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FTA Region IX
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Title VI Program Update

San Francisco Bay Area Rapid Transit District
Office of Civil Rights
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I. Introduction

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

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

This report includes the required updated assessment of BART's Title VI Program that demonstrates compliance with the Act as defined by FTA Circular 4702.1B, dated October 1, 2012 entitled ***Title VI Requirements and Guidelines for Federal Transit Administration Recipients***. This triennial report covers the period January 1, 2020 to December 31, 2022.

II. General Requirements and Guidelines

1. Notification to Beneficiaries of Protection Under Title VI

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

2. Title VI Complaint Procedures and Complaint Form

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

BART's Title VI Statement of Policy, Complaint Procedures and Complaint Form (Appendix 1) are available upon request from the Office of Civil Rights and can be downloaded from bart.gov/titlevi. Both the Title VI Complaint Form and Title VI Complaint Procedures have been translated into the 21 languages identified in the Title VI Language Assistance Plan (Appendix 5). A translation summarizing staff assistance and language assistance availability is included in the Title VI Complaint Procedures.

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

To comply with 49 CFR Section 21.9(b), BART's Office of Civil Rights maintains a list of all active complaint investigations which name the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, lawsuit, or complaint filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken in response to the investigation, lawsuit, or complaint. Appendix 1D, outlines a list of the District's investigations, lawsuits, and complaints.

4. Promoting Inclusive Public Participation

Pursuant to FTA Title VI regulatory guidance, federal funding recipients and subrecipients should seek out and consider the viewpoints of minority, low income and Limited English Proficient (LEP) populations in public participation activities. To meet these requirements, in 2011 BART developed the Public Participation Plan (PPP), a guide for how BART will deepen and sustain its efforts to engage diverse community members throughout its service area. A copy of the PPP is available to the public and can be accessed online at bart.gov/titlevi. BART previously submitted a copy of the PPP in its previous Title VI Triennial submittal in 2019.

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

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

- Manage the Title VI/Environmental Justice and LEP advisory committees focused on Title VI compliance.
    - BART just completed a recruitment effort to onboard new, additional members to start in 2022-2024.
- Maintain and annually update its database of community-based organizations which has proven helpful for both recruitment and dissemination of information.
    - For example, the Metropolitan Transportation Commission recently reached out to BART for access to this database to seek CBO assistance in publicizing its upcoming Means Based Fares Program.
- Improve outreach and increase public participation from riders by publicizing events and survey links through station signage and electronic destination signs (DSS), through social media (Twitter, Facebook, BART.gov website), hosting more events at stations, and utilizing staff/interpreters at outreaches during peak commute hours.
- Collect information on riders' demographic data through multi-lingual print and online surveys. Input of such demographic information is optional for the survey respondent.

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

While there are many projects where staff reached out to the Office of Civil Rights for guidance on public participation, staff compiled a list of BART's Title VI Public Participation activities from January 1, 2020 to December 31, 2022 in Appendix 2B as examples of inclusive public participation.

5. Providing Meaningful Access to LEP Persons

BART supports the goals of Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), to provide meaningful access to its services by individuals with Limited English Proficiency (LEP). Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand 2019 Triennial Update - Chapter II General Requirements and Guidelines - Page 5 English. BART conducted its four-factor analysis to identify appropriate language assistance measures needed to improve access to BART's services and benefits for LEP persons. BART's updated Language Assistance Plan (LAP) is attached to this report (Appendix 5).

6. Minority Representation on Planning and Advisory Bodies

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

Table 1. Minority Representation on BART Non-Elected Advisory Committees

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic /Latino	American Indian	White	Unknown	Total # of Members
Accessibility Task Force	6%	0%	13%%	0%	31%	44%	16
Bicycle Advisory Task Force	13%	13%	13%	0%	75%	0%	8
Business Advisory Council	31%	15%	31%	0	0	23%	10
BART Police Citizen Review Board	9%	9%	9%	9%	18%	46%	10
Earthquake Safety Program Citizen's Oversight Committee	20%	20%	10%	0%	50%	0%	5 (5)
Equity Advisory Council	17%	44%	17%	0%	17%	6%	18
LEP Advisory Committee	75%	0%	25%	0%	0%	0%	8
Title VI/ Environmental Justice Advisory Committee	27%	50%	9%	0%	9%	0%	11
Transit Security Advisory Committee	17%	33%	0%	0%	50%	0%	5 (1)
Bond Oversight Committee	29%	29%	14%	14%	71%	57%	7

* Percentages may not add to 100% as several committee members identify as more than one race or ethnicity and numbers are rounded.

** Numbers in parentheses indicate alternate committee members.

A. BART Accessibility Task Force

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

More information can be found at bart.gov/about/bod/advisory/accessibility.

B. Bicycle Advisory Task Force

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

More information can be found at bart.gov/about/bod/advisory/bicycle.

C. Business Advisory Council

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

More information can be found at bart.gov/about/bod/advisory/business.

D. BART Police Citizen Review Board

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

More information can be found at bart.gov/about/bod/advisory/crb.

E. Earthquake Safety Program Citizens' Oversight Committee

On November 2, 2004 Bay Area voters passed Regional Measure AA, which authorized BART to issue bonds for $980 million to make earthquake safety improvements to BART facilities in Alameda, Contra Costa and San Francisco counties. The measure also required BART to establish a Citizens' Oversight Committee (COC) to verify that bond revenues are spent as promised. The COC is comprised of five members selected from citizens of BART's districts. COC members may not be elected officials or

BART employees or officials. Members must have expertise in one of the following: seismic retrofitting, auditing, engineering, public financing or project management, and representing the community at large. Members serve a two-year term. The duties and responsibilities of the COC are to review scheduling and budgeting of projects to be funded by the bond measure, confirm that work is completed and bond funds are expended in accordance with the bond measure, and inform the public concerning the expenditure of bond revenues.

More information can be found at bart.gov/about/bod/advisory/eqs.

F. Equity Advisory Council

The Equity Advisory Council (EAC) serves as an advisory body to the Link21 Program, providing input and guidance on key milestones. The EAC will provide a space for meaningful community collaboration to help advance equity throughout the development and implementation of the Link21 Program.

G. Limited English Proficiency Advisory Committee

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

More information can be found at bart.gov/about/bod/advisory/lep.

H. Title VI/Environmental Justice Advisory Committee

The Title VI/Environmental Justice Advisory Committee ensures the District is taking reasonable steps to incorporate Title VI and environmental justice (EJ) policy principles in its transportation decisions. It is BART policy that changes to services, capital programs, plans, or policies neither cause a disproportionate share of adverse effects nor deny equal access to benefits to a segment of the population because of race, ethnicity, national origin, or socioeconomic characteristics. Through the committee, the District encourages the full and fair participation of minority and low-income populations in the District's transportation decision-making process. Committee members provide input on effective methods to engage with communities impacted by Title VI and EJ policies. The committee consists of members or active participants of CBOs within BART's service area that are involved in advancing Title VI and EJ issues. To recruit new members, staff directly contact CBOs to notify them of the application process to participate on the committee.

More information can be found at bart.gov/about/bod/advisory/titleviej.

I. Transit Security Advisory Committee

In 2011, Assembly Bill 716 granted BART police officers the authority to issue prohibition orders to offenders who are cited or arrested for certain offenses. In 2017, Assembly Bill 730 made this authority permanent. The goal of prohibition orders is to reduce the number of crime-related disruptions in the BART system. As mandated by law, the BART Transit Security Advisory Committee (TSAC) was created; it meets with BART staff at least every quarter to ensure nondiscrimination in the administration and enforcement of prohibition orders. Board-appointed members of TSAC are professionals in the areas of mental health, homelessness, public safety, youth advocacy, and cultural awareness. More specifically, TSAC meets to provide recommendations regarding training for individuals with responsibility for issuance and enforcement of prohibition orders; identify services and programs to which persons that are homeless or mentally ill may be referred by BART Police prior to or in

conjunction with the issuance of a prohibition order; monitor the issuance of prohibitions orders; and provide an annual report to the BART Board of Directors and the California State Legislature.

More information can be found at bart.gov/about/bod/advisory/tsac.

J. Measure RR Bond Oversight Committee

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

More information can be found at bart.gov/about/bod/advisory/bond.

7. Assisting and Monitoring Subrecipients

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

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

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

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

BART has received completed Title VI Program Updates from its sole subrecipient. A copy of the Title VI Subrecipient Annual Certification form can be found in Appendix 6C. BART will continue to provide its subrecipient with assistance via in-person or conference call meetings to support subrecipients in their compliance efforts.

8. Determination of Site or Location of Facilities

To ensure compliance with 49 CFR Section 21.9(b)(3), BART is to conduct a Title VI equity analysis for new locations or facilities to ensure locations are selected without regard to race, color, or national origin. BART has not built any new fixed facilities during the reporting period of this triennial report.

9. BART Board Approval of 2022 Title VI Program Update

To comply with 49 CFR Section 21.9, BART is required to document its Title VI compliance by submitting a Title VI Program to its FTA regional civil rights office once every three years, or as otherwise directed by the FTA. The Title VI Program must be approved by the BART Board of Directors prior to submission to the FTA. Appendix 14 contains BART's Board Materials from the meeting where the Board approved BART's Title VI Program Update.

III. Requirements and Guidelines for Fixed Route Transit Providers

To efficiently meet the requirements and regulations of the FTA Circular 4702.1B , BART staff have combined the 'System-wide Service Standards and Policies', 'Collection and Reporting of Demographic Data', and 'Monitoring Transit Service' requirements into one section.

1. System-wide Service Standards and Policies

In accordance with 49 CFR Section 21.5(b)(2), Section 21.5(b)(7) and Appendix C to 49 CFR part 21, Section (3)(iii), BART shall set service standards and policies for each specific fixed route mode of service provided. Service standards and policies ensure that service design and operation do not result in discrimination on the basis of race, color, or national origin. Appendix 9 contains BART's System-wide Service Standards and Policies as originally approved and adopted by the Board of Directors in 2014. Appendix 7 contains BART's Major Service Changes Policy, Public Participation Report, Board Approval Minutes (2016), and FTA Waiver Communication This report considers the Board-adopted policies when monitoring system-wide service.

Service Standards & Monitoring

BART monitors its Service Standards and Policies on a line-by-line basis for each of its five lines. As shown in the system map below, BART's five lines are currently identified by the following colors and, as of 2022, provide the following basic service: Yellow (Antioch to SFO/Millbrae), Blue (Dublin/Pleasanton to Daly City), Orange (Richmond to Berryessa/North San José), Green (Berryessa/North San José to Daly City), and Red (Richmond to Millbrae/SFO).

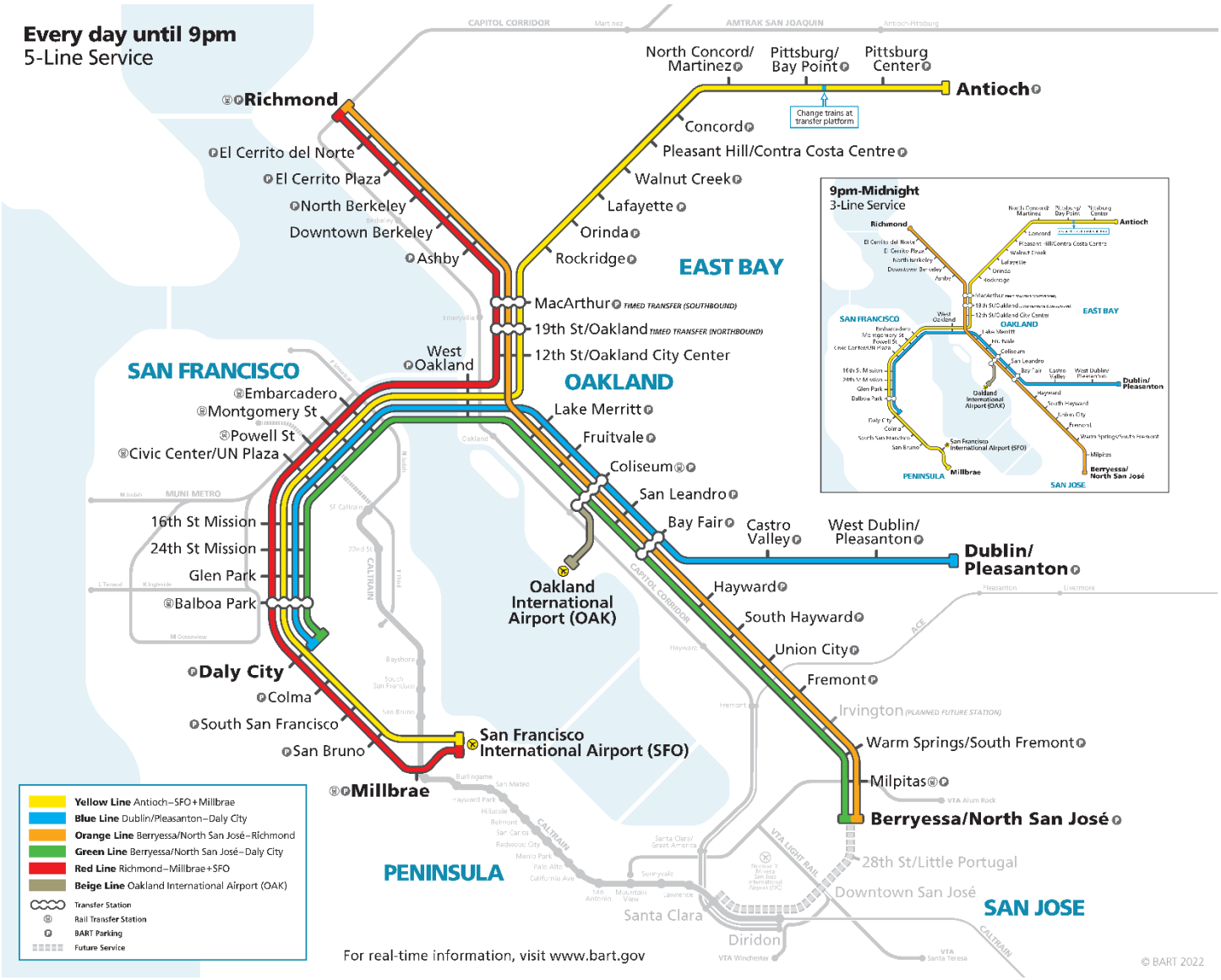

Figure 1. BART System Map in 2022

BART uses the BART Ridership Model (BRM), developed in 2015 and based on the results of its Station Profile Study of the same year, to determine station catchment areas. BART originally planned to perform a new Station Profile Study in 2020, but this effort has been delayed due to the COVID-19 pandemic. BART extended service on the Yellow Line in May 2018 east of the Pittsburg/Bay Point station using standard gauge, diesel multiple unit (DMU) trains. This new service, called eBART, extends service by an additional 10 miles and includes two stations, service Pittsburg Center and Antioch. While BART is actively monitoring this service, there is currently insufficient data to perform a robust service standard analysis on these two stations. Because eBART uses different systems than standard BART, further review is needed to determine how to collect the appropriate data. COVID-19 and the ensuing pandemic limited our ability to complete this review in the prior triennial period however, the District expects to have a revised set of performance standards and data-collection methodologies completed in calendar year 2024. BART also extended direct service on the Green and Orange lines in June of 2020 to Berryessa, adding two more stations to the corridor.

As of June 2021, all language referring to a "shuttle" between San Francisco International Airport (SFO) and Millbrae was eliminated. The Red Line serving Richmond was extended from Millbrae to SFO and when that is not in service, the Yellow Line from Antioch is extended from SFO to Millbrae. While previously the shuttle was often run with four-car trains, currently, all service between Millbrae and SFO is run using standard length trains.

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

2. Collection and Reporting of Demographic Data

Summary of BART Ridership Demographics

BART serves a diverse population within five counties in the San Francisco Bay Area. According to the most recent onboard survey of weekday and weekend passengers, the 2020 BART Customer Satisfaction Survey (conducted in October 2020)[1], BART's customer base is approximately 75% minority. This compares to a service area minority population of approximately 65% (2016-2020 ACS: 5-year estimates for the five-county service area)[2]. Note that these demographics were collected in the heart of the pandemic when BART ridership was at 12% of pre-COVID levels, and demographics may have changed since then.

Looking at household income, BART was serving a disproportionate share of low-income riders during the heart of the pandemic. In 2020, 41% of BART's riders could be classified as low-income, compared to 18.4% of five-county residents (2020 ACS 5-year estimates).

BART has adopted a definition of 200% of the federal poverty level to identify low-income households. This definition accounts for the high cost of living in the Bay Area and is consistent with the region's metropolitan planning organization, the Metropolitan Transportation Commission's definition. For reference, this threshold defines a four-person household with an annual household income under $52,400 as low income in 2020.

BART uses this 200% threshold when compiling information about the service area's low-income population. When compiling information specifically about BART's ridership using survey data, the low-income definition has been modified slightly to make use of the survey income categories. (BART does not ask riders for their exact household incomes.) For example, a passenger who reports a household size of four and a household income of under $50,000 (vs. under $52,400) would be classified as low income in reported Customer Satisfaction 2020 survey data.

[1] As BART's 2022 Customer Satisfaction Survey is being conducted in October/November 2022, the final data will not be available before this Triennial Update is finalized.
[2] The ACS data for 2016-2020 are used throughout this report as the 5-year data for 2021 are not expected to be released until 12/8/22.

Table 2. 2020 Poverty Guidelines: Federal* and the BART Service Area

Persons in family/household	Poverty guideline (federal)	200% (BART Service Area)
1	$12,760	$25,520
2	$17,240	$34,480
3	$21,720	$43,440
4	$26,200	$52,400
5	$30,680	$61,360
6	$35,160	$70,320
7	$39,640	$79,280
8	$44,120	$88,240

* For the 48 Contiguous States and the District of Columbia

Source: U.S. Department of Health & Human Services

K. Ridership Survey Data: 2020 BART Customer Satisfaction Study

BART conducts a system-wide survey of weekday and weekend passengers every two years. BART has conducted 13 of these surveys, the first in 1996 and the most recent in 2020. (Note that this survey was conducted in the heart of the pandemic, when ridership was at 12% of pre-COVID levels, and passenger demographics were much different than prior surveys.) The primary purpose of the survey is to track key customer satisfaction measures and service attributes, so BART can stay in tune with its customers and focus its resources on key areas with the greatest impact potential. In addition to collecting passengers' satisfaction ratings, the survey asks passengers to provide some demographic information. This allows BART to compare its passengers' demographics against the demographics of the four-county service area.

The 2020 Customer Satisfaction questionnaire was available in English, Spanish, and Chinese. Of the 2,969 questionnaires collected, 2,848 were completed in English, 101 in Spanish, and 14 in Chinese. (For six partially-completed surveys received online, the language of completion was not recorded.)

Unless otherwise stated, the system-wide survey data presented in this report are from the 2020 Customer Satisfaction Study. The full 2020 BART Customer Satisfaction Study report is included in Appendix 11.

L. Ridership Survey Data: 2015 BART Station Profile Study

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

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

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

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

Station-level survey data in not available for five stations have opened since this 2015 study: Warm Springs/South Fremont, Pittsburg Center, Antioch, Milpitas, and Berryessa/North San José. Placeholder data from adjacent stations have been used in this report until updated survey data are available in the future. In addition, SFO and OAK airport stations do not have home-based populations, so home-based trip data are not shown for these stations.

M. Demographic Maps and Charts

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

Minority and Non-Minority BART Lines and Stations

Chapter IV, Section 6.a. of Federal Transit Administration (FTA) Circular 4702.1b defines a minority transit route (or line) as one in which at least one-third of the line's revenue miles are located within areas where the percentage minority population exceeds the percentage minority population of the transit provider's service area. To make this determination, BART has calculated the minority and non-minority populations for the catchment areas for each of its stations using ACS 2016-2020 data.[3] For the purposes of this report, the District used the 2016-2020 ACS data to determine the service area average of 65% as the 'minority' threshold.

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

As shown in Table 3, all BART lines are minority lines as their respective minority revenue miles (above BART's systemwide minority average) exceed one-third of their total revenue miles.[4]

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

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

Table 3. Minority and Non-Minority BART Lines, US Census ACS 2016-2020

Line		Minority	Total	Minority Share of Revenue Miles	Line Determination
		Revenue Miles*,**	Revenue Miles*,**		
Green	Berryessa/North San José–Daly City	43.82	50.80	86.26%	Minority
Orange	Berryessa/North San José–Richmond	40.14	51.39	78.11%	Minority
Yellow	Antioch–SFO+Millbrae	28.83	57.27	50.33%	Non-minority
Red	Richmond–Millbrae+SFO	16.85	34.53	48.79%	Non-minority
Blue	Dublin/Pleasanton–Daly City	26.47	35.37	74.83%	Minority

* Transbay tube was excluded.

** Revenue mile calculations include the Orange and Green line extensions to Berryessa, and the Yellow line extension to Antioch.

*** The Yellow and Red Line will be used as non-minority lines for all Disparate Impact/Disproportionate Burden tests, because their minority share of revenue miles falls below the regional average.

Table 4. Minority BART Stations

(ACS 2016-2020 Minority Population Exceeds 65%)

Coliseum
Richmond
South Hayward
Balboa Park
Bay Fair
Fremont
Warm Springs*
Milpitas*
Berryessa/North San José*
Hayward
Union City
San Leandro
El Cerrito del Norte
Fruitvale
South San Francisco
Daly City
Glen Park
Pittsburg / Bay Point
Pittsburg Center*
Antioch*
Lake Merritt
12th St. / Oakland City Center

* The 5 stations in *italics* were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, the percentages from the nearest station were applied.

The determination of which Census tracts within the five-county BART service area are assigned to which BART station was made using the home origin station of surveyed BART riders from BART's 2015 Station Profile Survey. BART's systemwide minority threshold increased from 62% to 65%, partially due to the inclusion of Santa Clara County in the service area.

Table 5. Non-Minority BART Stations

(ACS 2016-2020 Minority Population is Less than 65%)

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

The determination of which Census tracts within the five-county BART service area are assigned to which BART station was made using the home origin station of surveyed BART riders from BART's 2015 Station Profile Survey. BART's systemwide minority threshold increased from 62% to 65%, partially due to the inclusion of Santa Clara County in the service area.

Disparate Impact Test for 2020 – 2022

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

Based on the above analysis of ACS 2016-2020 data and BART's 2015 Station Profile Study, all BART lines meet the FTA's definition of 'minority' lines. In order to perform Disparate Impact/Disproportionate Burden tests between lines, the Yellow line will be used as the comparison, non-minority line consistent with BART methodology, because it has the smallest proportion of minority revenue miles.

The new service lines—BART to Antioch and BART to Berryessa/North San José—either have limited data or use alternative technologies. The five (5) stations (Pittsburg Center, Antioch, Warm Springs/South Fremont, Milpitas, and Berryessa/North San José) were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, data from the nearest station was applied. Once updated data is obtained via the ACS and a new Station Profile Study, staff will update the catchment information and classifications as necessary. BART to Antioch, including Pittsburg Center, was accounted for in the minority line determinations and staff have assigned minority status utilizing the Pittsburg/Bay Point station. Similarly, Warm Springs/South Fremont, Milpitas, and Berryessa/North San José were classified utilizing the catchment data of the Fremont station.

3. System-wide Service Monitoring

This section details BART's Service Standards and Policies, as well as the Monitoring Results. It is divided into six sections corresponding to the four standards and two policies established in Circular 4702.1B for service monitoring: Vehicle Load, Vehicle Headway, On-Time Performance, Service Availability, Distribution of Transit Amenities, and Vehicle Assignment. The methodology and standards developed for each of these metrics are described below and are consistent with the standards established in the 2019 Triennial Update (set for the three-year period 2020 – 2022), unless otherwise noted. BART concludes that there are no disparate impacts in the levels of service which it provides to minority communities.

Definitions

Line. A "grade separated right-of-way served by BART train consists." In BART's case, a Line is defined by continuous service between two terminal locations. BART Lines of service defined my map color are:

Line	Station Range
Green Line	Berryessa/North San José to Daly City
Orange Line	Berryessa/North San José to Richmond
Yellow Line	Antioch to San Francisco Airport (SFO)+Millbrae
Red Line	Richmond to San Francisco Airport (SFO)+Millbrae
Blue Line	Dublin/Pleasanton to Daly City
OAC	Oakland Airport to Coliseum

While most of BART's lines are heavy rail from point A to point B, we have some exceptions. The Yellow Line from just beyond Pittsburg/Bay Point to Antioch is operated on standard-gauge track with diesel multiple unit (DMU) trains. Passengers transfer to the electrified system at a platform located just beyond the Pittsburg/Bay Point station. From a service perspective they are considered a single line of service. In addition, after Red Line service terminates, the Yellow Line continues from SFO to Millbrae, requiring the train operator to change ends within operation of the Line.

The Oakland Airport Connector/OAC uses automated guideway transit (AGT) technology to connect from the Coliseum station to the Oakland International Airport.

In addition, many portions of BART's network are shared by multiple lines of service.

Minority Threshold. Using ACS 2016-2020 Census data, the percent of the population that is minority in BART's five-county (Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara) service area was determined to be 65.0%. Stations were designated as "minority" when the minority share of their station catchment area exceeded this percentage. Lines were designated "minority" when more than one-third of their revenue miles were considered minority revenue miles.

Peak Direction. BART ridership over the last three years is drastically different than it was over the preceding three years due to Covid. In addition to a significant overall drop in ridership (currently 40% of pre-covid levels on weekdays), travel patterns have changed as well. Historically peak ridership accounted for 57% of all weekday ridership. Since Covid, this number has dropped to 54%. While ridership is lower overall, the percent of commute travel in the peak direction has increased with 70% of BART's morning peak period ridership travels Westbound towards the center of the system in San Francisco and Oakland. In the evening a similar travel pattern occurs in the Eastbound direction. The AM Peak Direction is, therefore, Westbound while the PM Peak Direction is Eastbound. The AM Peak on the Orange Line occurs in the northbound direction, although travel is more balanced in each direction than on other lines.

Revenue Vehicle. A BART single rail car used to transport paying passengers via BART's heavy rail, DMU or AGT services.

Consist. A term used to describe a group of rail vehicles coupled into a train. BART cars within the core service area are coupled into trains most frequently as 10-car, 9-car, 8-car, 6-car, 5-car, and 4-car consists. Articulated DMUs operated in eBART service, are defined as 2 cars each by FTA. They run in consists up to three DMUs, making for possible consists of 2-car, 4-car and 6-car trains. OAC trains run independently as one-car consists.

I. Vehicle Load Service Standard

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

BART's highest loadings occur during its busiest three hours in the morning and in the afternoon. While ridership can change on a day-to-day basis, the AM Peak typically occurs between 7:00 AM and 10:00 AM, inbound from the East Bay towards Oakland and San Francisco. Since West Oakland is the station from which the highest loads depart in the morning (toward San Francisco), the peak period was calculated based on when trains arrive at West Oakland. The PM peak occurs from 4:00 PM to 7:00 PM, outbound from Oakland and San Francisco to the outlying areas of the East Bay. AM and PM peak loads for all Transbay lines (Yellow, Green, Red, and Blue) occur between Embarcadero and West Oakland. Maximum loadings for the Orange Line, operating between Richmond and Berryessa, occur between 12th St. Oakland and Lake Merritt.

A. Peak Period Peak Direction Vehicle Load Standard

BART's Vehicle Load standard is expressed in terms of the average number of passengers per revenue vehicle (car), both seated and standing.

The Transit Cooperative Research Programs (TCRP)'s "Transit Capacity and Quality of Service Manual" states 5.4 square feet per standee represents a comfortable level without body contact, reasonably easy circulation, and similar space allocation as seated passengers." BART has used this standard to set its Peak Vehicle Loading standard, which works out to 115 passengers per car (PPC) on average across all interior BART car configurations. It is important to note that historically during peak periods, per-car loadings on all lines regularly exceeded this vehicle load standard, although BART hasn't come close that that since the Covid pandemic.

B. Off-Peak Vehicle Load Standard

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

BART's Vehicle Load Standard

Period of Service	Load Standard
AM/PM Peak Period / Peak Direction	**115** passengers per car
Off-Peak	**80** passengers per car

C. Disparate Impact Test for Vehicle Load Levels

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

Vehicle Load Service Monitoring

Actual data on Vehicle Load levels for each of BART's five lines was collected from samples taken between August and September on weekdays, Tuesday through Thursday. While historically we have provided data from April and May, due to major electrical issues in May of 2022, the opening of Milpitas and Berryessa stations in June of 2020 and the significant changes in both service and ridership during the 2020-2022 time period, we chose to evaluate August and September for all three years.

Peak Period-Peak Direction Disparate Impact Test Results

Table 6 below lists each of the five BART lines, using the Yellow and Red lines as BART's non-minority line for DI/DB calculation purposes. The table summarizes the PPC at the maximum loading point on each line for the six hours of daily peak period over the last three years. Peak vehicle loads include loads from morning westbound trips and evening eastbound trips only; reverse commute trips are considered off-peak. As defined above, BART uses a Peak Period Vehicle Load Level of 115 passengers per car. Trains were scheduled to be 10 cars long on all lines except for the Orange line, for which 8-car trains typically scheduled. Average Peak Vehicle Loads never exceeded the peak standard of 115 passengers per car on any line during any year of the evaluation.

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

Line	Station Range	Minority	2020	2021	2022	3 year avg.	Rank
Green	Berryessa/North San José–Daly City	Yes	18.5	19.4	36.7	25.8	3
Orange	Berryessa/North San José–Richmond	Yes	14.2	13.8	20.7	16.6	5
Yellow	Antioch–SFO+Millbrae	No	22.2	38.0	70.5	45.4	1
Red	Richmond–Millbrae+SFO	No	17.3	23.2	38.4	27.8	2
Blue	Dublin/Pleasanton–Daly City	Yes	16.9	18.6	35.0	24.8	4
Minority Line			16.6	17.3	30.7	22.4	
Non-Minority Line			20.1	30.7	54.5	36.9	
Difference Minority vs. Non-Minority			-3.5	-13.4	-23.7	-14.5	
% Difference Minority vs. Non-Minority			-21.2%	-77.5%	-77.1%	-64.7%	

During the six hours of daily Peak Period, a disparate impact on minority passengers would exist when the average Vehicle Load Level in the Peak Direction is 5% greater in aggregate on all minority lines than it is on non-minority lines and exceeds the 115 PPC Peak Period Vehicle Load standard. As noted in Table 6, over the past three years the average vehicle load level in the Peak Direction was 65% lower on BART's minority lines than its non-minority lines. At an average of 22.4, the peak passengers per car was less than the Peak Vehicle Load standard for minority lines.

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

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

Table 7. Three Year Summary of Off-Peak Vehicle Load Levels by Line

Off-Peak Period Standard is 80 Passengers per Car

Line	Station Range	Minority	2020	2021	2022	3 year avg.	Rank
Green	Berryessa/North San José–Daly City	Yes	6.1	6.6	10.9	8.1	3
Orange	Berryessa/North San José–Richmond	Yes	6.2	7.1	10.1	8.1	3
Yellow	Antioch–SFO+Millbrae	No	8.8	10.8	18.2	13.3	1
Red	Richmond–Millbrae+SFO	No	7.8	9.1	14.1	10.8	2
Blue	Dublin/Pleasanton–Daly City	Yes	6.3	6.1	9.8	7.6	5
Minority Line			6.2	6.6	10.2	7.9	
Non-Minority Line			8.3	10.1	16.4	12.2	
Difference Minority vs. Non-Minority			-2.1	-3.5	-6.2	-4.2	
% Difference Minority vs. Non-Minority			-33.7%	-52.3%	-61.4%	-53.2%	

Applying the same DI/DB test for Off-Peak train runs, a disparate impact on minority passengers would exist when the average Vehicle Load Level is 5% greater in aggregate on all minority lines than it is on non-minority lines and exceeds the 80 passenger per car standard. As shown in Table 7, Off-Peak vehicle load levels for minority lines was 7.9 passengers per car compared to 12.2 passengers per car on non-minority lines, a -53.2% difference. In addition, no line exceeded BART's 80 PPC Off-Peak Load standard.

No disparate impact on minority lines exists.

Corrective Actions

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

II. Vehicle Headways Service Standard

Due to the Covid pandemic, BART hours of Service and Schedules have changed significantly through the evaluation period. A table of changes are provided below. These changes were not considered "major" under BART's Major Service Change Policy as the hours of operation were returned to closing at midnight in August 2021 for Weekdays and Saturdays and February 2022 on Sundays.

Hours of Service

Line	Route	Pre-Covid			March 2020 to August 2021			Current		
		M-F	Sat	Sun	M-F	Sat	Sun	M-F	Sat	Sun
Green#	Berryessa / Daly City	5 am to 7 pm	9 am to 7 pm		5 am to 7 pm	9 am to 7 pm		5 am to 7 pm	6 am to 9 pm	7 am to 6 pm
Orange#	Richmond / Berryessa	5 am to midnight	6 am to midnight	8 am to midnight	5 am to 9 pm	8 am to 9 pm	8 am to 9 pm	5 am to midnight	6 am to midnight	7 am to midnight
Yellow	Antioch / SFO	5 am to 9 pm		8 am to midnight	5 am to 9 pm			5 am to 9 pm	6 am to 7 pm	7 am to 7 pm
Yellow	Antioch / Millbrae via SFO	9 pm to midnight	6 am to midnight			8 am to 9 pm	8 am to 9 pm	9 pm to midnight	7 pm to midnight	7 pm to midnight
Red	Richmond / Millbrae	5 am to 9 pm			5 am to 9 pm					
Red	Richmond / Daly City		9 am to 7 pm			9 am to 7 pm				
Red	Richmond / SFO via Millbrae				5 am to 9 pm^			5 am to 8 pm	6 am to 7 pm	8 am to 7 pm
Blue	Dublin / Daly City	5 am to midnight	6 am to midnight	8 am to midnight	5 am to 9 pm	8 am to 9 pm	8 am to 9 pm	5 am to midnight	6 am to midnight	7 am to midnight
Shuttle^	*SFO / Millbrae*	*6 am to 9 pm*		*8 am to midnight*	*6 am to 9 pm*					
OAC	Coliseum / OAK	5 am to midnight	6 am to midnight	8 am to midnight	5 am to 9 pm	8 am to 9 pm	8 am to 9 pm	5 am to midnight	6 am to midnight	7 am to midnight

As of 6/22/20 The Orange and Green Lines were extended from Warm Springs to Berryessa.

* Sunday Service Hours changed 2/22

^Millbrae-SFO Shuttle integrated into Red Line (or Yellow after end of Red Line service) for all trips starting 3/21

Weekday Headways

Line	Pre-Covid			March 2020 to August 2021			Current		
	Peak Period	Midday	Evening[1]	Peak Period	Midday[2]	Evening	Peak Period	Midday	Evening
Green	15	15	0	30	30	0	15	15	0
Orange	15	15	24	30	30	0	15	15	30
Yellow	15/10/5	15	24	Variable 30 or less	30	0	15	15	30
Red	15	15	20	30	30	0	15	15	0
Blue	15	15	24	30	30	0	15	15	30
Shuttle^	30	30	0			0			
OAC	6	6	20*	9	9	0	9	9	20*

[1] Friday evening headways: 20 minutes

[2] 15-min service through 4/8/20

^ Millbrae-SFO Shuttle integrated into Red Line (or Yellow after end of Red Line service) for all trips starting 3/21

* After 11 pm

Weekend Headways

Line	Pre-Covid			September 2020 to August 2021		Current	
	Saturday (6 am – 7 pm)	Saturday Evening (7 pm - 12 am)[a]	Sunday (8 am – 12 am)	Saturday (8 am – 9 pm)	Sunday[c] (9 am - 9 pm)	Saturday (6 am – 7 pm) Sunday (8 am – 7 pm)	Evenings (7 pm - 12 am)
Green	20[e]			30 (9 am – 7pm)[b]		30	
Orange	20	20	20	30	30	30	30
Yellow	20	20	20	30	30	15 (Sa)/30 (Su)	30
Red	20[e]			30 (9 am – 7pm)[b]		30	
Blue	20	20	20	30	30	30	30
Shuttle[d]	20	20	20				
OAC	6	6	20[f]	9	9	9	20[f]

[a] Saturday evening service ended at 9pm starting 3/20

[b] Eliminated Saturday Green and Red Line Service 3/21

[c] 3-Route Sunday service until 9pm operated until 2/22, when Sunday hours of operation expanded

[d] Millbrae-SFO Shuttle incorporated into the Red Line and Yellow Line on weekends as of 3/21

[e] 9 am start

[d] after 11pm

BART's base headway standard for each of its five lines is 15 minutes during the early morning, mid-day, and AM/PM peak period. During Covid, frequencies were extended to 30 minutes all days of the week. Weekday 15-min service has been restored although current ridership doesn't demand peak trains. Weekend service has been adjusted to be 30 minutes; Green and Red Line service have been added on Sundays to mitigate the longer headways. On Saturdays the Yellow line from

Pittsburg / Bay Point to SFO has 15-min service. Evening and weekend service are impacted by ongoing construction requirements.

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

Table 8. Base Headways on the Interior Part of the BART System (9/2022 Schedule)

Line Section	Lines Serving Section	Weekday	Weekday Evening[1]	Saturday[2]	Sunday	Weekend Evening[1]
MacArthur to 12th Street[3]	Yellow Red Orange	**6.25 minutes** (2-9 minutes)	**22.5 minutes** (2-30 minutes)	**8.75 minutes** (2-15 minutes)	**12.5 minutes** (2-17 minutes)	**22.5 minutes** (2-30 minutes)
Bay Fair to Lake Merritt	Red Orange Blue	**5 minutes** (3-8 minutes)	**15 minutes** (3-27 minutes)	**10 minutes** (3-14 minutes)	**10 minutes** (3-14 minutes)	**15 minutes** (11-19 minutes)
West Oakland to Daly City	Yellow Red Green Blue	**3.75 minutes** (2-5 minutes)	**15 minutes** (2-28 minutes)	**6 minutes** (2-12 minutes)	**7.5 minutes** (2-15 minutes)	**15 minutes** (13-17 minutes)

[1] Single tracking for construction work requires the two lines of service between West Oakland and Daly City to be back to back, making the customer experience of the headway significantly longer than the average. It is expected that these trains will be better spaced once construction is completed.

[2] An attempt has been made to provide consistent departures for key directional routes seven days per week to provide consistent transfer opportunities with regional partners. In order to accommodate different levels of service on different days of the week, some combined headways are uneven.

[3] The Orange and Yellow Lines are timed to allow passengers to transfer between Orange Line and Yellow Line trains. They use the same track southbound from MacArthur too 12th St and are spaced 2 minutes apart. Northbound they each have a separate track and travel in parallel. There are three timing points assumed for Southbound travel and two for northbound. Overall, the headways of the Red and Yellow Line to/from San Francisco, the dominant travel pattern, are fairly evenly spaced.

A. Disparate Impact Test for Vehicle Headways

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

Due to significant drops in ridership, BART is no longer facing crowding at any point during the day. In addition, BART has acquired additional cars so train lengths are no longer limited by car availability. All Transbay routes are scheduled to be operated with 10-car trains and the Orange Line, which serves intra-East Bay travel, is scheduled to operate with 8-car trains.

As shown in Tables 6 and 7, while the highest average car loadings vary between 1.5 – 2.5 times the lowest loads, the absolute variation is small, outside of peak loads on the Yellow Line. Historically the Yellow Line has had increased peak service due to higher demand. At this time, demand does not justify peak service on any route. As past years data has shown only slight differences in AM and PM loading would make not impact on how service is operated, we have not broken out an analysis of the AM and PM Rush hour service.

It should be noted that weekend service has changed significantly. September 2022 Weekend ridership is approximately 62% of pre-Covid levels. Saturday service is currently being provided at 2/3 the level it was before Covid (previously 20-minute headways to now 30 minute headways) on all but the Yellow Line, which is runs every 15 minutes. While service on the Yellow Line is twice as frequent, it has twice as much use as other lines, leaving it ranked in the middle of average passenger loads per car.

Table 9. Saturday Day Time (until 8pm)

Line	Avg Daily Passenger Flow (both directions)	Base Headways	Average Train Length	Average Passengers per Car	Average Passengers per Train	Rank
Green	6,199	30 min	10.0	13.4	**534**	**5**
Orange	7,447	30 min	8.1	16.9	**548**	**2**
Yellow	15,651	15 min	10.0	15.7	**626**	**3**
Red	8,976	30 min	10.0	18.7	**745**	**1**
Blue	7,525	30 min	9.6	14.4	**551**	**4**
Total	**45,799**		**9.6**	**15.8**	**4,791**	
Minority Lines	21,172		9.2	15.0	**272**	
Non-Minority Lines	24,627		10.0	16.7	**332**	
% Difference Minority vs Non-Minority			-0.8%	-1.7%	**-59.9%**	

Peak and Off-Peak Vehicle Headway Disparate Impact Test Results

All lines received scheduled service which matched BART's Peak and Off-Peak Headway standards. Passenger loading on minority lines relative to non-minority lines are lower during Weekday Peak periods, during weekday's off-peak and Saturdays, which is the only period when service frequency varies from line to line.

Corrective Actions

No corrective actions are required.

III. On-Time Performance Service Standard

BART measures on-time performance in two ways: Train On-Time and Customer On-Time. Train On-Time is a measure of train runs completed as scheduled. It is measured as the percentage of scheduled runs that dispatch from the proper start station, provide service at all stations along planned routes without any run-throughs, and finish at the planned end station no more than 5 minutes after the scheduled arrival time. The Train On-Time Goals stayed steady for 2020-2022 at 91%.

Customer On-Time measures when a passenger arrives at their station relative to their scheduled arrival time. It is measured as the percentage of riders who arrive at their destination station neither one minute before, nor five minutes after, the scheduled arrival time for their respective stations. For 2020-2022, the Customer On-Time goal was 94%.

Prior to 2022, the two measures above excluded trains that were late due to scheduled maintenance activity and did not include trains that did not operate. In 2022, the way these measures were calculated changed to define all trains that did not complete their trip within the acceptable on-time window as late, regardless of if it was due to a missed trip or known scheduled maintenance.

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

A. Disparate Impact Test for On-Time Performance

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

On-Time Performance Service Monitoring

System-wide On-Time Performance goals and actual performance results for each year are documented in Table 10 below. BART did not meet its Train On-Time Performance and Customer On-Time Performance goals during any of the last three years.

Table 10. Three Year System-wide On-Time Performance

Fiscal Year	Customer on Time		Train on Time	
	Actual	Goal	Actual	Goal
2020	93.1	94%	89.0%	91%
2021	94.3%	94%	92.0%	91%
2022*	89.5%	94%	83.7%	91%

* In 2022, trains that did not run began being counted as not on time.

