers more money? There are so many fare evaders and no one does anything about it.	X	X
R_2AGvRLFp3UonAjd	I actually like the old trains better. They are more comfortable. I'm on a new one right now and my face is squished to the wall. Seems like the old ones have mote space and seats.	Unknown	Unknown
R_3JgtcoVobliK6ij	I already expressed my thoughts in the previous comment section. It's too expensive already. I don't want more frequent services, I want an adorable form of transportation. Living in the bay area had sucked me dry financially.	X	
R_1mOVNfZGEvPCU3q	I am opposing because there has been inflation every year but I do not see any improvement in terms of bart quality. For the current older models of barts, there are no proper ventilation. There has been people passing out due to lack of ventilation within the bart especially during morning and night rush hours. At least increase the frequency of barts arriving during rush hour (specially those trains to Daly City/ SF or Warm Springs) to prevent people from pushing on each other and missing barts.	X	X
R_2sciMjf4PI0ypU2	I am poor and the bay area is expensive		X
R_2w13FxF5Fh0Rdxd	I can barely afford to live here as is	X	
R_11A9KhUTo5TmlmF	I do not support a fare increase as the trains are already too expensive and for what the system offers.		
R_wZxgv1K0WYStKWB	I do not support a rate increase because how disgusting the BART system is. There's no police presence and I never feel safe on BART and I have to rely on this horrible transit system to get to and from work.	X	X
R_ROetvphYY8aih4l	I dont agree with fair increase focus should be teaming up with Local authorities to staff each city with local police to crack down on safety and fare evaders fine and having evaders (misuse of discount cards as well) pay their share will recover shortfall.	Unknown	
R_YaIqdefxpBjShix	I don't know why the BART board think it's funny to run a system that has many of its toilets closed, dirty, and too few, but expect paying and non-paying patrons to leave it clean while riding on it?	X	X



Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3RrPLfb65S7QDDY	I need to see improvement before there are more increases. Services are flat since the eighties. Have you been to DC?!		
R_W29jfwHIGK2klQR	i oppose since this would increase fare evaders	X	
R_7aOIXKtPoDLksoN	I oppose this program because as a commuter it's already very expensive to commute weekly.	X	
R_10xHugJOQ1DyWtG	I oppose this program because it's already really expensive for people to commute to work everyday, for a very poor quality system. The trains are constantly overcrowded. There aren't enough escalators/stairs. The elevators are really slow. The trains don't run often enough in order to handle the massive volume of people who now ride the train. Before you talk about increasing fares in a vacuum of info, I'd like to see what the current budget is, where you get funding from, what % comes from ridership, and etc. Otherwise who knows how helpful what seem to be "minor" increases seem to be on people who are already taxed in living in an overpriced area.	Unknown	
R_uy7dmb73cQIkosp	I oppose until BART is able to show improvements in service and security.	X	
R_1q54Et8TW3PYAr3	I pay enough. I have been? due to the fact that we are all restricted on what we can use to get into the City of SF? our choices are close to none?	X	
R_2Wx28ToURhXvGVz	I personally have NOT had a wage increase in 2 years ... I say NO. AND you have fare evaders DAILY - I am PAYING for FARE evaders. I SAY NO!		
R_33qYJqgics166N2	I probably won't be living in the bay area by the time the improvements are in place (due to housing costs). I believe that public transportation increases disproportionately affect lower and middle income Bay Area residents, who already suffer high commute costs and long commute times because they can't afford to live near where they work.	X	X
R_reyIY7kCBGH7kYh	I strongly oppose because I commute between Berkeley and San Francisco for school and the costs are already expensive. The round trip cost is almost \$10. This is also a common complaint of my peers. They can't afford to take BART already because it's expensive.	X	



Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2SIy1nqfkmc5WZw	I strongly oppose the extension of the fare increase program. The Bart is fundamentally flawed as it currently exists. The extension is more harmful than helpful it has extended Bart wait times and there are not enough trains to meet the current obligation let alone the new one due to the extension. bart cannot maintain the current stations, tracks, trains, and personnel that it has already. They should use the money they have to fix what's already broken not spend new money on newly created problems because things that should have been taken care of were not	X	
R_1C9qN1j0sAc1yC9	I strongly oppose this. Many people use BART for community to and from work/school/etc. on a daily basis. As it is, those costs add up to a large part of a paycheck for transportation costs.	X	X
R_3EpbdTIsqsK1J3	I think it's unfair for students and workers to have to pay more to get where they need to go.	X	X
R_1E57TXKgvdqnbIF	I think that the lack of maintenance and lack of frequent service has shown that fare increases have done nothing to improve these issues.	X	
R_tPquY82MsVmZ4l	I think the money is wasted. Every time this happens service does not improve. Trains always break down. The police are racist. Nothing changes	X	
R_2X7qULJgrLIMju3	I want to see major improvements in safety in trains (maintained trains, clean, safe from crime). You can't keep increasing these fares without showing the public something being done that is valuable to the riders.	X	
R_D8MZ3CfWGYuQuUp	I would agree to fare increase if it would include more fare inspectors		X
R_3oSbrijzbDV7aEP	I would only support these fare increases if I believed BART could actually get better. These rates seem excessive and I don't think Bart needs to be expanded any further. Bart needs to work better with Caltrain and other local transportation systems to serve the needs of bay area residents.	X	
R_2XbovjLe4m4xK13	I would oppose. If this was a short term solution, it needs to be as such. Bart asking for a fare increase when service hours are cut, trains still consistently run behind schedule during commuter hours seems like poor planning and an insult to riders.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2YllZ73s09R7RPO	If the EPA doesn't get its act together none of us will be around in 2028.		X
R_3DhHtfwonLKQnVL	If you want to allow a certain number of homeless people to ride the trains every day, give them some kind of vouchers. Don't let them board the trains, eat, drink, litter, beg, steal, harass others, take dope, party, make noise, watch porn, film porn, and commit sundry lewd acts -- or to ride trains for hours and hours without having a planned destination. Isn't that a more humane way to pay your expenses? Failure to address these issues will only increase the number of miscreants putting wear and tear on the trains without paying a fare.	Unknown	
R_2tLRxTkWK1Iru	Instead, in force payment, fine folks eating, and add cars to over crowded trains		
R_3JlwgybVdRfRHc	It doesn't seem that the fares are being used to service Bart train (cleaning) or patrol of Bart police for commuters and therefore a constant presence of homeless riders are most likely riding for free and inconveniencing paying riders of their stenchant inability to sit near them.	X	
R_3FOIJRIYk6xQaPd	It used to be 1.10 to go one station now it's 2.50 that's crazy	X	
R_1DTotCqmNG5hsp	It's already so expensive	Unknown	Unknown
R_3F50eQof2c1Qutj	It's already expensive enough.		
R_116AhClq27mYysp	I've already explained myself.	Unknown	
R_26lmNW0QC1nkQf8	Let Bart police check rider for fair payment not riding it free !!! I am paying for increase fair and their not	X	X
R_DeMuGKobhpr5MPv	Like I said it doesn't work for me	X	X
R_eP6JudXf15ZDR3r	Making public transit inaccessible to the public seems like a terrible idea. Poor people rely on this mode of transport, don't devoid them of what already can be considered a financial burden.	X	X
R_gCHLFjpteBijaq5	Manage the money you make already better. My household spends \$640 a month to ride on a nasty filthy dangerous train.	Unknown	Unknown
R_yK4nsQpoqqZCVQ5	My commute is super expensive and Bart is not secure	X	
R_3iCiQ6zTVgn9VYB	need more supervision to people that never pay	X	
R_TpB61uVmgUeXQDn	No improvements on Bart	X	Unknown