As discussed previously, actual data for On-Time Performance levels by Line is only available for Train On-Time Performance. The results shown in Table 11 below are based on data from Fiscal Year 2020-2022. While no lines were able to achieve BART's 91% train on time standard, the Yellow Line had the lowest average Train On-Time performance (80.5%) over the three-year period and the Green Line the highest at 89.6%.

Table 11. Train On-Time Performance by Line

Line	Fiscal Year 2020	Fiscal Year 2021	Fiscal Year 2022	Average	Rank
Green	87.2%	95.5%	88.3%	89.6%	**1**
Orange	86.6%	88.4%	80.7%	84.6%	**4**
Yellow	76.3%	85.6%	81.6%	80.5%	**5**
Red	86.9%	93.2%	86.3%	88.2%	**2**
Blue	86.6%	90.1%	84.6%	86.6%	**3**
Average	83.9%	89.2%	83.9%	85.2%	
Minority Lines	86.7%	90.6%	84.1%	86.6%	
Non-Minority Lines	80.2%	88.7%	83.5%	83.5%	
% Difference Minority vs Non-Minority	6.6%	2.0%	0.6%	3.1%	

Train On-Time Performance Disparate Impact Test Results

As noted in Table 11 above, the non-minority Yellow Line had the lowest on-time performance on the system. Combined, minority lines had better on-time performance than the non-minority lines by approximately 3%. The Disparate Impact Test for this standard is that minority lines, in the aggregate, both preform no lower than the system-wide standard and no more than 5% lower than non-minority lines. BART's minority lines' aggregate on-time performance is better than BART's non-minority lines and does not exceed the 5% threshold. While the minority lines' performance in aggregate are below BART's On-Time Performance goal of 91%, both provisions of the test must be met for a disparate impact to be found. BART is working to resolve its on-time performance issues through on-going track maintenance, a new operations control center, and ongoing replacement of the legacy revenue fleet with new rail cars.

Corrective Actions

No corrective actions are required.

IV. Service Availability Service Standard

BART's service area includes all census tracts in the five counties which it currently serves (Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara). In addition to passenger fares, BART is largely funded through sales tax and property tax levies imposed in BART District counties (Alameda, Contra Costa, and San Francisco). San Mateo and Santa Clara counties are not members of the BART District. San Mateo County contributes to BART operations within the county's boundaries through a county-wide sales tax. Santa Clara county, via Valley Transportation Authority (VTA), contributes to BART operations through a direct payment for net operating expenses.

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

A. Disparate Impact Test for Service Availability

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

Service Availability Service Monitoring

BART has conducted an analysis of the linear distance from its nearest stations to the population-centroids for each of the 920 populated Census tracts in its four-county service area. Census tracts whose minority population share exceeded the service area's average minority share of 61.5% were designated as minority tracts, while those below this level were designated as non-minority tracts. The results shown in Table 12 below indicate that the average linear distance to the nearest BART station is 2.05 miles from the population-centroids of minority Census tracts and 3.6 miles from the population-centroids of non-minority Census tracts. These calculations include the new BART stations at Pittsburg Center, Antioch, and Warm Springs/South Fremont using a modified BRM that utilizes the established station catchment areas from 2015 for the nearest BART stations.

Table 12. Travel Distance to Nearest BART Station

Category	Number of Census Tracts	Linear Distance to BART (Miles)
Minority Census Tracts	720	3.38
Non-Minority Census Tracts	722	5.08
% Difference Minority vs. Non-Minority		-33.46%

Service Availability Disparate Impact Test Results

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

Corrective Actions

No corrective actions are required

V. Distribution of Transit Amenities Service Policy

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

- Customer Information Services (a combination of time tables, public address systems, digital information systems, and station agents, in proportion to ridership, station size, and passenger flow density)
- Restrooms (where appropriate given the security needs of BART patrons and the BART system)
- Platform Area Benches
- Trash Receptacles
- Route Maps
- Arrival Information Systems
- Automated Fare Collection Equipment (Ticket and Clipper Vending Machines, Addfares, and Change Machines)

- Emergency (Courtesy) Telephones
- Elevators and Escalators
- Parking Spaces (unless otherwise limited by local geographic, planning, and funding considerations)
- Bicycle Parking and Storage
- Bus Access Facilities (where space is available on BART station property and service is provided by local bus operators)

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

- BART will produce an inventory of the availability of the following amenities at each of its heavy rail stations (currently 48): customer information services, restrooms, benches, trash receptacles, route maps, timetables, informative publications, arrival information displays, ticket vending machines, change machines, emergency (or courtesy) telephones, elevators, escalators, parking facilities, and bicycle and bus access facilities (where appropriate).
- BART will identify a number of station pairs which have similar ridership levels and locations along the BART system (urban or suburban). One station in each pair will be a minority station and the other will not. The station pairs could, by illustration, include: two low volume suburban stations, two high volume suburban stations, two urban fringe stations, et al.
- BART will provide a detailed description of each station pair and will then conduct a comparison of the station amenities available.

BART determines whether each of its stations serves a predominantly minority population by comparing the station's catchment area demographics to District's service area minority threshold of 65.0% (ACS 2016-2020), summarized in Table 13.

Table 13. Minority Status by Station Catchment Area
(American Community Survey 2016-2020)

Station	% Minority	% White
Coliseum	89%	11%
Richmond	87%	13%
South Hayward	82%	18%
Balboa Park	82%	18%
Bay Fair	80%	20%
Fremont	80%	20%
*Warm Springs**	*80%*	*20%*
*Milpitas**	*80%*	*20%*
*Berryessa/North San José**	*80%*	*20%*
Hayward	80%	20%
Union City	78%	22%

Station	% Minority	% White
San Leandro	76%	24%
El Cerrito del Norte	75%	25%
Fruitvale	74%	26%
South San Francisco	74%	26%
Daly City	71%	29%
Glen Park	70%	30%
Pittsburg / Bay Point	69%	31%
*Pittsburg Center**	*69%*	*31%*
*Antioch**	*69%*	*31%*
Lake Merritt	67%	33%
12th St. / Oakland City Center	67%	33%
Colma	64%	36%
West Oakland	62%	38%
San Bruno	62%	38%
19th St. Oakland	60%	40%
Castro Valley	60%	40%
Powell St.	58%	42%
El Cerrito Plaza	58%	42%
Millbrae	57%	43%
West Dublin / Pleasanton	55%	45%
MacArthur	55%	45%
Dublin / Pleasanton	54%	46%
Civic Center / UN Plaza	54%	46%
North Concord / Martinez	53%	47%
24th St. Mission	53%	47%
Concord	53%	47%
Embarcadero	53%	47%
Downtown Berkeley	52%	48%

Station	% Minority	% White
Montgomery St.	52%	48%
Ashby	52%	48%
16th St. Mission	49%	51%
North Berkeley	44%	56%
Pleasant Hill / Contra Costa Centre	43%	57%
Rockridge	40%	60%
Orinda	39%	61%
Walnut Creek	34%	66%
Lafayette	31%	69%
Total Five-County Area Average	**65%**	**35%**

* The five stations in italics were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, the percentages from the nearest station were applied.

This table shows the minority and non-minority percentages within a station's catchment area using tract-level data from ACS 2016-2020. Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts within the five-county area. Stations where the minority percentages exceed the five-county average of 65% are highlighted.

Including the five newer stations where minority percentages were estimated, BART has 22 stations which can be categorized as minority stations. Note that if the four-county average of 63.1% would have been used, one additional station (Colma) would have been categorized as minority.

A. Disparate Impact Test for Station Amenities

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

Station Amenities Service Monitoring – Analysis of Station Pairs

Any methodology for comparing transit amenities between the 50 stations in the BART system will have shortcomings as no two BART stations are identical. Built over a span of approximately 40 years, they were designed by different architects to fit into different sites and to serve different topographic and community conditions.

Methodology

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

Table 14. BART Station Pairs for Transit Amenities Analysis

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

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

Findings

As shown in Table 15 below, there were no cases among the eight station pairs analyzed where minority stations had fewer transit amenities than non-minority stations in more than 13 of the 24 Transit Amenity Categories. For detailed results of the Station Pairs Analysis, see Appendix 4.

Table 15. Results Summary of Station Pairs Analysis

Station Pair	Minority Station	Non-Minority Station	# of Categories with Fewer Amenities at Minority Station
1	San Leandro	Rockridge	4
2	Bay Fair	Walnut Creek	7
3	Union City	El Cerrito Plaza	3
4	South Hayward	Orinda	4
5	South San Francisco	Lafayette	7
6	Pittsburg/Bay Point	Concord	6
7	Hayward	North Berkeley	4
8	12th St/Oakland City Center	Downtown Berkeley	3
Average	Minority	Non-Minority	4.75

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

Escalator/Elevator Amenities

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

Parking Space Amenities

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

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

Bicycle Spaces and Lockers

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

Station Amenities Disparate Impact Test Results

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

Corrective Actions

No corrective actions are required.

VI. Vehicle Assignment Service Policy

The main BART network has five types of revenue cars. The A, B and C cars, described as legacy cars, all have similar performance characteristics, amenities, and interior space and are coupled together to create the desired train lengths.[5] All are

[5] A and C cars can be used as first/last train cars. B and C cars can be used as mid-train cars.

also beyond their useful life. Starting in 2018, newer 'Fleet of the Future' (FOTF) D and E cars, have been added to the fleet and are being added to revenue service as they become available. D and E cars may not be coupled with the legacy fleet and each new train must have a D car at each end. FOTF cars are newer, quieter, and include:

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

While BART had planned to add one FOTF train to each line sequentially as more FOTF cars were available, a number of issues have made this challenging including significant swings in service levels due to Covid, the extension to Berryessa, technical and capacity limitations at the each of the vehicle shops, and changes in operating and staffing practices that have more trains start and end their day/week in different locations than they had historically. To ensure the right number of each car type are available at each overnight storage facility, there are instances when a given line must have a certain percentage of their fleet of a single consist type. In order to accommodate this, the number percent of FOTF trains on given lines has swung drastically. Figure 2 Below shows have the percent of FOTF trains has change line by line over the 25 plus scheduled consist changes since January 2020.

As schedules change and more FOTF trains come into revenue service, BART staff have tried to balance customer access to FOTF trains while taking operational constraints into account. At the start of 2020, we had 8 of 65 revenue trains running with FOTF. As of September 2022, 31 of 59 revenue trains were operating with FOTF cars. Between the start of 2020 and now there have been over 25 updates of what types of train cars should be used on specific trains. Table 16 shows the average percent of trains on each line operated by FOTF for each year.[6]

B. Disparate Impact Test for Vehicle Assignment

With BART's DI/DB Policy as guidance, BART applies a 5% threshold to the analysis of its Vehicle Assignment. A disparate impact on minority riders would exist when vehicles used on minority lines in aggregate have 5% fewer FOTF trains than on non-minority lines.

Vehicle Assignment Disparate Impact Test Results

As shown in Table 16, the percent of trains on each line has varied significantly schedule over schedule and year over year. On average, minority lines have had a higher percent of FOTF trains than non-minority lines, until 2022, where through October, the percent of FOTF trains on non-minority lines has been 8% higher than non-minority lines.

Corrective Actions

BART will work to update its allocation of FOTF to minority lines for the remainder of 2022 to balance this out.

[6] The shuttle a 4-car train operated as a distinct line between Millbrae and SFO until 3/22 was not included in the calculations of minority/non-minority FOTF use.

Figure 2. Distribution of Fleet of the Future Vehicles

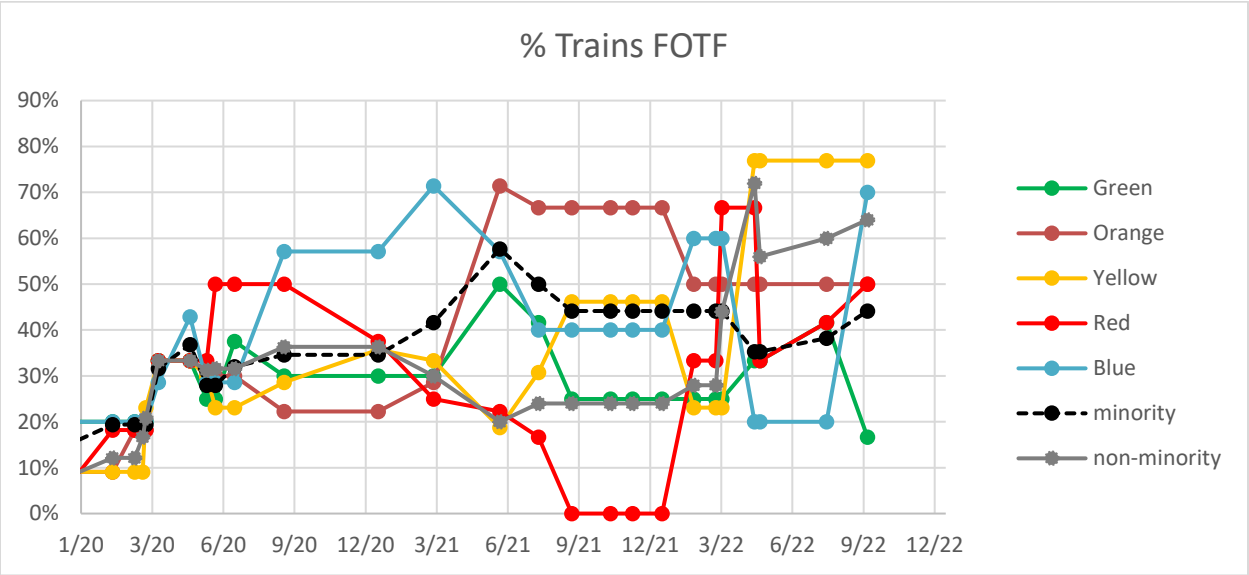

Table 16. Distribution of Fleet of the Future Vehicles

Line	2020	2021	2022*	Average	Rank
Green	29%	33%	30%	30%	**5**
Orange	24%	47%	52%	41%	**2**
Yellow	21%	34%	59%	38%	**3**
Red	31%	21%	37%	31%	**4**
Blue	25%	55%	39%	43%	**1**
Average	25%	37%	44%	30%	
Minority Lines	26%	44%	40%	38%	
Non-Minority Lines	24%	28%	48%	34%	
% Difference Minority vs Non-Minority	2%	16%	-8%	4%	

* through 10/25/22

IV. Appendices

Appendix 1. Title VI Protections

A. Title VI & Environmental Justice Policies

TITLE VI NON DISCRIMINATION POLICY

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

Statement of Policy:

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

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

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

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

The Office of Civil Rights
2150 Webster Street, 4th Floor
Oakland, CA 94612
(510) 874-7333
(510) 464-7587 (fax)
officeofcivilrights@bart.gov

Revision 08/21

ENVIRONMENTAL JUSTICE POLICY

The San Francisco Bay Area Rapid Transit District (District) is committed to taking reasonable steps in order to ensure equitable public transportation service and to provide full and fair participation by minority and low-income populations in transportation decision-making.

Statement of Policy:

It is the policy of the District that no segment of the population shall, because of race, ethnicity, national origin, or socioeconomic characteristics, bear a disproportionate share of adverse effects, nor be denied equal access to benefits resulting from changes to District's services, capital programs, plans or policies.

Environmental Justice Guiding Principles

- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- Ensure the full and fair participation by all potentially affected communities in the transportation decision-making process.
- Prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

In support of these guiding principles, the District will take reasonable steps to incorporate the following objectives into the District's transportation decision-making process:

- Ensure that the level and quality of transportation service is provided without regard to race, ethnicity, national origin, or socioeconomic characteristics.
- Ensure that decisions related to vehicle replacement and new investments, or changes in transit facilities, deliver equitable levels of service and benefits to minority and low-income populations.
- Provide early, continuous, and meaningful public access to the transportation decision-making processes for all interested parties, including minority and low-income populations.
- Seek out and consider the input of minority and low-income populations in the transportation planning and decision-making process.
- Propose mitigation measures or consider alternative approaches for public consideration when disproportionately high and adverse impacts on minority or low-income populations are identified.

The District's Environmental Justice Policy applies to transportation decisions including station upgrades and modernization, station amenities, and/or service level improvements. To the extent permitted by law and relevant federal and state regulations, the District's Environmental Justice Policy is not applicable to any of the following activities that the District may undertake:

- In-kind replacements of existing system operating infrastructure, which meet current District standards.
- Regular maintenance of existing system operating infrastructure.
- Planning and implementation of projects resulting from homeland security measures.
- Implementation of revenue security measures that deter fare evasion.
- Minor adjustments to service schedules, which do not significantly impact the number of stops at any station or the hours in which service is operated.
- Post-disaster responses to force majeure events such as an earthquake or wildfire.
- Changes resulting from failures or closures of competing infrastructure including, but not limited to, bridges, tunnels or highways.
- Discontinuance of a temporary or demonstration service change that has been in effect for less than 180 days.

Advisory Committee:

In order to ensure the full and fair participation by all potentially affected communities in the transportation decision-making process, the Office of Civil Rights will create an Advisory Committee (Committee). The Committee's main charge is to:

- Ensure that the District is taking reasonable steps to incorporate Environmental Justice Policy principles in its transportation decisions,
- Provide input on the most effective methods to engage with and respond to Environmental Justice populations, and
- Provide input on transportation decisions.

The Committee will be diverse and representative of the low-income, minority, and limited English proficient populations within the District's service area.

The District's Environmental Justice Policy may be revised periodically by the Board of Directors.

Office of Civil Rights
2150 Webster Street, 4th Floor
Oakland, CA 94612
(510) 874-7333
(510) 464-7587 (fax)
officeofcivilrights@bart.gov

B. Title VI Complaint Form and Procedures

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT TITLE VI COMPLAINT FORM

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

1. SPECIFIC BASIS OF DISCRIMINATION (Check all that apply):

☐ **Race** ☐ **Color** ☐ **National Origin** ☐ **Sex** ☐ **Age** ☐ **Disability**

2. Date of alleged discriminatory act(s):_____

3. RESPONDENT (individual complaint is filed against)

Name	
Position	**Work Location**

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

_____

_____

_____

_____

_____

_____

_____

5. Did you file this complaint with another federal, state or local agency, or with a federal or state court?

☐ **Yes** ☐ **No**

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

☐ **Federal Agency** ☐ **Federal Court** ☐ **State Agency** ☐ **State Court** ☐ **Local Agency**

Date Filed: _____

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

Name			
Address **Street**	**City, State**	**Zip**	**Telephone**

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

Signature	**Date**

Stations 2022

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

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

The San Francisco Bay Area Rapid Transit District, in compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA), and applicable federal and state laws and regulations, is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services or programs on the basis of **race, color, national origin, sex, age, or disability**. Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

Title VI Complaint Procedure

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

2. The complainant may download the complaint form from www.bart.gov or request the complaint form from the Office of Civil Rights (OCR). The complainant may also submit a written statement that contains all of the information identified in Section 3, a through g below.

3. The complaint will include the following information:

    a. Name, address, and telephone number of the complainant.
    b. The basis of the complaint (race, color, national origin, sex, age, or disability).
    c. The date or dates on which the alleged discriminatory event or events occurred.
    d. The nature of the incident that led the complainant to feel discrimination was a factor.
    e. Names, addresses and telephone numbers of persons who may have knowledge of the event.

FHWA 6/2022

f. Other agencies or courts where complaint may have been filed and a contact name.
g. Complainant's signature and date. If the complainant is unable to write a complaint, OCR staff will assist the complainant. If requested by complainant, OCR will provide a language or sign interpreter.

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

Office of Civil Rights
2150 Webster St, Suite #0414
Oakland, CA 94612
(510) 874-7333
(510) 464-7587 (fax)

The complaint may be sent via email to officeofcivilrights@bart.gov.

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

4. OCR will begin an investigation within fifteen (15) working days of receipt of a complaint.

5. OCR will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, OCR may administratively close the complaint.

6. OCR will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.

7. A closing letter will be provided to the complainant. The respondent or respondent department will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to appeal. If neither party appeals, the complaint will be closed.

8. If required, the investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.

FHWA 6/2022

C. Title VI Notices and Stations Confirmation

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

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

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

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

San Francisco Bay Area Rapid Transit District (BART)
ATTN: Office of Civil Rights
2150 Webster Street, Suite #0414
Oakland, CA 94612
(510) 874-7333 • Fax (510) 464-7587
officeofcivilrights@bart.gov
Complaint Forms can also be obtained on BART's website at
www.bart.gov/titlevi

Title VI is the Law

FEDERAL TRANSIT ADMINISTRATION

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

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

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

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

San Francisco BayArea Rapid Transit District (BART)
ATTN: Office of Civil Rights
2150 Webster St., Suite #0414
Oakland, CA 94612
(510)874-7333 • Fax (510) 464-7587
officeofcivilrights@bart.gov

Los formularios de queja también estándisponibles en la página web de BART: www.bart.gov/titlevi

El Título VI es la ley

1964 年《民權法案》第六篇(Title VI)

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

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

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

San Francisco Bay Area Rapid Transit District (BART)
ATTN: Office of Civil Rights (民權辦事處)
2150 Webster St., Suite #0414
Oakland, CA 94612
(510) 874-7333 ● 傳真 (510) 464-7587
officeofcivilrights@bart.gov

投訴表亦可從 **BART** 網站取得：
www.bart.gov/titlevi

第六篇即為法律

BART Line & Stations	Minority/Non-Minority	Title VI Notices Posted (Y/N)	LEP Notices Posted (Y/N)	"I Speak" Cards
Red/ Orange				
Richmond	Minority	Yes	Yes	Yes
El Cerrito del Norte	Minority	Yes	Yes	Yes
El Cerrito Plaza	Non-Minority	Yes	Yes	Yes
North Berkeley	Non-Minority	Yes	Yes	Yes
Downtown Berkeley	Non-Minority	Yes	Yes	Yes
Ashby	Non-Minority	Yes	Yes	Yes
Red/ Orange/ Yellow				
MacArthur	Non-Minority	Yes	Yes	Yes
19th Street/Oakland	Minority	Yes	Yes	Yes
12th Street/Oakland	Minority	Yes	Yes	Yes
Green/ Orange/ Blue				
Lake Merritt	Minority	Yes	Yes	Yes
Fruitvale	Minority	Yes	Yes	Yes
Coliseum	Minority	Yes	Yes	Yes
San Leandro	Minority	Yes	Yes	Yes
Bay Fair	Minority	Yes	Yes	Yes
Hayward	Minority	Yes	Yes	Yes
South Hayward	Minority	Yes	Yes	Yes
Union City	Minority	Yes	Yes	Yes
Fremont	Minority	Yes	Yes	Yes

BART Line & Stations	Minority/Non-Minority	Title VI Notices Posted (Y/N)	LEP Notices Posted (Y/N)	"I Speak" Cards
*Warm Springs/South Fremont**	Minority	Yes	Yes	Yes
*Milpitas**	Minority	Yes	Yes	Yes
*Berryessa/North San José**	Minority	Yes	Yes	Yes
Yellow				
*Antioch Station**	Minority	Yes	Yes	Yes
*Pittsburg Center **	Minority	Yes	Yes	Yes
eBART Transfer Platform		Yes	Yes	N/A
Pittsburg/Bay Point	Minority	Yes	Yes	Yes
North Concord/ Martinez	Non-Minority	Yes	Yes	Yes
Concord	Non-Minority	Yes	Yes	Yes
Pleasant Hill	Non-Minority	Yes	Yes	Yes
Walnut Creek	Non-Minority	Yes	Yes	Yes
Lafayette	Non-Minority	Yes	Yes	Yes
Orinda	Non-Minority	Yes	Yes	Yes
Rockridge	Non-Minority	Yes	Yes	Yes
Blue				
Castro Valley	Non-Minority	Yes	Yes	Yes
West Dublin/ Pleasanton	Non-Minority	Yes	Yes	Yes
Dublin/ Pleasanton	Non-Minority	Yes	Yes	Yes
Yellow/ Red/ Green/ Blue				

BART Line & Stations	Minority/Non-Minority	Title VI Notices Posted (Y/N)	LEP Notices Posted (Y/N)	"I Speak" Cards
West Oakland	Minority	Yes	Yes	Yes
Embarcadero	Non-Minority	Yes	Yes	Yes
Montgomery	Minority	Yes	Yes	Yes
Powell	Non-Minority	Yes	Yes	Yes
Civic Center	Non-Minority	Yes	Yes	Yes
16th Street Mission	Non-Minority	Yes	Yes	Yes
24th Street Mission	Non-Minority	Yes	Yes	Yes
Glen Park	Minority	Yes	Yes	Yes
Balboa Park	Minority	Yes	Yes	Yes
Daly City	Minority	Yes	Yes	Yes
Yellow/ Red				
Colma	Minority	Yes	Yes	Yes
South San Francisco	Minority	Yes	Yes	Yes
San Bruno	Minority	Yes	Yes	Yes
SFO Airport		Yes	Yes	Yes
Millbrae	Non-Minority	Yes	Yes	Yes

Sonjia Johnson

From: Tera Stokes-Hankins
Sent: Monday, November 14, 2022 10:39 AM
To: Sonjia Johnson
Cc: Javieree PruittHill; Hoa Sin
Subject: Re: Public Facing Title VI Notices (2nd. Request)

Confirmed.

Please excuse any typos
Tera Hankins, Assistant Chief Transportation Officer
(510) 464-7782 MET office
(510) 299-0861 cell

On Nov 14, 2022, at 10:38 AM, Sonjia Johnson <sjohnso@bart.gov> wrote:

Hi Tera,

Please confirm that the public facing Title VI notices are posted on your respective lines: A/L/S/C/E as soon as possible.

Thank you 😊

SonjiaMarie Johnson
Administrative Analyst of Title VI/Environmental Justice Workforce and Policy Compliance
BART Office of Civil Rights
2150 Webster Street, 4th Floor | Oakland, CA 94612
P: (510) 464-6213 | F: (510) 464-7587

From: Sonjia Johnson
Sent: Thursday, November 10, 2022 10:58 AM
To: Tera Stokes-Hankins <THankin@bart.gov>
Cc: Javieree PruittHill <jpruit2@bart.gov>; Hoa Sin <hsin@bart.gov>
Subject: Public Facing Title VI Notices
Importance: High

Hi Tera,

Please confirm that the public facing Title VI notices are posted on your respective lines: A/L/S/C/E.

Thank you 😊

SonjiaMarie Johnson
Administrative Analyst of Title VI/Environmental Justice Workforce and Policy Compliance
BART Office of Civil Rights
2150 Webster Street, 4th Floor | Oakland, CA 94612

Sonjia Johnson

From: Paula Fraser
Sent: Thursday, November 10, 2022 4:33 PM
To: Sonjia Johnson
Cc: Javieree PruittHill; Hoa Sin
Subject: Re: Public Facing Title VI Notices

Confirmed,

Paula Fraser | Assistant Chief Transportation Officer
Transportation Department
San Francisco Bay Area Rapid Transit District
150 California Street Suite 275 San Francisco, CA 94111
Office: (415) 678-4098
Cell: (510) 410-0544
Email: pfraser@bart.gov

From: Sonjia Johnson <sjohnso@bart.gov>
Sent: Thursday, November 10, 2022 10:57 AM
To: Paula Fraser <pfraser@bart.gov>
Cc: Javieree PruittHill <jpruit2@bart.gov>; Hoa Sin <hsin@bart.gov>
Subject: Public Facing Title VI Notices

Hi Paula,

Please confirm that the public facing Title VI notices are posted on your respective lines: M/W/R/K.

Thank you 😊

SonjiaMarie Johnson
Administrative Analyst of Title VI/Environmental Justice Workforce and Policy Compliance
BART Office of Civil Rights
2150 Webster Street, 4th Floor | Oakland, CA 94612
P: (510) 464-6213 | F: (510) 464-7587

D. Title VI Investigations, Lawsuits and Complaints

List of Investigations, Lawsuits, and Complaints				
	Date (Month, Day, Year)	**Summary (include Basis of complaint: race, color, or national origin)**	**Status**	**Action(s) Taken**
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
2. Case #0002				
1. Case #0001	6/6/22	Complainant submitted a formal Title VI complaint on June 6, 2022 alleging discrimination on the basis of race and national origin. An advertisement issued by the Metropolitan Transportation Commission (MTC) and published on a Bay Area Rapid Transit District (BART or District) train about the Clipper START Program (Clipper START), the Bay Area's Regional Means-Based Fare Discount Program, was published in Spanish. The English version of the advertisement was not published on the same BART train car.	CLOSED	Investigation into alleged discrimination . Said investigation yielded findings that illustrated there was no discrimination. BART confirmed that there were 140 car cards (train advertisements) for this program in English systemwide in July 2020 and then a total of 140 car cards total (Spanish, Chinese, and English) systemwide in January 2022.
2. Case #0002	9/30/22	The complaintant alledges that on September 20, 2022, at Balboa Park station, a station agent allowed minority patrons to acess Distric facilities without paying. The complaintant further aserts that the station agent enforced payment for the complaintant (a non-minority patron). He insists he was discriminated against on the basis of race, color, national origin, and sex.	CLOSED	OCR performed a thorough investigation into the incident. This included: interviewing station agents present at the time of the incident, reviewing video footage (did not capture incident), and reviewing independent evidence.. There was nothing uncovered during the OCR investigation to substantiate the claims made by the complainant.

Appendix 2. Public Participation Plan and Procedures

Title VI 2022 Triennial Update 2023-01-04 | Last Saved: 1/5/2023 16:01

E. Public Participation Plan (PPP) (2011)

In order to expand public access to our transportation decision-making process, BART initiated an intensive community involvement process and planning effort to develop a Public Participation Plan (PPP). The plan will guide BART's ongoing public involvement endeavors to ensure the most effective means of providing information and receiving public input on transportation issues, with particular emphasis on involving traditionally under-represented groups.

The BART Public Participation Plan is available online at bart.gov/titlevi.

A. Public Participation Procedures (PPPro) (2015)

Public Participation Procedures

OCTOBER 2015

FOR INTERNAL USE ONLY

INTRODUCTION

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

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

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

A public participation staff contact list is included in Appendix B.

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

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1.10.2 Clearly explain the desired outcomes to the local stakeholders for the different public participation methods chosen. For example, a meeting format that allows for small group discussion will give participants an opportunity to discuss and understand the information being presented. For a construction project, an on-site informational tour may help community members better understand the impact the project would have on their immediate neighborhood 12

1.10.3 Consider the different roles each group may play such as sharing information, collecting input, letter writing, or setting community priorities. 12

1.10.4 Identify the best way to publicize the public participation methods, select meeting dates and venues, and determine translation needs. Community advisors can help BART avoid potential scheduling conflicts and take advantage of existing events where they can easily reach a significant number of community members 12

1.10.5 Meeting organizers should carefully consider convenient meeting locations and times in order to enhance participation from low-income communities. In 2010, focus groups with mainly low-income participants expressed some of the following concerns/preferences: 12

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Advisory Committees 13

1.12.1 Determine the goal of your presentation 13

1.12.2 Once you have completed steps 1-3 above, contact OCR if you would like to schedule a presentation date with an Advisory Committee. 14

1.12.3 Provide OCR with the title of your presentation and the name(s) of the presenter(s)/speaker(s). 14

1.12.4 Inform OCR of the timeframe of your public outreach. Do you need feedback months in advance of your outreach, or sooner? 14

1.12.5 A couple of weeks before the presentation, OCR will remind you of the date, time, and location of your presentation. 14

1.12.6 If you plan on distributing handouts or copies of your presentation, please bring 20 copies. 14

1.12.7 If you have an electronic presentation, email it to OCR in advance, if possible, otherwise bring it to the meeting in a USB flash drive. OCR will provide the laptop and projector. 14

1.12.8 If Advisory Committee feedback has been incorporated in some manner (i.e. mentioned in a document, implemented at the outreach event, etc.), please inform OCR. 14

1.12.9 Depending on the timeframe of the project, determine if you want any follow up meetings with the Advisory Committees and contact OCR if so. 14

1.12.10 In some instances, the Advisory Committees may want to follow up on projects that were presented to them. OCR will contact you if this is the case 14

1.13 Prepare for Outreach: Public Notice 14

1.13.1 Ensure that outreach begins 2 weeks prior to your event (if not sooner) in order to provide adequate meeting notice to the public 15

1.13.2 Flyers, notices, surveys, etc. might require translation. Fill out OCR's "Translation Services Request Form" (available on WebBART's OCR webpage and in Appendix D) and submit to OCR at least 4 weeks prior to your event (if not sooner) in order for your documents to be translated in a timely manner and to allow yourself at least 2 weeks to publicize your event. 15

1.13.3 Some outreach events might require interpreters. Fill out OCR's "Interpretation Services Request Form" (available on WebBART's OCR webpage and in Appendix D) and submit to OCR at least 72 hours in advance of your event if you requirean interpreter(s). 15

1.13.4 Work to publicize activities using the chosen outreach methods, identify performance measurements and set targets for participation from the area....15

1.13.5 Ensure that flyers, notices, and other outreach methods clearly describe the issue and purpose of the meeting or public participation activity....15

1.13.6 Identify a specific number and sequence of public participation methods and clearly communicate how BART decision makers would use the public input....15

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1.15.1 Compile and report results with the project team, partners, local governments, CBOs, etc....16

1.15.2 Utilize OCR's Title VI Outreach Form (available on WebBART's OCR webpage and in Appendix D) to record Title VI/EJ/LEP outreach information and submit to OCR. Outreach information provided by your project will be used by OCR in its required reporting to the Federal Transit Administration....16

1.15.3. Clearly define how public input will or will not be incorporated into the project scope/ description. BART should be able to demonstrate to the community that it has considered and explored the direction recommended by the public and taken its recommendations into account as part of its overall analysis....16

1.15.4 Revisit the participation goals established at the beginning of PPP strategy development to monitor progress and performance....16

1.16 Community Reporting and Transparency....16

1.16.1 Make sure the community is aware of key decision-making activites such as board meetings or where action should be taken, so community members can see how the decision was made....16

1.16.2 Communicate results back to the community, providing a record of the number and characteristics of the participants and date, time and location meetings, and description of the rationale for....16

how and why suggestions made through community input were or were not implemented....16

1.16.3 Regularly update the community on the status of the issue and identify additional opportunities for community input....16

1.16.4 If Advisory Committee input was incorporated into your project, contact the responsible department and inform them. A follow-up meeting with the Advisory Committee(s) might be necessary....16

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1. Public Participation: Planning Process

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

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

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

1.2 Budget Considerations

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

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

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

1.3 Determine Project Outreach Goals and Objectives

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

1.4 Consider Your Project's Timelines: Board Approval

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

1.5 Systemwide Change vs. Small Scale Change

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

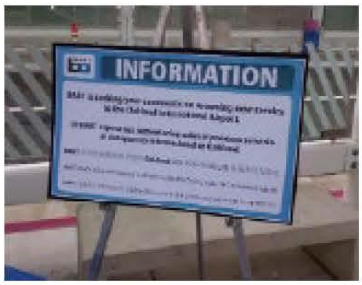
1.6 Determine the Audience

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

1.7 Demographic Analysis to Identify Target Populations and Public Participation Needs

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

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



1.8 Identify Language Service Needs

The PM should identify language service needs in order to distribute appropriate materials to the targeted communities. OCR can assist in identifying languages for targeted areas and translate

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

BART-to-Oakland International Airport Outreach Event 2014

1.9 Create an Outreach Strategy: Ways to Communicate

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

1.9.1 The following are examples of community input formats:

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

BART Embarcadero Station Capacity Outreach Event 2014

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

- Direct mail
- Station notifications (passenger bulletin, BART Times newsletter, Destination Sign System, informational table, etc.)
- Web (BART website, Facebook, Twitter, city website, etc.)
- Email notifications
- Local newspapers
  - The Oakland Post
- Ethnic media (news publication)
  - El Mensajero (Spanish)
  - Sing Tao (Chinese)

- Korean Times (Korean)
- Viet Nam, The Daily News (Vietnamese)

- Ethnic media (television)
  - Telemundo 48, Univision 14 (Spanish)
  - KTSF Channel 8 and 26 (Chinese)
  - Vietnamese TV, USA (Vietnamese)
  - KTSF Channel 8 and 26 (Korean)
- Radio
- Regular communications with media
- BART Board meetings
- Partnerships with community-based organizations (CBOs)
- Communications with elected officials
- Press briefings and news releases
- Participation in community fairs and festivals
- Sponsorship of major community events
- Mailings to neighbors of stations
- Educational tours and briefings
- Language Line Services (LLS)
- Language interpreters at public meetings
- Written language assistance services

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

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

1.10 Coordinate with Local Stakeholders

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

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

- Faith-based organizations
- Geographic specific-tenant and neighborhood associations
- Neighborhood/community development corporations
- Education
- Social services
- Recreation
- Environmental
- Political
- Youth and senior
- Chambers of Commerce
- Convention and visitors' bureaus
- Community centers
- Social service agencies or CBOs that serve minority/low-income/LEP populations.

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

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

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

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

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

11.11 BART's Advisory Committees

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

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

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

OCR's Title VI/EJ Advisory Committee (established in April 2013), encourages the full and fair participation of minority and low-income populations in the District's transportation decision-making process.

OCR's LEP Advisory Committee (established in November 2011), assists in the development of BART's language assistance measures and provides input on how BART can provide programs and services to customers, regardless of language ability.

OCR's Limited English Proficiency Advisory Committee 2014

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

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

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

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

1.12.1 Determine the goal of your presentation.

1.12.1.1 What is the purpose of your presentation?

1.12.1.2 Do you have any specific questions you want to ask the Title VI/EJ and/or LEP Advisory Committee?

1.12.1.3 How will you incorporate the Advisory Committee's feedback into your project?

1.12.2 Once you have completed steps 1-3 above, contact OCR if you would like to schedule a presentation date with an Advisory Committee.

1.12.3 Provide OCR with the title of your presentation and the name(s) of the presenter(s)/speaker(s).

1.12.4 Inform OCR of the timeframe of your public outreach. Do you need feedback months in advance of your outreach, or sooner?

1.12.5 A couple of weeks before the presentation, OCR will remind you of the date, time, and location of your presentation.

1.12.6 If you plan on distributing handouts or copies of your presentation, please bring 20 copies.

1.12.7 If you have an electronic presentation, email it to OCR in advance, if possible, otherwise bring it to the meeting in a USB flash drive. OCR will provide the laptop and projector.

1.12.8 If Advisory Committee feedback has been incorporated in some manner (i.e. mentioned in a document, implemented at the outreach event, etc.), please inform OCR.

1.12.9 Depending on the timeframe of the project, determine if you want any follow up meetings with the Advisory Committees and contact OCR if so.

1.12.10 In some instances, the Advisory Committees may want to follow up on projects that were presented to them. OCR will contact you if this is the case.

1.13 Prepare for Outreach: Public Notice

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

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

BART Vision Outreach Event 2014.

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

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

1.13.4 Work to publicize activities using the chosen outreach methods, identify performance measurements and set targets for participation from the area.

1.13.5 Ensure that flyers, notices, and other outreach methods clearly describe the issue and purpose of the meeting or public participation activity.

1.13.6 Identify a specific number and sequence of public participation methods and clearly communicate how BART decision makers would use the public input.

1.14 Implement Public Participation Strategy

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

1.14.1 Implement the methods defined in the public participation strategy.

1.14.2 Gather participant contact information during the public participation activity for future project correspondence and updates.

1.14.3 Collect and record community input through note taking, wallgraphics, surveys, recordings, etc.

1.15 Compile, Review, and Report Results

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

1.15.1 Compile and report results with the project team, partners, local governments, CBOs, etc.

1.15.2 Utilize OCR's Title VI Outreach Form (available on WebBART's OCR webpage and in Appendix D) to record Title VI/EJ/LEP outreach information and submit to OCR. Outreach information provided by your project will be used by OCR in its required reporting to the Federal Transit Administration.

1.15.3. Clearly define how public input will or will not be incorporated into the project scope/ description. BART should be able to demonstrate to the community that it has considered and explored the direction recommended by the public and taken its recommendations into account as part of its overall analysis.

1.15.4 Revisit the participation goals established at the beginning of PPP strategy development to monitor progress and performance.

1.16 Community Reporting and Transparency

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

1.16.1 Make sure the community is aware of key decision-making activites such as board meetings or where action should be taken, so community members can see how the decision was made.

1.16.2 Communicate results back to the community, providing a record of the number and characteristics of the participants and date, time and location meetings, and description of the rationale for

BART Fleet of the Future Outreach Event 2014

how and why suggestions made through community input were or were not implemented.

1.16.3 Regularly update the community on the status of the issue and identify additional opportunities for community input.

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

2. IINNOVATIVE OUTREACH METHODS

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

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

BART Vision Outreach Event 2014

3. BART PUBLIC PARTICIPATION PLANS IN ACTION

3.1 Systemwide Change: Oakland Airport Connector

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

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

BART-to-Oakland International Airport Outreach Event 2014

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

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

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

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

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

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

3.2 Small Scale Change: BART's DI/DB Policy

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

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

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

In total, BART conducted 8 outreach meetings:

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

4. CHECKLIST

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

5. PUBLIC PARTICIPATION STAFF CONTACT LIST

Please see Appendix B for a list of staff.

6. TOOLBOX OF PUBLIC PARTICIPATION METHODS

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

7. BART RESOURCES AND FORMS

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

8. 2012-2013 PROJECTS: PUBLIC PARTICIPATION SUMMARY

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

9. OUTREACH SAMPLE MATERIALS

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

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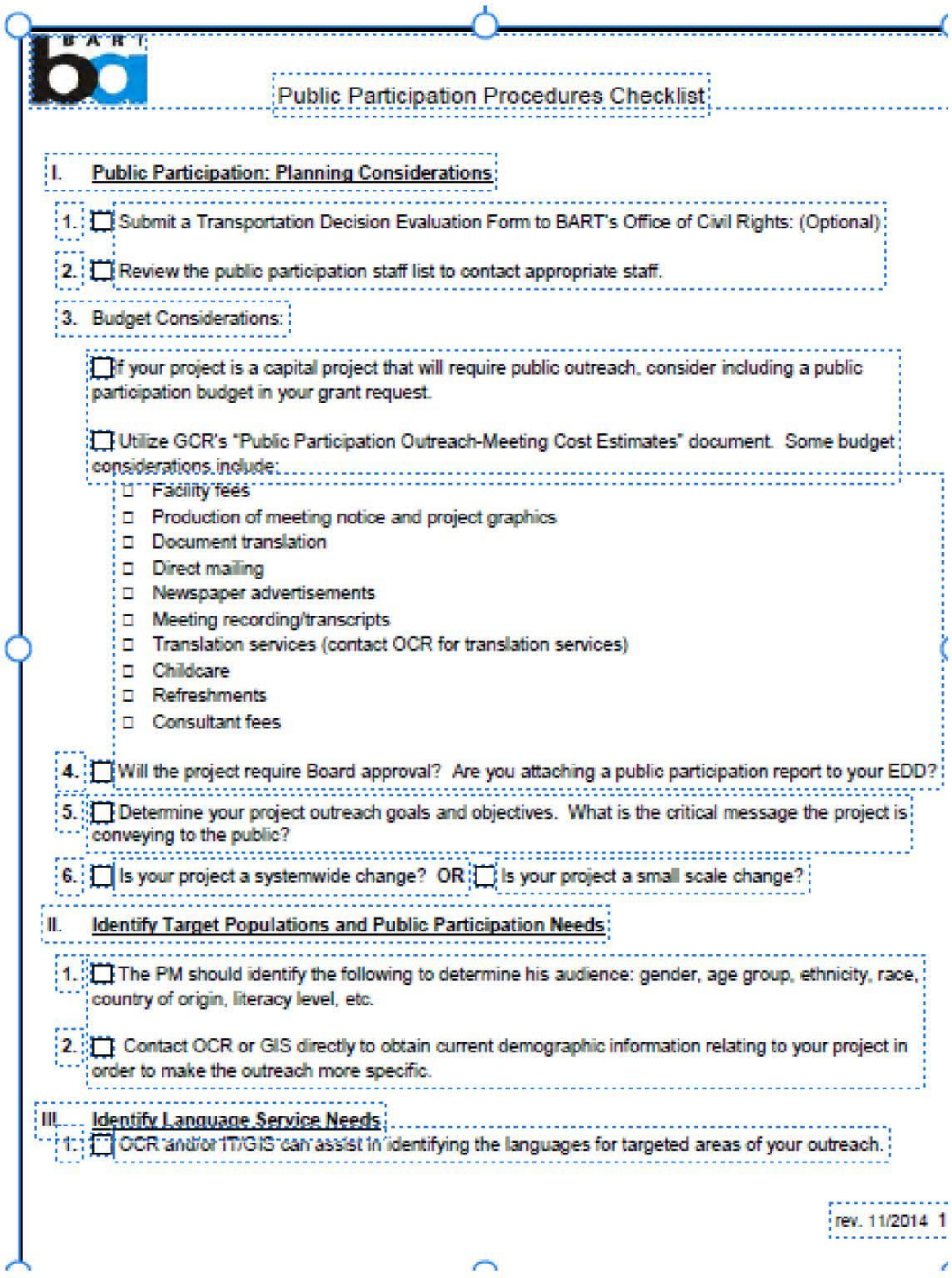
Public Participation Procedures Checklist
Appendix A



Public Participation Procedures Checklist

I. Public Participation: Planning Considerations

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

2. ☐ Review the public participation staff list to contact appropriate staff.

3. Budget Considerations:

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

☐ Utilize GCR's "Public Participation Outreach-Meeting Cost Estimates" document. Some budget considerations include:

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

4. ☐ Will the project require Board approval? Are you attaching a public participation report to your EDD?

5. ☐ Determine your project outreach goals and objectives. What is the critical message the project is conveying to the public?

6. ☐ Is your project a systemwide change? OR ☐ Is your project a small scale change?

II. Identify Target Populations and Public Participation Needs

1. ☐ The PM should identify the following to determine his audience: gender, age group, ethnicity, race, country of origin, literacy level, etc.

2. ☐ Contact OCR or GIS directly to obtain current demographic information relating to your project in order to make the outreach more specific.

III. Identify Language Service Needs

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

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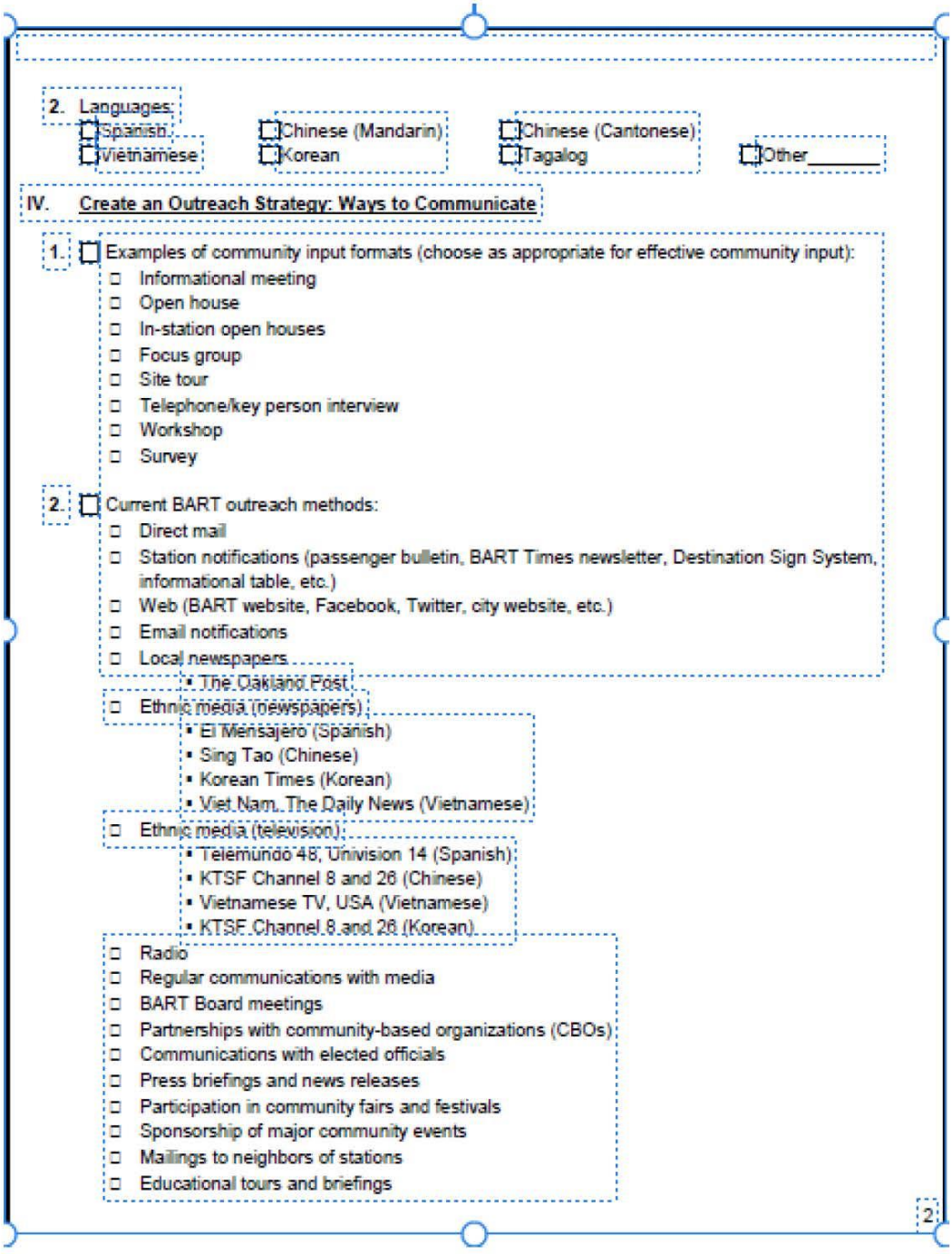


2. Languages:
☐ Spanish ☐ Chinese (Mandarin) ☐ Chinese (Cantonese) ☐ Other_____
☐ Vietnamese ☐ Korean ☐ Tagalog

IV. Create an Outreach Strategy: Ways to Communicate

1. ☐ Examples of community input formats (choose as appropriate for effective community input):
- ☐ Informational meeting
- ☐ Open house
- ☐ In-station open houses
- ☐ Focus group
- ☐ Site tour
- ☐ Telephone/key person interview
- ☐ Workshop
- ☐ Survey

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

2

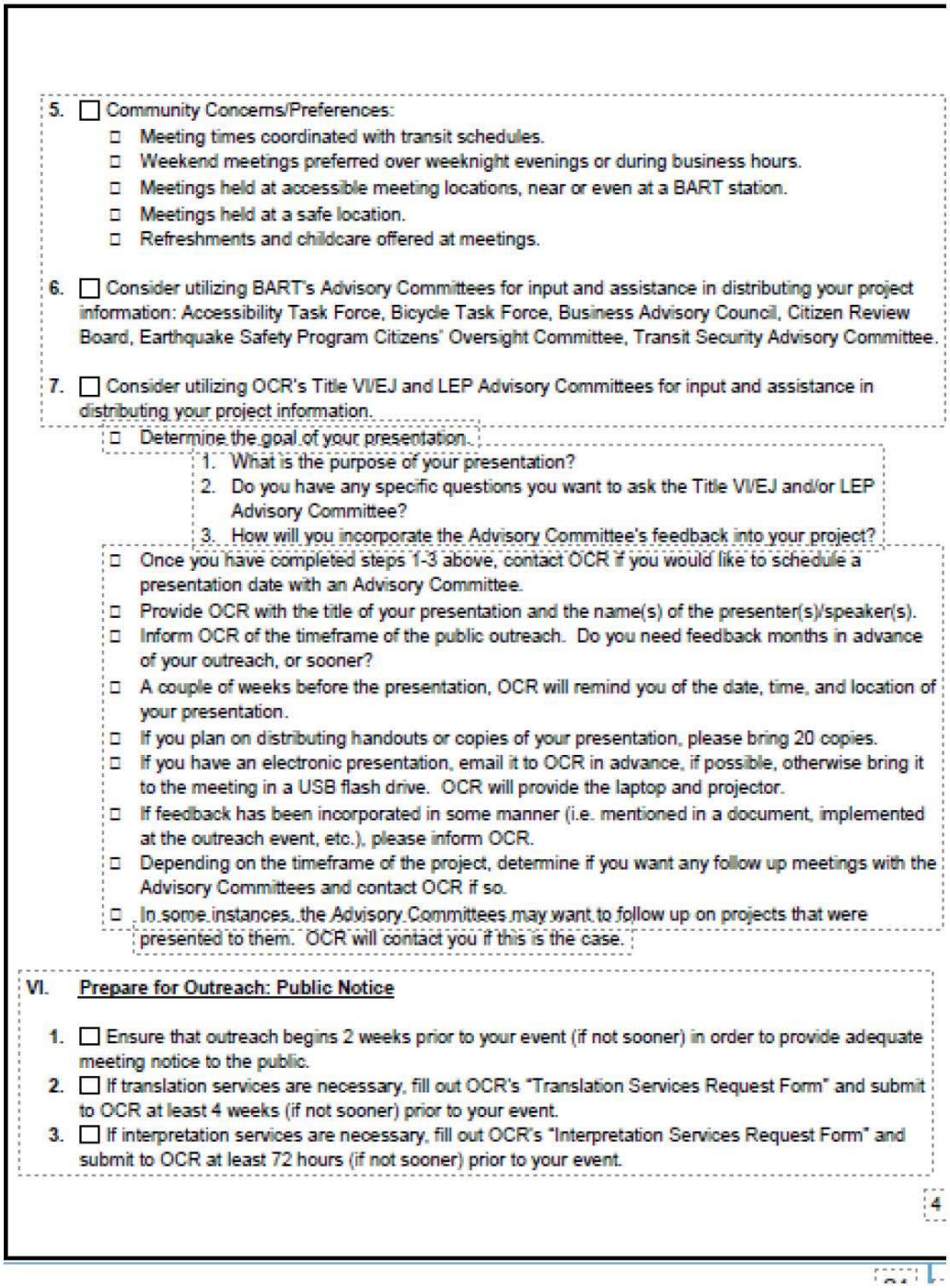
- ☐ Language Line Services (LLS)
- ☐ Language interpreters at public meetings
- ☐ Written language assistance services

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

V. Coordinate with Local Stakeholders

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

2



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

6. ☐ Consider utilizing BART's Advisory Committees for input and assistance in distributing your project information: Accessibility Task Force, Bicycle Task Force, Business Advisory Council, Citizen Review Board, Earthquake Safety Program Citizens' Oversight Committee, Transit Security Advisory Committee.

7. ☐ Consider utilizing OCR's Title VI/EJ and LEP Advisory Committees for input and assistance in distributing your project information.

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

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

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

4

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

VII. Implement Public Participation Strategy

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

VIII. Compile, Review, and Report Results

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

IX. Community Reporting and Transparency

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

5

Public Participation Staff Contact List
Appendix B

PUBLIC PARTICIPATION STAFF CONTACT LIST

Department/Staff Contact	Contact Information		Purpose
Office of Civil Rights, Workforce and Policy Compliance (WPC)			
Javieree Pruitt-Hill (Program Mgr.)	jpruit2@bart.gov	x7534	• Title VI/Environmental Justice Outreach and Compliance • Translation/Interpretation Services Requests • Title VI/EJ and LEP Advisory Committees
Jesse Schofield	jesse.schofield@bart.gov	x6862	
Sonja Marie Johnson	sjohnso@bart.gov	x6213	
Tim Lohrentz	tlohren@bart.gov	x6195	
Government and Community Relations			
Amanda Cruz (Dir.)	acruz@bart.gov	x7422	• Outreach and Meeting Support • Email and Outreach to Elected Officials: Contra Costa County (Karen), San Francisco County (Molly), Alameda County (Richard) • Maintain Community-Based Organizations (CBOs) Database • Email and Contact for CBOs
Alex Walker (Dept. Mgr.)	alex.walker@bart.gov		
Aisha Brown	abrown3@bart.gov	x7428	
Molly Burke	mburke@bart.gov	x6172	
Kerry Hillis	khillis@bart.gov	X7264	
Henry Symons	henru.symons@bart.gov		
Communications Department			
Alicia Trost (COO)	atrost@bart.gov	x6154	• Website Content and Social Media • Branding and Other Creative Material • Passenger Bulletins • Media Outreach
James K Allison	jallis1@bart.gov	X6994	
Anna Duckworth	aduckwo@bart.gov	x6091	
Seung Lee	slee7@bart.gov	x7115	
Marketing & Research			
Angela Borchardt (Marketing Mgr.)	aborcha@bart.gov	x6170	• Advertisements • DSS Signage and Digital Display Boards • Surveys
Maureen Wetter	mwetter@bart.gov	x6353	
Ananya Paul	apaul@bart.gov	x6122	
Jill Buschini	jbuschi@bart.gov	x6177	
Jaymee Rayford	jaymee.rayford@bart.gov		
Business Systems Applications			
Casey Frost	cfrost@bart.gov	x6835	• GIS • Demographic Information

*Revised 2022

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Toolbox of Public Participation Methods
Appendix C

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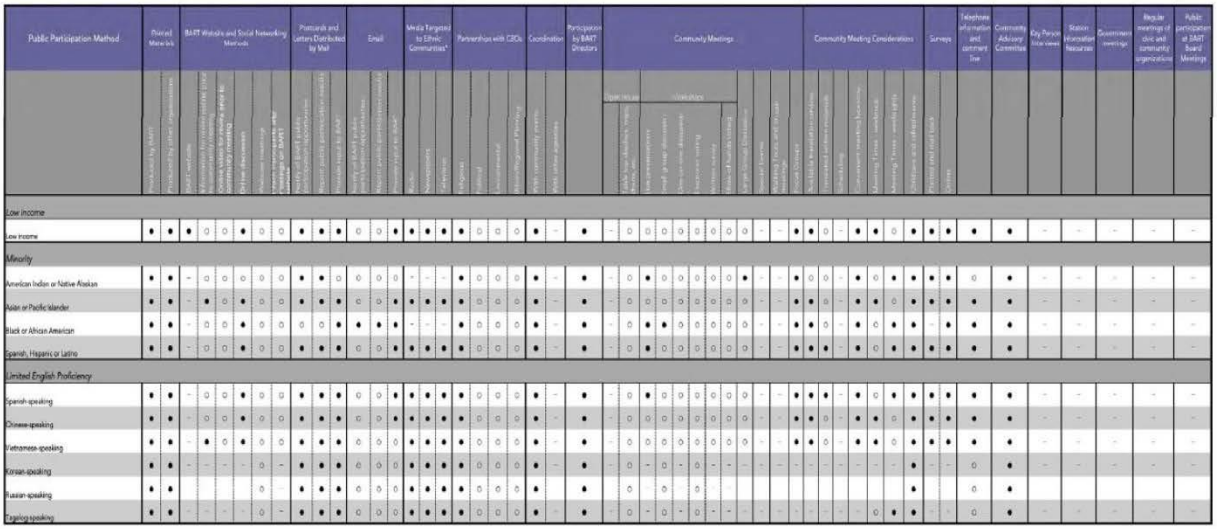
BART Public Participation Plan - Toolbox of Public Participation Methods



Public Participation Method	Printed Materials	BART Website and Social Networking Methods	Postcards and Letters Distributed by Mail	Email	Media Targeted to Ethnic Communities*	Partnerships with CBOs	Coordination	Participation by BART Directors	Community Meetings	Community Meeting Considerations	Surveys	Telephone information and comment line	Community Advisory Committee	Key Person Interviews	Station Information Resources	Government meetings	Regular meetings of civic and community organizations	Public participation at BART Board Meetings
Low income																		
Low income	•	•	•	○	○	•	○	○	•	•	•	○	○	•	–	–	–	–	–
Minority																		
American Indian or Native Alaskan	•	•	–	○	○	○	○	○	•	•	○	○	○	○	–	–	–	–	–
Asian or Pacific Islander	•	•	–	•	○	•	○	○	•	•	○	○	○	•	–	–	–	–	–
Black or African American	•	•	–	○	○	•	○	○	•	•	•	○	○	•	–	–	–	–	–
Spanish, Hispanic or Latino	•	•	–	○	○	•	○	○	•	•	•	○	○	•	–	–	–	–	–
Limited English Proficiency																		
Spanish-speaking	•	•	–	○	○	•	○	○	•	•	•	○	○	•	–	–	–	–	–
Chinese-speaking	•	•	–	○	○	•	○	○	•	•	•	○	○	•	–	–	–	–	–
Vietnamese-speaking	•	•	–	•	○	•	○	○	•	•	•	○	○	•	–	–	–	–	–
Korean-speaking	•	•	–	–	–	–	○	–	•	•	•	○	–	•	–	–	–	–	–
Russian-speaking	•	•	–	–	–	–	○	–	•	•	•	○	–	•	–	–	–	–	–
Tagalog-speaking	•	•	–	–	–	–	○	–	•	•	•	○	–	•	–	–	–	–	–

* Ethnic Media Resources include:

	Television	Newspaper
Spanish-speaking	Telemundo 48, Univision 14	El Mensajero, El Tecolote
Chinese-speaking	Channels 8 and 26	Sing Tao Daily, World Journal
Vietnamese-speaking	Cable 6, Channel 26	Mo, Thoi Bao, SaiGon Nho
Korean-speaking		Korean Times, Korean Daily Times
Russian-speaking	Channel One Russia	Russkaya Zhizn, New Life, Vzglyad
Tagalog-speaking	Channels 9, 23, 26 and TFC	Philippine News, Philippines Today

Legend

• = Public participation method preferred by PPP development participants

○ = Public participation method not preferred by PPP development participants

– = Public participation method with no strong preference or not discussed by PPP development participants

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BART Resources and Forms
Appendix D

Transportation Decision Evaluation Form

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

Please email the completed form to officeofcivilrights@bart.gov.
For questions please contact Sharon Moore, ext. 7580.

Project Title: _____

Project Manager:_____ Date:_____

Department: _____ Anticipated Completion Date:_____

Anticipated Environmental Review:_____ Anticipated Board Action:_____

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

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

Page 1 of 3

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

☐ Yes ☐ No

If yes, how will they be affected?

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

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

_____

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

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

If yes, what are they?_____

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

9. What is the anticipated project cost? _____

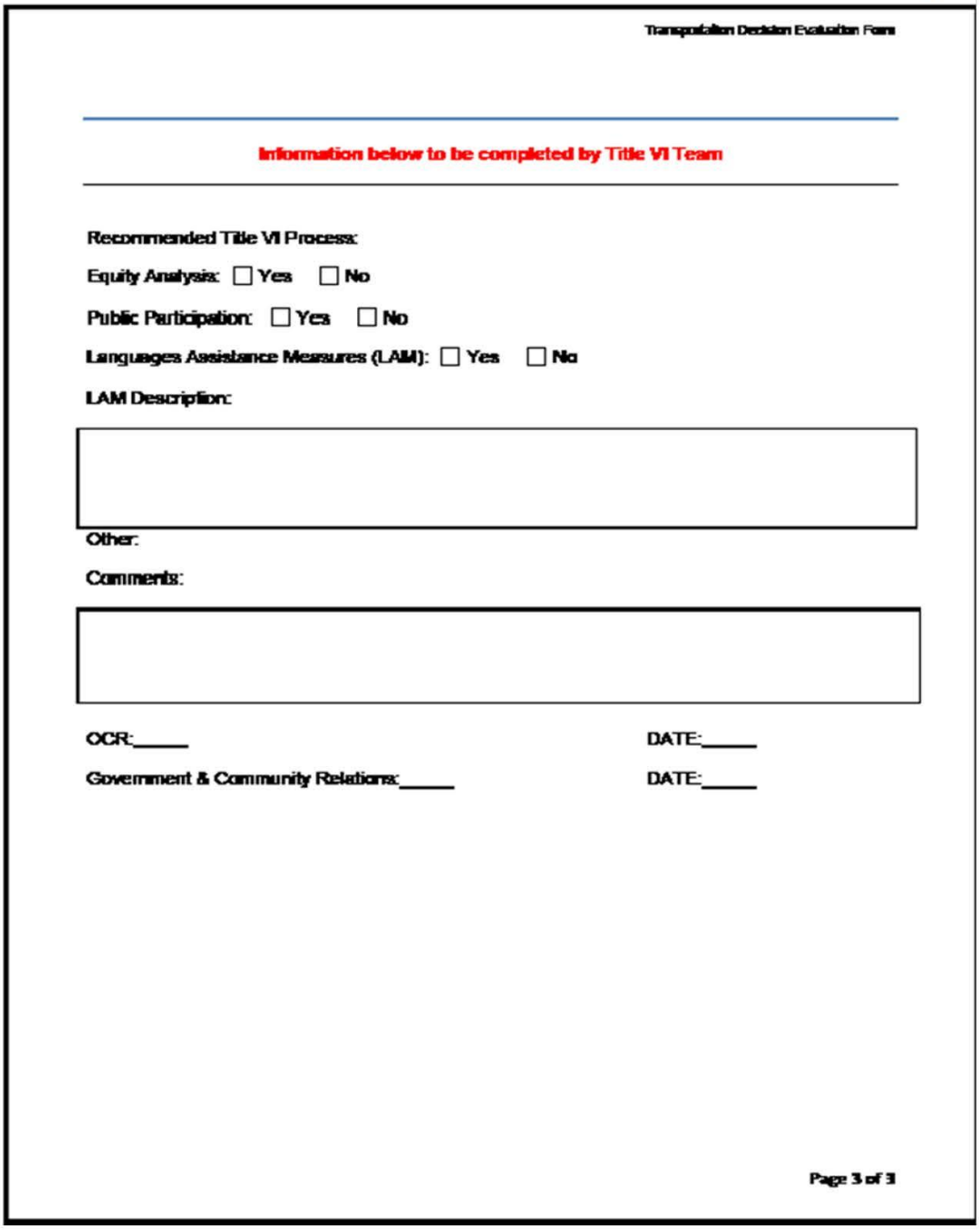
10. Have there been similar projects of this nature at BART? ☐ Yes ☐ No

If yes, please list. _____

11. Will there be a need for any signage for this project? ☐ Yes ☐ No
To the greatest extent practicable, signs in English should be accompanied with either translations or pictograms that permit universal language access.

Project Manager:_____ DATE:_____

Title:_____



Transportation Decision Evaluation Form

Information below to be completed by Title VI Team

Recommended Title VI Process:

Equity Analysis: ☐ Yes ☐ No

Public Participation: ☐ Yes ☐ No

Languages Assistance Measures (LAM): ☐ Yes ☐ No

LAM Description:

Other:

Comments:

OCR:_____ DATE:_____

Government & Community Relations:_____ DATE:_____

Page 3 of 3

Public Participation Outreach - Meeting Cost Estimates

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

Translation Services Request Form

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

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

B. **Project Funding**
5. Have funds been identified for this project?
   - ☐ Yes *(see 6 below)*
   - ☐ No

6. If yes, is this a capital-funded project or an operating-funded project?*
   - ☐ Capital
   - ☐ Operating

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

C. **Timeframe for Translation:**
7. ☐ If possible, notify OCR by email of your upcoming request at least ONE week before your documents are ready.*

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

8. ☐ When sending files to be translated, please allow TWO weeks for translation to avoid a rush fee.

9. Will proofing be required?
   - ☐ Yes *(see 9a below)*
   - ☐ No

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

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

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

E. **Service(s)**
12. If DTP is requested the translation service will lay out the translated text into the document. DTP requires InDesign files. Are you requesting DTP?
   - ☐ Yes
   - ☐ No

F. **Design(s)**
13. What is the type of media that requires translation?
   - ☐ Newspaper advertisement
   - ☐ Survey
   - ☐ Fact Sheet
   - ☐ Meeting Notice
   - ☐ PowerPoint presentation
   - ☐ Document
   - ☐ Other (specify)

14. In what format would you like your documents delivered?
   - ☐ Word
   - ☐ PDF
   - ☐ PowerPoint
   - ☐ Publisher
   - ☐ InDesign
   - ☐ Same as English version
   - ☐ Other (specify)

15. Will your document be posted online?
   - ☐ Yes *(see 15a below)*
   - ☐ No

   15a. Specify the format you want the translated text or document for online posting:
   - ☐ Word
   - ☐ Writeable PDF
   - ☐ None

G. Other Comments:

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

Interpretation Services Request Form

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

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

B. Project Funding
4. Have funds been identified for this project?
☐ Yes *(see 5 below)*
☐ No

5. If yes, is this a capital-funded project or an operating-funded project?*
☐ Capital
☐ Operating

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

C. Timeframe for Interpretation Request:
6. ☐ Contact OCR at least 72 hours in advance of your request, if not sooner.

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

8. Type of Interpretation (Check one):
☐ Consecutive
(Interpreter waits for speaker to pause and interprets each section immediately afterwards.)
☐ Simultaneous
(Interpreter interprets simultaneously as the speaker talks.)

E. Provide the Following Event Information:
9. Date:
10. Time:
11. Meeting location:
12. Format of the event :
13. Number of interpreters/language needed:

14. Requesting interpreting equipment, i.e. headsets?*
☐ Yes *(see 14a below)*
☐ No
14a. Number of headsets:

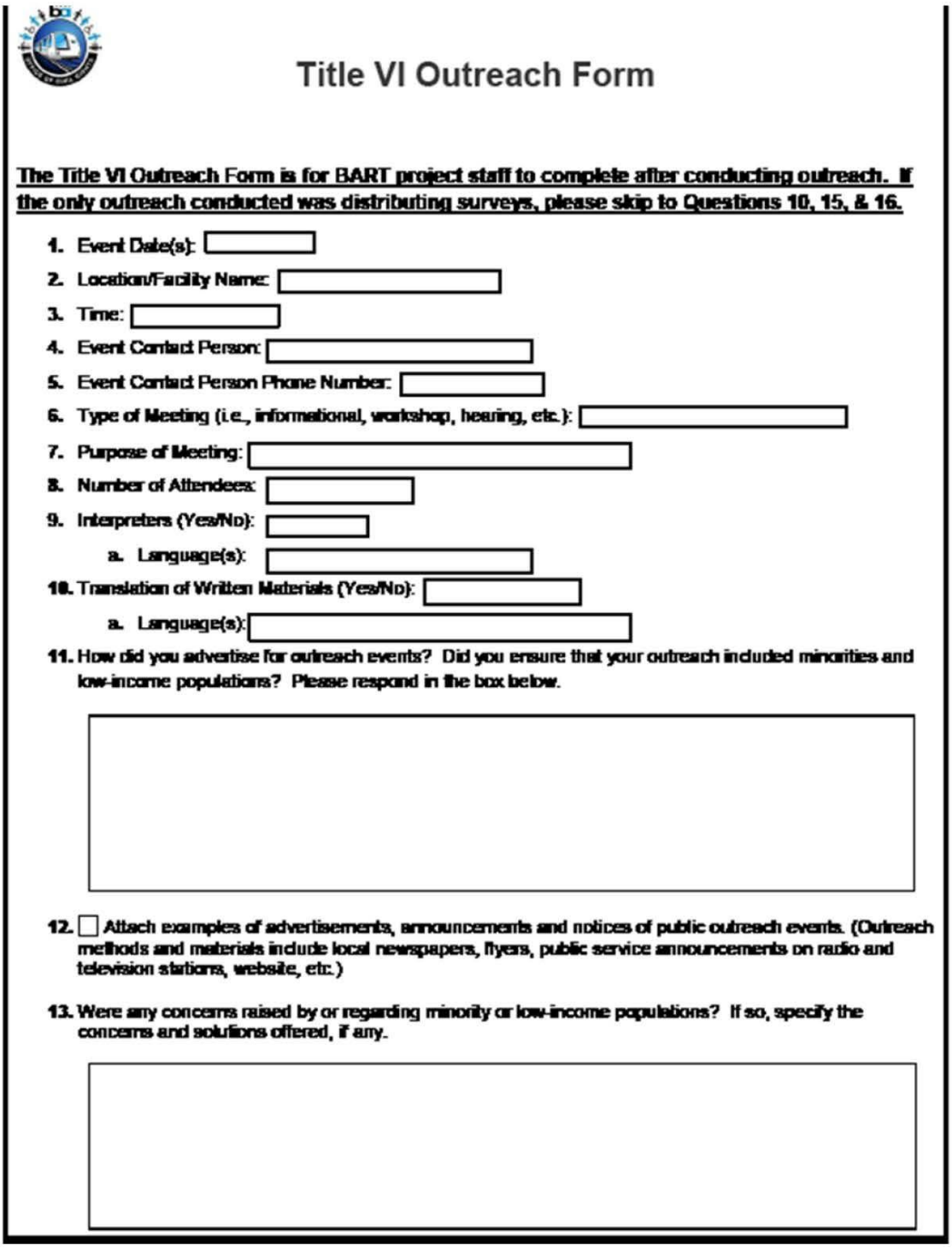
Note: Extra cost of **$5-$10 per person. GCR Rep: See Lisa Moland for headsets/transmitters.*

15. On-site project staff contact information for event:
☐ Name:
☐ Cell phone number:

16. Do you have documents/information for the interpreter to review before the event?
☐ Yes *(see 16a below)*
☐ No
16a. Email to OCR:
☐ Surveys
☐ Flyers
☐ Boards
☐ PowerPoint presentation
☐ Talking Points
☐ Other (specify)

F. Other Comments:

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



Title VI Outreach Form

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

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

12. ☐ Attach examples of advertisements, announcements and notices of public outreach events. (Outreach methods and materials include local newspapers, flyers, public service announcements on radio and television stations, website, etc.)

13. Were any concerns raised by or regarding minority or low-income populations? If so, specify the concerns and solutions offered, if any.

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

15. ☐ Please attach examples of LEP translated materials.

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

a. Annual household income before taxes:

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

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

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

b. Race of Participants:

Hispanic/Latino/Spanish origin ☐ White ☐ Black/African American ☐

Asian or Pacific Islander ☐ American Indian or Alaska Native ☐ Other ☐

c. Speak a language other than English at home?

No ☐ Yes ☐

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

Very well ☐ Well ☐ Not well ☐ Not at all ☐

Email form with attachments to jsamboa@bart.gov or drop off to Jennella Samboar-Wallace, BART OCR-16th Floor.
If you have any questions please contact Jennella at ext. 6513.

rev. 11/2014

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2012-2013 Projects: Public Participation Summary
Appendix E

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2012-2013 Public Participation Summary

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

Outreach Sample Materials
Appendix F

Resources & Sample Materials

Ethnic Media Outreach

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

Ethnic Media Advertisement
Sing Tao Newspaper – Fleet of the Future Seat Prototype Event

未来车队座椅原型系列宣传活动

您的意见很重要

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

座椅原型系列宣传活动

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

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

站点活动

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

Pittsburg/Bay Point
Tuesday, October 8th
3:00 pm - 7:00 pm

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

即将推出

Pleasant Hill/ Contra Costa Centre
Lake Merritt
West Dublin/Pleasanton
El Cerrito del Norte
Balboa Park
Powell Street

请在 bart.gov/cars 上订阅项目通知，以便收到日期和时间提醒。

Postcard for Station Distribution
Front

Back

Postcard front

BETTER STATIONS.

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

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

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

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

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

Please fill out the online survey:

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

Postcard back

MEJORES ESTACIONES.

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

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

更完善的車站

BART 敬邀您針對 Embarcadero 站和 Montgomery 站日後的發展提供寶貴意見。我們正在考慮幾項能提升 BART 服務舒適度的變革措施：請填寫一份簡短的意見調查表，讓我們知道您最重視的改建項目：網址：www.bart.gov/SFplatforms (請按一下意見調查表連結) 或掃描 QRcode >

如需語言援助服務，請致電 510-464-6752

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

통역이 필요하신 분은, 510-464-6752로 문의하십시오.

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

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

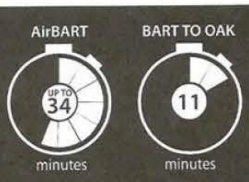
Bay Area Rapid Transit

New BART Service Coming to Oakland International Airport

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

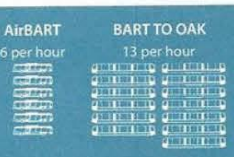
AVERAGE TRAVEL AND WAIT TIME

Up to 67% reduction in travel and wait time.
AirBART: 23 to 34 minutes total; includes 18 to 29 minute travel time (dependent on traffic) and average 5 minute wait time.
BART to OAK: 11 minutes total; includes 9 minute travel time (not dependent on traffic) and average 2 minute wait time.



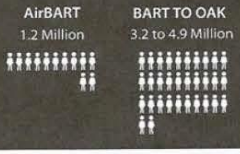
FREQUENCY: VEHICLES PER HOUR

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



SYSTEM CAPACITY

Increase in system capacity of more than 3 times.
AirBART can carry up to 1.2 million passengers annually while BART to OAK can carry 3.2 million passengers annually (expandable up to 4.9 million).

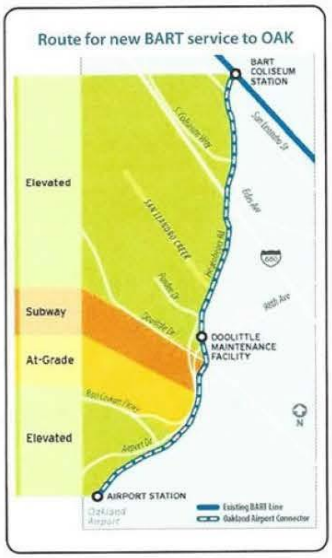


CONNECTION TO BART

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

PROPOSED FARES FOR NEW SERVICE

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



Scan for more information or to provide comments
www.bart.gov/oac

Please provide comments on the back. Over

New BART Service to Oakland International Airport Comments and Feedback

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

_____

_____

_____

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

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

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

_____

_____

_____

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

4 **Gender**

☐ Male ☐ Female

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

☐ No ☐ Yes

6 **What is your race or ethnic identification?**
(Check one or more)

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

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

☐ No ☐ Yes → Language:_____

If yes, how well do you speak English?
☐ Very Well ☐ Well ☐ Not Well ☐ Not at all

8 **Age**

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

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

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

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

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

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

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

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

☐ No ☐ Yes

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

Please turn in completed forms to a BART representative.
For more information, or to complete this comment form online, visit www.bart.gov/oac

베이 지역 신속 수송

오클랜드 국제공항으로 연결되는 새로운 BART 서비스

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

이동 및 대기 평균 시간

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

운행 빈도: 시간당 차량 운행 횟수

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

시스템 수용 능력

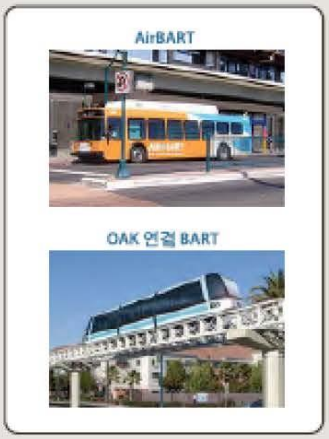
3배 이상 증가된 시스템 수용 능력.
AirBART는 연간 최대 120만 명의 승객을 수송할 수 있으나, OAK까지 운행하는 BART는 연간 320만 명의 승객을 수송할 수 있습니다(최대 490만 명으로 확장 가능).

BART 연결

편리한 BART 연결
승객들은 더 이상 BART 역을 나와서 별도의 탐승권을 구입하여 공항으로 이동할 필요가 없습니다.

새로운 서비스에 대한 요금 제안

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



더 자세한 정보를 원하시거나 의견을 제시하려면 스캔하십시오
www.bart.gov/oac

뒷면에 의견을 기재해 주십시오.

오클랜드 국제공항으로 연결되는 새로운 BART 서비스 의견 및 피드백

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

_____

_____

_____

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

☐ 탑승 요금을 4달러와 같은 낮은 금액에서 시작하여 사전 계획에 따라 정기적으로 5달러까지 인상하고 2017년에 6달러로 인상

☐ 탑승 요금을 5달러와 같은 비교적 높은 금액에서 시작하고 이 금액을 더 오랜 기간 동안 유지 (2017년까지 유지 가능)

☐ 어느 방법도 선호하지 않음

3 제안된 요금과 관련하여 다른 의견이 있으십니까?

_____

_____

_____

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

4 성별

☐ 남성 ☐ 여성

5 귀하는 히스패닉, 라티노 또는 스페인 계통이십니까?

☐ 아니요 ☐ 예

6 귀하의 인종 또는 민족은 어느 것에 속합니까?
(하나 이상에 표시해 주십시오)

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

7 귀하는 집에서 영어가 아닌 다른 언어를 사용하십니까?

☐ 아니요 ☐ 예 → 언어: _____

"예" 라고 답변하신 경우, 영어를 얼마나 능숙하게 하십니까?

☐ 매우 능숙 ☐ 능숙
☐ 별로 능숙하지 않음 ☐ 전혀 능숙하지 않음

8 연령

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

9 귀하의 총 연간 세전 가구소득은 얼마나 됩니까?

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

10 귀하의 가구에는 귀하를 포함해서 몇 명이 살고 있습니까?

☐ 1명 ☐ 2명 ☐ 3명 ☐ 4명 ☐ 5명 ☐ 6명 이상

11 귀하는 복가주에 거주하십니까?

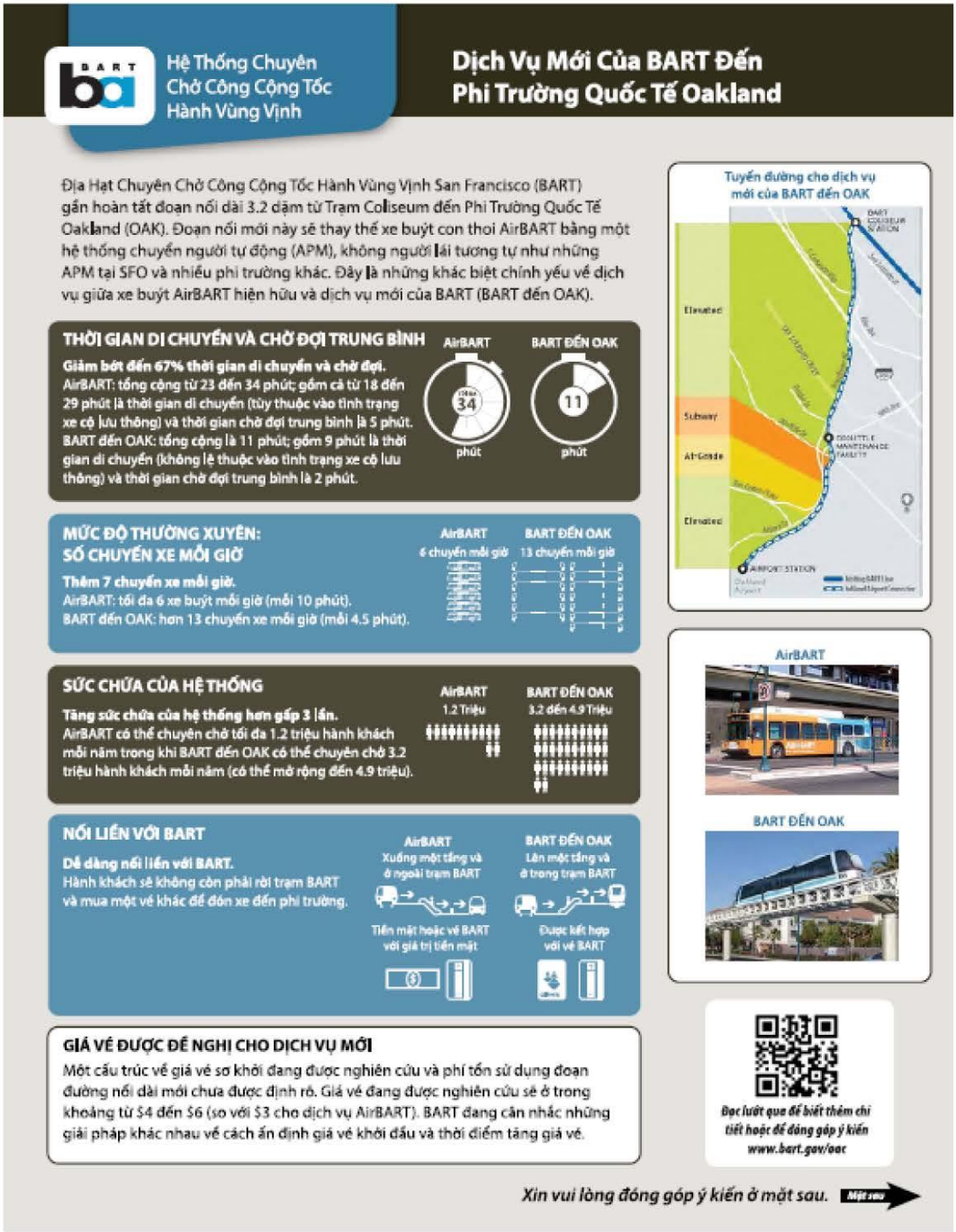
☐ 아니요, 방문 중입니다 ☐ 예, 복가주에 거주합니다

12 귀하는 오클랜드 국제공항이나 그 부근에서 일하십니까?