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1q9QetuWfd3Dy5m	Not until bart riders truly see the positive impacts of increased fares will i support any more hikes. AT this rate, it costs me the same amount of time and money to drive to work which defeats the purpose of using public transportation, like BART , in the first place!	X	
R_27gmIvR5g8j390M	Now that the Board of Directors has realized that they are losing millions of dollars from poorly designed stations, with elevators outside the fare gates, why not wait until the corrective construction is completed and there is a true picture of actual income from the fare gates. My guess is that all these projections for need of these future increases are based on data utilizing the revenue of the faulty construction era.		
R_2VQikTAisV9Ksts	One hour out of every day's pay for a minimum wage worker from Antioch who works in San Francisco goes to BART. No wonder there are fare cheaters. Don't make it harder to have a life in the overpriced Bay Area.	Unknown	
R_3Ec18RtG0g70007	Oppose until fare evasion problem is addressed.		
R_3LipXT3Fc3lgpAX	Other cities (New York and Chicago) have a set fare regardless of distance.	X	
R_3QMd2pN7gksepuC	Our incomes don't necessarily adjust for inflation thus making BART fare increase less appealing to riders with limited income or seem just too expensive.	X	
R_3I5n2zsndlgEEo0	People's wage don't increase every two years, Bay bridge home doesn't increase every 2 years. So why would Bart tickets do? If you need. If you want a better future, you should make Bart for free can charge a premium for people who who commute but car but could ride Bart.	X	
R_b9JypfbDlfQIAFz	please see my first response	X	
R_1CCozVgniN6W6Lj	Please see previous answer re: "what you can pay" fares based on income. As an additional option to the current system of on-station ticket machines offering flat fare price, there should be an online system (run through Clipper) that lets folks apply for a pack of reduced price fares based on submitted documents that prove their income level. Once that is verified, they can then purchase reduced price fares commensurate with their income.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_PBNLjP3VAcgfKSd	Please see previous comments.	X	
R_3MDrERqo7tLe5fr	Prices are already high enough. There needs to be another way to fund improvements.	X	
R_2YlGuvYVx0MoTYB	Prop R already gives BART money, as a home owner in Castro Valley I already pay BART. I haven't seen any improvements to the East Bay, though have a lot of same issues as San Francisco. My train are always crowded, have people taking extra seats, not paying fares dirty stations.		
R_200cxW4n50qaLLU	Read the 1st page of this survey. Why repeat what you already know. (in a nutshell - stop the greed you already get enough money - quit paying the fatcats and use the money you have. Get a better treasurer - get rid of the crooks)	X	
R_1JKQqQTgngr9uSE	Refer to my prior answer. It will only f**k over those who pay while more and more people don't pay. That issue needs to be addressed first.		
R_Uyl4eZDZVKUlh5f	Regardless I would be nice to pay a fare and have a seat on a train. Also a gradual increase would be better to consider other growing expenses in the Bay Area and assist individuals and families on fixed incomes.	X	
R_2ARUP3iiPumDFh2	See comment prior	X	X
R_30dhmVxx22b7hXL	See my comments for the last question.		
R_3oFu4tj5PIyGDfD	See my previous response. Overcrowding, limited schedule, limited destinations, & highest cost.		
R_A0A47h7o00EVX45	See previous comment. With parking and fare, commuting can be over \$20 a day, plus I have to pay and maintain a car to get to home station, AND pay for muni or lyft to complete my commute from destination station. And on the ride I am crammed in like a sardine, the escalators dont work, and there is piss everywhere.	X	X
R_217LrUK7H6UNqBT	Some of us aren't getting any increases to our salaries at the same rate. This incentivizes me to look for a job closer to home so I don't incur the costs.		
R_20VhtQl0zMQwGLs	Some people already cannot afford taking bart every day and if it increases it ma affect them.	X	X
R_1LYHqK38bTs2mrf	someone is over projecting these fares. if you really want to help solve the traffic issues, maybe stop raising these fares for a few years.	Unknown	X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1mrwcpnlNTIn3Me	Taking BART is a necessary evil and remains the worst part of my day	Unknown	
R_3HI8yTMPcWHwRvH	That is all we hear from Bart fair increases. There is never a positive thing about Bart.	X	
R_wYoQPM3Nd588TFT	That percentage is over the inflation rate.		
R_3n2dXKctFQ3URlg	The current fare is very high already.	X	
R_3g6ohIznXFINxLG	The fare is too high. Public transit should be free and paid for by taxes on the wealthy.		
R_1r2fWsg2mWf4du1	The new cars suck. People do not want to pay your ridiculous prices and increases to stand for more than 15 minutes.		
R_3MaHYlr8JfPZlm0	The system needs to give back to the rider before they should consider an increase. The poor are being pushed further away and now pay more to get back to their jobs. BART has become a necessary evil in order to get around the bay area. I do not consider it an asset anymore. Filthy, dangerous, and disgusting.	X	
R_21GJBFK3JcUi73V	There are never enough Bart Police around and Bart still not as safe as it used to be.	X	
R_PtSgvXZ4mh94pln	Think about the riders who do not make a lot of money, have families to feed, and rent to pay. Fare prices are already ridiculously high. We are one of the highest in the nations and BART doesn't even offer a standard, monthly pass.	X	
R_1j04tAcesIrb1Hi	Too close. Every 2 years is too often.		
R_2ScpfF5zA4kegws	Too expensive now		X
R_2DY0krExGT4QMzj	Too expensive to take Bart & parking.	X	
R_2Xojw6wUy1XMN5o	Too much for a system that's late, dirty and doesn't stop fare jumpers.		
R_2SrarIGI2e153cU	Top heavy management reduce that first.	X	
R_2QsrKTssJH1TJy6	Until BART is able to provide proof of results stemming from the increased fares (e.g. rolling out the entire new fleet of cars that should have been put into use by now), and until BART can provide proof that these fare increases aren't going towards employee pay for overtime (as a result of poor planning regarding hiring, workforce management, etc)., I cannot support fare increases. There should be no more money until BART proves it is fiscally responsible. The trains are frankly an embarrassment at this point.		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3g0NhluZU1oHdMB	Until we have enough trains, all and new trains are on line i stringly oppose fair increases. The trains to the EB are crowded even during non rush hour times, and there are no trains to Fremont after 7:45 pm — a disgrace. This is a major line.		
R_11XEQyDGLfcxgYO	Wages are not rising with inflation. Increasing the cost of living in the Bay Area will not help anyone and I predict it will cause more fare evasion than ever before.		
R_2WT1I51ipk4jHLb	We as riders are being taxed now on the promise of future improvements that may never come. I want immediate benefits for the increase not more promises of improvement, you don't wait on the fair increase it happens first and then we wait.	X	
R_9preYe3dtNnJztD	When we talk about the fare, we should think about the service it pays for. The service Bart provided is getting worse, less security, less comfortable, less cleanness ... but keep increasing the fare, which does not make sense. Also, comparing to driving, it's about the same even more expensive with paid parking at Bart station...	Unknown	Unknown
R_1dhKrvbbpvCla1M	why must there be increases every year		Unknown
R_3fH0unAYVdgImso	YOU GUY'S SUPPOSEDLY JUST GOT NEW CARS MORE SMOKING MIRRORS	X	
R_3shTLL2GuoaFdaG	You should improve funds administration, reduce expenses, making it more transparent and efficient, so could use extra funds, and even increased fare revenues in improving maintenance and security.	X	
R_2R4UNLXy3GC3Jh0	You've been raking in money since the 70s while letting your infrastructure fall apart and now riders have to make up for it? Bulls**t.	Unknown	
R_1IARPKMn2z2ux9w	对中低收入家庭不好。*Not good for low and middle-income families.*	X	X
R_tm5UEKFN4uyJ0wF	有人會支持加價的嗎? *Does anyone support the fare increase?*	X	
R_3IQP1w1RqQcXUP0	I'm not sure how to make this decision without understanding what happens if we DONT vote to extend the fare increase program. The upgrades sound great, sure, but what's the downside of not extending? Do we lose out on getting the train control system? How does BART prioritize what gets paid for in that		

Survey ID	<b>(Email Invitation Survey) Fare Increase Program: Public Comments</b>	Minority	Low- Income
	scenario? Are there other avenues to getting funding?		
R_27khBFmMRVEs3Dq	I'm still giving it some thought	X	
R_10uX6dRG7E2OrXV	Is there a different fare increase schedule that gets put in place if customers oppose?	X	Unknown
R_eUQvw8gvIdz5zRn	It doesn't seem right to pull money from people who are already struggling while businesses continue to flourish and cause the very inflation we are seeking to address.	X	X
R_2tKbhRrUdopriuC	It seems that fare increases go to BART labor forces. They get raises much larger and more often than the vast majority of working people who use BART to get to work. We pay more so they get more; we take home less pay and don't have much to show for it.		Unknown
R_3KJYr9NWndsDAKB	You ask us this question but you will still increase the price.	X	



# Appendix PP-H(d): E-Mail Invitation Survey Public Comments- Paper Ticket Surcharge Increase (For Information)

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Legend	
	Strongly Support
	Somewhat Support
	Neutral
	Somewhat Opposed
	Opposed
	Don't Know
	No Answer

**Note on “Unknown” categorization for the following columns:**

- Low Income: Respondent did not provide all the necessary information (both annual household income before taxes and household size) to determine income status.
- Minority: Respondent left the question blank and therefore unable to identify minority status.