☐ 아니요 ☐ 예

귀하는 OAK 연결 BART에 대한 이메일 알림에 등록하기를 원하십니까? 이메일: _____

작성하신 양식을 BART 담당자에게 제출해 주십시오.
더 자세한 정보를 원하시거나, 또는 이 의견 양식을 온라인으로 작성하려면 www.bart.gov/oac를 방문해 주십시오.


Hệ Thống Chuyên Chở Công Cộng Tốc Hành Vùng Vịnh
Dịch Vụ Mới Của BART Đến Phi Trường Quốc Tế Oakland
Địa Hạt Chuyên Chở Công Cộng Tốc Hành Vùng Vịnh San Francisco (BART) gần hoàn tất đoạn nối dài 3.2 dặm từ Trạm Coliseum đến Phi Trường Quốc Tế Oakland (OAK). Đoạn nối mới này sẽ thay thế xe buýt con thoi AirBART bằng một hệ thống chuyển người tự động (APM), không người lái tương tự như những APM tại SFO và nhiều phi trường khác. Đây là những khác biệt chính yếu về dịch vụ giữa xe buýt AirBART hiện hữu và dịch vụ mới của BART (BART đến OAK).
THỜI GIAN DI CHUYỂN VÀ CHỜ ĐỢI TRUNG BÌNH
AirBART
BART ĐẾN OAK
Giảm bớt đến 67% thời gian di chuyển và chờ đợi.
AirBART: tổng cộng từ 23 đến 34 phút; gồm cả từ 18 đến 29 phút là thời gian di chuyển (tùy thuộc vào tình trạng xe cộ lưu thông) và thời gian chờ đợi trung bình là 5 phút.
BART đến OAK: tổng cộng là 11 phút; gồm 9 phút là thời gian di chuyển (không lệ thuộc vào tình trạng xe cộ lưu thông) và thời gian chờ đợi trung bình là 2 phút.
34
11
phút
phút
MỨC ĐỘ THƯỜNG XUYÊN: SỐ CHUYẾN XE MỖI GIỜ
AirBART
6 chuyến mỗi giờ
BART ĐẾN OAK
13 chuyến mỗi giờ
Thêm 7 chuyến xe mỗi giờ.
AirBART: tối đa 6 xe buýt mỗi giờ (mỗi 10 phút).
BART đến OAK: hơn 13 chuyến xe mỗi giờ (mỗi 4.5 phút).
SỨC CHỨA CỦA HỆ THỐNG
AirBART
1.2 Triệu
BART ĐẾN OAK
3.2 đến 4.9 Triệu
Tăng sức chứa của hệ thống hơn gấp 3 lần.
AirBART có thể chuyên chở tối đa 1.2 triệu hành khách mỗi năm trong khi BART đến OAK có thể chuyên chở 3.2 triệu hành khách mỗi năm (có thể mở rộng đến 4.9 triệu).
NỐI LIỀN VỚI BART
AirBART
Xuống một tầng và ở ngoài trạm BART
BART ĐẾN OAK
Lên một tầng và ở trong trạm BART
Dễ dàng nối liền với BART.
Hành khách sẽ không còn phải rời trạm BART và mua một vé khác để đón xe đến phi trường.
Tiền mặt hoặc vé BART với giá trị tiền mặt
Được kết hợp với vé BART
GIÁ VÉ ĐƯỢC ĐỀ NGHỊ CHO DỊCH VỤ MỚI
Một cấu trúc về giá vé sơ khởi đang được nghiên cứu và phí tổn sử dụng đoạn đường nối dài mới chưa được định rõ. Giá vé đang được nghiên cứu sẽ ở trong khoảng từ $4 đến $6 (so với $3 cho dịch vụ AirBART). BART đang cân nhắc những giải pháp khác nhau về cách ấn định giá vé khởi đầu và thời điểm tăng giá vé.
Tuyến đường cho dịch vụ mới của BART đến OAK
Elevated
Subway
At-Grade
Elevated
AIRPORT STATION
AirBART
BART ĐẾN OAK
Đọc lướt qua để biết thêm chi tiết hoặc để đóng góp ý kiến
www.bart.gov/oac
Xin vui lòng đóng góp ý kiến ở mặt sau.
Mặt sau

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

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

_____

_____

_____

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

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

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

_____

_____

_____

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

4 **Phái Tính**

☐ Nam ☐ Nữ

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

☐ Không ☐ Phải

6 **Lý lịch chủng tộc hoặc dân tộc của quý vị là gì**
(Chọn một hoặc nhiều hơn)

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

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

☐ Không ☐ Có → Ngôn Ngữ:_____

Nếu có, quý vị nói tiếng Anh thông thạo ở mức độ nào?
☐ Rất giỏi ☐ Giỏi ☐ Không giỏi
☐ Không nói được gì cả

8 **Tuổi**

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

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

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

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

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 hoặc nhiều h

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

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

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

☐ Không ☐ Phải

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

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

VISION PLAN

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

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

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

Join us at one of our in-station events or fill out a survey online at www.futurebart.org.

In-Station Events

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

All events 4-7 pm

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

PLAN DE VISIÓN

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

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

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

Participe en uno de nuestros eventos en la estación o complete la encuesta en línea en www.futurebart.org

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

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

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

遠景計畫

BART 希望您能就我們未來 40 年的重要支出決策提供寶貴意見.

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

我們希望乘客能夠直接針對他們所樂見的改建項目及費用選項提出意見。

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

站內活動

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

所有活動均在下午 4 點到 7 點舉行

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

B. Title VI PPP Activities

Title VI Civil Rights Program
2022 Triennial Update
Summary of Public Participation Activities

1. Title VI Fare Equity Analysis for the Proposed 2020 Productivity-Adjusted Inflation-Based Fare Increase, Series 3, 2022-28, of the Productivity-Adjusted Inflation-Based Fare Increase Program, and Magnetic Stripe Surcharge Increase. (Board Approval: May 23, 2019)

1. Inflation-Based Fare Increase, Series 3, 2022-28, of the Productivity-Adjusted Inflation-Based Fare Increase Program; and Magnetic-Stripe Surcharge Increase

(Board Approval: May 23, 2019)

Project Overview

BART has a fare increase program, that was approved by the Board in 2019, that calls for small, regular, less-than-inflation increases every two years, with the next increase of 3.4% scheduled for July 1, 2022. (This increase was originally scheduled for January 1, 2022, but was delayed due to the pandemic.)

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

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

Public Participation Activities

In order to get input required for a Title VI equity analysis, BART launched a customer survey that was available online from March 14 – April 3, 2022. The survey was available in English, Spanish, and Chinese.

In addition, BART staff held a series of in-station outreach events where they could provide information and solicit public input at the following stations and times:

Date and Time	Location
Wednesday, March 16, 2022, 7–9am	Fruitvale
Thursday, March 17, 2022, 5-7pm	Balboa Park
Tuesday, March 22, 2022, 5-7pm	Antioch
Wednesday, March 23, 2022, 7-9am	El Cerrito del Norte
Thursday, March 24, 2022, 7-9am	Montgomery
Tuesday, March 29, 2022, 5-7pm	South Hayward

Paper questionnaires were available at the outreach events, along with the survey URL, which was distributed to riders via a postcard with English on one side, and Spanish and Chinese on the other. Interpreters were available at all events in the most frequently encountered languages for those stations. These in-station events and the survey were promoted via a bart.gov news article, as well as through advertising in ethnic media, via DSS announcements, and email blasts from the Title VI/Environmental Justice and Limited English Proficiency (LEP) Advisory Committee members to their community members.

In total, 591l responses were received (80% online; 20% paper questionnaires).

Appendix 3. Demographic Profile

To ensure this Triennial makes use of the most recent, reliable demographic data, staff analyzed race, ethnicity, and household income levels using demographic information from the Customer Satisfaction Survey (2018), Station Profile Study (2015), and ACS 5-year Estimates (2016-2020). The 2021 5-year estimates aren't planned for release until Dec. 8th, so the 2020 5-year is what was utilized.

A. BART'S CUSTOMER SATISFACTION SURVEY (2018)

Race / Ethnicity

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

BART's customer base is approximately 65% minority, as compared to 62% in the service area, according to the 2020 American Community Survey (ACS, 1-year estimates). (Note: for the purposes of this comparison, staff used 2020 ACS 1-year estimates, as they were the most current data source at the time of the 2018 Customer Satisfaction Survey.)

Household income

In comparison to household income levels of the five-county service area as a whole, the data illustrates that BART customers' household incomes approximately track regional household income distribution; however, there is a notable difference at the highest income level. BART riders are less likely to have household incomes of $200,000 or more a year.

English Proficiency

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

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

	Percent
Do not speak another language, or speak another language and speak English "very well" (not LEP)	88%
Speak another language and speak English less than "very well" (LEP)	9%
No response	3%

Source: BART 2018 Customer Satisfaction Survey

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

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

	Percent
Do not speak another language, or speak another language and speak English "very well" or "well"	95%
Speak another language and speak English less than "well"	2%

No response	3%

Source: BART 2018 Customer Satisfaction Survey

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

Fare type by Protected Group

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

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

Source: BART 2018 Customer Satisfaction Survey

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

^Only accepted within San Francisco

Source: BART 2018 Customer Satisfaction Survey

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

Trip type by Protected Group

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

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

Source: BART 2018 Customer Satisfaction Survey

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

Source: BART 2018 Customer Satisfaction Survey

B. BART'S STATION PROFILE STUDY (2015)

In addition to BART's Customer Satisfaction Survey, BART conducted a large-scale survey of its passengers at each station in spring 2015, the BART Station Profile Survey. The survey methodology was designed to ensure a sufficient sample size at each of BART's stations in order to facilitate station-level analysis. Systemwide, 56% of survey respondents were minority. The stations highlighted in yellow on the next page had a minority percentage at or exceeding 64.5% based on the results of this survey. Note that the data presented here are for weekdays only and are, therefore, only representative of BART's weekday passengers.

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

Race/Ethnicity by Station

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

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

Household Income by Station

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

Low Income Status by Station

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

Race/Ethnicity by Line

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

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

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

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

*2015 Station Profile Study

C. ACS 5-YEAR ESTIMATES (2016-2020)

Minority Status by Station Area

The table on the next page shows the minority and non-minority percentages within a station's catchment area using tract-level data from ACS 2016-2020. Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts. Stations where the minority percentages are at or exceed the service area average of 64.49% are highlighted.

Given that the Pittsburg Center, Antioch, Warm Springs/South Fremont, Milpitas, and Berryessa/North San José stations opened after the 2015 Station Profile Study, their data is not complete. (* The 5 stations in italics were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, the percentages from the nearest station were applied.) SFO and OAC were not studied given their status as a destination station without a home-based population.

Demographic data by Station Area using American Community Survey 2016-2020

Station	% Minority	% White
Coliseum	89%	11%
Richmond	87%	13%
South Hayward	82%	18%
Balboa Park	82%	18%
Bay Fair	80%	20%
Fremont	80%	20%
*Warm Springs**	*80%*	*20%*
*Milpitas**	*80%*	*20%*
*Berryessa/North San Jose**	*80%*	*20%*
Hayward	80%	20%
Union City	78%	22%
San Leandro	76%	24%
El Cerrito del Norte	75%	25%
Fruitvale	74%	26%
South San Francisco	74%	26%
Daly City	71%	29%
Glen Park	70%	30%
Pittsburg / Bay Point	69%	31%
*Pittsburg Center**	*69%*	*31%*
*Antioch**	*69%*	*31%*
Lake Merritt	67%	33%
12th St. / Oakland City Center	67%	33%
Colma	64%	36%
West Oakland	62%	38%
San Bruno	62%	38%
19th St. Oakland	60%	40%
Castro Valley	60%	40%
Powell St.	58%	42%
El Cerrito Plaza	58%	42%
Millbrae	57%	43%
West Dublin / Pleasanton	55%	45%
MacArthur	55%	45%
Dublin / Pleasanton	54%	46%
Civic Center / UN Plaza	54%	46%
North Concord / Martinez	53%	47%
24th St. Mission	53%	47%
Concord	53%	47%
Embarcadero	53%	47%
Downtown Berkeley	52%	48%
Montgomery St.	52%	48%
Ashby	52%	48%
16th St. Mission	49%	51%
North Berkeley	44%	56%
Pleasant Hill / Contra Costa Centre	43%	57%
Rockridge	40%	60%
Orinda	39%	61%
Walnut Creek	34%	66%
Lafayette	31%	69%
Total 5-County Area Average	65%	35%

This table shows the minority and non-minority percentages within a station's catchment area using tract-level data from ACS 2016-2020. Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts within the five-county area. Stations where the minority percentages exceed the five-county average of 65% are highlighted.

**** The 5 stations in italics were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, the percentages from the nearest station were applied.***

Including the 5 newer stations where minority percentages were estimated, BART has 22 stations which can be categorized as minority stations. Note that if the four-county average of 63.1% would have been used, one additional station (Colma) would have been categorized as minority.

Income Status by Station

The table on the next page shows the low income and non-low income percentages within a station's catchment area using tract-level data from the American Community Survey 2016 - 2020 (five-year estimates). Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts. Stations where the low-income percentages are at or exceed the service area average of 18.5% are highlighted.

Income Status by Station

Station	% Low income	% Not Low Income
Coliseum	39.4%	60.6%
Downtown Berkeley	36.0%	64.0%
Richmond	35.9%	64.1%
Fruitvale	28.9%	71.1%
19th St. Oakland	28.5%	71.5%
12th St. / Oakland City Center	27.6%	72.4%
Pittsburg / Bay Point	26.2%	73.8%
*Pittsburg Center**	26.2%	73.8%
*Antioch**	26.2%	73.8%
Lake Merritt	26.0%	74.0%
Ashby	25.7%	74.3%
West Oakland	25.1%	74.9%
Powell St.	24.9%	75.1%
Bay Fair	24.5%	75.5%
Civic Center / UN Plaza	24.0%	76.0%
El Cerrito del Norte	23.3%	76.7%
San Leandro	22.2%	77.8%
MacArthur	21.5%	78.5%
Hayward	21.0%	79.0%
Concord	20.9%	79.1%
Balboa Park	20.7%	79.3%
Glen Park	20.2%	79.8%
Montgomery St.	19.8%	80.2%
North Berkeley	18.9%	81.1%
North Concord / Martinez	18.5%	81.5%
South Hayward	18.5%	81.5%
El Cerrito Plaza	18.3%	81.7%
16th St. Mission	18.2%	81.8%
24th St. Mission	18.0%	82.0%
Embarcadero	17.7%	82.3%
Daly City	16.9%	83.1%
South San Francisco	16.4%	83.6%
Fremont	16.3%	83.7%
*Warm Springs**	*16.3%*	*83.7%*
*Milpitas**	*16.3%*	*83.7%*
*Berryessa/North San Jose**	*16.3%*	*83.7%*
Pleasant Hill / Contra Costa Centre	15.5%	84.5%
Millbrae	15.3%	84.7%
San Bruno	15.2%	84.8%
Colma	14.5%	85.5%
Union City	13.6%	86.4%
Castro Valley	13.5%	86.5%
Rockridge	12.0%	88.0%
Walnut Creek	10.9%	89.1%
Orinda	10.3%	89.7%
Dublin / Pleasanton	9.5%	90.5%
Lafayette	9.3%	90.7%
West Dublin / Pleasanton	8.2%	91.8%
Total 5-County Area Average	18.4%	81.6%

D. BART MAPS

Base Map

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

Since the last Triennial Update (1/19/20), two new stations have been added to the BART system. The Milpitas and Berryessa/ North San José stations are the second and third stations to extend the Green and Orange lines south of Fremont and will later connect with four additional stations planned for the Silicon Valley/Berryessa Extension project.

BART BASE MAP
EGIS - Enterprise Geographic Information System
Date: 11/29/2022
Pittsburg/ Bay Point
eBART Transfer Platform
North Concord/Martinez
Pittsburg Center
Antioch
Concord
Pleasant Hill/ Contra Costa Centre
Walnut Creek
Lafayette
Orinda
Richmond
El Cerrito del Norte
El Cerrito Plaza
North Berkeley
Downtown Berkeley
Ashby
Rockridge
MacArthur
19th St/Oakland
12th St/Oakland City Center
West Oakland
Lake Merritt
Montgomery St
Powell St
Embarcadero
Civic Center /UN Plaza
16th St/Mission
24th St/Mission
Glen Park
Balboa Park
Fruitvale
Coliseum
San Leandro
Oakland International Airport
Bay Fair
Castro Valley
Hayward
South Hayward
Union City
Fremont
Warm Springs
Milpitas
Berryessa
San Jose International Airport
Dublin/ Pleasanton
West Dublin/ Pleasanton
Daly City
Colma
South San Francisco
San Bruno
San Francisco International Airport
Millbrae
Burlingame
San Mateo
Redwood City
Menlo Park
Palo Alto
Woodside
Half Moon Bay
Alviso
Sunnyvale
Santa Clara
Cupertino
Milpitas
Alum Rock
Livermore
Pleasanton
Sunol
Alameda
Clayton
West Hartley
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
San Francisco County
San Mateo County
Santa Clara County
Alameda County
Contra Costa County
Legend
Airport
BART Station
BART Track
County Boundary
Census Tract
Regional Employment Center
Map Notes:
Oakland, San Francisco, and San Jose are the region's major employment centers.
Notes:
Bay Area Rapid Transit District;
Topographic basemap sources:Esri, HERE, USGS, NPS, IGN, OpenStreetMap;contributors, and the GIS User Community
0 1 2 3 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612

Recent and Planned Improvements

Stations recently modernized or scheduled for modernization[7] over the next five years.

Completed projects: Since the 2019 Title VI Triennial Update, BART has completed station modernization projects at:

- **Powell St** (ceiling, lighting, pilot canopy),
- **MacArthur** (safety, lighting),

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

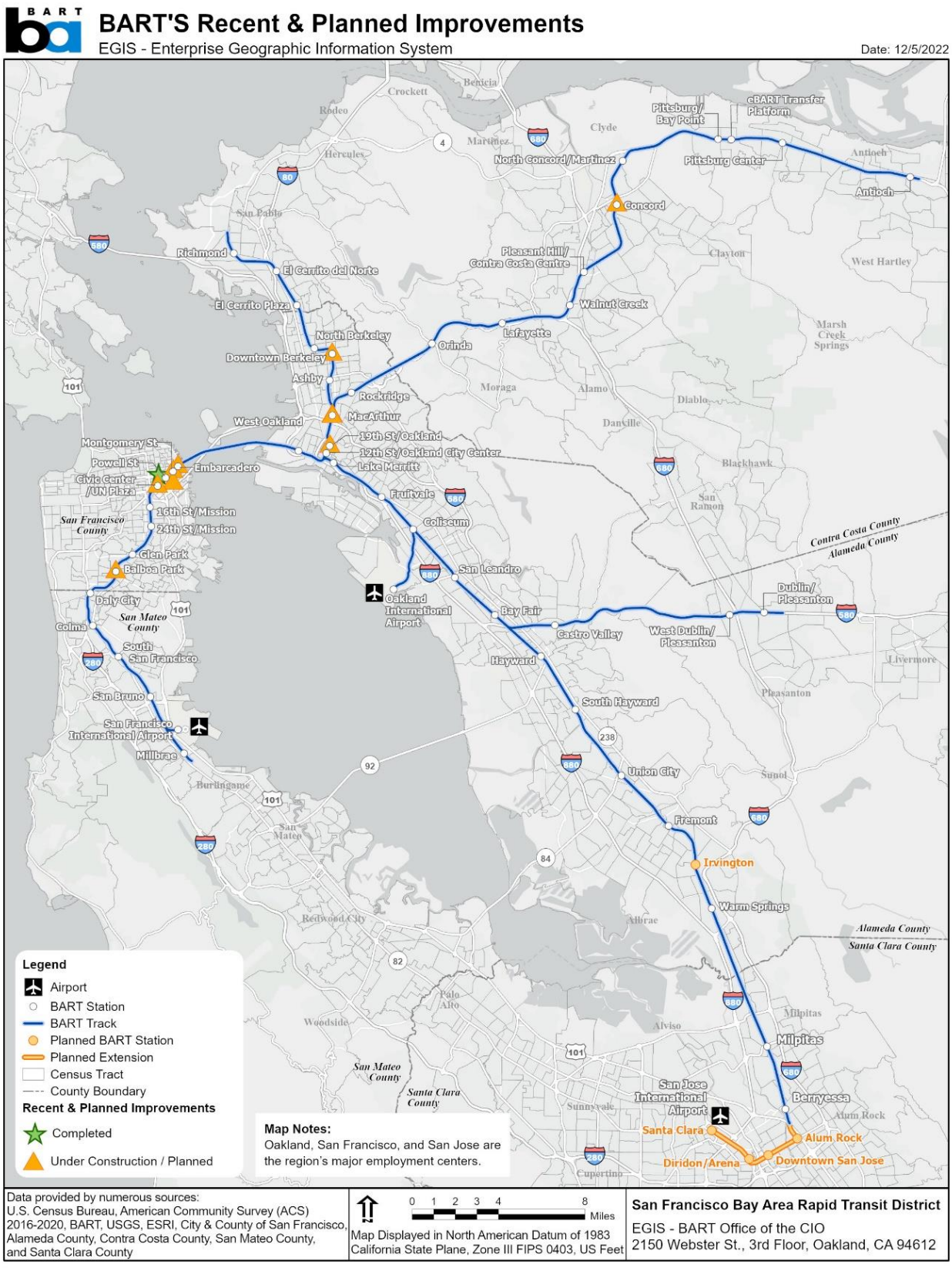
- **North Berkeley** (access improvements)
- **Powell St.** (station modernization)
- **Balboa Park** (station modernization, elevators, and transit plaza), and
- **19th St/Oakland**, and
- the **Market St. San Francisco** Stations – Embarcadero, Montgomery, Powell, and Civic Center (escalators, canopies, improvements and bike stations).

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

- **Downtown Berkeley** (station modernization),
- **Lake Merritt** (Operations Control Center and plaza).
- **Concord** (lighting)

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

[7] Unless noted, Station Modernization includes comprehensive station improvements.


BART'S Recent & Planned Improvements
EGIS - Enterprise Geographic Information System
Date: 12/5/2022
Benicia
Crockett
Rodeo
Martinez
Hercules
Clyde
Pittsburg/ Bay Point
eBART Transfer Platform
North Concord/Martinez
Pittsburg Center
Antioch
Concord
San Pablo
Richmond
El Cerrito del Norte
Pleasant Hill/ Contra Costa Centre
Clayton
West Hartley
El Cerrito Plaza
Walnut Creek
Lafayette
Marsh Creek Springs
North Berkeley
Orinda
Downtown Berkeley
Ashby
Moraga
Alamo
Diablo
Rockridge
MacArthur
West Oakland
Danville
Montgomery St
19th St/Oakland
12th St/Oakland City Center
Powell St
Embarcadero
Lake Merritt
Civic Center /UN Plaza
Fruitvale
Blackhawk
San Ramon
16th St/Mission
San Francisco County
24th St/Mission
Coliseum
Contra Costa County
Alameda County
Glen Park
Balboa Park
San Leandro
Daly City
Oakland International Airport
Bay Fair
Dublin/ Pleasanton
San Mateo County
Colma
Castro Valley
West Dublin/ Pleasanton
South San Francisco
Hayward
Livermore
San Bruno
South Hayward
Pleasanton
San Francisco International Airport
Millbrae
Union City
Burlingame
Sunol
Fremont
San Mateo
Irvington
Warm Springs
Redwood City
Albrae
Alameda County
Santa Clara County
Palo Alto
Woodside
Alviso
Milpitas
San Mateo County
Santa Clara County
Sunnyvale
San Jose International Airport
Berryessa
Alum Rock
Santa Clara
Diridon/Arena
Downtown San Jose
Cupertino
Legend
Airport
BART Station
BART Track
Planned BART Station
Planned Extension
Census Tract
County Boundary
Recent & Planned Improvements
Completed
Under Construction / Planned
Map Notes:
Oakland, San Francisco, and San Jose are the region's major employment centers.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, ESRI, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County
0 1 2 3 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St., 3rd Floor, Oakland, CA 94612

Transit Oriented Development (TOD) Projects

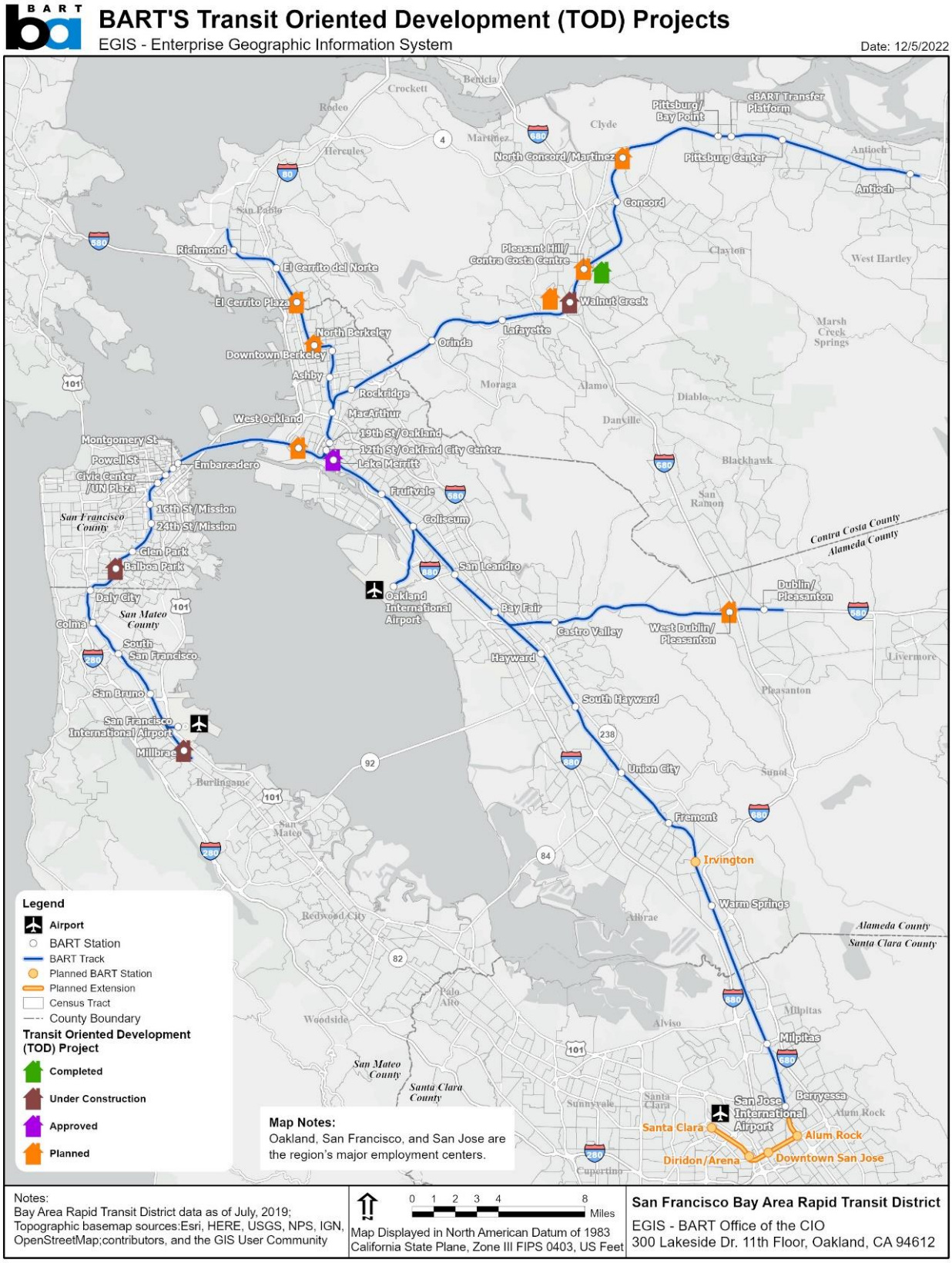
Approved/Under Construction TOD projects:

- **Balboa Park** (under construction)
- **Lake Merritt** (approved agreement with developer, construction not commenced yet)
- **Millbrae** (under construction- to be completed in early 2023)
- **Walnut Creek** (phase 1 near completion, Phase II/III not yet started)
- **West Oakland** (not yet initiated, but developer selected and grants secured for environmental remediation)
- **North Berkeley** (developer selected)
- **El Cerrito Plaza** (developer selected, design is underway)
- **North Concord** (developer was selected, but work has not commenced)
- **Pleasant Hill** (all phases but one are complete- final phase, Block D-office use, has stalled)
- **West Dublin/Pleasanton** (hoping to see design and construction commence in coming months)

Planned TOD projects: (projects we expect to advance in coming 2 years)

- **Ashby** (developer selection process expected in coming months)
- **Rockridge**
- **Hayward**
- **Warm Springs/South Fremont**

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

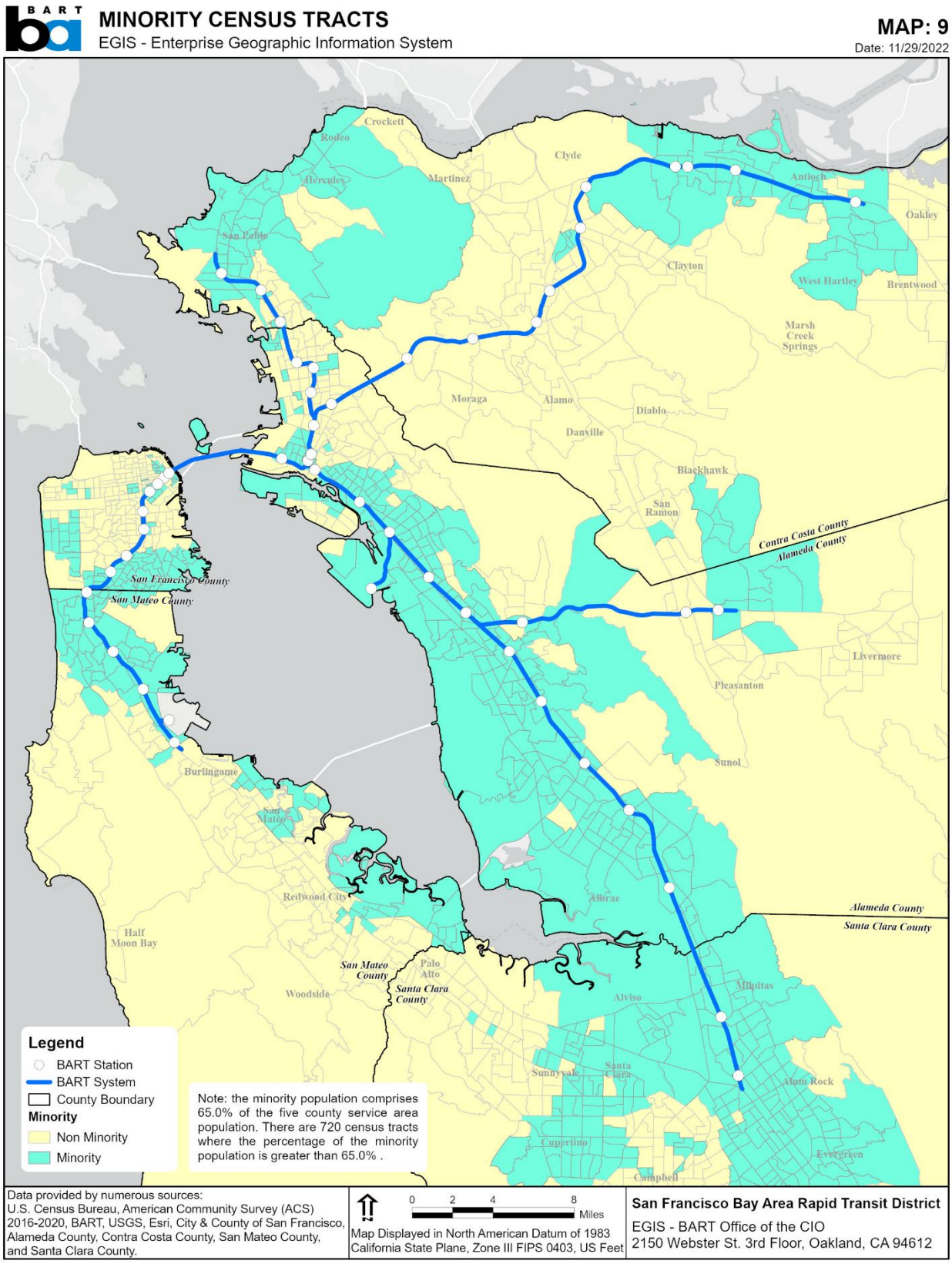

BART'S Transit Oriented Development (TOD) Projects
EGIS - Enterprise Geographic Information System
Date: 12/5/2022
Legend
Airport
BART Station
BART Track
Planned BART Station
Planned Extension
Census Tract
County Boundary
Transit Oriented Development (TOD) Project
Completed
Under Construction
Approved
Planned
Map Notes:
Oakland, San Francisco, and San Jose are the region's major employment centers.
Notes:
Bay Area Rapid Transit District data as of July, 2019;
Topographic basemap sources:Esri, HERE, USGS, NPS, IGN, OpenStreetMap;contributors, and the GIS User Community
0 1 2 3 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
300 Lakeside Dr. 11th Floor, Oakland, CA 94612

E. DEMOGRAPHIC MAPS

For the purposes of this Triennial, BART has elected to use ACS 5-Year Estimates (2016-2020) to determine service area thresholds and station catchment area demographics, as these are the most current estimates.

Minority and Non-Minority

The following map shows the Census tracts where the minority population exceeds the five-county service area average of 64.49% (2016-2020 ACS Estimates).


MINORITY CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 9
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
San Pablo
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Milpitas
Alviso
Sunnyvale
Santa Clara
Alum Rock
Cupertino
Evergreen
Campbell
Legend
BART Station
BART System
County Boundary
Minority
Non Minority
Minority
Note: the minority population comprises 65.0% of the five county service area population. There are 720 census tracts where the percentage of the minority population is greater than 65.0% .
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
N
0 2 4 8
Miles
Map Displayed in North American Datum of 1983
California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612

Demographic Maps by Specific Race:

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

Asian/Pacific Islander

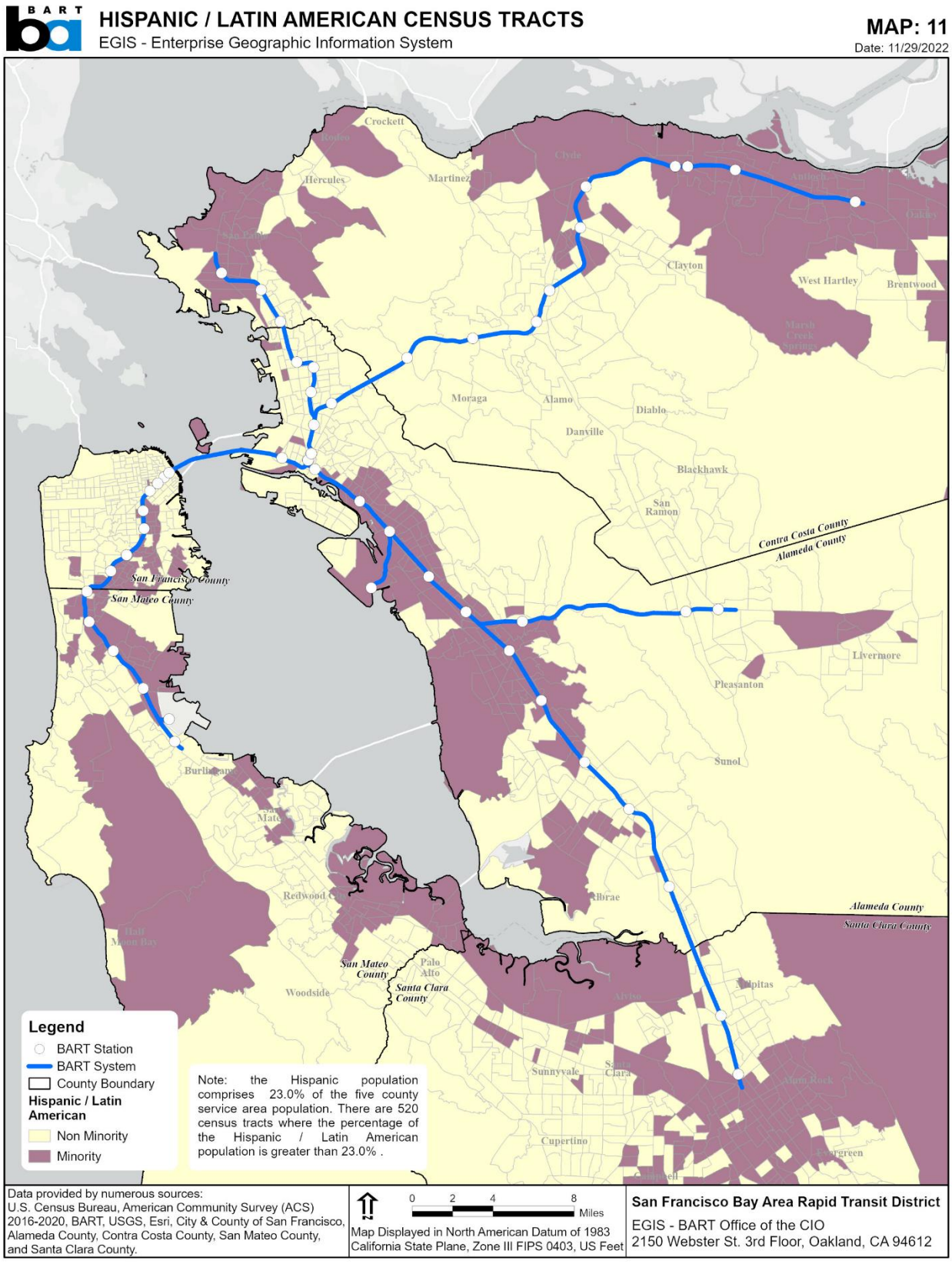
The map shows tracts in which the **Asian / Pacific Islander** population exceeds the service area average of 26.88%.

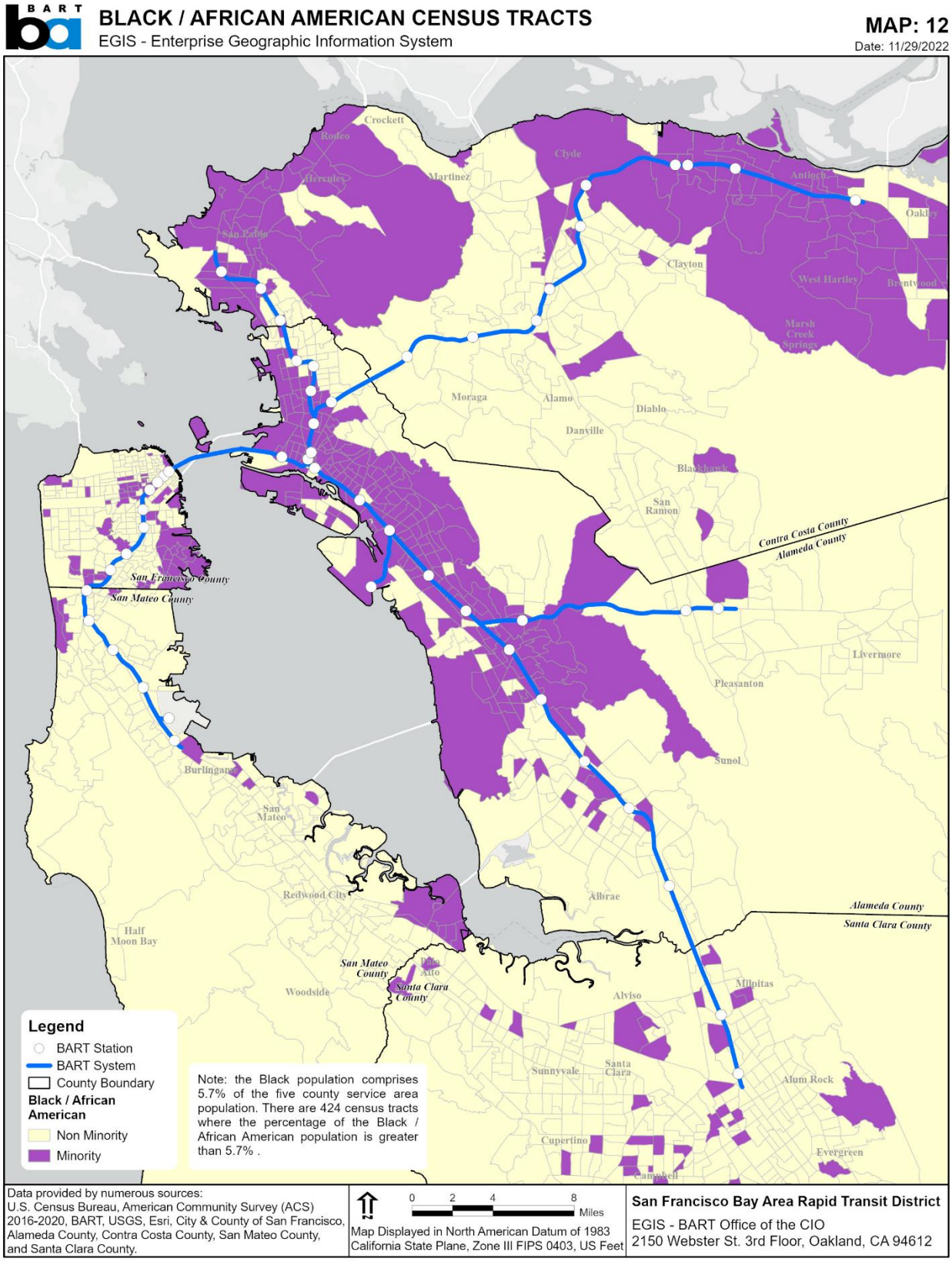
Hispanic

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

Black/African American

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


HISPANIC / LATIN AMERICAN CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 11
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
San Pablo
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Milpitas
Alviso
Sunnyvale
Santa Clara
Mtn Rock
Cupertino
Evergreen
Campbell
Legend
BART Station
BART System
County Boundary
Hispanic / Latin American
Non Minority
Minority
Note: the Hispanic population comprises 23.0% of the five county service area population. There are 520 census tracts where the percentage of the Hispanic / Latin American population is greater than 23.0% .
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612


BLACK / AFRICAN AMERICAN CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 12
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
San Pablo
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Milpitas
Alviso
Sunnyvale
Santa Clara
Alum Rock
Cupertino
Evergreen
Cambrell
Legend
BART Station
BART System
County Boundary
Black / African American
Non Minority
Minority
Note: the Black population comprises 5.7% of the five county service area population. There are 424 census tracts where the percentage of the Black / African American population is greater than 5.7% .
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8
Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
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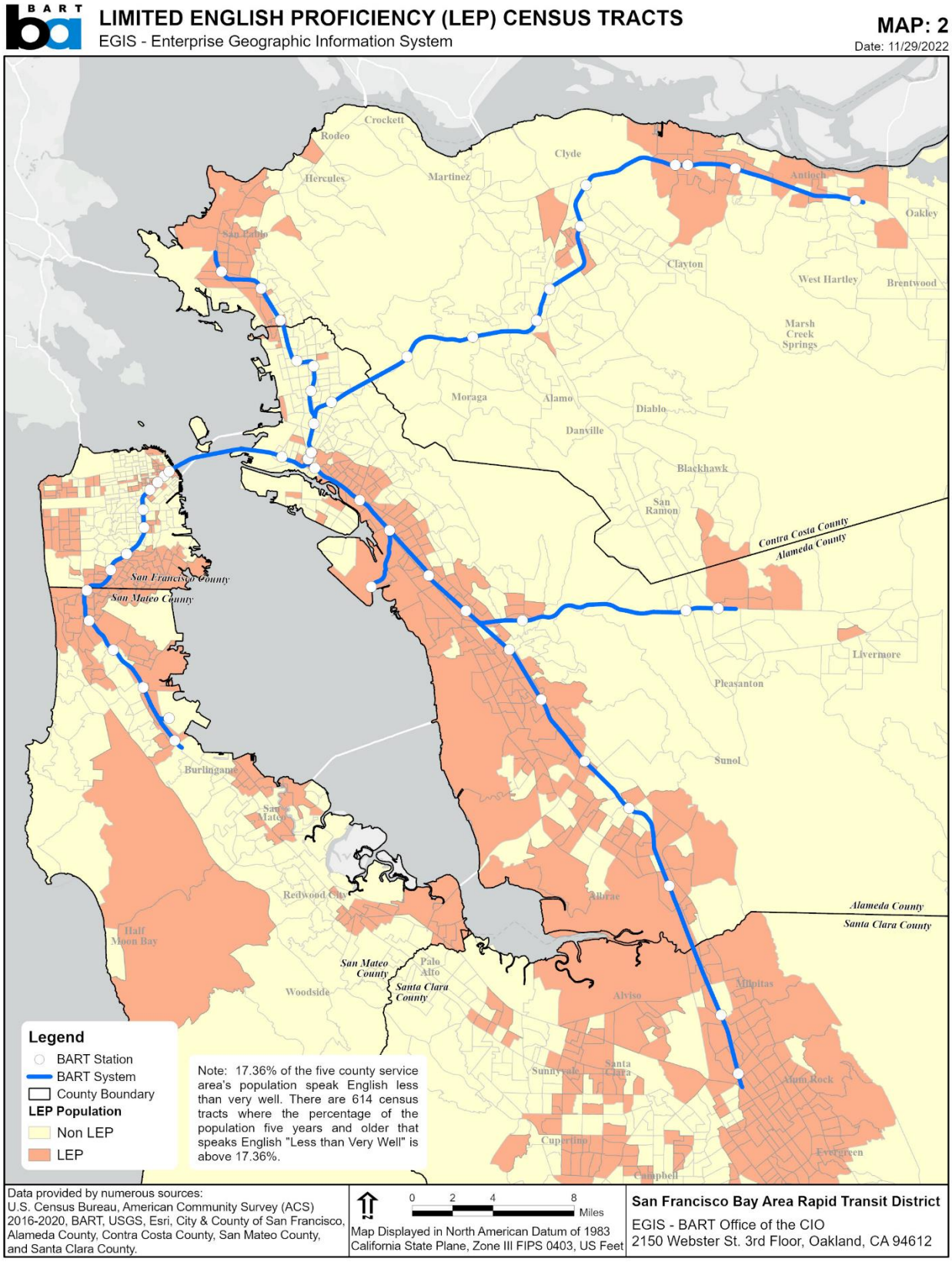
Limited English Proficiency (LEP)

As noted above, Limited English Proficient (LEP) is defined as those who report that they speak English less than “Very Well.” This includes those who speak English “Well,” “Not Well,” or “Not at All.” The map below shows tracts in which the LEP population exceeds the service area average of 17.4%.

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


LIMITED ENGLISH PROFICIENCY (LEP) CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 2
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
San Pablo
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Milpitas
Alviso
Sunnyvale
Santa Clara
Alum Rock
Cupertino
Evergreen
Campbell
Legend
BART Station
BART System
County Boundary
LEP Population
Non LEP
LEP
Note: 17.36% of the five county service area's population speak English less than very well. There are 614 census tracts where the percentage of the population five years and older that speaks English "Less than Very Well" is above 17.36%.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8
Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
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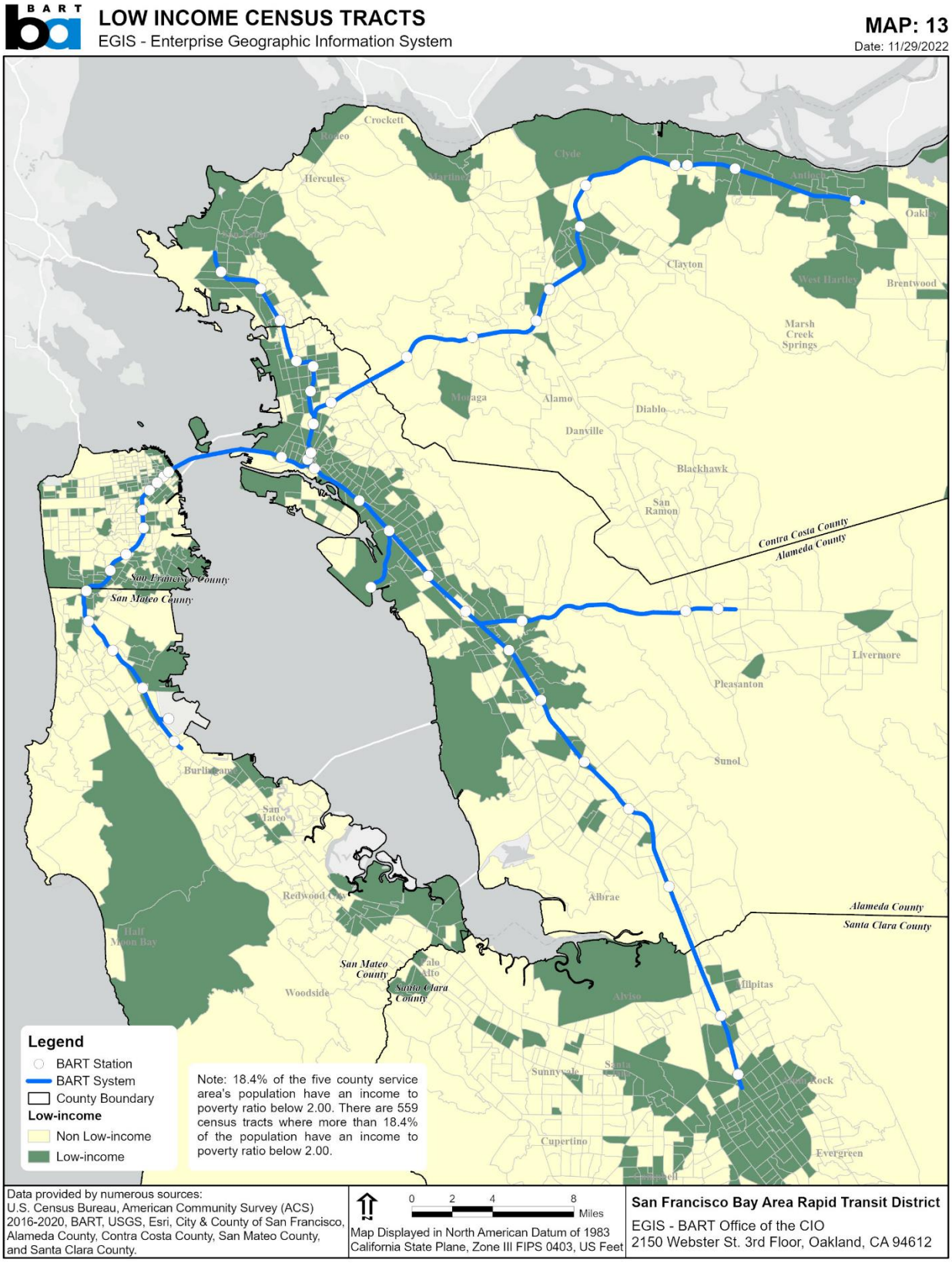
Low-Income

The map below shows the Census tracts where the low-income population exceeds the four-county service area average of 18.4%. Due to the high cost of living in the District, BART has defined low income as 200% of the federal poverty level.


LOW INCOME CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 13
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Milpitas
Alviso
Sunnyvale
Santa
Cupertino
Evergreen
Legend
BART Station
BART System
County Boundary
Low-income
Non Low-income
Low-income
Note: 18.4% of the five county service area's population have an income to poverty ratio below 2.00. There are 559 census tracts where more than 18.4% of the population have an income to poverty ratio below 2.00.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8
Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
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Appendix 4. Station Amenities

DISTRIBUTION OF TRANSIT AMENITIES SERVICE POLICY

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

* Customer Information Services (a combination of time tables, public address systems, digital information systems, and station agents, in proportion to ridership, station size, and passenger flow density)

* Restrooms (where appropriate given the security needs of BART patrons and the BART system)

* Platform Area Benches

* Trash Receptacles

* Route Maps

* Arrival Information Systems

* Automated Fare Collection Equipment (Ticket and Clipper Vending Machines, Add Fare, and Change Machines)

* Emergency (Courtesy) Telephones

* Elevators and Escalators

* Parking Spaces (unless otherwise limited by local geographic, planning, and funding considerations)

* Bicycle Parking and Storage

* Bus Access Facilities (where space is available on BART station property and service is provided by local bus operators)

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

* BART will produce an inventory of the availability of the following amenities at each of its heavy rail stations (currently 48): customer information services, restrooms, benches, trash receptacles, route maps, timetables, informative publications, arrival information displays, ticket vending machines, change machines, emergency (or courtesy) telephones, elevators, escalators, parking facilities, and bicycle and bus access facilities (where appropriate).

* BART will identify a number of station pairs which have similar ridership levels and locations along the BART system (urban or suburban). One station in each pair will be a minority station and the other will not. The station pairs could, by illustration, include: two low volume suburban stations, two high volume suburban stations, two urban fringe stations, et al.

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

BART determines whether each of its stations serves a predominantly minority population by comparing the station's catchment area demographics to District's service area minority threshold of 65.0% (ACS 2016-2020), summarized in Table 14.

Table 14:

Minority Status by Station Catchment Area (using American Community Survey 2016-2020)

Station	% Minority	% White
Coliseum	89%	11%
Richmond	87%	13%
South Hayward	82%	18%
Balboa Park	82%	18%
Bay Fair	80%	20%
Fremont	80%	20%
*Warm Springs**	*80%*	*20%*
*Milpitas**	*80%*	*20%*
*Berryessa/North San Jose**	*80%*	*20%*
Hayward	80%	20%
Union City	78%	22%
San Leandro	76%	24%
El Cerrito del Norte	75%	25%
Fruitvale	74%	26%
South San Francisco	74%	26%
Daly City	71%	29%
Glen Park	70%	30%
Pittsburg / Bay Point	69%	31%
*Pittsburg Center**	*69%*	*31%*
*Antioch**	*69%*	*31%*
Lake Merritt	67%	33%
12th St. / Oakland City Center	67%	33%
Colma	64%	36%
West Oakland	62%	38%
San Bruno	62%	38%
19th St. Oakland	60%	40%
Castro Valley	60%	40%
Powell St.	58%	42%
El Cerrito Plaza	58%	42%
Millbrae	57%	43%
West Dublin / Pleasanton	55%	45%
MacArthur	55%	45%
Dublin / Pleasanton	54%	46%
Civic Center / UN Plaza	54%	46%
North Concord / Martinez	53%	47%
24th St. Mission	53%	47%
Concord	53%	47%
Embarcadero	53%	47%
Downtown Berkeley	52%	48%
Montgomery St.	52%	48%
Ashby	52%	48%
16th St. Mission	49%	51%
North Berkeley	44%	56%
Pleasant Hill / Contra Costa Centre	43%	57%
Rockridge	40%	60%
Orinda	39%	61%
Walnut Creek	34%	66%
Lafayette	31%	69%
Total 5-County Area Average	65%	35%

This table shows the minority and non-minority percentages within a station's catchment area using tract-level data from ACS 2016-2020. Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts within the five-county area. Stations where the minority percentages exceed the five-county average of 65% are highlighted.

* The 5 stations in italics were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, the percentages from the nearest station were applied.

Including the 5 newer stations where minority percentages were estimated, BART has 22 stations which can be categorized as minority stations. Note that if the four-county average of 63.1% would have been used, one additional station (Colma) would have been categorized as minority.

A. Disparate Impact Test for Station Amenities

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

Station Amenities Service Monitoring – Analysis of Station Pairs

Any methodology for comparing transit amenities between the 50 stations in the BART system will have shortcomings as no two BART stations are identical. Built over a span of approximately 40 years, they were designed by different architects to fit into different sites and to serve different topographic and community conditions.

Methodology

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

Table 15

BART Station Pairs for Transit Amenities Analysis

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

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

Findings

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

Table 16

Results Summary of Station Pairs Analysis

Station Pair	Minority Station	Non-Minority Station	# of Categories with Less Amenities at Minority Station
1	San Leandro	Rockridge	4
2	Bay Fair	Walnut Creek	7
3	Union City	El Cerrito Plaza	3
4	South Hayward	Orinda	4
5	South San Francisco	Lafayette	7
6	Pittsburg/Bay Point	Concord	6
7	Hayward	North Berkeley	4
8	12th St, /Oakland City Center	Downtown Berkeley	3
Average	Minority	Non-Minority	4.75

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

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

Escalator/Elevator Amenities

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

Parking Space Amenities

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

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

Bicycle Spaces and Lockers

Another amenity category where measurable variation exists is for bicycle parking. In most cases, negative variances in bike racks and lockers are the result of riders' access mode to the station. The San Leandro

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

Station Amenities Disparate Impact Test Results

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

Corrective Actions

No corrective actions are required

Detailed Station Pairs Analysis

Station Pair Analysis #1	San Leandro	Rockridge	Variance
Description:			
Location Type	Urban Fringe	Urban Fringe	
Minority Catchment Area	Yes	No	

Title VI Category	Minority	Non-Minority	
Platform Type	Side	Center	
Ridership (FY20 Exits)	4489	3810	679
Amenities			
Public Address System	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Time Arrival Displays	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths	1	1	0
Brochure Bins	1	2	(1)
Time Tables	0	1	(1)
Route Maps	9	2	7
Trash Receptacles	10	6	4
Restrooms	2	2	0
Benches	15	20	(5)
Bill to Bill Changer	1	1	0
Ticket Vending Machine	0	0	0
Clipper Vending Machine	6	6	0
Add Fare Machine	6	1	5
Emergency Courtesy Phones	10	9	1
Platform Elevators	2	1	1
Platform Escalators	4	1	3
Parking Spaces	898	886	12
Bike Lockers (keyed and electronic)	96	72	24
Bike Racks/Bikeep	91	160	(69)
Bike Stations	0	0	0
Bike Share Docks	0	25	(25)
Bus Access Facilities (Bays)	12	0	12

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

Analysis: Out of the 24 Transit Amenity categories documented above, there are 4 instances in where the minority station (San Leandro) had fewer transit amenities than the non-minority station (Rockridge). The most significant variance in favor of the non-minority station is in the Bicycle Rack category. Rockridge Station has a higher bicycle mode access share than the San Leandro Station. San Leandro Station, on the other hand, is more oriented towards public transit access and is consequently, equipped with significantly more bus access facilities.

Station Pair Analysis #2	Bay Fair	Walnut Creek	Variance
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Side	
Ridership (FY20 Exits)	3860	4564	(704)
Amenities			
Public Address System	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Time Arrival Displays	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths	1	1	0
Brochure Bins	0	1	(1)
Time Tables	2	1	1
Route Maps	4	10	(6)
Trash Receptacles	15	14	1
Restrooms	2	2	0
Benches	33	15	18
Bill to Bill Changer	1	1	0
Ticket Vending Machine	1	0	1
Clipper Vending Machine	6	3	3
Add Fare Machine	9	7	2
Emergency Courtesy Phones	11	14	(3)
Platform Elevators	1	2	(1)
Platform Escalators	1	2	(1)
Parking Spaces	1658	1271	387
Bike Lockers (keyed and electronic)	28	96	(68)
Bike Racks/Bikeep	52	175	(123)
Bike Stations	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	8	15	(7)

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

Analysis: Out of the 24 Transit Amenity categories documented above, there are 7 instances where the minority station (Bay Fair) has less amenities than the non-minority station (Walnut Creek). The most significant variance in favor of the non-minority station is in the number of Bike Racks, as noted above, bicycle parking facilities are allocated based on current and project demand, summarized in BART's Bike Program Capital Plan (2017).

Station Pair Analysis #3	Union City	El Cerrito Plaza	Variance
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Side	Side	
Ridership (FY20 Exits)	3246	3343	(97)
Amenities			
Public Address System	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Time Arrival Displays	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths	1	1	0
Brochure Bins	2	0	2
Time Tables	0	0	0
Route Maps	14	9	5
Trash Receptacles	14	15	(1)
Restrooms	2	2	0
Benches	35	14	21
Bill to Bill Changer	3	1	2
Ticket Vending Machine	0	0	0
Clipper Vending Machine	4	4	0
Add Fare Machine	8	3	5
Emergency Courtesy Phones	17	12	5
Platform Elevators	2	2	0
Platform Escalators	4	2	2
Parking Spaces	951	742	209
Bike Lockers (keyed and electronic)	84	136	(52)
Bike Racks/Bikeep	82	94	(12)
Bike Stations	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	12	7	5

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

Analysis: Out of the 24 Transit Amenity categories documented above, there are 3 instances where the minority station (Hayward) has less amenities than the non-minority station (El Cerrito Plaza). The variance in favor of the non-minority station is in the Bicycle Amenity categories. Here there are 28 additional Bicycle Lockers and 25 additional Rack and Storage Spaces at El Cerrito Plaza. However, Union City has 209 parking spaces. This net variance in favor of Bicycle Amenities at El Cerrito Plaza is explainable by the significantly higher bicycle mode access share at that station.

Station Pair Analysis #4	South Hayward	Orinda	Variance
Description:			

Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Side	Center	
Ridership (FY20 Exits)	2150	2010	140
Amenities			
Public Address System	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Time Arrival Displays	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths	1	1	0
Brochure Bins	2	3	(1)
Time Tables	0	1	(1)
Route Maps	10	10	0
Trash Receptacles	12	21	(9)
Restrooms	2	2	0
Benches	12	29	(17)
Bill to Bill Changer	1	1	0
Ticket Vending Machine	0	0	0
Clipper Vending Machine	4	4	0
Add Fare Machine	2	3	(1)
Emergency Courtesy Phones	12	5	7
Platform Elevators	2	1	1
Platform Escalators	2	1	1
Parking Spaces	1302	1302	0
Bike Lockers (keyed and electronic)	44	36	8
Bike Racks/Bikeep	86	86	0
Bike Stations	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	6	2	4

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

Analysis: Out of the 24 Transit Amenity categories documented above, there are 4 instances where the minority station (South Hayward) has less amenities than the non-minority station (Orinda). Amenities are relatively well balanced between the stations, with only a slight variance in favor of the non-minority station in Benches. Benches, in general, are constrained by station layout characteristics, as well as the size of the individual benches.

Station Pair Analysis #5	**South San Francisco**	**Lafayette**	**Variance**
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	

Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY20 Exits)	2413	2441	(28)
Amenities			
Public Address System	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Time Arrival Displays	10	8	2
Platform Canopies	Yes	Yes	0
Station Agent Booths	1	1	0
Brochure Bins	0	2	(2)
Time Tables	0	3	(3)
Route Maps	10	5	5
Trash Receptacles	13	6	7
Restrooms	2	2	0
Benches	5	12	(7)
Bill to Bill Changer	1	1	0
Ticket Vending Machine	0	0	0
Clipper Vending Machine	5	4	1
Add Fare Machine	2	3	(1)
Emergency Courtesy Phones	8	10	(2)
Platform Elevators	1	1	0
Platform Escalators	2	1	1
Parking Spaces	1350	1494	(144)
Bike Lockers (keyed and electronic)	42	62	(20)
Bike Racks/Bikeep	44	76	(32)
Bike Stations	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	9	2	7

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

Analysis: Out of the 24 Transit Amenity categories documented above, there are 7 instances where the minority station (South San Francisco) has fewer amenities than the non-minority station (Lafayette). The most significant variance in favor of the non-minority station is in the Parking Spaces Category. Here the 144 additional Parking Spaces is the result of significantly more land available for parking at the Lafayette Station. The latter station is situated between the CalTrain right-of-way to the East and the El Camino Real to the West. In addition, South San Francisco Station relies more on public transit (four different SamTrans lines and multiple employer shuttles) and less
on parking than Lafayette as a means of access.

Station Pair Analysis #6	Pittsburg/Bay Point	Concord	Variance
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY20 Exits)	2832	4037	(1205)

Amenities			
Public Address System	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Time Arrival Displays	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths	1	1	0
Brochure Bins	1	1	0
Time Tables	0	2	(2)
Route Maps	5	9	(4)
Trash Receptacles	28	7	21
Restrooms	2	2	0
Benches	35	28	7
Bill to Bill Changer	3	1	2
Ticket Vending Machine	0	0	0
Clipper Vending Machine	5	5	0
Add Fare Machine	4	3	1
Emergency Courtesy Phones	12	6	6
Platform Elevators	2	1	1
Platform Escalators	2	2	0
Parking Spaces	2094	2320	(226)
Bike Lockers (keyed and electronic)	32	100	(68)
Bike Racks/Bikeep	74	79	(5)
Bike Stations	0	0	0
Bike Share Docks	0	0	0
Bus Access Facilities (Bays)	10	11	(1)

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

Analysis: Out of the 24 Transit Amenity categories documented above, there are 6 instances where the minority station (Pittsburg/Bay Point) has less amenities than the non-minority station (Concord). The most significant variance in favor of the non-minority station is in the Parking Spaces category. Here the 226 additional Parking Spaces are partially related to the fact that the Concord Station has more riders than the Pittsburg/Bay Point Station. The variance in bicycle facilities in favor of the Concord Station can be explained by the fact that the bicycle mode access share is greater at Concord than for the Pittsburg/Bay Point Station.

Station Pair Analysis #7	**Hayward**	**North Berkeley**	**Variance**
Description:			
Location Type	Urban Fringe	Urban Fringe	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Side	Center	
Ridership (FY20 Exits)	3411	2885	526
Amenities			

Public Address System	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Time Arrival Displays	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths	1	1	0
Brochure Bins	1	3	(2)
Time Tables	0	0	0
Route Maps	13	5	8
Trash Receptacles	9	8	1
Restrooms	2	2	0
Benches	5	20	(15)
Bill to Bill Changer	1	1	0
Ticket Vending Machine	1	0	1
Clipper Vending Machine	4	4	0
Add Fare Machine	3	3	0
Emergency Courtesy Phones	7	7	0
Platform Elevators	2	1	1
Platform Escalators	2	2	0
Parking Spaces	1468	756	712
Bike Lockers (keyed and electronic)	60	88	(28)
Bike Racks/Bikeep	70	208	(138)
Bike Stations	0	0	0
Bike Share Docks	0	27	(27)
Bus Access Facilities (Bays)	16	0	16

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

Analysis: Out of the 24 Transit Amenity categories documented above, there are only 4 instances where the minority station (Hayward) has fewer amenities than the non-minority station (North Berkeley). The most significant variances in favor of the non-minority station are in the Bike Racks. Here the 28 additional Bicycle Locker and 138 Bike Racks can be attributed to the fact that the North Berkeley Station has a much higher than average system-wide mode access share for bicyclists. Colma Station, on the other hand, has a much higher than average mode access share for parking and public transit. The 16 Bus Bays at Hayward reflect this higher reliance on public transit as an access mode

Station Pair Analysis #8	**12 St./Oakland City Center**	**Downtown Berkeley**	**Variance**
Description:			
Location Type	Urban	Urban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center/Side	Center	
Ridership (FY20 Exits)	9790	8007	1783

Amenities			
Public Address System	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Time Arrival Displays	12	8	4
Platform Canopies	Yes	Yes	0
Station Agent Booths	3	2	1
Brochure Bins	1	2	(1)
Time Tables	4	1	3
Route Maps	18	7	11
Trash Receptacles	3	8	(5)
Restrooms	2	2	0
Benches	12	12	0
Bill to Bill Changer	3	3	0
Ticket Vending Machine	0	0	0
Clipper Vending Machine	7	7	0
Add Fare Machine	7	6	1
Emergency Courtesy Phones	20	11	9
Platform Elevators	2	1	1
Platform Escalators	9	1	8
Parking Spaces	0	0	0
Bike Lockers (keyed and electronic)	12	0	12
Bike Racks/Bikeep	30	100	(70)
Bike Stations	0	332	(332)
Bike Share Docks	35	0	35
Bus Access Facilities (Bays)	0	0	0

*Brochure Bins are being removed from all stations, so any variance in that category was ignored in the analysis.

Analysis: Out of the 23 Transit Amenity categories (these stations do not have parking as they are downtown/urban) documented above, there 3 instances where the minority station (12th Street/Oakland City Center) has less amenities than the non-minority station (Downtown Berkeley). The Downtown Berkeley station has significantly more Bicycle amenities, particularly Bike Racks and Bike Stations. Downtown Berkeley station has a much higher mode access share for Bicycles than the 12th Street/Oakland City Center Station.

	Minority/Non-Minority	Platform Type	Station Agent Booth w Staffed ($)	Platform Canopies (Y/N)	Branch re Bins ($)	Train Arrival Displays ($)	Time Tables ($)	Route Maps ($)	Track Receptacles ($)	Restrooms ("At least 1 restroom open to the public) ($)	Benches ($)	Bill to Bill Changers (BBC) ($)	Ticket Vending Machines (TVM) ($)	Clipper Vending Machines (CVM) ($)	Add Fare Machines (AFM) ($)	Emergency Courtesy Phones ($)	Public Address Systems (Y/N)	Digital Information Systems (Y/N)	Platform Elevators ($)	Platform Escalators ($)	Parking Spaces ($) *Information provided by Ryan Grosser-Russell **Available	Bike Lockers (keyed and electronic) ($) *Information provided by Heidi Hadden	Bike Rack/Bike Loop ($) *Information provided by Heidi	Bike Station ($ of bikes that can be stored) *Information	Bike Share Docks ($) *Information provided by Heidi	Bus Access Facilities (Covered Bus Shelters) ($)	
Red/Orange																											
Richmond	Minority	center	1	Yes	1	8	1	6	31	2*	38	1	0	4	2	9	Yes	Yes	1	2	768	34	52	0	0	10	
El Cerrito del Norte	Minority	side	1	Yes	1	8	0	4	15	2	7	1	0	8	8	14	Yes	Yes	2	2	2,058	44	63	0	0	18	
El Cerrito Plaza	Non-Minority	side	1	Yes	0	8	0	9	15	2*	14	1	0	4	3	12	Yes	Yes	2	2	742	136	94	0	0	7	
North Berkeley	Non-Minority	center	1	Yes (Subway)	3	8	0	5	8	2	20	1	0	4	3	7	Yes	Yes	1	2	756	84	208	0	27	0	
Downtown Berkeley	Non-Minority	center	2	Yes (Subway)	2	8	1	7	8	2*	12	3	0	7	6	11	Yes	Yes	1	1	0	0	100	332	0	0	
Ashby	Non-Minority	center	1	Yes (Subway)	0	8	0	5	9	2	23	1	0	4	3	9	Yes	Yes	2	2	540	46	134	128	23	0	
Red/Orange/Yellow																											
MacArthur	Non-Minority	center	1	Yes	1	16	2	11	17	2	24	1	0	5	3	10	Yes	Yes	2	4	462	36	220	197	31	0	
19th Street/Oakland	Non-Minority	center/side	3	Yes (Subway)	0	16	0	20	9	2	10	2	0	11	2	22	Yes	Yes	2	9	0	8	136	130	35	0	
12th Street/Oakland	Minority	center/side	3	Yes (Subway)	1	12	4	18	3	2*	12	3	0	7	7	20	Yes	Yes	2	9	0	12	30	0	35	0	
Green/Orange/Blue																											
Lake Merritt	Minority	center	1	Yes (Subway)	0	10	0	7	15	1	12	1	0	4	2	10	Yes	Yes	2	2	210	80	212	0	27	0	
Fruitvale	Minority	center	1	Yes	0	8	0	10	17	2	15	1	0	5	4	11	Yes	Yes	2	4	893	28	49	200	15	7	
Coliseum	Minority	center	2	Yes	1	8	0	8	19	2*	21	5	2	12	6	18	Yes	Yes	1	1	888	16	63	0	0	0	
San Leandro	Minority	side	1	Yes	1	8	0	9	10	2	15	1	0	5	6	10	Yes	Yes	2	4	898	96	91	0	0	12	
Bay Fair	Minority	center	1	Yes	0	8	2	4	15	2	33	1	1	5	9	11	Yes	Yes	1	1	1,658	28	52	0	0	8	
Hayward	Minority	side	1	Yes	1	8	0	13	9	2*	5	1	1	4	3	7	Yes	Yes	2	2	1,468	60	70	0	0	16	
South Hayward	Minority	side	1	Yes	2	8	0	10	12	2	12	1	0	4	2	12	Yes	Yes	1	2	1,302	44	86	0	0	6	
Union City	Minority	side	1	Yes	2	8	0	14	14	2*	35	3	0	4	8	17	Yes	Yes	2	4	951	84	82	0	0	12	
Fremont	Minority	center	1	Yes	1	8	0	10	22	2	38	1	3	8	1	9	Yes	Yes	1	2	1,654	104	121	0	0	11	
*Warm Springs/South Fremont**	Minority	center	1	Yes	1	8	0	22	23	2	14	2	2	12	1	21	Yes	Yes	2	3	2,120	56	106	0	0	3	
*Milpitas**	Minority	side	1	Yes	4	8	0	14	40	2	29	4	0	12	6	22	Yes	Yes	2	4	1631**	12	24	185	0	16	
*Berryessa/North San Jose**	Minority	center	1	Yes	2	8	0	9	20	2	122	2	0	8	7	13	Yes	Yes	1	2	1527**	10	28	181	0	10	
Yellow																											
*Antioch Station**	Minority	center	1	Yes	0	6	0	8	9	2	10	2	1	3	2	6	Yes	Yes	2	2	1885	12	16	0	0	12	
*Pittsburg Center**	Minority	center	0	Yes	0	5	0	4	5	0	4	2	0	3	2	5	Yes	Yes	1	0	262	0	0	0	0	0	
eBART Transfer Platform		center	0	Yes	0	8	0	3	0	0	2	0	0	8	0	4	Yes	Yes	0	0	0	0	0	0	0	0	
Pittsburg/Bay Point	Minority	center	1	Yes	1	8	0	5	28	2	35	3	0	5	4	12	Yes	Yes	2	2	2,034	32	74	0	0	10	
North Concord/Martinez	Non-Minority	center	1	Yes	1	8	0	7	19	2	16	1	0	4	3	11	Yes	Yes	1	2	1,978	32	74	0	0	3	
Concord	Non-Minority	center	1	Yes	1	8	2	9	7	2	28	1	0	5	3	6	Yes	Yes	1	2	2,320	100	79	0	0	11	
Pleasant Hill/Contra Costa Cente	Non-Minority	side	1	Yes	2	8	1	8	18	2	9	1	0	3	5	14	Yes	Yes	2	2	2,883	110	234	215	0	10	
Walnut Creek	Non-Minority	side	1	Yes	1	8	1	10	14	2	15	1	0	3	7	14	Yes	Yes	2	2	1,271	96	175	0	0	15	
Lafayette	Non-Minority	center	1	Yes	2	8	3	5	6	2	12	1	0	4	3	10	Yes	Yes	1	1	1,494	62	76	0	0	2	
Orinda	Non-Minority	center	1	Yes	3	8	1	10	21	2	29	1	0	4	3	5	Yes	Yes	1	1	1,302	36	86	0	0	2	
Rockridge	Non-Minority	center	1	Yes	2	8	1	2	6	2	20	1	0	5	1	9	Yes	Yes	1	1	886	72	160	0	25	0	
Blue																											
Castro Valley	Non-Minority	center	1	Yes	1	10	0	5	18	2	17	2	0	4	2	8	Yes	Yes	1	2	1,102	52	67	0	0	5	
West Dublin/Pleasanton	Non-Minority	center	2	Yes	0	10	0	24	14	2	14	2	0	8	4	8	Yes	Yes	1	2	1,155	48	70	0	0	5	
Dublin/Pleasanton	Non-Minority	center	1	Yes	2	8	2	11	31	2	38	2	0	8	8	13	Yes	Yes	1	3	3,130	92	212	0	0	5	
Yellow/Red/Green/Blue																											
West Oakland	Non-Minority	side	1	Yes	0	9	1	6	10	2*	8	1	0	3	4	8	Yes	Yes	2	2	452	176	161	0	23	4	
Embarcadero	Non-Minority	center	2	Yes (Subway)	0	8	0	20	12	2	4	2	0	24	5	9	Yes	Yes	1	4	0	0	0	106	27	0	
Montgomery	Non-Minority	center	2	Yes (Subway)	0	8	0	16	12	2*	7	2	0	28	4	9	Yes	Yes	1	4	0	0	0	0	37	0	
Powell	Non-Minority	center	2	Yes (Subway)	0	8	0	13	18	2	7	3	1	18	5	11	Yes	Yes	1	2	0	0	7	0	33	0	
Civic Center	Non-Minority	center	2	Yes (Subway)	0	8	0	19	13	2*	5	1	2	17	2	6	Yes	Yes	1	2	0	0	74	140	30	0	
16th Street Mission	Non-Minority	center	1	Yes (Subway)	0	11	0	8	8	2*	4	1	0	4	1	12	Yes	Yes	1	1	0	0	97	0	31	0	
24th Street Mission	Non-Minority	center	1	Yes (Subway)	0	8	0	8	7	2*	4	1	0	7	1	7	Yes	Yes	1	1	0	0	90	0	16	0	
Glen Park	Minority	center	1	Yes (Subway)	1	8	0	20	4	2	10	1	0	4	1	7	Yes	Yes	1	2	53	24	56	0	40	0	
Balboa Park	Minority	center	1	Yes (Subway)	0	8	0	11	10	2	11	2	0	7	3	6	Yes	Yes	1	1	0	12	67	0	23	0	
Daly City	Minority	center/side	1	Yes	0	12	0	10	28	2*	49	2	0	11	5	11	Yes	Yes	2	2	1,995	20	35	0	0	9	
Yellow/Red																											
Colma	Non-Minority	center	1	Yes	2	8	0	8	34	2	45	2	0	6	3	12	Yes	Yes	1	2	1,422	31	72	0	0	12	
South San Francisco	Minority	center	1	Yes (Subway)	0	10	0	10	13	2*	5	1	0	5	2	8	Yes	Yes	1	2	1,350	42	44	0	0	9	
San Bruno	Non-Minority	center	1	Yes (Subway)	0	10	0	7	5	2	8	2	0	5	2	8	Yes	Yes	1	2	1,042	42	32	0	0	9	
SFO Airport		center	2	Yes (Subway)	3	20	0	13	12	2*	10	4	0	18	5	17	Yes	Yes	2	4	0	42	44	0	0	0	
Millbrae	Non-Minority	center	2	Yes	0	15	5	19	31	2	55	3	0	18	5	17	Yes	Yes	2	4	2,096	80	60	0	0	9	

Appendix 5. Language Assistance Plan (LAP)

Language Assistance Plan

UPDATED DECEMBER 2022

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Executive Summary

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to their services and benefits for persons with limited English proficiency (LEP). Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand English. Otherwise, English-only services may be discriminatory on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.

The San Francisco Bay Area Rapid Transit (BART or the District) supports the goal of Section V of the U.S. Department of Transportation LEP Guidance (USDOT) to provide meaningful access to its services by LEP persons. This Language Assistance Plan (LAP)—which updates the LAP previously approved by the Federal Transit Administration (FTA) in January 2020—assesses language needs in the five-county BART service area (Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara counties).

BART Self-Assessment

The USDOT LEP Guidance identifies four factors that recipients of federal funds, including BART, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons. The four-factor analysis involves the following:

- Identifying the number and proportion of LEP persons served or encountered in the eligible service population;
- Determining the frequency with which LEP individuals come into contact with BART's programs, activities, and services;
- Gauging the importance of BART's programs, activities, and services to LEP persons; and
- Assessing the current resources available and the costs to provide language assistance services.

This four-factor analysis identifies appropriate language assistance measures needed to improve access to BART services and benefits for LEP persons.

Factor 1: Identification of LEP Individuals

Factor 1 analysis focuses on the numbers and proportions of the LEP population in BART's five-county service area. For this analysis, BART relies primarily on data from the U.S. Census Bureau American Community Survey (ACS 2016-2020). This analysis considers persons who self-identify as speaking English less than "very well" as LEP. BART also relies on school enrollment data from the California Department of Education (CDE), considering students enrolled in English Learner programs as LEP.

The ACS estimates that there are just over six million people in the five-county BART service area, of whom just over one million are LEP. The proportion of the service area that is LEP is about 17.4% (see Figure. i).

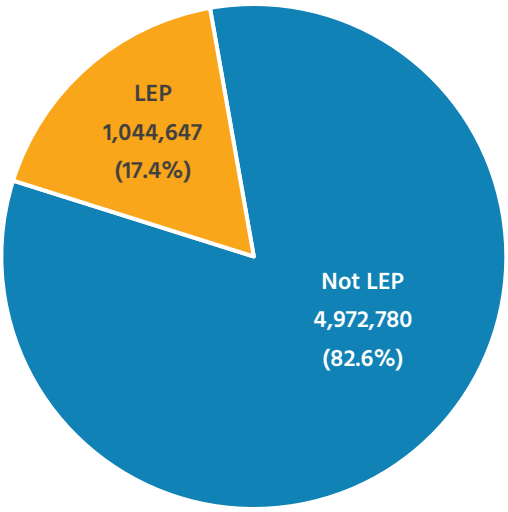


Figure i. Limited English Proficiency (LEP) Population Estimates in the BART Service Area
Source: ACS 2016-2020

Factor 1 analysis also identifies 25 languages that BART should include in the Language Assistance Plan. These languages qualify as "safe harbor" languages as defined by USDOT LEP guidance. Listed alphabetically, these languages are Arabic, Armenian, Chinese, Farsi (Persian), French, German, Gujarati, Hindi, Italian, Japanese, Khmer (Cambodian), Korean, Laotian, Pashto, Portuguese, Punjabi, Russian, Serbo-Croatian, Spanish, Tagalog, Tamil, Telugu, Thai, Urdu, and Vietnamese. Spanish and Chinese (including Mandarin and Cantonese) are the predominant languages spoken by the LEP population in the BART service area, comprising nearly two-thirds of potential BART LEP customers (see Figure ii).

Factor 2: Frequency of Contact with LEP Persons

Factor 2 analysis focuses on the frequency BART Interacts with LEP customers. For this analysis, BART relies on internal data sources, including calls to LanguageLine Solution, BART website pageviews, and employee logs of LEP encounters.

BART interacts with LEP customers frequently and mostly in-person. Station Agents, Transit Information Representatives, Police Officers, and other frontline staff report that LEP customers most frequently request assistance in Spanish and Chinese.

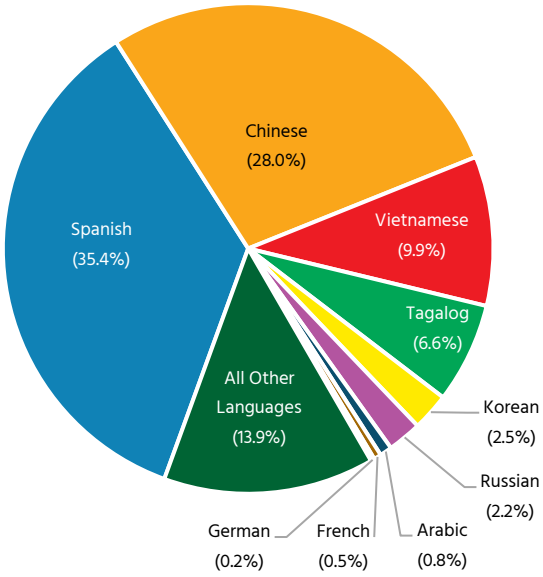


Figure ii. Breakdown of Languages Spoken by Limited English Proficient (LEP) Populations
Source: ACS 2016-2020

Factor 3: Important of BART Service to LEP Persons

Factor 3 analysis focus on the importance of BART programs, activities, and services to LEP customers. Public transit is a key means of mobility for LEP persons. In the five-county BART service area, approximately 46% of the LEP population live within a one-mile radius of the BART system and 11% of the working-age LEP population commute using public transportation.[1]

For this analysis, BART relies primarily on feedback from members of the BART Title VI/Environmental Justice (TVI/EJ) Advisory Committee and the BART Limited English Proficiency (LEP) Advisory Committee. Members of the TVI/EJ and LEP advisory committees represent community-based organizations (CBOs) that serve minority, low-income, and LEP populations across a diverse spectrum of ethnicities residing in the BART service area. Access is the primary theme of feedback. Public transportation continues to be a primary need for LEP persons to access employment, health and government services, and recreational activities. Public transportation to areas beyond the urban core of the Bay Area needs improvement. Language access to public transportation information also need improvement, with suggestions of simplifying how service is described, providing multilingual signs and announcements, and hiring more multilingual staff.

[1] BART Enterprise Geographic Information System analysis of ACS 2016-2020 Table C16001: Language Spoken at Home for the Population 5 Years and Over

Factor 4: Resources for Language Assistance Services

Factor 4 analysis weighs the demand for language assistance shown in the first three factors with BART's current and projected financial and personnel resources. BART is committed to providing resources—to the extent funding is available—to reduce the barriers that LEP customers encounter in accessing its services.

BART continuously evaluates how to consolidate its language assistance measures to deliver the most cost-effective services. For example, in October 2022 the BART Board approved an Agreement with a vendor, Accent on Languages, to provide written translation and interpretation services for the District. Since costs were standardized through a sole contractor, the Agreement so far has allowed the District to save on expenses related to translation and interpretation. BART will continue to track and monitor expenditures and language assistance requests in accordance in order to better serve customers through targeted outreach and materials.