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_uw9fUrILDj2uFnr	Absolutely support. BART should be doing everything possible to get away from paper tickets and promote clipper cards		
R_2YllZ73s09R7RPO	Anyone who hasn't got time to consider the difference in fare costs (other than tourists, bless them) will have the money to pay AT LEAST a DOLLAR.  If you REALLY WANT TO ELIMINATE THE PAPER (better Environmentally) charge \$2.00 surcharge. Publicize the ECO aspect of a long-sasting card.		X
R_2EHklzalzBZRR12	Anyone with rides BART can easily use Clipper	X	



Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_1C1KNNgFkXyOUL3	As stated above it is faster to get through the fare lines when other BART riders have their clipper cards. Personally I have used my same clipper card for years and find it much easier than using a paper ticket. I used to lose my paper tickets, and consequently lose money, all the time. I feel it is more cost effective to use a clipper card as they are easier to hang onto.	X	X
R_sUwDvQ0H4NYJLAR	Clipper cards are easier to deal with	X	X
R_1eyKH4v2lf3wZg4	Clipper cards are so easy!		
R_pSompf7wWcw0dG1	Definitely helps to save some paper and reduces cost.	X	
R_3CQqMehYSvJuWNX	Everyone should be using a clipper card.	X	X
R_1ltOt4hRLPexHes	Everyone should be using Clipper by now.		
R_ugZP7n03zHN1jG1	Everyone should just be using clipper already anyways, its far superior. I would even go so far as to say you should just get rid of paper tickets and force people to get clipper cards no matter what.		
R_23UISZgs4qBgZFW	Everyone should own a card! Especially those who ride frequently.	X	
R_pSrBxgES4FvMZgZ	Fully support. It's a green initiative and the burden of the fare increase will fall on tourists.	X	
R_2w1gWemZk17aLM8	Go for it ... I think people should be charged more for crossing bridges without FastTrak too.		
R_37wEXJBojOALQSR	Good for the environment	X	X
R_22QVgxWhSXYevi3	Good idea because then people without Clipper Cards are wasting paper anyway, so they might as well pay.	X	
R_b0Bu603EX1WyyzL	I agree because paper tickets are used by visitors		
R_2ygsNbur1x4LyLT	I definitely agree with this, especially with the decreased paper use for environmental friendliness. I'd like to see paper tickets phased out all together with the possible exception of having some reserved for travelers, or introducing a traveler card.		X
R_2Ed9tHe0FuS7s9H	I got my whole family on Clipper - its easy and convenient. This will probably hit lower income families harder, but as long as Bart provides education around getting clipper, I think it makes sense.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_DOigu3RTnu8zLEd	I have a Clipper Card		
R_ZrQljcoQ24qGbg5	I have a lot of issues exiting the BART station when there is a mass of people and a lot of them are using paper cards because the computer has to process the difference.		
R_C3T1vllzmNG0pXP	I have noticed that systems in other cities are going this route, e.g. tap card in LA.		Unknown
R_3P7yOobvj90W0DG	I only use the CLIPPER card and I think it's a good idea to "force" people to migrate from the paper to the plastic card.	X	
R_3lQP1w1RqQcXUP0	I strongly support this — Clipper Cards also facilitate boarding for buses/ferries/etc across the Bay. But would BART consider making the initial purchase of a Clipper Card less, this lowering the bar to obtaining one? I imagine within the 15% of folks who don't use them there is a subset who can't pay the initial \$5 fee + the BART fare. Maybe if that dropped to \$3 or even free, if possible.		
R_3mkQUQNV9uNG40c	I support incentivizing people to use the clipper cards.		
R_3pukVi11PFxTeFS	I support this because printing paper wastes resources and BART could save money from not having to purchase paper for these tickets.	X	
R_2dDWiXJ2b7Nlkiy	I support this, and think that this charge will also generate revenue from non-Bay Area residents. Consider, also, giving % bonus similar to HVD but which can be loaded at machines, but in non-round increments. NYC does this and is able to keep the surplus.  That said, I'd like to see one card be able to be used for multiple people in a family so that we don't see a large surcharge encouraging people to take uber.		
R_2fEcxNMP4Ts5PL2	I support this. Clipper cards are easy to get. However the machines in the stations should sell clipper cards too. Consider upgrading the machines.		
R_2QDSvFC9ilkFxRW	I think BART should use one system only.		
R_1odVwTka1oCtyNg	I think getting people to use clipper cards is a good idea	X	X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1hZ24U7DVn69N0t	I think getting rid of the paper clipper card would be a great idea. I just worry how it will inconvenience others. I work at a school and we give paper BART cards to low income students. How would that change with this new policy?	X	X
R_3EpbdJTIsqsK1J3	I think it's a good idea because it could have good outcomes such as less waste and it's more efficient for all the riders who use the clipper.	X	X
R_0iheozUGLE75bBT	I think it's a good idea.		
R_25SDTpgON0010MC	I think this will make people realize how much better the clipper card is. There will also be less risk that someone loses a card compared to the ticket.	X	
R_2xW31Wh9Hb4wPYu	I think you should get rid of paper tickets entirely. They cost BART money by jamming the machines when wet.		
R_2w13FxFk5Fh0Rdx	If that's what it takes to get you guys your \$. Regular commuters are getting hit hard enough. One offs can pay more and it's also eco friendly	X	
R_2xIWDQ1PJP8UXIS	I'm all for prioritizing locals and commuters		
R_2pYy35JxxYVVPa7	It should help cut down the paper consumption.	X	
R_3dStn9b0LU8i50V	It will encourage clipper cards .		
R_3fH0unAYVdgImsO	IT WILL GET RID OF THE SCAMMERS AS WELL, ALL FOR IT	X	
R_C2KWpkjs7hboYwx	Keep encouraging people to use clipper cards, and then eventually get rid of the paper ticket option. In two years, you should not have any paper tickets.	Unknown	
R_3qqHvH84yDSYyZI	Less frequent riders should pay more.		
R_yK4nsQpoqqZCVQ5	Less paper use	X	
R_3FQyw4nV5ywwxKn	Let's phase out paper tickets, this is a start to that. They are not environmentally friendly and a burden to print and restock in the machines.		
R_2bJXnID0d9ptkql	Local people who transit everyday with clipper should get preferential pricing	X	
R_3kbcqVuHlhnWXY	Love the Clipper card.		
R_3I5n2zsnldgEEo0	Make it \$10. And make clipper cards free.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_TmV3PsWyqbyjzK9	Make using Clipper easier! The current clipper system is antiquated compared to that of other metro areas. If Clipper could be used to pay for more than just transportation and didn't require waiting ridiculous amounts of time to add money to the card, more people would be pleased with the system and happy to use it. Make it attractive to users!		
R_1DPfjNpDnuMxrTX	Many cities require plastic cards.	X	
R_2U9JlvjflzVhbfX	more control of ticket revenue, and the ability to cancel the clipper card make this ideal.		
R_3HTYleRzw6YxOMt	More impact to tourists, so please.		
R_1PdUmyLJoX60qD6	Need the extra money, plus as stated it would benefit everyone if more people switched to clipper.	X	X
R_eGagTcwAaXJth0l	No	X	
R_RRG9gCCxChRSdUt	No		X
R_239mZsmuvFWLZ0f	No problem...already use Clipper		X
R_2xVvh1dwtGPqhZU	Non regular and tourist are mainly the ones using paper tickets. It's only logical they are charged more.	X	
R_2yqR1UNyO8SWBZ7	Only comment is why in the world would any commuter NOT use a clipper card even if they commute infrequently.		
R_2c6nJjuXTuuyDbJ	Paper tickets are dumb. Move everyone to bart cards or touchless. Why can't I just pass my iphone over the scanner thing?		
R_eUQvw8gvldz5zRn	Paper tickets are extremely wasteful and shouldn't even be an option in a progressive metropolitan area like the Bay. Ban paper and remove the fee for purchasing Clipper cards.	X	X
R_301v4eKrPqKT0DW	Paper tickets are frustrating for everyone - especially when leaving the train. Please incentivize everyone to use Clipper.		
R_231UunvodRuUxK0	Paper tickets slow the system		
R_3g65rpK2iCZ13ad	People paying in advance deserve a little break. Thank you!	X	
R_1ez7zh5bv9k9RnR	same.		
R_ZEPvkMCKEeJ4ocF	Saves paper too	X	
R_31T0Rnc81rW02Qz	Screw the tourists...		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_238hWy4gEv8cL0G	So long as discounts for youth and elderly still exist.		
R_ZxBWuWlc2GOfLlI	Sounds good.		
R_A5IfLhiyfV10wA9	Sounds like a good way to incentivize using Clipper cards		
R_2Bm1tnCD7GwhkqP	Sounds like tourists would be using paper tickets, which would provide additional funds for BART	X	
R_1IRk3UqUBRpvv66	Sounds reasonable and save papers, trees	X	
R_3000IHLUchiI3UI	sustainability - it makes sense.		
R_1CrbZn4FV004xwP	The paper tickets are not good for the environment because people do not reuse them like Clipper cards, so I strongly support increasing the surcharge to \$1.	X	
R_3PQYMH1MsZ2hJYb	There isn't any reason for riders who use BART often to not switch to using the Clipper Card program. For those who ride BART infrequently, they may find the Clipper Card inconvenient or easy to lose. Instead of misplacing the Clipper Card, they may have to spend more per ride using the paper method.		
R_2uTIImvrHMw00ZcT	This is a good idea because it encourages people to use less paper.	X	X
R_D8Z33J8qt8dv70J	Totally agree. It is also more environmentally friendly.	X	
R_xl9Y1Wn6H7GrLJn	Unfair for out of town visitors.	X	
R_OQoTZt90NptFfPz	We already paying too much on Bart train with no police protection	X	
R_2TOb3sH530sKQ7i	Yes	X	X
R_UzNPVXjigBmaoY9	Yes on increase	X	
R_26lmNW0QC1nkQf8	Yes so riders will use clipper card!!!	X	X
R_3oSbrijzbDV7aEP	Yes, please make it easier to purchase clipper cards though, because people from out of town don't get easy access.	X	
R_3KPANCrrOIKhx3U	You should explore a 2 week and 4 week pass like most train systems in Europe have, that would make it more fair for tourists.		
R_1dN9dsuilvZ2huQ	You should make sure that lower income people have access to clipper cards without paying the surcharge		
R_21EDMknNEaj9zFp	支持一下Bart, 因为实在太好了。*I support Bart because it is so good.*	X	X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2bVj49TUdyYccJA	\$1 is high, but I already own a Clipper card so no objection (approve)	X	
R_tPyIAZDoCE90Hnj	\$1 is little high. San Francisco will have lot of tourists, who would not be aware of Clipper. Then clipper card for purchase should be made free and we should be able to buy a new clipper card at any Clipper kiosk station	X	
R_33qYJqgics166N2	\$1.00 surcharge seems high, but I think it's worth it to incentivize using a Clipper card.	X	X
R_2ZX0A96yizWY5Iv	\$1.00 surcharge would negatively impact those who don't benefit from an employer provided commuter program or have access to a computer to set up automatic reloads (ie poorer folks).		
R_2dvj29eCIHGTuuR	Although I agree the paper cards should be more expensive, there are tourists, etc who do should not have to pay an extra dollar for that reason	X	
R_3hcp0uT4C2c3coK	BART should just get rid of paper tickets altogether, after a suitable notice period.		
R_1F2jlrz1TBGNLQq	Does not work for tourists		
R_1q9QetuWfd3Dy5m	doesn't impact me. I think if we can incentivize something that in theory is good for the environment, I support it.	X	
R_3jUKJt3UqmEvNPY	Go for it - DC Metro already totally eliminated paper tickets.		
R_1duy3N6MYx543IV	good for the environment. we need to find a way to incentivize tourists who are only here a brief time and don't see the value in buying a Clipper card.	X	Unknown
R_5gyVUv6mJs2INFL	good incentive to get a clipper card		
R_1JL9FokTKkQg9Q9	Has anyone studied the effect of this pricing system on tourism? Does BART encourage or market to tourists? How? Such a marketing program could increase revenue beyond what the paper ticket increase would do.		
R_24vJUCBbegKx1t2	How about an app?	X	
R_2TsLI7dH18qeQn6	I agree that reducing paper use is essential. It is a high increase but I agree with the idea.	X	
R_2UfHFmvS0qoMZIH	I am totally for less waste. Those so called paper tickets are plastic anyway. \$1.00 i think is a lot. People loose their clipper cards, having to pay \$1.00 would annoy me. Maybe also make a bart app and all you have to do is scan your phone to get in and out.	X	X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_bg7WWtol82KqweJ	I clipper		
R_2rBBao8jxPhhMje	I feel sorry for tourists as BART is already expensive enough!		
R_1K9bHOgQJziMGFo	I only use paper tickets when I forget my Clipper card, so this would only be an inconvenience during those times.	X	
R_stKEQhZeZLpWkVz	I support if you have more local stations selling the clipper card. I have one, but have friends who do not use Bart often and do not know how to get a clipper card.		
R_1QFNeBfbVWiPgoU	I support the use of clipper cards but tourists are going to be the most hurt by paper ticket increases		
R_2xXe71ouKSejcSJ	I support this but also think it should be cheaper to replace a lost registered clipper card if you're going to increase the cost of paper tickets this much		X
R_2cod7aMccVylvgM	I support this from an environmental point. Less disposable paper tickets is less waste. Clipper cards are the future. Eventually, it would be a dream come true to be able to pay with my smartphone.	X	
R_1kFdI70yff2Y9Cw	I think it makes sense for paper tickets to cost more. Cut down on waste!		X
R_2bjpMkZTz8L4FVg	I think this is a good idea. Just like everyone should have Fastrak on the freeway, everyone should use clipper cards.		
R_3MFsvw7UMrhd2zH	I understand the reason for it and I also support over charging tourists and gentrifiers.	X	
R_1rC76T9THpXEB4r	I use clipper card myself but sometimes find that I forget it at home. And in these cases \$1 extra per ride seems a bit excessive. Can paper tickets have a surcharge on the physical ticket rather than for each ride.	X	
R_1i9ZLuozLQ0yySZ	I use clipper so will be unaffected by this surcharge. However, I view this as another way to tax tourists.		
R_1ewSDyVuTk9q3a1	I want to get more people to use Clipper, but not too many more. As these are still the people you can squeeze with fees like this. If it's too great, too many will get Clipper cards. You need just enough to switch.		



Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_10PeP0KIWTwtPPQ	I would support this more if clipper cards were sold at every station or more stations. Cards need to be more accessible if people will be penalized for not using them.	X	
R_2z8Vvz1DTXta1F6	If you can buy Clipper in all stations, otherwise unfair to visitors.	X	
R_2tbNaZnSrCSMuVO	Is there a way to subsidize programs for the underserved who cannot afford or do not have access to clipper cards?	X	
R_W6C7SJGPMESoFDH	It has been difficult to get the Clipper card as a senior user		
R_2thVa3hsqWb2G9d	It's going to hurt tourists. But I guess it's fair		
R_27Q2cfOyxfcpzDa	It's good, ecologically, but overrating them could have a negative impact for out of town visitors	X	
R_116AhClq27mYysp	It's a good idea to get rid of paper tickets.	Unknown	
R_3ERNUDILgsdN4mf	Just do away with paper Bart tickets	X	X
R_a04Xf58yYSpQ4xz	Make it clearer to paper ticket users how to obtain Clipper Cards.	X	
R_3PFBBEJlZjBRMpL	Make it easier to buy clipper cards	X	
R_V3Wn906xnL4FqM1	Make sure it is always possible to obtain clipper without requiring a credit card, giving up your privacy, or other restrictions that disadvantage people.		
R_3h0e6RfHoHrXfo1	Makes it hard on tourists		
R_1laxv14eklU3yVW	Makes sense, doesn't hurt the every day rider		
R_eP6JudXf15ZDR3r	Most people who live in the bay have clippers, so maybe a small increase on paper tickets can dissuade them from buying paper. Clipper is way more convenient.	X	X
R_2v8RLQgz1XBUwvQ	No need to waste paper, everyone should get a clipper card if they are frequent users.	X	
R_3noS6y8yr8z6Oqx	Only that for homeless and folks without internet access make sure it's easy and not internet based to get a clipper.		
R_x9H2QoLBLIIG5mV	Paper tickets slow everyone down		
R_W6T2ucxmLKTBeEN	Seems steep, but if it gets us tangible benefits that's one thing. I'm okay with out of towners subsidizing residents a bit since the bart / muni monthly passes aren't much better than just paying each time.		



Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_A4fqar7Z0JX1bQl	There will always be some Bart riders who need to use a paper ticket, either because they are tourists or because they are from out of town. I am unsure of how much of an extra economic onus we should place on these riders with respect to those who possess a Clipper card.		
R_ypwWXq8Kfx05xKx	This will make it more expensive for visitors, but seems like a way to get bay area users to get clipper.	X	
R_br5auxYRbI2G0wh	This would affect travelers and tourists. Consider an "airport pass" with a flat fee to go to an airport stop that doesn't include a fee.		
R_2amXVPuilly8BkR	This would really hit tourists and new riders of BART hard.		
R_1MwsMn0aCE3gJPz	Using the clipper card is easy but what about the visitor who doesn't have a clipper to use and how easy will it be for them to get a clipper card to use while visiting the area.		
R_3nAfyW9d4BPkTDK	Would it be possible to just make ALL tickets reusable? Paper and Clipper card?	X	
R_10uX6dRG7E2OrXV	You can't completely eliminate since tourist and occasional riders use a paper ticket. If 15% is your goal then I wouldnt raise the surcharge.	X	Unknown
R_2CQwaAUK3Dv0y2x	Again if you can keep fare invaders out then sure		
R_ROetvphYY8aih4l	Clipper card dispenser should be available at all bart stations to encourage those with out or tourist to choose to buy a clipper card to avoid excess charges	Unknown	
R_3Jl38mVOQOFtyRm	Clipper cards should be free then.	X	
R_WcFQqiBwhY3AbL3	Everyone may not have the means to get a clipper.	X	
R_2wBO9wFZ58HTHBD	Go for it.	X	
R_2X7qULJgrLIMju3	I agree that Clipper cards are a good way to reduce paper and increase efficiency. However, this is really inconvenient for tourists and sucks if you forget your card.	X	
R_1Nepxr1ivmluexc	I almost always have my clipper card on me. I just sucks when I leave it in my other wallet and have to get a paper ticket.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_wMInI9KD1YTbzqN	I am concerned about what demographic this would have the most impact on. If senior citizens are the majority users still using paper, I would not want to inflict that burden on them. It would help to know who this would mostly impact.		
R_2SrarIGI2e153cU	I believe in less waste	X	
R_1JKQqQTgngr9uSE	I feel like the \$0.50 is a good price. A dollar is a little high per trip.		
R_SZD7fj36Z7Xq5RT	I have a Clipper card and have had one since day one. Don't really have an opinion about the paper ticket surcharge, however how will that affect tourists? Will tourists be forced to get a Clipper card or how about persons who only need to use Bart one time only?	X	
R_3JlwgybVdRrfRHc	I have no opinion on this matter since I have and use a clipper card.	X	
R_1gT1mHBBH0MZYke	I like the idea of charging a premium for using paper tickets, but am concerned that economically challenged riders without computers won't have access to Clipper Card technology. Why can't Clipper Cards be sold at all BART stations?	Unknown	Unknown
R_qEdp3LHeGZGIPed	I see a lot of people jumping the gates, especially at night. I am afraid increasing the paper ticket surcharge will only encourage this kind of behavior.	X	
R_27HV4dgF2ifQJ7Q	I worry about the people that aren't banked and it's cumbersome to add money on the machines. But in general, this feels like a good way to reward locals who use the system the most.		
R_3RdVxtPcqzyQbfb	If it helps all for it	X	X
R_3LipXT3Fc3lgpAX	If this happens, we need to make sure access to purchasing plastic Clipper cards are easily accessible.	X	
R_1DBeSucYeOlux5v	It may adversely affect those on minimum wage.		
R_1EaQhY4hXNCqQ89	it seems unfair to tourists -- i don't know how easy it is for them to get clipper cards. i know that when i travel it is irritating to be forced to buy into a transit system that I won't ever use again.	X	
R_svQLKh2MGUpHxlf	Many times the users of bart. Are not permanent user. It seams like they are	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	penalised for not been a regular customer. Not fair.		
R_2E4NvSqjcTSUyV4	Maybe just eliminate paper tickets altogether and provide clipper type cards even for one time users and see how much that would cost compared to the two type approach.	X	
R_2WAZBrlrnUaamqb	Maybe not such a great choice without an advertising campaign that pushes Clipper...		
R_TpB61uVmgUeXQDn	Mixed feelings	X	Unknown
R_oY8ugagbfBeX7rj	My concern is those who for whatever reason can not have a clipper card ... low income people maybe impacted more by this	X	
R_1KwBs66ePwPMYII	No		
R_pGBYyq5Th1AUZu9	No problem since I have a clipper card	X	X
R_3Jl07ZNEa0omwpv	No.	X	
R_231wuTg0TehdANW	Seems a bit pricey, but I use Clipper, so it wouldn't affect me	X	
R_2s4uKUui1QIny8o	Some people can't afford to keep a clipper card.	X	X
R_3QDIUevI5BCYQbp	The current requirements for Clipper appear to include having a credit card. This would tend to exclude some of the low income portion of your ridership.		
R_2WBI2VR9vNsLTmi	This is understandable. Trying to get less people to use paper tickets and more to get clipper cards	X	X
R_1MWMe8rSqYiAoNy	This will make BART more money, But it will make people who ride BART less frequently (non-commuters) less likely to take BART as it continues to be more and more expensive... so for people who rarely ride BART, you'll risk losing their business, and there are a lot of people like that..		
R_2CkomYFlk2lFHwf	Tourists would suffer as they have no need for a clipper card	X	
R_2ysINQ8S2asxENQ	Well...I think this might discourage some folks from "trying" BART. Also, how far away are we from directly charging credit cards at fare gates? Maybe....make clipper card an even better bargain? I think I get \$64 for a \$60 autoloading. Maybe make it a \$65 autoloading?		
R_10DCEYco31R99V8	Who are the people that still use paper? Are they tourist, one time riders, youth or seniors etc....	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_24oQw6nVapi4voI	Won't change anything. Just more money from tourist		
R_2y3ZLMdLWfoEbZ6	You're essentially taxing visitors to the city and infrequent Bart riders - you're disincentivizing them from using Bart at all. Sounds like a stupid idea.		
R_2XhcWmtm0eLGwzP	\$.50 is enough to incentivize most people, but and \$1 is very inconvenient if I lose my clipper card or forget it.		
R_qV1MUOJdIZlek1j	A clipper card makes things easier, but why punish those doing it the hard way? To convince them to use Clipper? Which is more profitable for BART?		
R_3GBVQsxQ8YIQF2s	Can disproportionately affect lower income groups		
R_1QyZsXeNk4zihc8	Cash-based options are important for people who value their privacy. Taxing people who don't want to be in a database every time they take the train is a bit draconian. I appreciate the 50c surcharge since I do think paper tickets are wasteful, but I think the fee should be per-paper-ticket rather than per-ride. I also think there should be a way to obtain and reload a Clipper card anonymously with cash. If there is such a system already, then I support any and all surcharges that intend to reduce use of paper tickets.	Unknown	
R_1Qc2UPysLXEwOVj	Contrary to what we think, there are some folks out there who just don't have the immediate funds to spend on a Clipper card. Maybe offer discounted clipper programs to homeless/low-income folk who use the train regularly. Maybe offer a tourist BART card/ fare system with incentives to get tourist to use it (but they pay more).	X	X
R_cYAuqxPRCKqyF3P	I am concerned that a greater increase in the surcharge will discourage BART usage among these riders. Most who use paper tickets don't regularly use BART, so they don't feel the need to bother with a Clipper card. I understand wanting to encourage use of the Clipper card, but I also know that providing another reason to not want to bother with BART will only result in more people relying on driving or ride share,		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
	rather than being more inclined to use BART and reduce congestion on the roads.		
R_A0A47h7o00EVX45	I do like the idea of less waste and faster processing times, but a dollar seems like a lot to pay for a little ticket, especially for those who dont ride the system very often, or maybe are buying a paper ticket because they dont have enough for a clipper card to begin with	X	X
R_12auUggNofj7aMh	I do not think all of the passengers are living in the Bay Area. Some of them are just here for a couple of days and are using the rail system.	X	
R_1dtLEWXQoSQY4fv	I don't know if it's fair to apply such a penalty to riders for whom it's very inconvenient to obtain a Clipper card, such as riders visiting from out of town, who will only use BART for a week or less.		
R_2QuCWzZuCFcdZ3g	I feel like the inconvenience of using paper tickets is punishment enough.		
R_27gmIvR5g8j390M	I personally use a Clipper Card, but wonder if the 15% of riders using the paper tickets are those who only use the system on occasion and wonder why they should be penalized. They are also part of the group paying all the bonds and taxes the same as those using the Clipper Cards.		
R_1GNBbSS13vw4keh	I think \$1.00 is too much for paper. What if the person lost or had their clipper card stolen? This mean they would have to buy a paper ticket for a day or two and \$1.00 is too much. Try to leave it the way it is now.	X	
R_3ETlrfe6tNmxvzj	I think it unfairly penalizes occasional riders. For example, a grandmother taking her grandchildren to a museum (as mine did when I was a child) would have to pay a substantial surcharge on the ticket if the child didn't have her own clipper card.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_8HZ8wwgtc7pFxsJ	I think the riders using paper tickets may be folks for whom shelling out even \$20 to get an initial Clipper card may be too much money at once. I want to keep public transit accessible to everyone.		X
R_1QLwflfHnYTn4AE	I think this is unfair to tourists and people visiting for a few days.		
R_2qrto6cXp1oSPoH	I think this penalizes the occasional rider and tourists and does not incentivize them to use BART		
R_2SBHKqcOysOsDU5	I use clipper and I oppose - it seems unfair to people coming from out of town or who may not have accessibility to clipper cards. Perhaps if Clipper cards were more accessible or sold at the station this would be more fair		
R_1kRXWbavYOtAHoC	I would have to have strong reason to believe that \$1 is enough to make that 15% of riders actually switch to Clipper, otherwise it's just an additional tax on the paper-card riders that does not lead to any behavior change. These paper-card riders could be habitual Clipper card users who forget their card, and are constrained to use paper cards. Or, they could face some other barrier to buying Clipper. I would just make sure that the fare increase on this group will be the appropriately targeted lever to see behavioral change.		
R_8e5xuZU06fmrNXH	If you are going to increase the surcharge, you may as well mandate a clipper card. BART needs tourist money and \$.50 is plenty.		
R_1flqzzCIYvleqlv	If you make it too expensive, folks will use Uber or Lyft		
R_237ic709NnGCEdN	I'm personally a clipper card user, but would want to know more about the user profile of non-clipper card carriers. Are there significant barriers to assisting people who regularly buy paper tickets? Or are they simply infrequent riders. Their level of affluence would heavily influence my support for a fee increase.		
R_33pYZZSLkRVbuYe	In reality, a lot of those people using paper tickets probably are not able to use Clipper for whatever reason: no bank/credit card, they are a tourist here for a short time, etc.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1m0VNfZGevPCU3q	Increase can prevent people from using too many paper and being environmentally unfriendly. However, this charge is unfair for people who are one time Bart riders.	X	X
R_plBhwXNswF2Xz2N	Instead of penalizing paper tickets, make clipper more attractive by letting clipper users spend the \$3 clipper card cost on fare		
R_sp08olOnuVCQ0Mx	It is not a good source for sustainable funding for public transportation.		
R_3FPQNu4xzkRgS20	It is penalty for people without credit cards and bank accounts.		
R_8lZKHAMvBz7v7qx	It looks to much. I use senior clipper card, but I know that for tourists it is not fair to charge them more, because they will not be able to get a clipper card. It is also not easy to get a clipper card at first. One needs to go to transporting authority, stay in long line, and pay a fee for the clipper card.		X
R_Dc3pbkLUDAUKZ9v	It may be difficult for poorer people and tourists to get clipper cards. It's annoying to pay extra if you forget your card.	X	
R_2CstYD8v6NHJkgx	It's nice to have paper tocket backup since sometimes Clipped card doesn't work	X	
R_1r6pcbv5i081rtj	I've been a regular user of Clipper for a long time, but have found myself needing to purchase a paper ticket in cases where my balance hasn't updated very quickly after adding value online. I would oppose this because it can penalize even regular Clipper users due to the system itself not being quick to update. If a BART monthly pass was available or if Clipper added value was more immediate, I would think it's less of an issue.		
R_3CCamwvwRLTrYoQ	Many people only use Bart occasionally but they are important also so do not raiser their rates too much		
R_2uIF1X7d9CGmtSO	might affect lower income travelers, who cannot/don't know how to get clipper		
R_3HvNntyloKmP5Q3	More research should be done on why people use paper tickets. Is it due to language barriers? There should be outreach so that people understand the importance of using Clipper		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_2R9vuoJR7jA1n3y	My guess is that most of the 15% still using the paper tickets are socially and/or economically disadvantaged in some way, which could make switching problematic. I would prefer that the cards be made even more accessible and free and that paper tickets just be phased out completely.		
R_2QA338DJcEGqqB5	No.	X	
R_3ozJ6BEmR3paFfQ	Not fair to those that have to use the paper ones, usually lower income.	X	
R_Dw30hDRVkcK7IwF	Paper tickets are important for people who don't want their movements to be tracked. Don't put a high price on privacy.	Unknown	
R_1QbUg3XL9cgsr7R	thats a lot for a piece of paper, some bart riders are once in a while, its not to blame them for not needing a clipper card daily.		X
R_3QMd2pN7gksepuC	That's kinda a high surcharge. What about accommodating visitors?	X	
R_3JgtcoVobliK6ij	The people using paper tickets have the reasons, like they don't have a credit card or bank account to link to the card. They 're the ones who will suffer most with the price surcharge. You're making the poor poorer.	X	
R_1OxHugJQO1DyWtG	The people who likely buy paper tickets are out of towners or people who ride the BART very minimally. You're just going to encourage the minimal riders to evade fares, and the out of towners to take an Uber, and further congest the roads.	Unknown	
R_3pnfvisoi2ag1Mq	there are a lot of people who dont use bart often and they may use it only once in a while to go to the airport or work in other parts and use bart once a month. It will be unfair to them.	X	
R_2VPxMfanCATMyel	There are people that visit this area and don't need a clipper card.	X	
R_r7v4ZDxdPajWCml	There are riders who only use bart occasionally. The surcharge would actually be \$2 for a round trip. If you want to incentivize people using clipper how about eliminating the \$3 charge when you first get a clipper card. The 50 cent surcharge should be sufficient.	X	X



Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_TnEmZ5QQnZpwONb	This is fine except what am I supposed to do when I need to pay for Parking? I can't used my Clipper card which then requires me to buy a paper ticket. How am I supposed to cover the Parking fee when I want to use my Clipper card? This is what I mean by BART's infrastructure and organization being out-of-date. The Bay Area is booming with Tech companies - isn't BART able to partner with one of them to bring it into the 21st Century?		
R_1CCozVgniN6W6Lj	This is in general a noble goal, but right now a fare increase is too punitive and regressive, as it would affect all riders regardless of their ability to pay. Instead, BART should increase the availability and ease of purchase of plastic clipper cards, as well as removing the initial \$10 purchasing fee. Right now you can order one online (too slow and hard for people without internet access or a constant address), or go to Whole Foods and Walgreens. Why not install Clipper machines in stations where you can purchase and stock a Clipper card with fare much like you can with the existing paper ticket. Many other cities already do this with plastic reloadable fare cards.		
R_slipI4TeGpoEs5r	This makes paper significantly more expensive than necessary (and doesn't really address the real reason), when there are valid use cases for this (forgot your clipper card or friend is visiting the area and only needs bart for one day). people will still use paper.	X	
R_2CvbelmFB1j7gmb	This might make it very hard for low-income people to afford either option. People would probably jump the gate more often. What if people can't afford a clipper card OR the higher paper surcharge?	X	
R_YRHOCD1cLQd2dSp	Using clipper is beneficial for frequent commuters as its much convenient.  Although I see its good for the environment to minimize the paper consumption, less frequent commuters should not be penalized (\$1 extra fare) for using the paper ticket and I think its unfair.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_8waEOqyV3Digtgd	Visitors or tourists might not want to buy clipper cards and this would be a deterrent to them using bart	X	
R_3fTdgmPlx5uz3sZ	Visitors to the area are penalized		
R_3iO4Fn7F4f4Xxoc	What about the travelers to our region? The bay area, especially Oakland and San Francisco, rely on folks who are staying briefly for either leisure or business. Those folks may only be here once, and to push them towards using a plastic card seems like it would drive those folks away from using BART. How many of the 15% are locals? Would it not make more sense to offer a discount or other incentive when you use Clipper for those folks?		X
R_3oZT5pY3IFswTWm	What kind of research have you done about who are the riders who use paper tickets? Are they low income riders? Do they receive paper tickets from school, work, or other sources that mean they do not CHOOSE to use a paper ticket, but that may be the only option?  To encourage the use of Clipper cards, please SELL THEM IN BART STATIONS and not just at drug stores!		
R_xEI9YK7VUQIIVWh	Why not use digital card?	X	
R_3DhHtfwonLKQnVL	Why penalize people who are willing to pay legitimate fares in any form for the benefit of fare evaders to whose crimes and thefts your agents and police routinely turn a blind eye? Why is your operation so lenient with criminals who commit all sorts of atrocities on the trains. I can understand compassion for the downtrodden and dispossessed, but this is too much! If you really care about such people, build shelters for them under your parking structures, ramps, and overhead tracks. Why burden honest people who have a conscience and want to do the right thing?	Unknown	
R_29ufSIR7euFqSRK	Why penalize ticket holders?	X	
R_1hDLNF6RftHYk5f	Would make it harder for out of town visitors and tourists that don't want to invest in clipper. Also unless clipper became more widely available, would be annoying	Unknown	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_Wju2TnkjryG17X	Would support increasing paper ticket surcharge IF Clipper card was fully supported at ALL stations. i.e. Clipper cards should be purchasable at every station, as well as reloadable.	X	
R_AjndeeCeMGpQHVT	You should stick with the \$0.50. Otherwise, you're starting to sound greedy. I have a clipper card, and everyone that passes through the gates in front of me have clipper cards. You'd have to expect some tourists not to have them, and be ok with it. Otherwise, you're just penalizing them just for being tourists. If you're coming from out of town just for a ball game, are you going to purchase a \$2 plastic clipper card (\$0 value), just to save \$1 each way, and just call it a wash, after a round trip? You then have YET ANOTHER plastic card in your wallet.	X	
R_2VDVfSj3pcQZ1pp	you shouldnt have to pay just cause you bought a paper ticket	X	X
R_1eRD80GsU3R1qo6	A \$1.00 increase will hurt the pocket of people who are not frequent riders of Bart. Please be considerate about it.	X	
R_3CQnNbwNYbGFRVS	A dollar? Each way? That is messed up. Not every low income person will be riding BART all the time, and thus might not have a clipper card. Penalizing these people because you are worried about "optimizing your investment in Clipper" seems draconian and insane. PLEASE don't do this.		
R_3erH4tfdJBpzqUa	Again why do you deserve more money for such a reason. You are forcing individuals to use clipper. You do not have that right. Fix fare evasion and the homeless issues or you don't deserve a dime more from riders.		
R_114WBmIEUvIYA9q	BART fares is already more expensive considered the quality of service, safety and cleanliness. BART's expense should reduce and improve the service, safety and cleanliness.	X	
R_1lbJYstlyGn2KpM	BART sells BART tickets to people to ride BART. Charging a strong penalty is wrong. Mabye 50 cents is a reasonable nudge to Clipper, but \$1 makes it seem that BART doesn't care about its customers.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_3CDV61aRtQmcqDB	BART, here is the INSENTIVE for you, either you LOWER all Discount Tickets and lower Clipper prices and allow CLIPPER to use RED, GREEN, ORANGE Discounted cards. or I will BOYCOTT BART for 2019 going forward and I WILL PROMICE to talk to others and have them BOYCOTT BART as well. I will also Promice to use SOCIAL MEDIA , YOUTUBE in order to get mt message across to ALL COMMUTERS.	X	
R_2fjrZWuBYy9V5mW	Consider your client. The Bay Area attracts many tourists. Your "15% of riders" statistic will not be reduced with this increase.	X	
R_2dyxXNuPCzQugWZ	Disadvantages poor & low income	X	X
R_2VQikTAisV9Ksts	Disgusting!	Unknown	
R_PBNLjP3VAcgfKSd	Does this mean that tourists who don't have a clipper card will pay more? Go to Europe and ride the train!	X	
R_6rolcoyWyZOiYFj	Don't make it harder on people		
R_2WOShy1aNd31AWB	Elderly are not as able to figure out how to maintain clipper card		
R_qCHLFjpteBijaq5	Eliminate them.....simple. But everything's always purposefully made difficult on that system.	Unknown	Unknown
R_barboSTWzNSDiud	FARE IS ALREADY TOO HIGH		
R_57HtCdCZXSND	Fix the disabled access elevators as I suggest first		
R_rkaJg8LwVy3k57b	Get rid of the ticket surcharge. 50 cents is too much.	X	
R_2RPISgZnDyq9V03	Harder on people with limited incomes.		
R_1dMRPs81KNxlQ1z	I am a clipper user and fan, but this penalizes folks who use paper tickets. Why not a discount for using clipper instead of a surcharge for using paper?	X	Unknown
R_3Ib0HKh59pSKJyP	I don't want to have to keep track of yet another card that I will only use occasionally		
R_3iVx6VKOiKeet03	I dont have access to clipper card services in Santa Cruz, travel to the Bay area for business and fun, but don't maintain clipper cards.		
R_2CqAScofWrpoPX3	I find the extra fee punitive. Especially at \$1.00 per trip.		
R_W2UoSCsijzGIUt	I have a clipper card...but raising paper ticket prices seems unfair to tourists and those who do not use the service regularly		X