Language Assistance Measures

BART is committed to full compliance with Title VI and its implementing regulations to provide meaningful access and reduce barriers to services and benefits for LEP customers. BART provides oral language assistance through its bilingual transit information representatives, LanguageLine Solutions for over-the-phone interpretation, and through BART's own dedicated language assistance line. BART provides written language assistance through the translation of vital documents posted on the bart.gov website and at all BART stations, meeting notices, and customer surveys. For most public meetings, BART provides instructions for requesting translation services and/or meeting interpreters.

Vital Documents Guidelines

As part of its commitment to ensuring that LEP customers receive reasonable access to language assistance, BART established guidelines for the translation of Vital Documents: material that contains information that is either critical for obtaining services and/or benefits, or that which is required by law. The District established a three-tier system for identifying, prioritizing and translating Vital Documents.

Tier 1 documents are the most important documents; they are critical for safety, access to the BART transit service, and for awareness of legal rights—including the right to language assistance. Tier 1 documents are the first translation priority for the District. Tier 2 documents enhance or facilitate the customer experience, such as information about promotional events. Based on language requests, the District evaluates whether full translations are needed for Tier 2 documents. Tier 3 documents provide information so that all customers—regardless of language ability—can participate in long-term transportation decisions made at BART. Tier 3 documents are often long and technical. Translation of Tier 3 documents may be determined on a case-by-case basis; in some cases, a translated, abbreviated summary document may be sufficient.

Frequently Encountered Languages & Safe Harbor Languages

The four-factor analysis shows that Spanish and Chinese are the most frequently encountered languages at BART. Vital Documents will be translated into these languages, pursuant to BART's Vital Documents Guidelines. BART will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable, to be determined on a case-by-case basis with feedback from the LEP Advisory Committee and BART's desire for consistency throughout its currently planned system expansion.

In addition to the frequently encountered languages, the four-factor analysis identified additional safe harbor languages in the BART service area. Pursuant to its Vital Documents Guidelines, BART translates its ***Notice to the Public of Protection under Title VI***, ***Title VI Complaint Form***, and ***Title VI Complaint Procedures*** into the additional safe harbor languages.

Plan Monitoring and Updating

BART established procedures to monitor the effectiveness of the LAP. These procedures reflect an ongoing process to solicit feedback from BART employees, LEP customers, the LEP Advisory Committee, and CBOs serving LEP populations. BART will continue to use a combination of qualitative and quantitative approaches to monitor whether the LAP effectively meets the needs of LEP customers.

LEP Training

The USDOT recommends LEP training for employees in public contact positions. BART developed both an LEP training video and handbook for these employees. Interactive, in-person training is available for BART station agents, operations supervisors, transit information clerks, customer service representatives, police personnel, survey takers, and new hires. LEP training will be provided again at recertification training every two (2) years for Train Operators and Operations Foreworkers, and every three (3) years for Station Agents.

1 Introduction

The San Francisco Bay Area Rapid Transit District (BART or the District) is a rapid transit system that travels through five counties in California: Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara counties (see Figure 1). BART operates five service lines covering 131 miles, connecting 50 stations, and serving an average weekday ridership of nearly 160,000 customers[2].

The District supports the goal of the U.S. Department of Transportation's (USDOT) limited English proficient (LEP) guidance to provide meaningful access to its services by LEP persons. The Federal Transit Administration (FTA) notes that transit agencies that provide language assistance to LEP persons in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from using the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options.

1.1 Authority and Guidance

Title VI of the Civil Rights Act of 1964, 42 United States Code 2000d, provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance.

Executive Order No. 13166 (2000), ***Improving Access to Services for Persons with Limited English Proficiency***, directs each federal agency to publish guidance for its respective recipients in order to assist with its obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Providing English-only services may constitute national origin discrimination in violation of Title VI and its implementing regulations.

FTA Circular 4702.1B (2012), ***Title VI Requirements and Guidelines for Federal Transit Administration Recipients***, reiterates this requirement, stating that "recipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient" (Chapter III-6).

The FTA handbook ***Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*** (2007) suggests that addressing the needs of LEP persons may also help increase and retain ridership. The USDOT LEP Guidance[3] notes that effective implementation plans typically include the following five elements: (1) identifying LEP individuals who need language assistance, (2) providing language assistance measures, (3) training staff, (4) providing notice to LEP persons, and (5) monitoring and updating the plan.

The BART Language Assistance Plan also complies with Federal Highway Administration (FHWA) guidelines for a Limited English Proficiency Plan. The FHWA ***Title VI Implementation Plan Checklist*** asks, "Does the [Language Assistance Plan]

[2] BART Monthly Ridership Report September 2022. https://www.bart.gov/about/reports/ridership

[3] Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, 70 Fed. Reg. 74087

explain how LEP populations are identified statewide and per project as well as how the four-factor analysis is applied to each in determining what translations are appropriate?" A review of this current plan update shows that it is applicable and responsive to both the FHWA and FTA requirements.

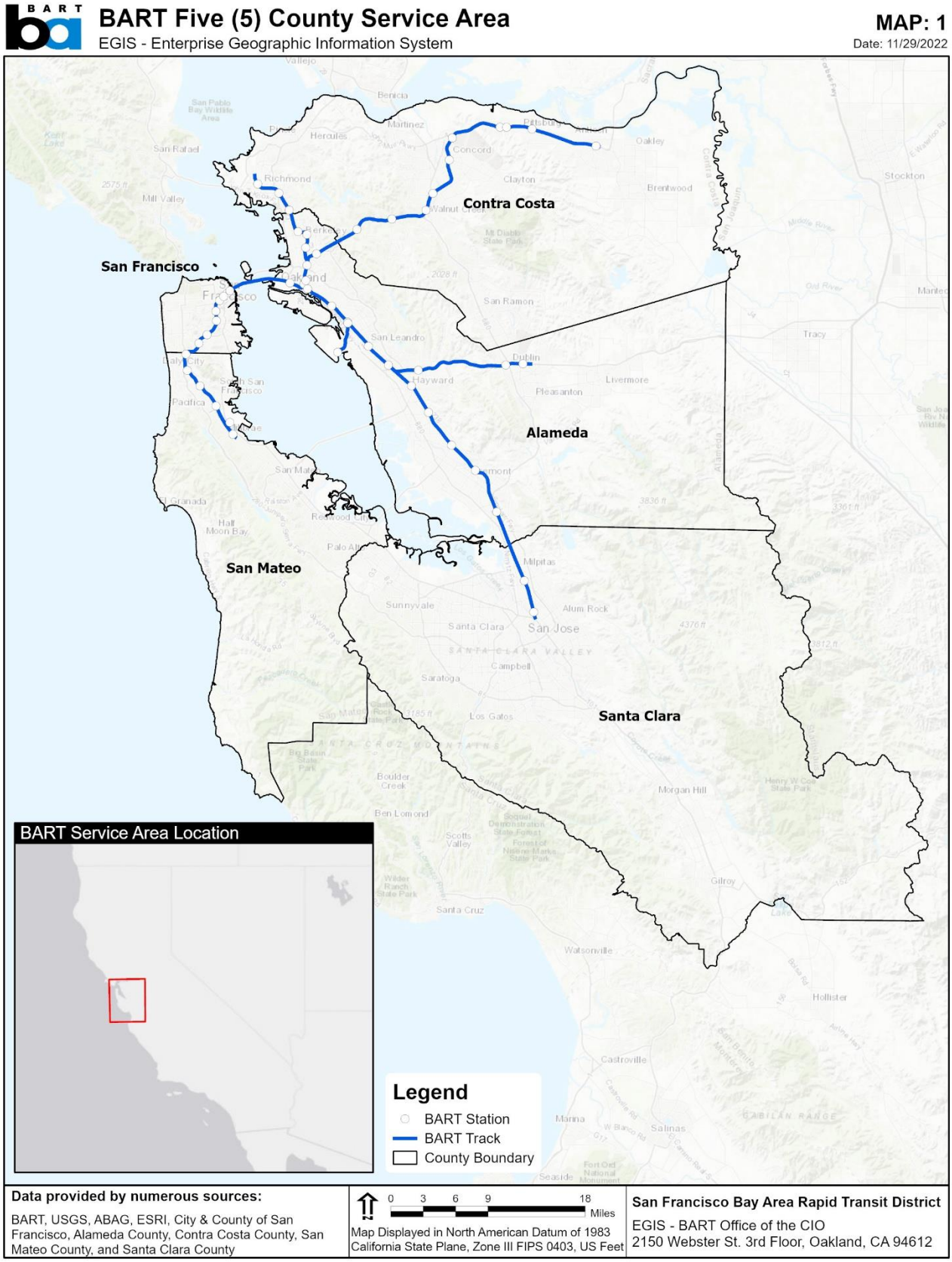
1.2 BART Four-Factor Analysis

The USDOT LEP Guidance identifies four factors that recipients of federal funds, including BART, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four-factor analysis includes the following:

- Identifying the number and proportion of LEP persons served or encountered in the eligible service population;
- Determining the frequency with which LEP individuals come into contact with BART's programs, activities, and services;
- Gauging the importance to LEP persons of BART's programs, activities, and services; and
- Assessing the current resources available and the costs to provide language assistance services.

This document describes the District's four-factor analysis for the BART service area and summarizes its LEP outreach efforts. Analysis for each of the four factors includes a discussion of the available data, methodology, and a summary of findings. Supporting figures, maps, and tables are include where necessary.


BART Five (5) County Service Area
EGIS - Enterprise Geographic Information System
MAP: 1
Date: 11/29/2022
Contra Costa
San Francisco
Alameda
San Mateo
Santa Clara
BART Service Area Location
Legend
BART Station
BART Track
County Boundary
Data provided by numerous sources:
BART, USGS, ABAG, ESRI, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County
0 3 6 9 18 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612

2 Factor 1: Limited English Proficient Population

Factor 1 analyzes the number and proportion of persons with limited English proficiency (LEP) likely to be encountered within the five-county BART service area. This analysis considers the LEP population to be those persons who reported to the U.S. Census Bureau that they speak English less than "very well" and families of students enrolled in English Learner school programs, as reported by the California Department of Education.

The five-county BART service area, shown in Map 1, includes Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara counties. Within the service area, the most recent data from the U.S. Census Bureau American Community Survey (ACS) estimates that there are 1,044,647 people age 5 years and older who are LEP, approximately 17.4% of the service area.

Factor 1 analysis helps identify the languages for which BART provides language assistance as well as a general understanding of where LEP customers are most likely to be encountered.

2.1 Evaluation Methods and Data Sources

Service providers should consider languages spoken by the populations within their service areas to determine whether language barriers exist. In accordance with FTA policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their specific language characteristics. Determining the presence of LEP populations in the BART service area was completed through an analysis of multiple data sources, including:

- U.S. Census Bureau, Census 2020
- U.S. Census Bureau, American Community Survey 2016-2020 5-Year Estimates
- California Department of Education, English Learner Data

Census 2020

The U.S. Census Bureau conducts a decennial count of the number of people living in the United States. The primary purpose of the decennial census is to the number of seats each state has in the U.S. House of Representatives. The Census 2020 questionnaire focused on resident population, housing occupancy status, and race and ethnicity. In addition to updating congressional apportionment, Census 2020 also updated the boundaries of census tracts. There are 1,447 census tracts in the five-county BART service area, eight of which have no population (e.g., San Francisco International Airport, Don Edwards San Francisco Bay National Wildlife Refuge, The Farallon Islands, etc.). This analysis considers the 1,439 populated census tracts in the BART service area.

Census 2020 data does not include information on English proficiency, languages spoken at home, or commuting preferences; for that data, this analysis relies primarily on the U.S. Census Bureau American Community Survey.

American Community Survey 2016-2020

The American Community Survey (ACS) is a continuous, nationwide survey of addresses conducted monthly by the U.S. Census Bureau and is the most geographically detailed available dataset. Unlike the decennial census, the purpose of the ACS is to measure changing socioeconomic characteristics and conditions on a recurring basis. Also, unlike the decennial census, the ACS does not provide official counts of the population; rather, ACS data provides weighted population estimates based on 1-, 3- and 5-year data samples. This LAP update relies on the most recent 5-year data on the topics of English proficiency, languages spoken at home, and commuting preferences.

The ACS estimates are based on data gathered from a sample of the population—approximately 1 in 40 households—rather than the full population, which may undercount the actual number of people who would be considered LEP. ACS estimates are published with their margins of error at the 90% confidence level.

California Department of Education English Learners Data

The FTA also recommends using public school enrollment data to identify LEP populations and the types of languages spoken in the BART service area. This LAP update relies on the California Department of Education (CDE) enrollment data for English Learners (EL). English Learners receive special services from school districts to improve English proficiency and meet education requirements. English Learners are considered LEP students and includes students ranging from kindergarten to high school. While this data only reflects the student population, it can be helpful to provide additional insight on detailed language needs, as the data collected provides official counts and includes languages that are not available in the ACS data.

There are 103 primary, secondary, and unified school districts within the five-county BART service area.

2.2 LEP Population Identification

American Community Survey 2016-2020 (ACS 2016-2020)

This Factor 1 analysis relies on ACS 2016-2020 5-year estimates to determine English proficiency by population, language category, and county to determine linguistic isolation, primary languages spoken at home, and to identify the geographic distribution of these languages.

The FTA describes LEP persons as having a limited ability to read, write, speak, or understand English. For this analysis, LEP is defined as those members of the population age 5 years and older who reported that they speak English less than "very well"—meaning "well," "not well," or "not at all." The total population age 5 years and older in the five-county BART service area was estimated to be 6,017,427. The LEP population was estimated at 1,044,647, or 17.4% of the service area. Map 2, on p. 8, shows the BART service area which highlights those census tracts that have a higher proportion of LEP people than the service area overall. Table 1 shows English proficiency by county for the BART service area. San Francisco and Santa Clara counties have a higher proportion of LEP populations than the service area overall. Table 2 shows the languages spoken in the service area inclusive of all levels of English proficiency. Table 3 shows the languages spoken by the LEP population in the service area.

Tables 1-3 are on pp. 6-7.

Table 1. English Proficiency by County

Area	Total Population	Speaks English			Percentage Less Than Very Well
		Only	Very Well	Less Than Very Well	
Alameda County	1,565,658	850,480	454,768	260,410	16.6%
Contra Costa County	1,082,824	700,286	243,063	139,475	12.9%
San Francisco County	835,589	479,645	196,837	159,107	19.0%
San Mateo County	722,535	393,279	207,627	121,629	16.8%
Santa Clara County	1,810,821	844,535	602,260	364,026	20.1%
BART Service Area	**6,017,427**	**3,268,225**	**1,704,555**	**1,044,647**	**17.4%**

Source: ACS 2016-2020, Table C16001: Language Spoken at Home, Population 5 years and over

Table 2. Languages Spoken in the BART Service Area

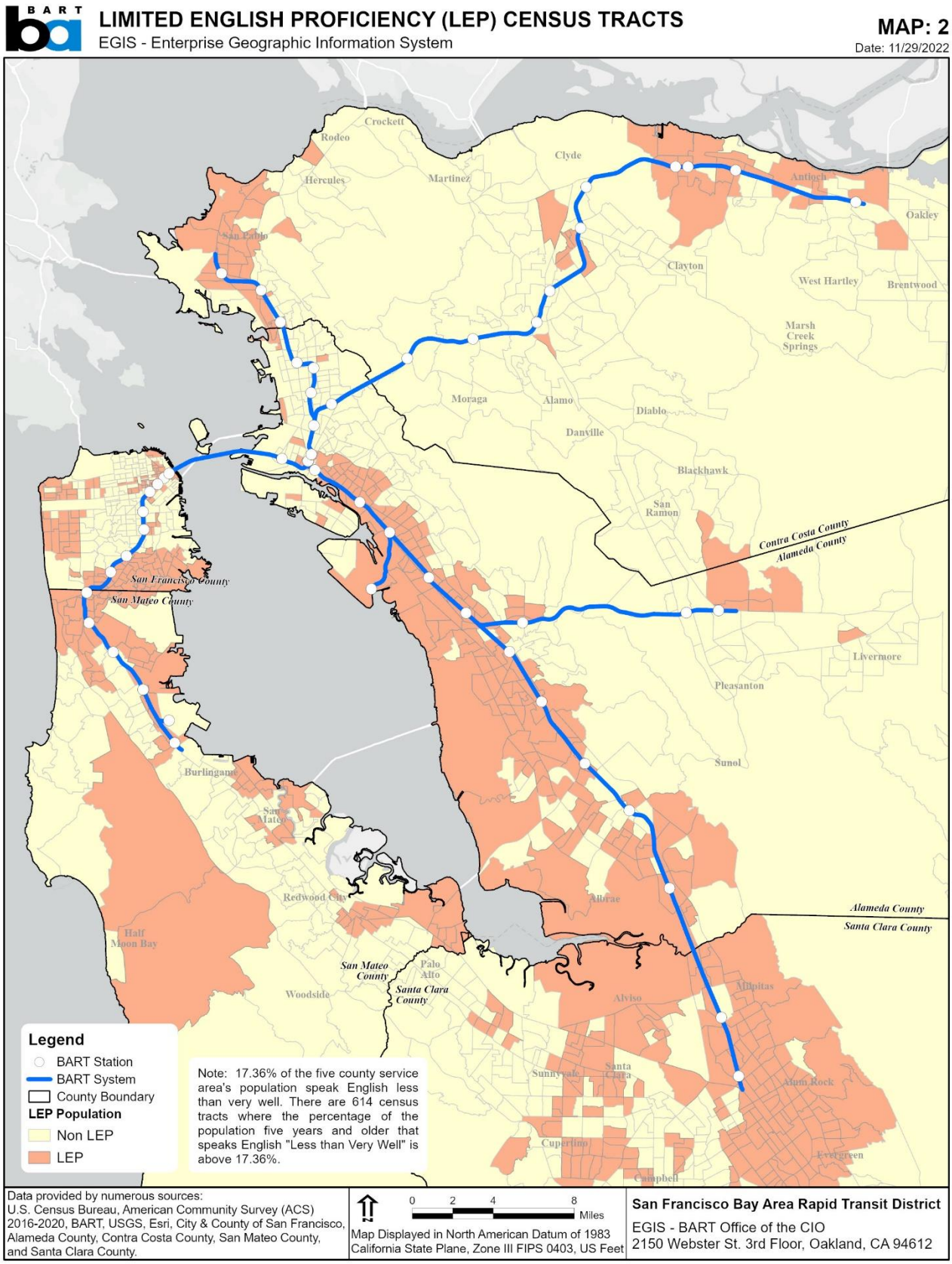
Language Group	Population Estimate	Percentage of Total Population
Spanish	977,437	16.24%
Chinese (incl. Mandarin, Cantonese)	566,227	9.41%
Tagalog (incl. Filipino)	210,965	3.51%
Vietnamese	173,549	2.88%
Russian, Polish, or other Slavic languages	67,521	1.12%
Korean	57,719	0.96%
French, Haitian, or Cajun	40,610	0.67%
Arabic	32,391	0.54%
German or other West Germanic languages	28,408	0.47%
All other and unspecified languages	594,375	9.88%
Speak only English	3,268,225	54.31%
Total Population	**6,017,427**	**100%**

Source: ACS 2016-2020, Table C16001: Language Spoken at Home, Population 5 years and over

Table 3. Languages Spoken by the LEP Population in the BART Service Area

Language Group	LEP Population Estimate	Percentage of Total Population
Spanish	369,660	6.14%
Chinese (incl. Mandarin, Cantonese)	292,201	4.86%
Vietnamese	102,961	1.71%
Tagalog (incl. Filipino)	69,130	1.15%
Korean	25,921	0.43%
Russian, Polish, or other Slavic languages	23,458	0.39%
Arabic	8,417	0.14%
French, Haitian, or Cajun	5,111	0.08%
German or other West Germanic languages	2,578	0.04%
All other and unspecified languages	145,210	2.41%
Total LEP Population	**1,044,647**	**17.36%**

Source: ACS 2016-2020, Table C16001: Language Spoken at Home, Population 5 years and over


LIMITED ENGLISH PROFICIENCY (LEP) CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 2
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
San Pablo
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Milpitas
Alviso
Sunnyvale
Santa Clara
Alum Rock
Cupertino
Evergreen
Campbell
Legend
BART Station
BART System
County Boundary
LEP Population
Non LEP
LEP
Note: 17.36% of the five county service area's population speak English less than very well. There are 614 census tracts where the percentage of the population five years and older that speaks English "Less than Very Well" is above 17.36%.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612

Notes on ACS Language Groups

Tables 2 and 3 show language groups and not necessarily individual languages. Beginning in 2016, the U.S. Census Bureau aggregates languages into groups for privacy concerns in areas with smaller sample sizes.[4] The consolidation of certain languages limits the analysis in determining "safe harbor" languages based on the 1,000-person threshold. As a reference, Table 4 lists the 21 safe harbor languages[5] from the BART Title VI 2016 Triennial Update, which analyzed ACS 2010-2014 data, prior to this change. While the data in Table 4 does not include Santa Clara County, it provides a reference to help disaggregate the language groups for this LAP update.

Chinese Dialects and Scripts

ACS language data on Chinese are inclusive of Cantonese and Mandarin, unless otherwise specified. ACS data focus on spoken languages and does not provide enough information to determine use of simplified or traditional Chinese for written translation. For that distinction, BART will continue to work with the BART LEP Advisory Committee, local transit agencies, and community partners for guidance on written Chinese translations.

Tagalog and Filipino

ACS language data on Tagalog include Filipino, the latter being an established national language of the Philippines since 1986. Filipino is based mostly on Tagalog but incorporates vocabulary from other Philippine languages as well as English and Spanish. Linguistically, Filipino and Tagalog are varieties or dialects of the same language with similar grammatical structure.[6]

There is not yet a consensus on which language to use when providing language assistance. Global search engines—e.g., Google and Bing—offer Filipino for text translation. Locally, the City and County of San Francisco specifies Filipino as one of the three threshold languages in their Language Access Ordinance[7] while the Alameda County Registrar of Voters offers translation in Tagalog.[8] Without a consensus, BART will continue to work with the BART LEP Advisory Committee, local transit agencies, and community partners for guidance on use of Tagalog and Filipino.

Russian

Tables 2 and 3 group "Russian, Polish, or other Slavic languages" into a single data point while Table 4 shows that Russian was the only Slavic language that qualified as a safe harbor language in 2016. Therefore, this analysis can consider the data reflecting Slavic languages to mean Russian.

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[4] 2016 Language User Note. U.S. Census Bureau. https://www.census.gov/content/dam/Census/programs-surveys/acs/tech-doc/user-notes/2016_Language_User_Note.pdf

[5] USDOT defines a "safe harbor" language as one where LEP persons who speak that language constitute 5% or 1,000—whichever is less—of the service area population. In the five-county BART service area, 1,000 is less than 5% of the total population; therefore, 1,000 is the threshold used in determining safe harbor languages in this analysis.

[6] Tagalog (Filipino). Cornell University Department of Asian Studies. https://asianstudies.cornell.edu/research/tagalog-filipino

[7] Language Access Ordinance compliance data. City and County of San Francisco. https://sf.gov/data/language-access-ordinance-compliance-data

[8] Language Assistance. Alameda County Registrar of Voters. https://www.acvote.org/language

Table 4. BART Safe Harbor Languages in 2016

Language Spoken at Home	LEP Population Estimate	Percentage of Total Population
Spanish	291,838	7.36%
Chinese	207,472	5.24%
Tagalog	53,721	1.36%
Vietnamese	27,547	0.70%
Korean	16,721	0.42%
Russian	13,393	0.34%
Persian	9,644	0.24%
Japanese	9,354	0.24%
Arabic	8,195	0.21%
Hindi	7,547	0.19%
Portuguese	4,517	0.11%
French	3,693	0.09%
Thai	3,157	0.08%
Cambodian	2,809	0.07%
Italian	2,735	0.07%
Gujarati	2,230	0.06%
Laotian	1,924	0.05%
German	1,837	0.05%
Urdu	1,785	0.05%
Serbo-Croatian	1,242	0.03%
Armenian	1,100	0.03%
All other and unspecified languages	47,601	1.20%
Total LEP Population	**720,062**	**18.17%**

Source: BART Title VI 2016 Triennial Update

Discussion of ACS 2016-2020 Data

According to ACS 2016-2022 data, the top six language groups spoken by LEP persons in the five-county BART service area are: Spanish, Chinese, Tagalog, Vietnamese, Korean, and Russian. These languages are consistent with the top six languages from the previous LAP updates in 2016 and 2019. Of these languages, Spanish and Chinese are the predominant languages spoken by LEP persons.

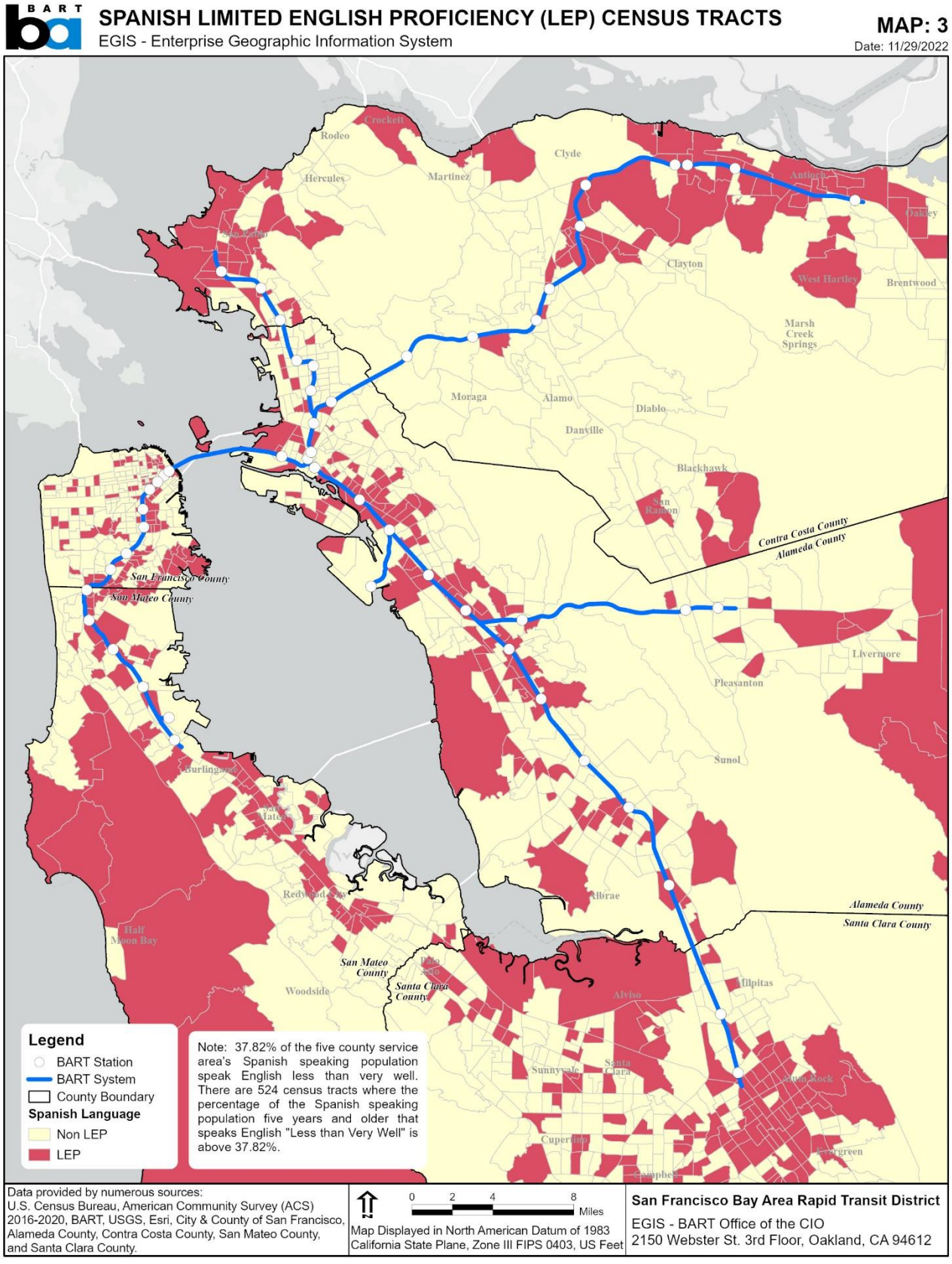
Table 5 provides LEP population estimates and percentages for these six languages for each county in the BART service area. Maps 3 through 8, on pages 12-17, help show where BART is more likely to interact with LEP persons who speak these languages. These maps highlight those census tracts which have a higher proportion of LEP persons compared to the total population of people who speak that language, respective to the service area. BART Enterprise Geographic Information System (EGIS) is developing interactive mapping tools for District staff to reference as needed for outreach and engagement. In addition to LEP language data, this tool will also include other demographic information to guide decisions and ensure compliance with BART Title VI / Environmental Justice program policy.

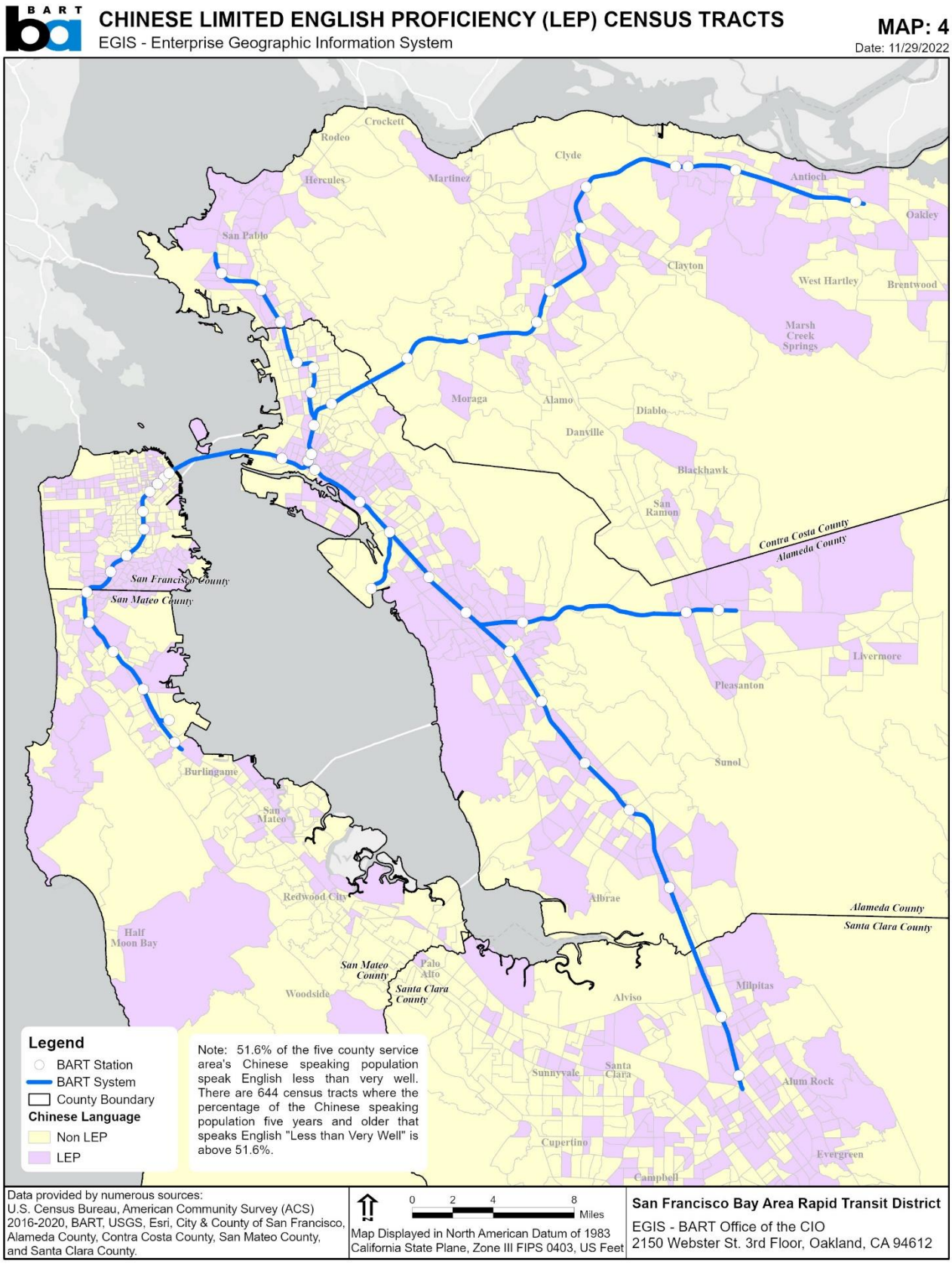
Due to a change in how the ACS reports languages spoken at home, additional data is necessary to provide the language specificity for this report. In addition to the 21 safe harbor languages listed in Table 4, the District considers data from the California Department of Education, which provides data on specific languages spoken by LEP students and their families.

Table 5. LEP Population Estimates and Percentages by County

Area	Spanish	Chinese	Vietnamese	Tagalog	Korean	Russian	Other	Total LEP Pop.	Total Pop.
Alameda County	90,212	76,727	15,402	16,805	6,970	2,833	51,461	260,410	1,565,658
	5.8%	4.9%	1.0%	1.1%	0.4%	0.2%	3.3%	16.6%	
Contra Costa County	76,116	17,547	4,407	8,813	3,807	3,158	25,627	139,475	1,082,824
	7.0%	1.6%	0.4%	0.8%	0.4%	0.3%	2.4%	12.9%	
San Francisco County	32,196	90,872	6,662	8,222	2,626	5,381	13,148	159,107	835,589
	3.9%	10.9%	0.8%	1.0%	0.3%	0.6%	1.6%	19.0%	
San Mateo County	52,182	28,857	1,272	16,228	1,799	4,093	17,198	121,629	722,535
	7.2%	4.0%	0.2%	2.2%	0.2%	0.6%	2.4%	16.8%	
Santa Clara County	118,954	78,198	75,218	19,062	10,719	7,993	53,882	364,026	1,810,821
	6.6%	4.3%	4.2%	1.1%	0.6%	0.4%	3.0%	20.1%	
BART Service Area	**369,660**	**292,201**	**102,961**	**69,130**	**25,921**	**23,458**	**161,316**	**1,044,647**	**6,017,427**
	6.1%	**4.9%**	**1.7%**	**1.1%**	**0.4%**	**0.4%**	**2.7%**	**17.4%**	

Source: ACS 2016-2020, Table C16001: Language Spoken at Home, Population 5 years and over


SPANISH LIMITED ENGLISH PROFICIENCY (LEP) CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 3
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Santa Clara County
Woodside
Milpitas
Alviso
Sunnyvale
Santa Clara
Cupertino
Evergreen
Legend
BART Station
BART System
County Boundary
Spanish Language
Non LEP
LEP
Note: 37.82% of the five county service area's Spanish speaking population speak English less than very well. There are 524 census tracts where the percentage of the Spanish speaking population five years and older that speaks English "Less than Very Well" is above 37.82%.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612


CHINESE LIMITED ENGLISH PROFICIENCY (LEP) CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 4
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
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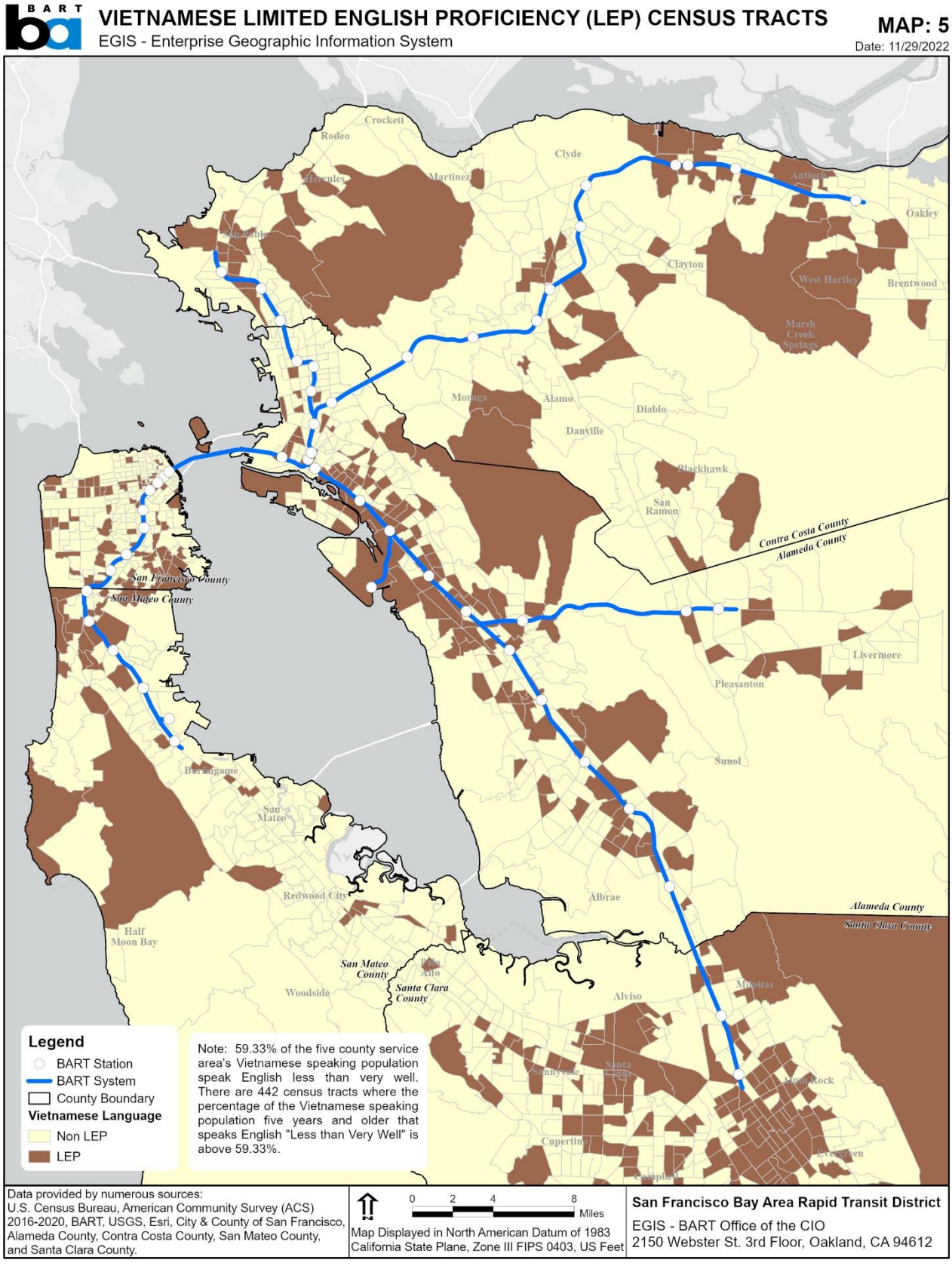
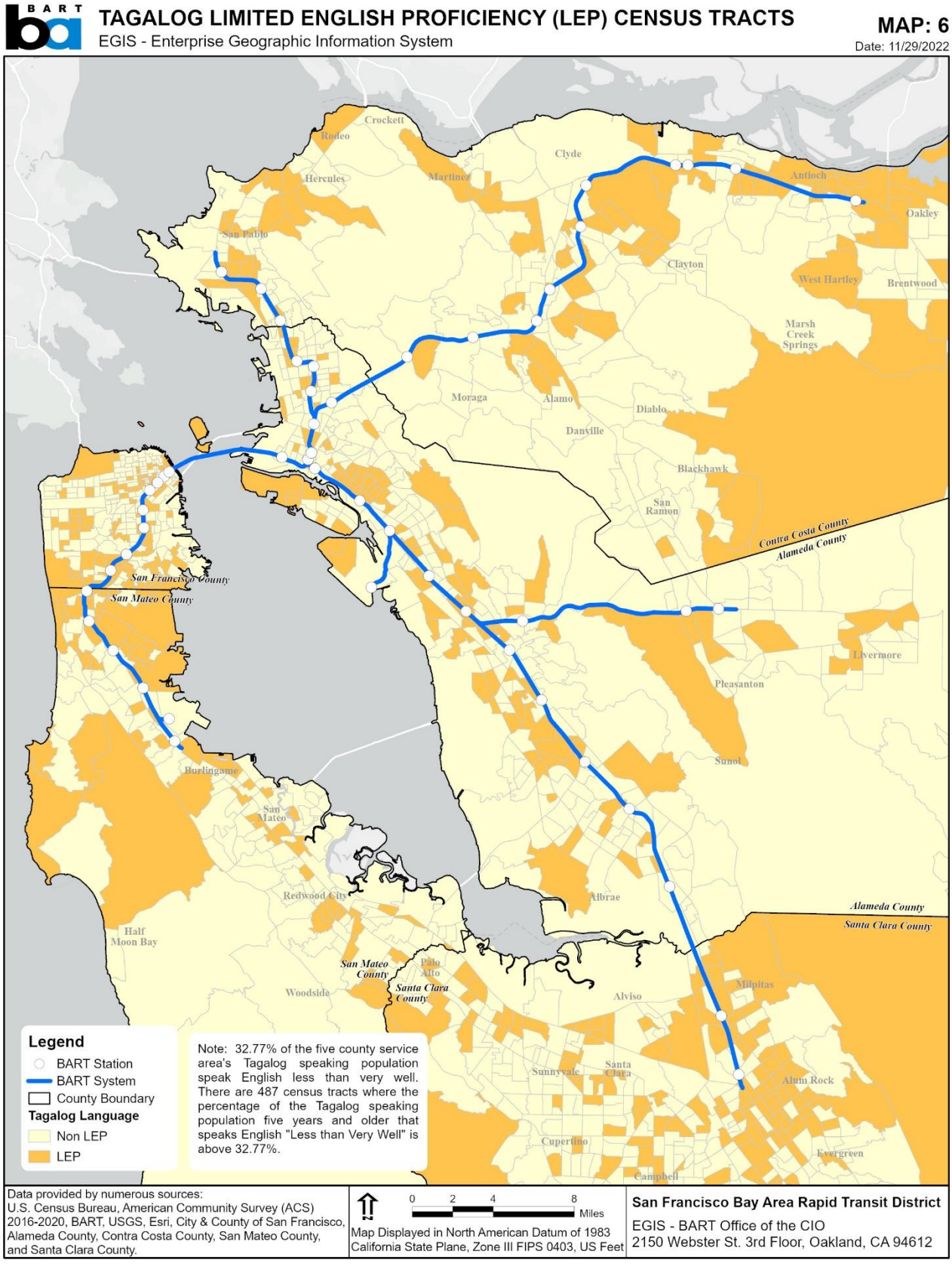
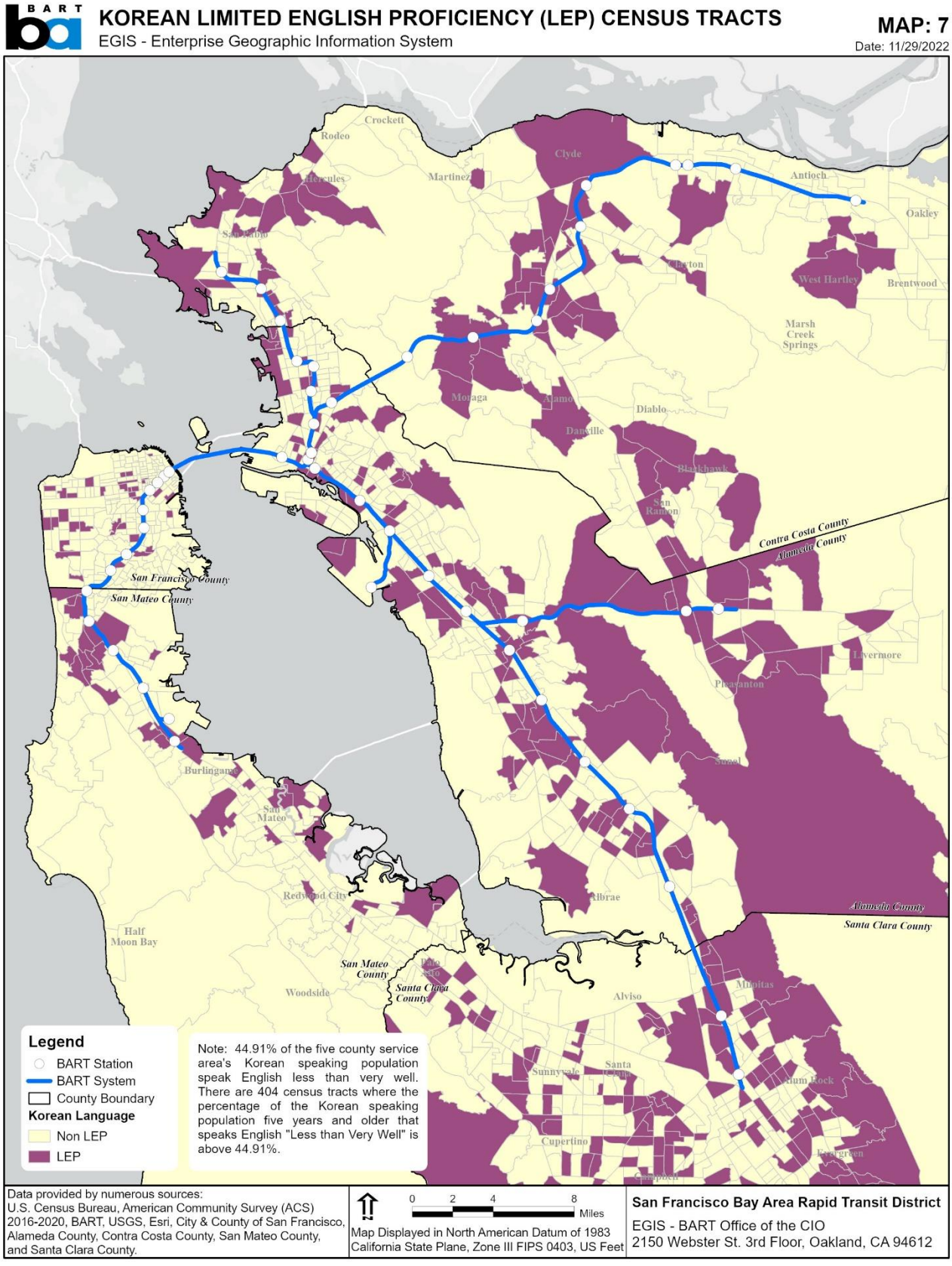
Oakley
San Pablo
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Milpitas
Alviso
Sunnyvale
Santa Clara
Alum Rock
Cupertino
Evergreen
Campbell
Legend
BART Station
BART System
County Boundary
Chinese Language
Non LEP
LEP
Note: 51.6% of the five county service area's Chinese speaking population speak English less than very well. There are 644 census tracts where the percentage of the Chinese speaking population five years and older that speaks English "Less than Very Well" is above 51.6%.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612


VIETNAMESE LIMITED ENGLISH PROFICIENCY (LEP) CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 5
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Alviso
Milpitas
Sunnyvale
Santa Clara
Cupertino
Evergreen
Legend
BART Station
BART System
County Boundary
Vietnamese Language
Non LEP
LEP
Note: 59.33% of the five county service area's Vietnamese speaking population speak English less than very well. There are 442 census tracts where the percentage of the Vietnamese speaking population five years and older that speaks English "Less than Very Well" is above 59.33%.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612


TAGALOG LIMITED ENGLISH PROFICIENCY (LEP) CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 6
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
San Pablo
Clayton
West Hartley
Brentwood
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Alameda County
Santa Clara County
Half Moon Bay
San Mateo County
Palo Alto
Santa Clara County
Woodside
Alviso
Milpitas
Sunnyvale
Santa Clara
Alum Rock
Cupertino
Evergreen
Campbell
Legend
BART Station
BART System
County Boundary
Tagalog Language
Non LEP
LEP
Note: 32.77% of the five county service area's Tagalog speaking population speak English less than very well. There are 487 census tracts where the percentage of the Tagalog speaking population five years and older that speaks English "Less than Very Well" is above 32.77%.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
2150 Webster St. 3rd Floor, Oakland, CA 94612


KOREAN LIMITED ENGLISH PROFICIENCY (LEP) CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 7
Date: 11/29/2022
Crockett
Rodeo
Hercules
Martinez
Clyde
Antioch
Oakley
Brentwood
West Hartley
Marsh Creek Springs
Moraga
Alamo
Diablo
Danville
Blackhawk
San Ramon
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Livermore
Pleasanton
Sunol
Burlingame
San Mateo
Redwood City
Albrae
Half Moon Bay
Woodside
Alviso
Milpitas
Sunnyvale
Cupertino
Evergreen
Legend
BART Station
BART System
County Boundary
Korean Language
Non LEP
LEP
Note: 44.91% of the five county service area's Korean speaking population speak English less than very well. There are 404 census tracts where the percentage of the Korean speaking population five years and older that speaks English "Less than Very Well" is above 44.91%.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
San Francisco Bay Area Rapid Transit District
EGIS - BART Office of the CIO
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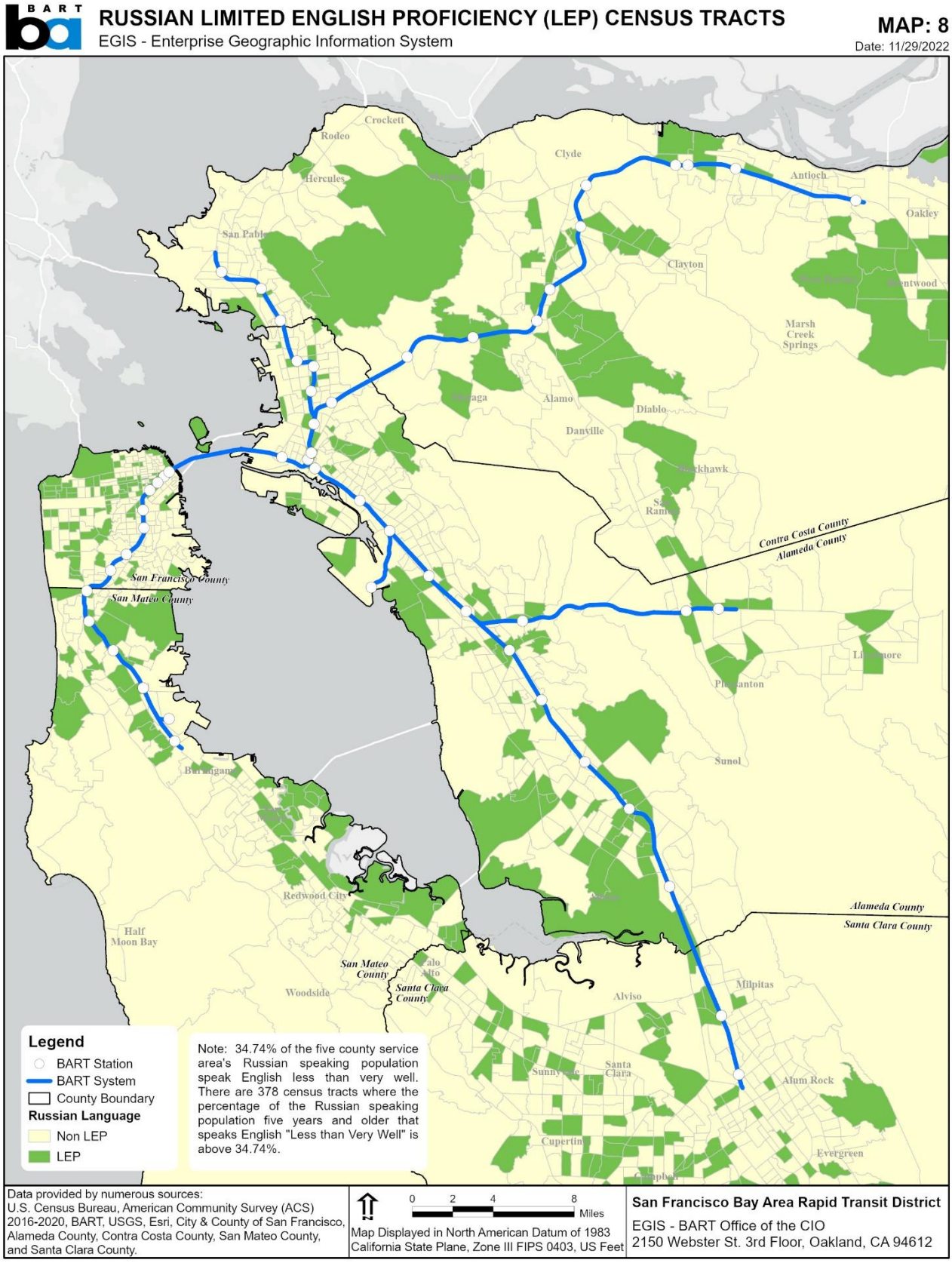
RUSSIAN LIMITED ENGLISH PROFICIENCY (LEP) CENSUS TRACTS
EGIS - Enterprise Geographic Information System
MAP: 8
Date: 11/29/2022
Crockett
Rodeo
Hercules
Clyde
Antioch
Oakley
San Pablo
Clayton
Marsh Creek Springs
Alamo
Diablo
Danville
Contra Costa County
Alameda County
San Francisco County
San Mateo County
Pleasanton
Sunol
Redwood City
Half Moon Bay
Alameda County
Santa Clara County
San Mateo County
Santa Clara County
Woodside
Alviso
Milpitas
Sunnyvale
Santa Clara
Alum Rock
Cupertino
Evergreen
Legend
BART Station
BART System
County Boundary
Russian Language
Non LEP
LEP
Note: 34.74% of the five county service area's Russian speaking population speak English less than very well. There are 378 census tracts where the percentage of the Russian speaking population five years and older that speaks English "Less than Very Well" is above 34.74%.
Data provided by numerous sources:
U.S. Census Bureau, American Community Survey (ACS) 2016-2020, BART, USGS, Esri, City & County of San Francisco, Alameda County, Contra Costa County, San Mateo County, and Santa Clara County.
0 2 4 8 Miles
Map Displayed in North American Datum of 1983 California State Plane, Zone III FIPS 0403, US Feet
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California Department of Education

In addition to considering the ACS data, the Factor 1 analysis considers language data from the California Department of Education (CDE) English Learners Database. This database is another tool for identifying potential LEP populations based on recent public-school enrollment data. CDE data supplements ACS data by providing actual counts and specific languages from a more recent timespan. It is worth noting that the CDE data only reflects student enrollment; it does not count household size and therefor does not provide a count of the total LEP population.

The CDE English Learners Database includes statistics on the language spoken at home by students who are enrolled in an English Learner (EL) program in a primary or secondary school. For the purposed of this analysis, an EL student is LEP. This analysis assumes that if students are enrolled in an EL program, their parent(s) or adult guardian(s) are likely to speak the same language at home. While this dataset will not identify the number of people above the school age range that speak a language other than English, it can be helpful in determining concentrations of the population speaking a similar language.

For the 2021-22 school year, the CDE reported total enrollment of 768,320 students within the 103 primary, secondary, and unified school districts in the five-county BART service area and 75 separate languages spoken by EL students at home.[9] Table 6 shows the breakdown for 17 languages that are spoken by more than 500 EL students, which can be considered safe harbor languages.[10]

Discussion of English Learner Data

The CDE 2021-2022 data provides a similar picture of the mosaic of the more common languages spoken within the BART service area shown by the ACS 2016-2020 data, with some differences in rankings and specificity. Table 7 provides EL enrollment numbers by county, showing similar geographic proportions as the LEP populations shown in Table 1.

Compared to the 21 safe harbor languages listed in Table 4, Table 6 identifies four additional languages that could be considered safe harbor languages: Pashto, Punjabi, Tamil, and Telugu. These languages were not identified in previous LAP updates because the ACS combines these languages into the "other Indo-European languages" group and the ACS data prior to 2016 does not include Santa Clara County. On June 13, 2020, BART expanded into Santa Clara County with service to Milpitas and Berryessa/North San José stations.

As shown in Table 8, most of the EL students who speak Pashto, Punjabi, Tamil, or Telugu live in Alameda, Contra Costa, and Santa Clara counties. The emergence of these four safe harbor languages could be the result of that expansion.

[9] Number of English Learners by Language. CDE DataQuest. https://www.cde.ca.gov/ds/ad/fileselsch.asp

[10] For CDE data, this analysis considers a 500-student threshold for safe harbor languages. This assumes that an EL student has at least one person—a parent or adult caregiver—at home who speaks the same language and is also LEP.

Table 6. English Learner Enrollment by Language

Language Spoken at Home	English Learners	Percentage of Total Enrollment
Spanish	104,642	13.62%
Vietnamese	7,792	1.01%
Cantonese	7,507	0.98%
Mandarin (Putonghua)	6,005	0.78%
Filipino (Pilipino or Tagalog)	3,757	0.49%
Arabic	3,472	0.45%
Farsi (Persian)	1,701	0.22%
Russian	1,624	0.21%
Japanese	1,557	0.20%
Punjabi	1,537	0.20%
Telugu	1,534	0.20%
Hindi	1,531	0.20%
Korean	1,496	0.19%
Portuguese	1,263	0.16%
Tamil	981	0.13%
Urdu	675	0.09%
Pashto	640	0.08%
All other languages	6,243	0.81%
Total EL Enrollment	**158,531**	**20.63%**

Source: 2021-2022 Number of English Learners by Language, California Department of Education DataQuest

Table 7. English Learner Enrollment by County

Area	Total Enrollment	English Learner Enrollment	EL Percentage of Total Enrollment
Alameda County	214,595	43,020	20.0%
Contra Costa County	169,604	28,082	16.6%
San Francisco County	56,377	14,744	26.2%
San Mateo County	86,422	18,419	21.3%
Santa Clara County	241,322	54,266	22.5%
BART Service Area	**768,320**	**158,531**	**20.6%**

Source: 2021-22 Number of English Learners by Language, California Department of Education DataQuest

Table 8. English Learner Enrollment for Select Languages by County

Area	Pashto	Punjabi	Tamil	Telugu
Alameda County	361	635	401	685
Contra Costa County	227	326	91	157
San Francisco County	11	8		1
San Mateo County	3	30	26	18
Santa Clara County	38	538	463	673
BART Service Area	**640**	**1,537**	**981**	**1,534**

Source: 2021-22 Number of English Learners by Language, California Department of Education DataQuest

2.3 Factor 1 Summary

This Factor 1 analysis uses two FTA-recommended data sources to describe the LEP population within the five-county BART service area. These sources are the ACS 5-year populations estimates for 2016-2020 and the CDE English Learners enrollment data for the 2021-22 school year. The descriptions of these data sources above include tabular material showing the languages spoken at home by LEP persons as well as graphics showing the geographic distribution of LEP persons who speak the top six non-English languages in the service area.

BART currently provides translated, written Title VI information in 21 safe harbor languages, available at bart.gov/titlevi. These languages were identified in the 2016 LAP Update using ACS estimates from 2010-2014. More recent ACS language data does

not provide a similar level of language specificity, so this analysis considers CDE 2021-2022 as an additional data point. The USDOT threshold for safe harbor languages is 5% of 1,000 people—whichever is less—; for CDE data this analysis considers a 500-person threshold for EL students as reported by the CDE. Review of CDE 2021-2022 data identified four additional languages that BART will add to its list of safe harbor languages: Pashto, Punjabi, Tamil, and Telugu.

The list of safe harbor languages identified by the historic ACS data and the current CDE data includes 25 languages. Listed alphabetically, these languages are Arabic, Armenian, Chinese, Farsi (Persian), French, German, Gujarati, Hindi, Italian, Japanese, Khmer (Cambodian), Korean, Laotian, Pashto, Portuguese, Punjabi, Russian, Serbo-Croatian, Spanish, Tagalog, Tamil, Telugu, Thai, Urdu, and Vietnamese. BART will provide translated Title VI information for these 25 languages and make them available at bart.gov/titlevi. Factor 2 analysis will discuss the frequency that BART encounters LEP customers who speak these languages.

3 Factor 2: Frequency of Contact with LEP Persons

Factor 2 analyzes the frequency with which BART interacts with LEP customers, inclusive of BART programs, activities, and services. USDOT LEP policy guidance[11] explains the intent of this analysis:

> *[BART] should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.*
>
> *Additionally, in applying this standard, recipients should consider whether appropriate outreach to LEP persons could increase the frequency of contact with LEP language groups.*

Factor 2 analysis helps identify the most likely languages spoken by current and potential BART LEP customers as well as where those LEP customers are most likely to be encountered.

3.1 Evaluation Methods and Data Sources

For purposes of estimating the frequency of contact with LEP individuals, this analysis considers the following sources related to language assistance:

- BART LEP Language Specific Counter
- BART Employee Survey on LEP Customer Experience
- Transit Information Center
- LanguageLine Solutions
- BART Website Page Views
- BART Customer Satisfaction Survey
- BART Station Profile Study

LEP Language Specific Counter

In July 2010, BART implemented the LEP Language Specific Counter to track contact with LEP persons. Frontline BART personnel—police officers, community service officers, station agents, operations supervisors, and operations foreworkers—access this counter through the Transportation and Station Intranet (TSI). BART requires frontline personnel to complete the LEP Language Specific Counter after assisting each LEP customer. From January 2020 through September 2022, the counter reports 6,263 contacts with non-English and limited-English speaking customers.

[11] Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, 70 Fed. Reg. 74092

Employee Survey on LEP Customer Experience

In October 2022, BART conducted a Districtwide survey of its staff, including frontline staff, station agents, police personnel, transit information representatives and administrative staff to determine the frequency of contact with LEP persons, as well as the language spoken by the LEP customers.

The District surveyed Station Agents separately from other workgroups. Stations Agents are customer-facing employees whose primary duty is to provide information to customers—including LEP customers—at BART stations. Other District staff also interact with LEP customers, but not necessarily in the same working capacity. By separating out these workgroups, this analysis can better understand where the District can focus on improving language assistance resources available to support BART employees.

Approximately 75 Station Agents and 200 of all other District employees completed the survey. A copy of the survey is included in Appendix A.

Transit Information Center

The Customer Service Transit Information Center (TIC) is the BART call center and handles thousands of calls per week for both BART and Capitol Corridor customers. The TIC employs 11 people, providing customer service between 8 a.m. and 6 p.m., Monday through Friday. From January 1, 2020 to September 30, 2022, TIC staff reported 179 encounters with LEP customers.

LEP individuals who call the TIC have direct access to the Spanish speaking transit representative. For other languages, LEP individuals can be connected to the LanguageLine Solutions.

LanguageLine Solutions

BART contracts with LanguageLine Solutions (the LanguageLine) to assist frontline staff in providing accurate and complete interpretation to LEP customers. The LanguageLine provides over-the-phone live interpretation services in over 240 languages twenty-four hours a day, seven days a week. From January 1, 2020 to August 31, 2022, BART employees made 756 calls to the LanguageLine for interpretation services to serve LEP customers.

BART Website Page Views

The bart.gov website provides basic BART transit information (e.g., service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities) in seven languages: Chinese, French, German, Italian, Japanese, Korean, and Spanish. From January 1, 2020 to September 30, 2022, there were over 20,000 page views on the BART website in these languages. This does not reflect all translations of the pages on bart.gov; customers frequently rely on third-party webpage translation services built in to search engines like Microsoft Bing and Google.

BART Customer Satisfaction Survey

Every two years, BART conducts an on-board customer survey to track customer satisfaction. In addition to English, BART offers this survey in Spanish and Chinese and includes questions about English proficiency. In previous updates to the Language Assistance Plan, BART included the Customer Satisfaction Survey in the Factor 2 analysis. However, the 2022 Customer Satisfaction Survey is in progress at the time of this writing and is not available for this update.

Public Use Microdata Sample

The ACS provides Public Use Microdata Sample (PUMS) files to allow data users to create estimates for user-defined characteristics. PUMS files contain a sample of the responses to the ACS and include variables for nearly every question on the

ACS survey. This analysis considers the 5-year sample (PUMS 2016-2020) and examines the data on commuting preferences and ability to speak English for the five-county BART service area.[12]

BART Station Profile Study

BART conducts the Station Profile Study—its largest customer survey—to plan for future service. BART interviews customers on topics such as modes of travel to stations, origin and destination, and demographics. Similar to ACS data, the Station Profile Study data are based on a sample of BART trips rather than a complete census[13]. In previous updates to the Language Assistance Plan, BART included the Station Profile Study in the Factor 2 analysis. However, the most recently completed Station Profile Study is from 2015 and is not included in this analysis.

The next iteration of this survey will be coordinated with the Metropolitan Transportation Commission, the government agency responsible for regional transportation planning and financing for the nine-county San Francisco Bay Area. Findings from this next Station Profile Study will be included in the next update to the Language Assistance Plan.

3.2 LEP Contact Frequency Discussion

PUMS 2016-2020 estimates the preferred means of transportation to work for both the general population and the LEP population in the five-county BART service area, as shown in Table 9. BART service is considered as subway or elevated rail and is the only provider of this category in the San Francisco Bay Area. Of the population of who commute to work by subway or elevated rail, approximately 9.5% are LEP persons; in other words, about one in ten BART customers are LEP. Table 10 focuses only on subway or elevated rail ridership and provides estimates of LEP ridership by county.

When asked how often BART employees encounter LEP customers, about 70% of Station agents reported daily encounters and nearly half of all other BART employees reported at least weekly encounters, as shown in Figure 1 on p. 26.

Table 9. Means of Transportation to Work for Total and LEP Populations in the BART Service Area

Commute Mode	Total Population	LEP Population	LEP Percentage
Car, truck, or van	2,230,084	403,282	18.08%
Bus	179,196	36,668	20.46%
Subway or elevated rail	165,328	15,738	9.52%
Commuter or long-distance rail	47,861	4,528	9.46%

[12] The PUMS variable code for 'Means of transportation to work' is JWTRNS, which includes the following modes of transportation: automobile (car, truck, or van), bus, subway/elevated rail, commuter/long-distance train, light rail/trolley/streetcar, ferryboat, taxi, motorcycle, bicycle, walking, working from home, and other means. The variable code for 'Ability to speak English' is ENG, which includes the following categories of English proficiency: "Speaks only English," "Very well," "Well," "Not well," and "Not at all." LEP data includes "Well," "Not well," and "Not at all."

[13] BART Station Profile Study. https://www.bart.gov/about/reports/profile

Light rail, streetcar, or trolley	15,438	947	6.13%
Ferryboat	4,395	162	3.69%
Taxicab	15,344	1,417	9.23%
Motorcycle	11,782	503	4.27%
Bicycle	55,436	4,370	7.88%
Walking	122,085	20,783	17.02%
Working from home	338,808	32,544	9.61%
Other means	36,677	7,314	19.94%
N/A (not working)	3,151,773	517,837	16.43%

Source: PUMS 2016-2020 datasets for JWTRNS and ENG variables

Table 10. Subway or Elevated Rail Ridership by County

Area	Total Ridership	LEP Ridership	LEP Percentage
Alameda County	65,532	5,587	8.53%
Contra Costa County	36,827	3,621	9.83%
San Francisco County	42,230	3,596	8.52%
San Mateo County	17,842	2,511	14.07%
Santa Clara County	2,897	423	14.60%
Service Area	165,328	15,738	9.52%

Source: PUMS 2016-2020 datasets for JWTRNS and ENG variables

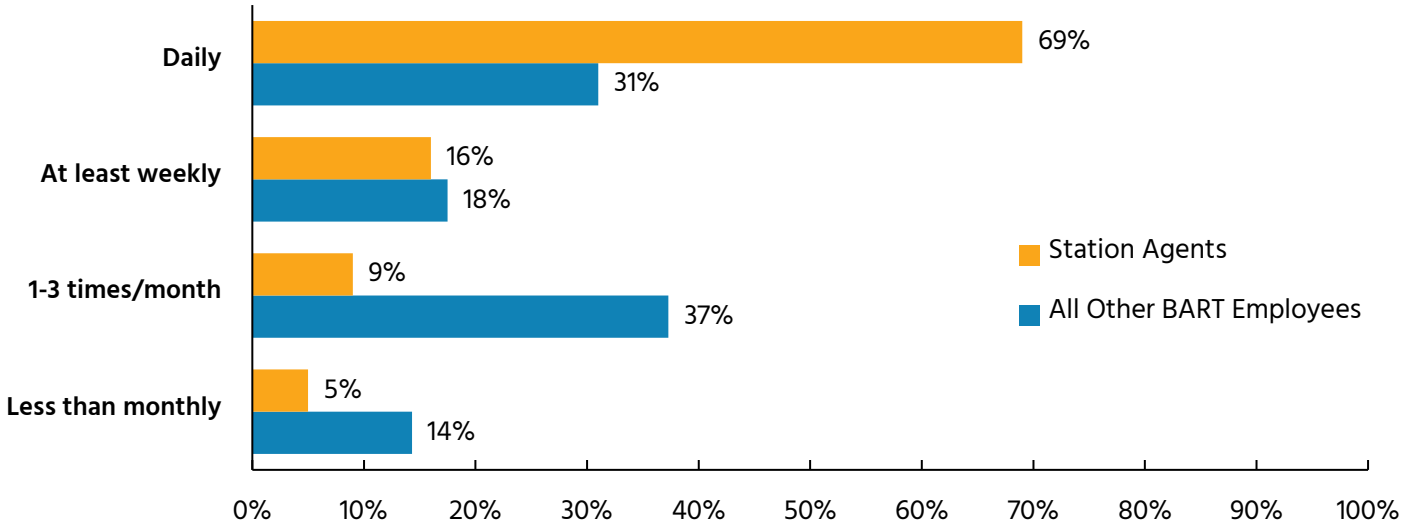

Figure 1. Frequency of Language Assistance Reported by BART Employees in the Past 12 Months
Source: BART Employee Survey on LEP Customer Experience

Most Frequent Languages

BART most frequently provides language assistance in Spanish and Chinese by a significant margin, as shown by the BART LEP encounters in Table 11 and the LanguageLine call summary in Table 12. Figure 2 summarizes responses from the BART Employee Survey when asked what languages were requested when assisting LEP customers in the past 12 months. Nearly all BART employees—both Station Agents and all other workgroups—reported encountering LEP customers who speak Spanish; about 60% of employees encountered Cantonese-speaking LEP customers; and about half encountered Mandarin-speaking LEP customers.

A review of the translated page views of the bart.gov website show that the most frequently request languages are not proportional to other data discussed in this analysis. While Spanish is the most requested language with about one-third of translated page views, about half of the translated page views are for Japanese, French, or German. These higher numbers could be attributable to tourist language groups, since BART serves international airports with a high percentage of tourist-riders. According to the San Francisco Convention and Visitors Bureau, the top five international markets for Bay Area travel are Mexico, China, the United Kingdom, Canada, and Germany.[14]

[14] San Francisco Fact Sheet. https://www.sftravel.com/article/san-francisco-fact-sheet

Table 11. BART LEP Encounters by Language
January 1, 2020 to September 30, 2022

Language	LEP Encounters	Percentage
Spanish	4,673	74.61%
Chinese	1,238	19.77%
Portuguese	31	0.49%
Tagalog	31	0.49%
Vietnamese	26	0.42%
French	22	0.35%
Tongan	22	0.35%
German	17	0.27%
Arabic	17	0.27%
Punjabi	16	0.26%
Hindi	14	0.22%
Korean	12	0.19%
Russian	12	0.19%
Japanese	10	0.16%
40 other languages	119	1.90%
Total	**6,263**	

Source: BART LEP Language Specific Counter

Table 12. Calls to LanguageLine Solutions
January 1, 2020 to August 31, 2022

Language	Calls	Percentage
Spanish	455	60.19%
Chinese	207	27.38%
Vietnamese	18	2.38%
Russian	16	2.12%
Korean	10	1.32%
French	7	0.93%
Farsi	6	0.79%
Punjabi	6	0.79%
Arabic	5	0.66%
Tagalog	4	0.53%
Portuguese	3	0.40%
Burmese	3	0.40%
11 other languages	16	2.12%
Total	**756**	

Source: LanguageLine Solutions

Table 13. LEP Calls to BART Transit Information Center
January 1, 2020 to September 30, 2022

Language	Calls	Percentage
Spanish	175	97.77%
Chinese	2	1.12%
Tagalog	1	0.56%
German	1	0.56%
Total	**179**	

Source: BART TSI Report

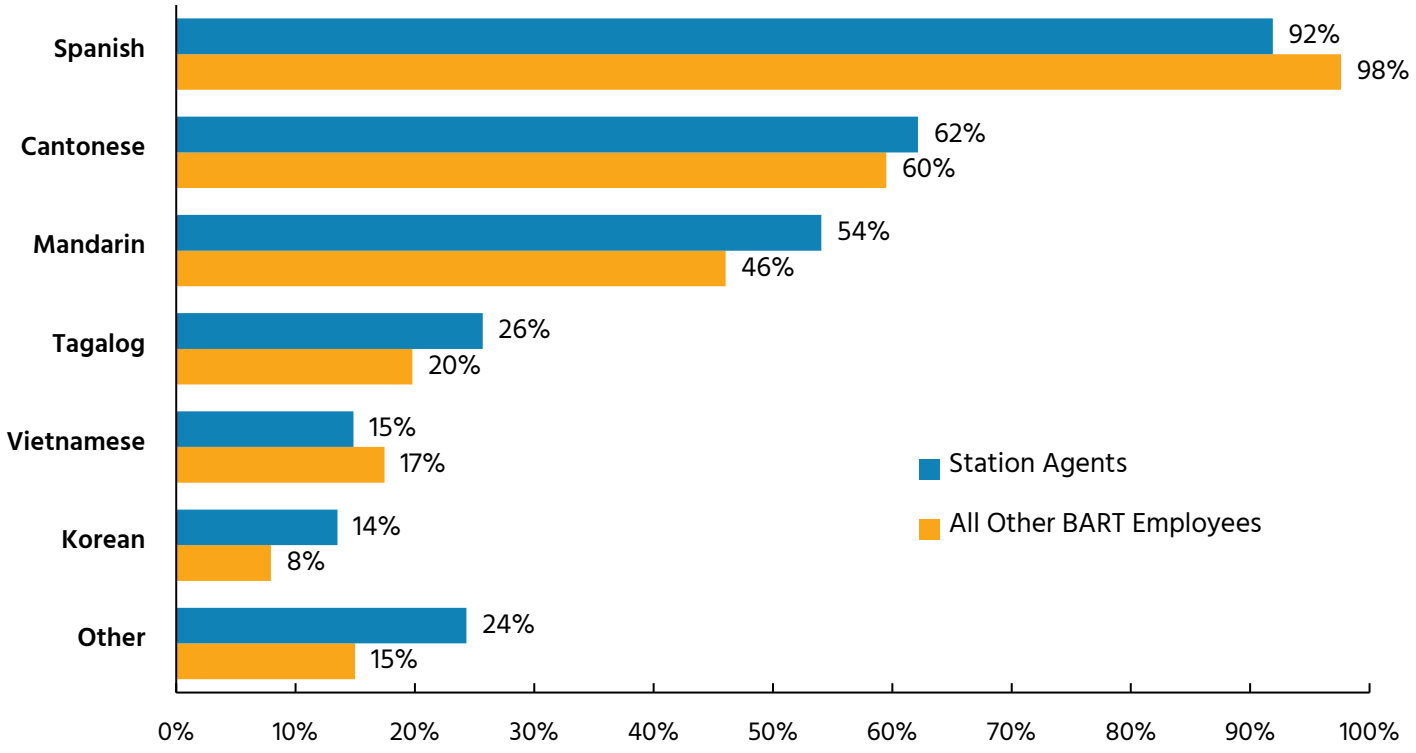

Figure 2. Language Assistance Reported by BART Employees in the Past 12 Months
Source: BART Employee Survey on LEP Customer Experience

Table 14. BART Website Translated Page Views
January 1, 2020 to September 30, 2022

Language	Page Views	Percentage
Spanish	6,488	32.0%
Japanese	3,843	19.0%
French	3,653	18.0%
German	2,680	13.2%
Chinese	2,126	10.5%
Italian	803	4.0%
Korean	654	3.2%
Total	**20,247**	

Source: BART Office of the Chief Information Officer

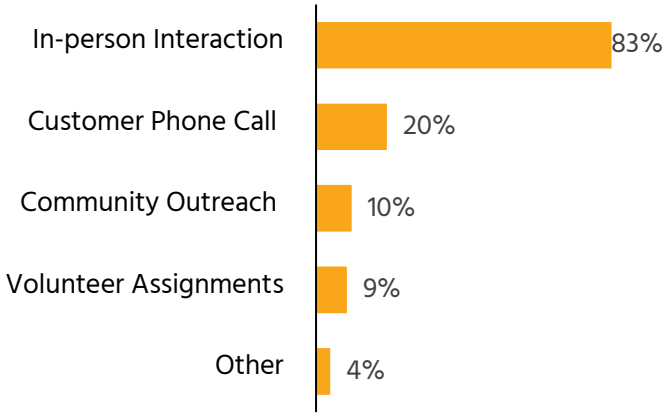

Figure 3. Locations of LEP Encounters for All Other Employees
Source: BART Employee Survey on LEP Customer Experience

Most Frequent Location

According to responses from the BART Employee Survey on LEP Customer Experience, most encounters with LEP customers take place in person. Figure 3 summarizes responses from all BART employees who are not Station Agents.[15]

3.3 Factor 2 Summary

This Factor 2 analysis reviews several data sources to determine that BART frequently encounters LEP customers. Spanish and Chinese are the top two most frequently encountered languages according to the data reflected in the LEP contact counter and reports from LanguageLine Solutions and BART Transit Information Center. This is consistent with the responses from BART Employee Survey on serving LEP customers. BART will continue to provide translated information in Spanish and Chinese systemwide. BART will include language assistance taglines for other languages on translated documents as necessary. For example, outreach for the Silicon Valley/Berryessa Project required translation in Hindi, which is not among the top requested languages in the five-county BART service area. For that project, BART provided language assistance measures in Hindi, including translated project documents.

A review of translated page views of the bart.gov website shows higher proportions of languages that are otherwise not reflected in other data sources. It is worth noting that—unlike the other data sources—BART translated page views can be accessed anywhere at any time. It is likely that this translation feature of the website is more likely used by international travelers than by residents in the BART service area.

Most BART interactions with LEP customers occurs in-person at BART stations.

[15] Station Agents responses are not included in this figure, presuming that all LEP customer interactions with Station Agents would be in person at a station.

4 Factor 3: Importance of BART Services to LEP Persons

Factor 3 evaluates the importance of BART services to LEP customers. This evaluation has two components: identification of critical services and feedback from community groups to identify ways to improve these services for LEP populations. USDOT LEP policy guidance[16] explains the intent of this analysis:

> *The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. [BART] needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual*

4.1 Critical Services

Public transit is a key means of mobility for LEP persons. In the five-county BART service area, approximately 46% of the LEP population live within one mile of the BART system[17] and 11% of the working-age LEP population commute using public transportation[18].

BART currently offers language assistance services at its stations, through its Transit Information Center (TIC), on the website, and on the official BART mobile app. The TIC provides direct access to a Spanish-speaking transit information representative for BART customers and live over-the-phone interpretation in over 240 languages through LanguageLine Solutions.

The bart.gov website provides basic BART transit information (e.g., service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities) in seven languages: Korean, Chinese, Spanish, French, German, Italian, and Japanese. Translated PDF versions of the BART Basics Guide are available in Spanish, Chinese, Pashto, Dari, Italian, French, German, Korean, and Japanese.[19] Translated versions of the Safety Guide are available in Spanish, Chinese, Korean, and Vietnamese. These brochures are available online at bart.gov/guide/brochures.

The official BART mobile app offers convenient services for BART customers, such as end-to-end multimodal trip planning, real-time departures, service advisories, and the ability to save favorite trips and stations. The app is currently available in Spanish and Chinese.

[16] Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, 70 Fed. Reg. 74092

[17] ACS 2016-2020 Table C16001: Language Spoken at Home for the Population 5 Years and Over, BART Enterprise Geographic Information System

[18] ACS 2016-2020 Table B08113: Means of Transportation to Work by Language Spoken at Home and Ability to Speak English

[19] BART provided BART Basics brochures in Pashto and Dari in 2021 in response to an increase in the refugee population from Afghanistan to the Bay Area.

4.2 Community-Based Organizations

The District works with two advisory committees comprised of community-based organizations (CBOs) who serve and advocate for their respective clientele on the matters of limited English proficiency and Title VI and environmental justice policies. Committee members represent CBOs that typically deal with populations living in the immediate vicinity of their offices, but they also serve the greater Bay Area. The size of populations served by member CBOs range from 100 to over 40,000 persons. These committees are described below (see Appendix B for a list of CBOs represented on the Advisory Committees):

Limited English Proficiency Advisory Committee

The District established the Limited English Proficiency (LEP) Advisory Committee in 2011. The LEP Advisory Committee consists of members of CBOs that serve LEP populations within the BART service area. The committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability. The committee consists of members or active participants of CBOs within BART's service area that serve LEP populations. To recruit new members, staff directly contact CBOs to notify them of the application process to participate on the committee. More information can be found at bart.gov/about/bod/advisory/lep.

Title VI/Environmental Justice Advisory Committee

The Title VI/Environmental Justice Advisory Committee ensures the District is taking reasonable steps to incorporate Title VI and environmental justice (EJ) policy principles in its transportation decisions. It is BART policy that changes to services, capital programs, plans, or policies neither cause a disproportionate share of adverse effects nor deny equal access to benefits to a segment of the population because of race, ethnicity, national origin, or socioeconomic characteristics. Through the committee, the District encourages the full and fair participation of minority and low-income populations in the District's transportation decision-making process. Committee members provide input on effective methods to engage with communities impacted by Title VI and EJ policies. The committee consists of members or active participants of CBOs within BART's service area that are involved in advancing Title VI and EJ issues. To recruit new members, staff directly contact CBOs to notify them of the application process to participate on the committee. More information can be found at bart.gov/about/bod/advisory/titleviej.

Community-Based Organization Survey

In September and October of 2022, the District reached out to members of the Title VI/Environmental Justice Advisory Committee and the LEP Advisory Committee with a questionnaire to solicit feedback on BART services for LEP customers. A copy of the survey is in Appendix C.

Survey responses included the following suggestions to improve the LEP customer experience:

- Offering multilingual surveys to get more feedback from LEP customers
- Providing multilingual announcements and service advisories on board trains
- Simplify how BART describes its service

BART generally offers translation of outreach media in Spanish and Chinese, but feedback captured on the survey helped guide the decision to provide more language support. In November 2022, BART implemented a parking survey for customer feedback on proposed parking policy changes. Surveys were made available in Spanish, Traditional Chinese, Vietnamese, Korean, Tagalog, and Russian.

BART is exploring new ways to describe lines on real-time information on available on bart.gov, identifying a line by color in addition to its destination. After implementing this change, BART will follow up with advisory committees to monitor feedback from their respective LEP communities.

Advisory Committee Meeting

The District convened a joint advisory committee meeting on Wednesday, November 16, 2022, to provide updates on Title VI service monitoring and the Language Assistance Plan. This meeting provided an additional opportunity for the advisory committees to share feedback on BART service for LEP customers.

Member discussions included the following suggestions on serving LEP customers:

- Coordinate with local agencies on providing multilingual signs and announcements to provide a more consistent transfer experience for LEP customers
- Increase use of written translations on Fleet of the Future screens to complement audio announcements, similar to captions

4.3 Factor 3 Summary

BART relies on the feedback from the Limited English Proficiency Advisory Committee and the Title VI/Environmental Justice Advisory Committee for guidance and insight on serving LEP customers.

BART will continue to engage with these advisory committees to address gaps in information for LEP customers, find opportunities to improve service, and receive guidance on project-specific language considerations.

5 Factor 4: Available Resources and Cost of Language Assistance Services

Factor 4 analysis weight the demand for language assistance with the District's current and projected financial and personnel resources. The first component of the Factor 4 analysis is to identify current language assistance measures and associated costs. The next step is to determine what additional services may be needed to provide meaningful access. USDOT LEP policy guidance[20] explains the intent of this analysis:

> *A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, 'reasonable steps' may cease to be reasonable where the costs imposed substantially exceed the benefits.*
>
> *Large entities and those entities serving a significant number or proportion of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance. Such recipients may find it useful to be able to articulate, through documentation or in some other reasonable manner, their process for determining that language services would be limited based on resources or costs.*

BART is committed to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available. While BART currently does not break down all cost expenditures related to providing language assistance, these expenditures are continuously monitored as part of this LAP. BART also actively evaluates how to consolidate its language assistance measures to deliver the most cost-effective services.

5.1 Current Measures and Costs

BART currently incurs costs for the language assistance measures to implement these Factor 4 goals, including:

- Staff costs attributable to Title VI compliance, including language assistance measures;
- Premium pay for bilingual employees;
- Over-the-phone live interpretation from LanguageLine Solutions; and
- Third-party contracts and agreement for translation and interpretation services.

[20] Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons, 70 Fed. Reg. 74092

5.2 Cost-Effective Practices

BART will continue to evaluate ways to improve the cost-effectiveness and the quality of its language services. Additional strategies for saving costs or improving quality may include developing internal and external language services.