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2bOBNyiCegCsTM5	I think \$1 is too much. Especially for the people who can barely afford it. I know so many people that don't take Bart all the time but when they do it is still a lot for them. I think \$0.50 is a fair amount and raising it to \$1 may turn people away. Or make it harder for them to pay for Bart.		X
R_3fvBDVekLxFUFYe	I think 50 cents is enough, especially since paper tickets are reloadable.	Unknown	
R_DLXoeZzkXlvPjeV	I think anyone who regularly uses BART is already on a clipper card and those who don't use it regularly enough don't want to make that investment. Plus, if I forget my clipper card I really don't want to pay a \$1 to get a ticket for a ride or two.	X	X
R_2sTH7fhgaXWnfyf	I think it's crazy to charge for paper tickets.		
R_qKqJCDnyjga1D5T	I think the surcharge is unfair. Currently the gates mess up plenty with the Clipper system. Clipper is, on the whole, convenient to me, but the surcharge punishes those with less access to computers which Clipper is pretty dependent on.	X	
R_1OYJRuu9AEfypqu	I would like the paper ticket to continue to exist as an option, and not be penalized for using it.		
R_1hz349wDb0g7MeQ	In my opinion it is usually the infrequent rider who uses paper tickets, so perhaps unfair to add this "tax".		
R_2SIy1nqfkmc5WZw	It doesn't make sense under any circumstance to penalize an individual for using a paper ticket because it is convenient, as opposed to finding a location to purchase a clipper card. You don't have the right to force someone to purchase a clipper card, especially since there are one time Bart riders or just infrequent users	X	
R_SC2KRzDsOc9Viud	It is not reasonable to expect riders from out of town to have or obtain a Clipper Card, and so there will always be a need for the paper tickets. No amount of incentives will change that and the increase is unfair and may have the undesirable effect of discouraging people from riding BART.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_XLekn17sj5Xh05r	It is unfair to people without a Clipper card to uncharge them for a paper ticket. I know several elderly people who use BART and don't have Clipper Card. You are taking advantage of the elderly and the poor		
R_3L5RgVKE2lO83AT	It makes no sense to be penalized on the fare if you don't have a clipper card. The incentive should be on the convenience of the clipper card vs a penalty for not having one.		
R_2xDbfxZBBRfahn4	It would place an unfair burden on the occasional BART user. Many folks can't afford to have funds "held captive" in an account that they would use 2 or 3 times per year which makes the Clipper system unpalatable to them. Increasing the surcharge adds even more financial burden to them. You get screwed if you participate and you get screwed if you don't, you just want to make it worse.		
R_3g6ohIznXFINxLG	It's a tax on people who don't have money or tech knowhow.		
R_3oFu4tj5PIyGdfD	It's not a fair practice, especially to out of towners.		
R_2WT1I51ipk4jHLb	Its not fair to casual riders	X	
R_11XEQyDGLfcxgYO	Many low-income individuals do not have access to a bank account/debit card/credit card required to set up a clipper account. It is not fair to penalize people without resources with higher fares.		
R_2tKbhRrUdopriuC	Most people who use the paper tickets are occasional riders or out of town visitors, who don't need a clipper card. Why should they be punished?		Unknown
R_3iCiQ6zTVgn9VYB	need more supervision to the people that never pay	X	
R_DeMuGKobhpr5MPv	No	X	X
R_27khBFmMRVEs3Dq	No I don't	X	
R_Ap326zzPabELZYZ	No, I don't think it would be fair to try to increase those costs to try to get people to use Clipper instead.	X	
R_3nOvj5gz0crE2c8	Not all BART ticket machines offer the purchase of a card. Charging \$1 for a paper ticket is egregious as you already charge \$3 for a plastic card. Way overpriced.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1q54Et8TW3PYAr3	Not everyone can and do use Bart enough to get a Fast track card? I feel that the rich robbing the poor. I see some who really don't have the money to get on bart? and to add .50 to the ride? Come on now... let do a wage cut ? on useless Bart employees who are rude and mostly not available when they are needed? Like the female that sits at Hayward Bart every day at the Hours of 3:00 PM Rude Rude Rude... I asked for help Twice and her rude comments were foul!! so foul. and why she works there ? who knows .. collecting easy money	X	
R_2ZjHyfMqJ6ryu3	Not everyone has a clipper card!!		
R_1dhKrvbbpvCla1M	not realistic for visitors to bart		Unknown
R_1Dp8d4XZFJzsTQF	Not sure why the reason.	X	
R_30dhmVxx22b7hXL	Paper ticket surcharges impact the poor and elderly the most, since they are typically not tech savvy and/or don't have inline access that Clipper cards require. It's a very regressive fee.		
R_1JCQ43WrRk8vsrG	Paper ticket users should not be penalized. They are still paying to ride Bart.	Unknown	Unknown
R_UrKuYZCF6skX1ip	Penalizes the impoverished		
R_AKCCnI5FPvODtnj	People may have multiple reasons to not use Clipper. The surcharge should not discriminate on that. ¢50 is high enough.	X	
R_1pEVPaWi5RnkJkh	People purchasing paper tickets (ex: visitors to the area) most likely ride the system only occasionally and the increase would be punitive.		
R_1rqqMe95Vv8haJD	People who are visiting the city shouldn't be penalized.		
R_2dHmWUiW9c9VF1U	People who don't have stable lives for many reasons, who can't maintain a bank account or can't hold onto a clipper card for the long haul, should not be unduly penalized. 50 cents is already a substantial 'fine' for not using clipper. Better outreach is a better way to reduce paper ticket use.		
R_3MaHYIr8JfPZlm0	Poor folks who use the system intermittently will be affected most with this increase. Ripping off tourists and others who don't have a card is not fair and not how I want a public system to run.	X	



Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_3KviXBF2njrUjFw	Poor people can't afford a Clipper card or the extra \$1.00. you have a problem with fare evaders, What that to increase? Add an extra \$1.		
R_1LzmxsKDiLq6uTL	Puts burden on casual riders and on my out of town visitors, SF is expensive enough without this	Unknown	
R_2TLLe05fM08kRFqy	requiring people to use a clipper card, while one can add money manually, puts riders who aren't connected to a bank account and cannot autoreload at a disadvantage		
R_1r2fWsg2mWf4du1	Single ride users should not be penalized for using single ride tickets or forced to purchase a clipper card at an additional premium		
R_swp4osMcrYerGTV	So, now you want to charge more for those that don't get "credit card" type of admission? So, again, you are trying to push out the average person that maybe doesn't have access to a Clipper card or getting a Clipper card.		
R_2zT7RbTKezykpVP	Some cannot afford an increase.	X	
R_2AGvRLFp3UonAjd	Sounds like you are trying to take away people's choices. A one time Bart rider doesn't want to pay \$3 for a clipper card. Basically, what you're doing is trying to force everyone to be like a robot and buy clippers.	Unknown	Unknown
R_3n2dXKctFQ3URlg	That is additional burden on the current transit expense.	X	
R_TcvuQU8UF8u8hKp	That is far too much to increase by.		
R_Uyl4eZDZVKUlh5f	That is ridiculous to pay an extra \$1.00 for a paper ticket. Sometime I miss place my clipper card, or we have visitors that want to tour. Why would I use public transportation if I will have to pay more than the others standing next to me on BART.	X	
R_tPqnuY82MsVmZ4l	That's going to have a negative impact on poorer communities.	X	
R_2ceePvxkYUqJWr9	That's making the commute more difficult for persons that have problems dealing with technology, I understand that using Clipper cards is more convenient for BART, but that's not the case with all commuters. BART should give more options to pay not less.	X	



Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_yOx87UrSmME8nGp	The Bay Area has a lot of tourists who would not really want to buy clipper cards. Why penalize them? I think the surcharge should stay at current levels.	X	
R_1j98iDGHfhUnYGX	The distinction between paper tickets and clipper cards is completely artificial and not sustained by real advantages in using clipper, which this policy is also introducing artificially. Make clipper the only vector for a subscription and use of paper tickets will instantly drop		
R_20VhtQl0zMQwGLs	The fares shouldn't increase to encourage more people to use clipper. Some people only use bart 1-3 times a week and feel that it is unnecessary to have a clipper card. They should be the ones to choose, not the company.	X	X
R_3KMV5x8JGxwaeOx	The increase is too soon for next year. Wait for another 2 years.	X	
R_2CIAdIYCfNGoiaZ	The increased price for paper tickets targets the disenfranchised and lower income users of our public transit. How about making the clipper price more expensive so the more affluent customers pay a slight amount for the convenience of auto loading etc.		
R_2uX2JfXgzgfSQ04	The paper should be removed and have a clipper only policy. Maybe a kiosk to buy a clipper card (for \$1).	X	
R_3HI8yTMPcWHwRvH	The poor people that don't have a bank account or extra money are the ones that suffer the most. Or occasional riders. They won't want to ride a system that is very expensive. At this point is always cheaper to drive than to take Bart. And a Bart that is dirty and smelly.	X	
R_Dq1mkVwY7MFXd2V	There are people who rarely use Bart and it will be cruel to them.	X	
R_1hALnGdBGN4mFhS	There are still people who have literacy challenges and access to technology (and the skills) that may be a part of why not 100% of ridership is not using Clipper cards. This surcharge seems punitive and I strongly oppose it.		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2zMWRFjsEHsKNXB	There is a fee to buy a Clipper Card. We are doing a disservice to lower Income individuals and those who don't use bart regularly or are travelling by expecting them to buy a clipper card or have to pay rate hike. Try making Clipper Cards free instead of penalizing paper ticket use.		
R_2XbovjLe4m4xK13	There is already a penalty to make riders use a clipper. Making it a larger penalty won't help. Bart should develop a mobile app for those that don't/can't use clipper. Samtrans and SFMTA both have a mobile app that allows riders to pay for rides. Bart should also attempt more outreach at stations to encourage riders to sign up for clippers.	X	
R_wZxgv1K0WYStKWB	There's been several rate increase since I've started taking BART and the service, cleanliness and the safety of the system has declined dramatically.	X	X
R_YalqdefxpBjShix	These increases hurt the visitors and the working poor, more than any other group who ride the system...and your BART board should be ashamed to run a public transportation system when so many of the toilets are closed and dirty.	X	X
R_3fHT0fTGmDlrNoU	This is an anti-Equity pricing strategy that would most impact the lowest income riders		
R_2Wx28ToURhXvGVz	This is NOT fair to those who still do paper. NO NO NO.		
R_2EoxGcmAK3dfu3p	This is not right!!!	X	
R_1hGNYD5BoxkzEwt	This isn't an incentive, it's punitive. Clipper doesn't work for everyone.		
R_3k7FAG9IT2eBN01	This seems illegal and I'm surprised it hasn't been challenged in court.	X	
R_1Cx0wuOUKcyV9H6	This will disproportionately hurt low income folks who can't get a clipper card in the first place.	X	
R_1j04tAcesIrb1Hi	Those 15% are not regular users and tourists. We already have a surcharge - that's enough. There is no way for those users get clipper card just for temporary use.		
R_VKjPB5Zw6DMNsAx	Why are you punishing riders just to line Clippers' pockets?!! That's whats happening here. Clipper cards, and accessibility to them and its online system, is classist and ableist.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low- Income
R_b9JypfbDlfQIAFz	why doesn't BART have an app that can be used instead? It can track, attached to bank accounts, eliminate both clipper and paper tickets, track customer use, etc. It's 2019 and BART acts like it's just an old train with old ideas. This is not progressive it's just reactive.	X	
R_3KJYr9NWndsDAKB	Why don't you hire more people to do their jobs and make everybody pay.	X	
R_2YkU6T0hmeq9aMO	Why dont BART get rid of the paper tickets altogether and make only Clipper the option. I dont think riders using paper bart tickets should be penalized.	X	
R_yWvc6cBjxDdXX2x	Why even charge a surcharge? Ppl can barley afford the fare	X	
R_1A9KhUTo5TmlmF	Why punish people for not using clipper? Why should people be forced to use this card?		
R_3NvUHMxEpyFSq8	Would unfairly impact low income people who aren't able to get a clipper card.		
R_2sciMjf4PI0ypU2	You are bastards		X
R_1K2x8711bQma7GU	You are penalizing those who do not have a credit card or computer access to set up a clipper account ,usually low income people.	Unknown	
R_3FOIJRIYk6xQaPd	You charge 3 dollars to get a clipper card if you want everyone to use it pass them out for free	X	
R_3RkooUVA5UJFdJz	You keep focusing on the wrong problems with your system.	X	X
R_1LYHqK38bTs2mrf	you like to nickel and dime people. maybe you should visit other countries to see how they charge. bart is so 50 years ago in operational ideas.	Unknown	X
R_1IARPKMn2z2ux9w	鼓励没问题，但相差太多不公平。*I understand the problem, but the difference is too unfair.*	X	X
R_1d4eseqKRScRhji	I would like to know the effect of this on low income househlds.	X	