Strategies for consolidating the District's language assistance measures to achieve efficiencies may include:

- Continuing the one-stop LEP information center for BART employees;
- Continuing to seek opportunities for bilingual staff to act as interpreters and translators;
- Sharing information with transit and other public agencies to pool translation resources and standardize common documents; and
- Using a sole language assistance vendor to keep costs low and quality high. Working with one company ensures consistency of translations and service (see section 5.3 below).

5.3 Factor 4 Summary

BART is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP customers in accessing its services. As mentioned above, the BART Board of Directors approved an Agreement with a contractor in 2022 to provide language assistance services for the District. Since costs were standardized through the sole contractor, the Agreement so far has allowed the District to save on expenses related to translation and interpretation services. Since all the proposers went through a rigorous qualifications process, the District was also able to maintain and ensure quality of translation and interpretation services while receiving cost-savings on language assistance measures. BART will continue to monitor and track all language assistance requests and costs.

6 Language Assistance Measures

BART is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency.

6.1 Current Language Assistance Measures

As discussed earlier in this LAP, BART currently provides both oral and written language assistance. Oral language assistance includes a Spanish bilingual transit information representative that staffs the TIC. LanguageLine Solutions provide interpreters for over 240 languages over the telephone. This service is available at each of the 50 stations in the District's system, the Transit Information Center, and the BART Administrative Office. BART also provides interpreters at public meetings and outreach events as necessary. Taglines are provided in Spanish, Chinese, Korean, Vietnamese, and Tagalog which say, *"If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event."* The 72-hour window gives BART notice to book an interpreter accordingly. This does not prohibit BART from providing same-day service in the event of an emergency.

Current language assistance measures include:

- Translations of Vital Documents (see section 7);
- Distributing LanguageLine *"I Speak..."* language identification guides to all 50 stations;
- Providing translated content on bart.gov;
- Usage of pictograms or other symbols on trains and in stations;
- Providing interpreters as requested—free of charge—at outreach events, community meetings, public meetings, and bus bridge transfer points;
- Continue offering interpretation for virtual meetings;
- Translating meeting notices and survey/questionnaires into Spanish and Chinese and providing other languages as necessary or upon request; and
- Inclusion of a document translation request tagline added to reports and flyers, translated in Spanish, Chinese, Tagalog, Korean, and Vietnamese.

7 Vital Documents Guidelines

In accordance with Title VI and Executive Order 13166, BART will take reasonable steps to ensure that LEP persons receive the language assistance necessary to allow them meaningful access to BART programs and services. Under this Guidance, an effective LEP Plan includes the translation of "vital" written materials, or Vital Documents, into the languages of frequently encountered LEP groups. Federal funding recipients must determine which vital documents should be translated.

The purpose of the BART Vital Documents Guidelines is to determine which documents are vital for translation. Vital documents are defined either as (1) any document that is critical for obtaining services and benefits, and/or (2) any document that is required by law. The "vital" nature of a document depends on the importance of the information or service involved, particularly the consequence to the LEP person if the information is neither accurate nor timely.

Frequently Encountered Languages & Safe Harbor Languages

Based on the updated four-factor analysis, Spanish and Chinese are the two most frequently encountered languages at BART. Vital Documents will be translated into these frequently encountered languages pursuant to BART's Vital Documents Guidelines. BART will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable, to be determined on a case-by-case basis, due to the feedback from the LEP Advisory Committee and BART's desire for consistency throughout its currently planned system expansion. In addition to the frequently encountered languages, BART provides language assistance in several other safe harbor languages. The Factor 1 analysis identified four languages to add to the list of safe harbor languages: Pashto, Punjabi, Tamil, and Telugu.

There are 25 safe harbor languages in the five-county BART service area. Listed alphabetically, these languages are Arabic, Armenian, Chinese, Farsi (Persian), French, German, Gujarati, Hindi, Italian, Japanese, Khmer (Cambodian), Korean, Laotian, Pashto, Portuguese, Punjabi, Russian, Serbo-Croatian, Spanish, Tagalog, Tamil, Telugu, Thai, Urdu, and Vietnamese.

Pursuant to its Vital Documents Guidelines, BART provides translation of its ***Notice to the Public of Protection under Title VI***, ***Title VI Complaint Form***, and ***Title VI Complaint Procedures*** into these 25 safe harbor languages. These documents are available at bart.gov/titlevi. Appendix D contains samples of these translated documents.

7.1 Document Prioritization

These Guidelines determine, over time and across the District's various activities, which documents are vital. Because not all documents have the same importance, the District categorizes Vital Documents into three tiers according to their importance, with Tier 1 documents representing the highest level of importance. The District will continue to evaluate the importance of these documents looking at the totality-of-circumstances and based on its own Four-Factor Analysis, listed in section 1.2.

Finally, it should be noted that the designation of a document as "vital" may not mean that a word-for-word translation of that document will be required. The form that these translations take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of language assistance may be sufficient.

At each triennial review, the District will reevaluate frequently encountered languages based on its LEP tracking data so that it corresponds to the language groups the District frequently encounters.

Tier 1: Critical documents

BART defines Tier 1 as documents those where, if not translated, would either (a) have life-threatening consequences, (b) would seriously impede access to BART transit service, or (c) would deprive riders of an awareness of their legal rights, particularly rights to language assistance.

Tier 1 documents include customer information important to accessing BART transit services. Such information may include emergency and general safety information, general descriptions of BART fares and schedules, and how to buy a ticket or a fare card. Tier 1 also includes basic information necessary to understanding legal rights that can be exercised by riders or by persons impacted by BART construction activities. This includes information on Title VI and the right to file a complaint under Title VI. For construction projects, this includes information on construction safety and impacts; it may also include tenant relocation rights.

Tier 2: Documents that will enhance access to BART services and benefits

Tier 2 includes information that will enhance or facilitate the customer experience. This could include some promotional events, which offer benefits to riders like free or discounted tickets. It may also include information, presented in different formats or media, to enhance access to BART information. Information categorized as Tier 2 includes information such as service alerts which can be found in Passenger Bulletins and survey questionnaires.

Tier 3: Documents that will enhance transportation decision-making at BART

Tier 3 includes information that will enhance the role that all riders, regardless of language ability, may play in long-term transportation decisions made at BART. It may include information related to the District's long-term strategic plans or information communicated in complex, public documents like Environmental Impact Reports.

For each tier, the District will examine documents against available resources or alternatives. In the Bay Area, where there are many different languages spoken, written translations may not be the most effective method of reaching all LEP audiences or rendering transit information accessible. For example, emergency and safety instructions posted on BART vehicles utilize pictograms to communicate vital information, in addition to written translation in Spanish and Chinese. In other cases, providing a translated notice of available language interpretation may be better than translation of documents. For example, translated taglines direct customers to call the BART language assistance line for interpretation services.

> Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.
> 如需語言協助服務，請致電 (510) 464-6752。
> 통역이 필요하신 분은, 510-464-6752 로 문의하십시오.
> Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.
> Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

7.2 Vital Document Identification

The determination of the "vital" status of a document is an ongoing process. Documents will evolve and so will their importance. Thus, document classification into the three tiers will need to be reevaluated on a periodic basis. In order to maintain continuity in this process, the Office of Civil Rights (OCR) will coordinate the review process, with relevant departments, for vital documents.

At least once prior to the Federal Transit Administration's triennial review, input from LEP persons will be sought on the effectiveness of these Guidelines. In November 2022, BART met with its LEP and Title VI/EJ and LEP Advisory Committee

members and requested feedback from the members. Members were supportive of BART's approach to vital document identification (see section 4.3).

7.3 Translation Review Process

To the greatest extent practicable and considering applicable time constraints, the District shall use a thorough translation process to ensure the accuracy, quality, and accessibility of the translations. To do so, the following steps shall be taken for each translation:

- **Assign the Translation.** District staff and subject matter experts should thoroughly discuss with the translators the purpose of the materials and the characteristics of the target population. Staff and translators should review and discuss any terminology that is confusing to the translator or does not exist in their language. District staff may need to discuss the underlying message by using a variety of relevant examples until the meaning is clearly understood by translators. Pictograms may be used, if appropriate.

- **Second Translator.** The translation should be proofread by a second translator. Possible errors and/or suggested revisions should be discussed in detail with the original translator. If necessary, the second translator can provide a back translation from the other language into English to ensure equivalency in underlying message. If there are disagreements about the revisions and changes, the two translators should discuss the issues and negotiate the changes. If an agreement cannot be reached, District staff will decide whether a third party should be consulted. Throughout the process, translators should be encouraged to ask District staff any questions about the meaning of the original message.

- **Focus Group.** When appropriate and feasible, as determined by the District, some translations should be verified by a group of individuals that speak the same language as those who will be receiving the translated materials. Given time, resources, and/or the nature of the document, this step will not always be feasible, although it is a highly recommended procedure to ensure the comprehension of translated materials. This step should be used as a final verification of appropriate translation. This step may also provide helpful information to the District on how to enhance ridership and participation from different linguistic populations.

7.4 Translation of Written Script and Pre-Recorded, Automated Audio Announcements

To the greatest extent practicable, OCR staff will work with relevant BART departments to explore technology or other options to translate written scripts for pre-recorded, automated audio announcements which inform riders on safety and security updates and how to navigate the BART system.

For example, for BART track work projects starting from 2016, pre-recorded announcements in Chinese and Spanish—the two languages most frequently encountered in the BART service area—inform customers of station weekend shut-downs and of the bus bridges being provided.

In 2020, BART began upgrading Ticket Vending Machines (TVMs) and Add Fare Machines (AFMs) throughout the system in line with upgrades to Clipper, the regional fare payment system. After review of the Language Assistance Plan, BART determined that TVMs and AFMs provide a vital service to BART customers and should, therefore, include written and audio translations for LEP customers. Written translations on TVM and AFM screens include traditional Chinese, Spanish, Tagalog, Vietnamese, Korean, French, German, Italian, and Japanese. The operating system does not have capacity for audio translation in all languages, so BART is prioritizing audio translations for the commonly spoken languages: Spanish, Cantonese, and Mandarin.

In addition to upgrading TVMs and AFMs, BART will work to provide training to Station Agents on how to access the multilingual features.

7.5 Language Translation Thresholds

Based on this four-factor analysis, the District identified the most frequent languages as well as the safe harbor languages based on USDOT LEP guidance. This analysis also considers the context and location of where these languages are encountered when determining which languages to include when translating vital documents.

Frequently Encountered Languages

BART most frequently encounters these six languages: Spanish, Chinese, Vietnamese, Tagalog, Korean and Russian.

With due consideration to resource and time constraints, BART will provide written translation of vital documents into Spanish and Chinese, the two most frequently encountered languages. The other frequently encountered languages may be included in a tagline for language assistance.

Safe Harbor Languages

There are 25 languages in the five-county BART service area that meet the USDOT criteria safe harbor languages. Listed alphabetically, these languages are Arabic, Armenian, Chinese, Farsi (Persian), French, German, Gujarati, Hindi, Italian, Japanese, Khmer (Cambodian), Korean, Laotian, Pashto, Portuguese, Punjabi, Russian, Serbo-Croatian, Spanish, Tagalog, Tamil, Telugu, Thai, Urdu, and Vietnamese.

BART will provide written translation of the following Title VI documents into these languages and make them available at bart.gov/titlevi:

- Title VI Notice of Rights
- Title VI Complaint Form
- Title VI Complaint Procedures

BART also provides access to over-the-phone interpretation services for these languages. All safe harbor languages are included on the *"I Speak..."* language identification guides which are distributed to all stations.

Other Languages

BART may, on a case-by-case basis, at its discretion, translate documents into languages that are not frequently encountered system-wide. Examples include:

- **BART Basics Guide.** In 2021, BART provided translations of the BART Basics Guide in Dari and Pashto, two major languages spoken in Afghanistan. Though these languages were not previously identified in previous LAP updates, BART provided translations in Dari and Pashto in response to the increase of refugees from Afghanistan in 2021.
- **Project-Specific Translation.** Depending on the demographics of an impacted area, BART may provide translated documents for languages not otherwise identified in the Language Assistance Plan.

8 Monitoring and Updating the Language Assistance Plan

The USDOT LEP Guidance recommends the following for monitoring and updating the Language Assistance Plan:

> *[BART] should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.*
>
> *In addition, [BART] should consider whether changes in demographics, types of services, or other needs require annual reevaluation of their LEP plan. Less frequent reevaluation may be more appropriate where demographics, services, and needs are more static. One good way to evaluate the LEP plan is to seek feedback from the community... Effective plans set clear goals, management accountability, and opportunities for community input and planning throughout the process.*

BART has established procedures to evaluate the effectiveness of its LAP on an ongoing basis to ensure meaningful access to BART programs and services to LEP communities. These procedures will include an on-going process to solicit feedback from BART staff, LEP persons, and CBOs serving LEP populations.

BART will review the following information:

- Changes in demographics;
- Changes in the types of services;
- Changes in the frequency of encounters with LEP language groups;
- Nature and importance of programs, services, and activities to LEP persons;
- Changes in resources, including new technologies, additional resources, and budget availability;
- The effectiveness of current language assistance measures in meeting the needs of LEP persons;
- Staff knowledge and understanding of the LAP and how to implement it; and
- Feedback from LEP persons on the effectiveness of current language assistance services.

As an example of ongoing review of language access, in 2021, BART began providing written translations of the BART Basics Guide in Pashto and Dari, two major languages spoken in Afghanistan. Examples of these guides are available in Appendix D.

BART will use a combination of the following qualitative and quantitative approaches to determine if the LAP is effective and meets the needs of the LEP community:

- On a triennial basis, BART will review new demographic data from the American Community Survey, California Department of Education, and Public Use Microdata Sample and update its LAP accordingly.
- As needed and on an annual basis, BART will measure the frequency of LEP contacts from the following sources:
  - LEP Language Specific Counter;
  - Language Line and/or translation service usage, and
  - BART Website page views.
- On a quarterly basis, BART will meet with its LEP Advisory Committee. The LEP Committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to LEP persons.
- BART will assess its Vital Documents inventory annually. New Vital Documents will be translated and obsolete documents will be removed from circulation. The determination of the "vital" status of a document is an ongoing process and will need to be reevaluated on a periodic basis. In order to maintain continuity in the review process, the

Office of Civil Rights will coordinate with relevant departments. Directors of departments will provide, on an annual basis, a Vital Documents Report which will include a summary of all new documents and any documents that have been deleted or changed by their departments. At least once, prior to the FTA's triennial review, input from LEP persons will be sought on the effectiveness of the District's Vital Documents Guidelines.

- A qualitative analysis of BART language assistance measures will be conducted at least once every three years. The analysis will assess survey input from the following stakeholders:
  - Station agents, police personnel, transportation supervisors, transit information clerks, and customer service representatives, to measure changes in the quantity and quality of LEP encounters, specifically how employees communicate with LEP customers and employees' awareness and understanding of the BART LAP and implementation measures.
  - Advisory Committee members, especially those representing CBOs serving LEP populations, to assess and update the nature and importance of BART activities including awareness and use of BART language assistance services and/or of BART transit services. BART will meet with the members to obtain periodic feedback on the effectiveness of current language assistance services.
- BART staff will be contacted on an as-needed basis to update the District's list of volunteer bilingual staff.

8.1 Implementation Timeline

Table 15, below, summarizes activities related to monitoring and updating the BART Language Assistance Plan.

Table 15. Language Assistance Plan Implementation Schedule

Language Assistance Plan Actions	Implementation Timeline
Verification of posted translated Title VI notices at all stations	2022, Q4
Verification of *"I speak..."* language identifications cards available at all stations	2022, Q4
Translate Tier 1 Vital Documents into the four newly identified safe harbor languages • Title VI Notice of Rights • Title VI Complaint Form • Title VI Complaint Procedures	2023, Q1
Meet with BART Title VI/EJ and LEP advisory committees	Ongoing, Quarterly
Review of LAP data	Ongoing, Annually
Review of Vital Documents	Ongoing, Annually
Update list of bilingual staff	2023, Q1

9 LEP Training

The USDOT LEP Guidance recommends training for employees who come in contact with the public:

> *Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained.*

BART provides LEP training for station agents, operations supervisors, operations foreworkers, transit information clerks, customer service representatives, BART police personnel, survey administers, and new hires. BART continues to provide LEP recertification training to station agents, operations foreworkers, and other front-line employees.

BART utilizes a LEP training video that includes information on:

- Title VI of the Civil Rights Act of 1964;
- National Origin Discrimination;
- Statement by the BART General Manager on the importance of providing customer service to LEP persons;
- Description of available language assistance measures;
- How employees can obtain these services; and
- Scenarios on how to respond and assist LEP persons.

In addition to the LEP video, BART utilizes a training handbook which is provided to new hires and front-line employees. The LEP training handbook includes information on:

- Type of language services available;
- How staff and/or LEP customers can obtain these services;
- How to respond to LEP callers;
- How to respond to correspondence from LEP customers;
- How to respond to LEP customers in person;
- How to document LEP needs;
- How to respond to civil rights complaints; and
- LAP guidelines and procedures.

BART will continue to explore opportunities to provide interpreter/translator and cultural sensitivity training to volunteer bilingual employees and frontline staff.

Language Assistance Plan
Appendices

Appendix A:
Employee Survey on LEP Customer Experience

San Francisco Bay Area Rapid Transit District

Transportation and Station Intranet

- Bart.gov Website
- Ride Voucher
- AFC Status
- Operations Support and Review
  - Train Arrival WTIMS
- Daily Reports
- Lost and Found
- Smart Card Parking
- Ticket Tracker Generations
- Maximo
- Forms
- Parking Validation
- webBART
- Monthly Newsletter
- Richmond AFG Modification

LEP Contact: [Contact Summary] [Report]
Department: Transportation
Contact Location:

LEP Survey: Survey Form | Survey Summary

Limited English Proficiency (LEP) Customer Experience Survey

The BART Office of Civil Rights wants your input to understand better how well we serve the Limited English Proficient (LEP) community.

Limited English Proficient (LEP) persons are individuals with limited ability to speak, read, write or understand English.

Submit Survey | Reset Selection

Employee ID:	Shift:	Location:

1) In your job, how often do you typically interact with BART customers?

- ○ Many times a day
- ○ A few times a day
- ○ A few times a week
- ○ A few times a month
- ○ Once or twice a month
- ○ Less often than once a month
- ○ Rarely / never

---

2) How often do you typically encounter customers seeking language assistance (persons unable to communicate well in English)?

- ○ Many times a day
- ○ A few times a day
- ○ A few times a week
- ○ A few times a month
- ○ Once or twice a month
- ○ Less often than once a month
- ○ Rarely / never

---

3) How would you describe your experience(s) communicating with Limited English Proficient (LEP) customers?

- ○ Very difficult
- ○ Somewhat difficult
- ○ Somewhat easy
- ○ Very easy
- ○ Not applicable

4) How do you typically encounter customers seeking language assistance?
Select all that apply.

- ☐ In-person interaction at work
- ☐ Customer phone call
- ☐ Community outreach
- ☐ Volunteer assignments (i.e. bus bridges)
- ☐ Other (specify)
- ☐ Not applicable

5) Are you aware of any materials, services, or tools that BART uses to communicate with Limited English Proficient (LEP) customers?

- ○ Yes (please explain)
- ○ No
- ○ Don't know

6) Which of the following, if any, have you used in the past 12 months when communicating with Limited English Proficient customers?

- ○ Language Line Services (call to get translation services)
- ○ Translated brochures (i.e. BART Basics Guide)
- ○ BART LEP signage/use diagrams or maps
- ○ Other (specify)
- ○ Have not used any of these in the past 12 months.

7) Do you believe the current BART LEP signage in stations is effective?

- ○ Yes
- ○ No (please explain)
- ○ Don't know
- ○ Not applicable

8) Of the topics below, what types of questions are you frequently asked by Limited English Proficient (LEP) customers?
Select all that apply.

- ☐ BART fares / Destinations
- ☐ How to buy a ticket / Clipper Card
- ☐ How to use Clipper card on mobile phone
- ☐ Other (specify)
- ☐ Not applicable

9) Based on your contact with BART Limited English Proficient (LEP) customers, which of the following languages have you, personally, encountered among customers in the past 12 months?
Select all that apply.

- ☐ Spanish
- ☐ Chinese-Cantonese
- ☐ Chinese-Mandarin
- ☐ Tagalog
- ☐ Vietnamese

- [ ] Korean
- [ ] Other

---

10) Do you speak any language other than English?

- ○ Yes
- ○ No

---

11) Other than English, what language or languages do you speak? Select all that apply.

- [ ] Spanish
- [ ] Chinese-Mandarin
- [ ] Chinese-Cantonese
- [ ] Tagalog
- [ ] Vietnamese
- [ ] Korean
- [ ] Other

---

12) Thinking about your typical day at work, what is your primary work location?

- ○ On a train
- ○ In a station
- ○ In shops or yards
- ○ BART Headquarters (BHQ)
- ○ Other BART offices
- ○ Other location (please specify)

---

13) When did you last take the BART LEP training?

- ○ Within the past 12 months
- ○ 1-2 years ago
- ○ More than 2 years ago
- ○ Have never taken the BART LEP training
- ○ Don't know

---

14) In what ways can BART improve its language assistance services for Limited English Proficient (LEP) customers? Are there additional resources that should be provided to BART employees to increase or strengthen their abilities to assist LEP customers? Please be as specific as possible.

Explain:

Submit Survey | Reset Selection

San Francisco Bay Area Rapid Transit District
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Contact Fare Collection Engineering Division

Appendix B:
Advisory Committee Member Organizations

Limited English Proficiency Advisory Committee Member Organizations

- Self Help for the Elderly
- Chinatown Community Children's Center
- Chinatown Community Development Center
- Family Bridges
- Independent Living Resource Center
- North East Medical Services
- Southeast Asian Community Center
- Unity Council

Title VI/Environmental Justice Advisory Committee Member Organizations

- Christ the King Church
- Contra Costa Health Services
- Contra Costa Employment & Human Services
- Department of Economics, California State University, East Bay
- Eden Information and Referral (211)
- Family Violence Law Center
- Huckleberry Youth Programs
- OCCUR
- St Mark's Lutheran Church
- Urban Habitat's Boards and Commissions Leadership Institute
- We Lead Ours

Appendix C:
Language Assistance Questionnaire

San Francisco Bay Area Rapid Transit District

Language Assistance Questionnaire

Please attach additional sheets of paper if necessary

Name of Organization: _____

Contact Information:

Contact Name: _____

Address: _____

Phone: _____

Email Address: _____

1. What geographic area(s) (county) does your agency serve?

   ☐Alameda County ☐Contra-Costa County
   ☐San Mateo County ☐San Francisco County
   ☐Santa Clara County ☐Other:_____

2. How many people does your agency provide services to in a typical year?

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

   ☐Increased
   ☐Stayed the same
   ☐Decreased

4. Does your population come from an urban or rural background?

   ☐Urban ☐Rural

San Francisco Bay Area Rapid Transit District
Office of Civil Rights
For questions contact: Hoa Sin (510) 464-7538 or HSin@bart.gov
92023

5. What are the languages spoken by the population(s) you serve?
   - ☐Spanish
   - ☐Chinese - Cantonese
   - ☐Chinese – Mandarin
   - ☐Tagalog
   - ☐Vietnamese
   - ☐Korean
   - ☐Other (please specify): _____

6. What is the age distribution of the primary population you serve?
   By "primary" we mean if your services are directed at adults then please don't include the age of the children they may have.
   12 or younger: _____
   13-17 years old: _____
   18-24 years old: _____
   25-34 years old: _____
   35-44 years old: _____
   45-64 years old: _____
   55-64 years old: _____
   Age 65 or older: _____

7. What is the approximate gender distribution of the population you serve?
   If you don't know, an estimate if fine.
   Male: _____ %
   Female: _____%

8. What is the education distributionlevel of the population you serve?
   If you don't know, please provide your best estimate.

   Less than high-school degree: _____
   High school degree or equivalent: ____
   College degree (2- or 4-year degree): _____
   Graduate degree or higher: _____

9. What is the literacy level of the population you serve?

10. What needs or expectations for public services has this population expressed?

11. Has the population your agency serves inquired about how to access public transportation or expressed a need for public transportation service?

12. What are the most frequently traveled destinations?

13. Are there locations that the population has expressed difficulty accessing via the public transportation system?

14. How do the transit needs and travel patterns of the population served by your agency vary? (e.g. does it vary by age, gender, other factors?)

15. What is the best way to obtain input from the population served by your agency?

16. Who would the population trust most in delivering language appropriate messages?

17. What can BART do to improve our services to your community?

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Office of Civil Rights
For questions contact: Hoa Sin (510) 464-7538 or HSin@bart.gov
92023

Appendix D:
Examples of Translated Media

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

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

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

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

San Francisco Bay Area Rapid Transit District (BART)
ATTN: Office of Civil Rights
2150 Webster Street, Suite #0414
Oakland, CA 94612
(510) 874-7333 • Fax (510) 464-7587
officeofcivilrights@bart.gov
Complaint Forms can also be obtained on BART's website at
www.bart.gov/titlevi

Title VI is the Law

FEDERAL TRANSIT ADMINISTRATION

حقوقك بموجب الباب
السادس من قانون الحقوق المدنية لعام 1964

يستلزم الباب السادس من قانون الحقوق المدنية لعام 1964عدم استبعاد أي شخص في الولايات المتحدة، على أساس العرق أو اللون أو الجنسية الأصلية، أو حرمانه من مزايا، أو التعرُّض للتمييز، بموجب أي برنامج أو نشاط يتلقى المساعدة المالية الفيدرالية. يتناول الأمر التنفيذي الرئاسي رقم 12898 العدالة البيئية لدى الأقليات والسكان ذوي الدخل المنخفض. بينما يتناول الأمر التنفيذي الرئاسي رقم 13166 الخدمات المُقدَّمة للأفراد ذوي الكفاءة المحدودة في اللغة الإنجليزية.

يجوز لأي شخص يرى أنه قد استُبعِد من تلقي امتيازات أي من خدمات أو برامج دائرة النقل السريع لمنطقة خليج سان فرانسيسكو أو حُرِم منها، أو تعرَّض للتمييز على أساس العرق أو اللون أو الجنسية الأصلية تقديم شكوى خطية إلى المكتب الحقوق المدنية لدى دائرة النقل السريع لمنطقة خليج سان فرانسيسكو. ويستلزم القانون الفيدرالي وقانون الولاية تقديم الشكاوى في غضون مائة وثمانين (180) يومًا ميلاديًا من تاريخ آخر حادثة مزعومة.

لطلب معلومات إضافية عن التزامات عدم التمييز في دائرة النقل السريع لمنطقة خليج سان فرانسيسكو أو تقديم شكوى بموجب الباب السادس، يُرجى إرسال طلبك إلى:

San Francisco Bay Area Rapid Transit District (BART)
ATTN: Office of Civil Rights
2150 Webster St, Suite #0414
Oakland, CA 94612
(510) 874-7333 • فاكس (510) 464-7587
officeofcivilrights@bart.gov
يمكن أيضًا الحصول على نماذج الشكاوى من
الموقع الإلكتروني لدائرة النقل السريع لمنطقة خليج سان فرانسيسكو عبر الرابط
www.bart.gov/titlevi

الباب السادس من القانون

إدارة النقل الفيدرالية

Quyền của Quý Vị Theo Tiêu Đề VI Đạo Luật Dân Quyền năm 1964

Tiêu đề VI của Đạo Luật Dân Quyền 1964 (1964 Civil Rights Act) quy định rằng không một ai ở Hoa Kỳ bị loại trừ, bị từ chối các lợi ích, hay bị kỳ thị trong bất kỳ chương trình hay hoạt động nào có nhận sự tài trợ về tài chính từ chính phủ liên bang vì lý do chủng tộc, màu da, hay quốc gia xuất xứ. Sắc Lệnh Hành Pháp 12898 của Tổng Thống nói về công lý môi trường ở nhóm dân thiểu số và thành phần dân số có thu nhập thấp. Sắc Lệnh Hành Pháp 13166 của Tổng Thống nói về các dịch vụ cho những người chưa thông thạo tiếng Anh.

Bất kỳ người nào nghĩ rằng mình bị loại trừ hay bị từ chối hưởng các quyền lợi của dịch vụ hoặc chương trình của Cơ Quan Vận Chuyển Tốc Hành Vùng Vịnh San Francisco (BART), hay bị kỳ thị dựa trên chủng tộc, màu da hay quốc gia xuất xứ, đều có thể nộp đơn khiếu nại cho Văn Phòng Dân Quyền (Office of Civil Rights) của BART. Luật Liên Bang và Tiểu Bang đòi hỏi phải đệ đơn khiếu nại trong vòng một trăm tám mươi (180) ngày tính theo lịch kể từ lúc xảy ra sự vụ gần nhất.

Để yêu cầu thêm thông tin về các trách nhiệm không kỳ thị của BART, hoặc nếu quý vị muốn nộp Đơn Khiếu Nại theo Tiêu Đề VI, vui lòng gởi yêu cầu của quý vị đến:

San Francisco Bay Area Rapid Transit District (BART)
ATTN: Office of Civil Rights
2150 Webster Street, Suite #0414
Oakland, CA 94612
(510) 874-7333 • Fax (510) 464-7587
officeofcivilrights@bart.gov
Cũng có thể lấy Mẫu Đơn Khiếu Nại trên trang mạng của BART tại
www.bart.gov/titlevi

Tiêu Đề VI là Luật Pháp

CƠ QUAN QUẢN LÝ VẬN TẢI CÔNG CỘNG LIÊN BANG

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT TITLE VI COMPLAINT FORM

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

1. SPECIFIC BASIS OF DISCRIMINATION (Check all that apply):

☐ **Race** ☐ **Color** ☐ **National Origin** ☐ **Sex** ☐ **Age** ☐ **Disability**

2. Date of alleged discriminatory act(s):_____

3. RESPONDENT (individual complaint is filed against)

Name	
Position	**Work Location**

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

_____

_____

_____

_____

_____

_____

_____

5. Did you file this complaint with another federal, state or local agency, or with a federal or state court?

☐ **Yes** ☑ **No**

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

☐ **Federal Agency** ☐ **Federal Court** ☐ **State Agency** ☐ **State Court** ☐ **Local Agency**

Date Filed: _____

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

Name			
Address **Street**	**City, State**	**Zip**	**Telephone**

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

Signature	**Date**

Stations 2022

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
ԳԼՈՒԽ VI-Ի ԲՈՂՈՔԻ ՁԵՎԱԹՈՒՂԹ

Հայցվորի անունը			Տան հեռախոսահամարը
Տան հասցեն Փողոց	Քաղաք, Նահանգ	Փոստային կոդ	Աշխատանքային հեռախոսահամարը
Ռասա/Էթնիկական խումբ	Սեռ	Էլ. փոստի հասցեն	
Խտրականության ենթարկված անձ (եթե Հայցվորը չէ)			Տան հեռախոսահամարը
Տան հասցեն Փողոց	Քաղաք, Նահանգ	Փոստային կոդ	Աշխատանքային հեռախոսահամարը

1. ԽՏՐԱԿԱՆՈՒԹՅԱՆ ՀԻՄՈՒՆՔՆԵՐԸ (նշեք համապատասխան վանդակ(ներ)ը)՝

☐ Ռասա ☐ Մաշկի գույն ☐ Ազգային ծագում

2. Ենթադրվող խարականության գործողության(ների) ամսաթիվ _____

3. ՊԱՏԱՍԽԱՆՈՂ (այն անհատն, ում դեմ բողոք է ներկայացվում)

Անունը	
Պաշտոնը	Աշխատավայրը

4. Նկարագրեք՝ ինչպես են ձեր նկատմամբ խտրականություն դրսևորել: Ի՞նչ էր պատահել, և ո՞վ էր պատասխանատու: Գրելու լրացուցիչ տեղի համար, հավելյալ թերթեր կցեք:

_____

_____

_____

_____

_____

_____

5. Դուք այս բողոք ներկայացրե՞լ եք դաշնային, նահանգային կամ տեղային որևէ այլ գործակալություն, կա՞մ դաշնային կամ նահանգային դատարան: ☐ Այո ☐ Ոչ

Եթե պատասխանը այո է, նշեք յուրաքանչյուր գործակալությունն, ուր ներկայացվել է բողոքը՝

☐ Դաշնային գործակալություն ☐ Դաշնային դատարան

☐ Նահանգային գործակալություն ☐ Նահանգային դատարան

☐ Տեղային գործակալություն ☐ Ներկայացման ամսաթիվ _____

6. Տրամադրեք լրացուցիչ գործակալության կամ դատարանի կոնտակտային անձի տվյալները՝

Անունը			
Հասցեն Փողոց	Քաղաք, Նահանգ	Փոստային կոդ	Հեռախոսահամարը

Ներքևում ստորագրեք բողոքը: Կցեք որևէ սատարող փաստաթղթեր:

Ստորագրություն	Ամսաթիվ

Տպր. 04/2017

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
FORMULÁRIO DE QUEIXA – TÍTULO VI

Nome do Queixoso(a):			**Telefone da Residência**
Endereço da Residência **Rua , Cidade, Estado , Código Postal**			**Telefone do Trabalho**
Raça/Grupo Étnico	**Sexo**	**Endereço de Email**	
A pessoa que foi discriminada (se não foi o queixoso)			**Telefone da Residência**
Endereço da Residência **Rua , Cidade, Estado , Código Postal**			**Telefone do Trabalho**

1. **BASE ESPECÍFICA DA DISCRIMINAÇÃO - marque os itens aplicáveis:**

☐ **Raça** ☐ **Cor** ☐ **Nacionalidade de Origem**

2. **Data do(s) suposto(s) acto(s) discriminatório(s)** _____

3. **ACUSADO(A) (indivíduo contra o qual está a ser feita a queixa)**

Nome	
Cargo	**Local de Trabalho**

4. **Descreva de que maneira você foi discriminado(a). O que aconteceu e quem foi o responsável? Se necessitar mais espaço, anexe folhas adicionais.**

_____

_____

_____

_____

_____

_____

5. **Indique se registou esta queixa junto de outra agência/entidade federal, estatal ou local, ou junto de um tribunal federal ou estatal?** ☐ **Sim** ☐ **Não**

Se respondeu sim, marque cada agência/entidade junto da qual foi registada a queixa:

☐ **Agência Federal** ☐ **Tribunal Federal** ☐ **Agência Estatal** ☐ **Tribunal Estatal**

☐ **Agência Local** ☐ **Data do Registo da Queixa** _____

6. **Forneça informações de contacto na agência ou tribunal junto do qual a queixa foi registada:**

Nome	
Endereço **Rua , Cidade, Estado , Código Postal**	**Telefone**

Assine esta queixa no espaço abaixo. Anexe documentos auxiliares, se houver.

Assinatura	**Data**

Rev. 04/2017

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

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

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

Title VI Complaint Procedure

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

2. The complainant may download the complaint form from www.bart.gov or request the complaint form from the Office of Civil Rights (OCR). The complainant may also submit a written statement that contains all of the information identified in Section 3, a through g below.

3. The complaint will include the following information:

    a. Name, address, and telephone number of the complainant.
    b. The basis of the complaint (race, color, national origin).
    c. The date or dates on which the alleged discriminatory event or events occurred.
    d. The nature of the incident that led the complainant to feel discrimination was a factor.
    e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
    f. Other agencies or courts where complaint may have been filed and a contact name.
    g. Complainant's signature and date.

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

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

Office of Civil Rights
2150 Webster St, Suite #0414
Oakland, CA 94612
(510) 874-7333
(510) 464-7587 (fax)

The complaint may be sent via email to officeofcivilrights@bart.gov.

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

4. OCR will begin an investigation within fifteen (15) working days of receipt of a complaint.

5. OCR will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, OCR may administratively close the complaint.

6. OCR will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.

7. A closing letter will be provided to the complainant. The respondent or respondent department will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to appeal. If neither party appeals, the complaint will be closed.

8. If required, the investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.

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Ihre Rechte unter Title VI des Civil Rights Act of 1964

Dieses Dokument beschreibt die Title VI Beschwerdeverfahren im Zusammenhang mit der Bereitstellung von Programmen, Dienstleistungen und Vorteilen. Es erkennt dem Beschwerdeführer jedoch nicht sein Recht ab, formelle Beschwerden beim kalifornischen Verkehrsministerium (California Department of Transportation), beim Sekretär des US-Verkehrsministeriums (Secretary of the US Department of Transportation), bei der Kommission für Chancengleichheit bei der Beschäftigung (Equal Employment Opportunity Commission [EEOC]), der Behörde für Fernverkehrsstraßen (Federal Highway Administration [FHWA]) oder der Behörde für öffentliche Transportmittel (Federal Transit Administration [FTA]) einzureichen oder bei Beschwerden über eine mutmaßliche gesetzlich untersagte Diskriminierung, Einschüchterung oder Vergeltungsmaßnahme jedweder Art einen privaten Rechtsanwalt aufzusuchen.

Title VI des Civil Rights Act of 1964 schreibt vor, dass keine Person in den Vereinigten Staaten von Amerika auf Grund ihrer **Ethnie, Hautfarbe oder Nationalität** von der Nutzung von Programmen oder Aktivitäten ausgeschlossen werden darf, die durch bundesstaatliche finanzielle Mittel unterstützt werden.Zwei Durchführungsverordnungen erweitern den Schutz von Titel VI auf Umweltgerechtigkeit, sodass auch Personen mit geringem Einkommen und eingeschränkten Englischkenntnissen (Limited English Proficiency [LEP]) geschützt sind.

Title VI Beschwerdeverfahren

1. Alle Personen, die der Auffassung sind, dass sie Diskriminierung erfahren haben, können beim Bürgerbüro (Office of Civil Rights) des San Francisco Bay Area Rapid Transit District eine schriftliche Beschwerde einreichen. Nach Bundes- und Landesgesetzen müssen Beschwerden innerhalb von einhundertachtzig (180) Kalendertagen ab dem letzten mutmaßlichen Vorfall eingereicht werden.

2. Der Beschwerdeführer kann das Beschwerdeformular auf der Website www.bart.gov herunterladen oder beim Office of Civil Rights (OCR) anfordern. Der Beschwerdeführer darf auch eine schriftliche Erklärung einreichen, die alle im nachfolgenden Abschnitt 3, Unterabschnitte a bis g, ausgewiesenen Angaben enthält.

3. Die Beschwerde enthält folgende Informationen:

    a. Name, Anschrift und Telefonnummer des Beschwerdeführers.
    b. Die Grundlage der Beschwerde (Ethnie, Hautfarbe, Nationalität).
    c. Das Datum bzw. die Daten, an denen das vermeintlich diskriminierende Ereignis bzw. die vermeintlich diskriminierenden Ereignisse stattgefunden haben.
    d. Die Art von Vorfall, die den Beschwerdeführer zu der Annahme geführt hat, dass Diskriminierung ein Faktor sei.
    e. Name, Anschrift und Telefonnummer von Personen, die möglicherweise Kenntnis von dem Ereignis haben.

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f. Andere Behörden oder Gerichte, bei denen möglicherweise eine Beschwerde eingereicht wurde, und der Name eines Ansprechpartners.
g. Unterschrift des Beschwerdeführers und Datum.

Wenn der Beschwerdeführer nicht in der Lage ist, eine Beschwerde zu verfassen, wird das OCR-Personal ihn dabei unterstützen. Auf Verlangen des Beschwerdeführers stellt das OCR einen Dolmetscher bzw. Gebärdendolmetscher zur Verfügung.

Die Beschwerde kann per Post oder Fax an folgende Anschrift gerichtet werden:

Office of Civil Rights
2150 Webster St, Suite #0414
Oakland, CA 94612
(510) 874-7333
(510) 464-7587 (Fax)

Die Beschwerde kann per E-Mail an officeofcivilrights@bart.gov gerichtet werden.

Beschwerdeführer haben auch das Recht, direkt Beschwerde bei der zuständigen Bundesbehörde einzureichen. Beschwerden müssen innerhalb von einhundertachtzig (180) Kalendertagen ab dem letzten mutmaßlichen Vorfall eingereicht werden.

4. Das OCR leitet innerhalb von fünfzehn (15) Tagen ab Eingang einer Beschwerde eine Untersuchung ein.

5. Das OCR nimmt spätestens dreißig (30) Werktage nach Eingang der Beschwerde Kontakt mit dem Beschwerdeführer auf, um bei Bedarf weitere Informationen einzuholen. Versäumt der Beschwerdeführer es, die angeforderten Informationen rechtzeitig bereitzustellen, so ist das OCR berechtigt, die Beschwerde administrativ abzuschließen.

6. Das OCR schließt die Untersuchung innerhalb von neunzig (90) Tagen ab Eingang der Beschwerde ab. Falls mehr Zeit für die Untersuchung erforderlich ist, wird der Beschwerdeführer kontaktiert. Der Untersuchungsbeauftragte erstellt einen schriftlichen Untersuchungsbericht. Dieser Bericht enthält eine zusammenfassende Beschreibung des Vorfalls, die Ergebnisse und empfohlene Korrekturmaßnahmen.

7. Der Beschwerdeführer erhält ein Abschlussschreiben. Der Beklagte oder die beklagte Abteilung erhalten ebenfalls eine Kopie des Abschlussschreibens. Die Parteien haben jeweils fünf (5) Werktage ab Eingang des Berichts Zeit, um Berufung einzulegen. Legt keine der Parteien Berufung ein, wird die Beschwerde abgeschlossen.

8. Gegebenenfalls wird der Untersuchungsbericht mit Empfehlungen und Korrekturmaßnahmen an die entsprechende Bundesbehörde, den Beschwerdeführer und den Beklagten weitergeleitet.

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Ваши права в соответствии с Разделом VI Закона о гражданских правах 1964 г.

В этом документе описываются процедуры рассмотрения жалоб, имеющих отношение к предоставлению программ, услуг и льгот, в соответствии с Разделом VI. При этом заявитель сохраняет право подавать официальные жалобы в Департамент транспорта штата Калифорния (California Department of Transportation), министру транспорта США (Secretary of the US Department of Transportation), в Комиссию по равным возможностям при трудоустройстве (Equal Employment Opportunity Commission, EEOC), в Федеральное управление автомобильных дорог (Federal Highway Administration, FHWA), в Федеральное управление транзита (Federal Transit Administration, FTA) или обращаться к частному адвокату в связи с жалобами на дискриминацию, запугивание или преследования любого рода, запрещенные законом.

Раздел VI Закона о гражданских правах 1964 года требует, чтобы ни один человек в США не исключался, не лишался преимуществ и не подвергался дискриминации на основании **расы, цвета кожи или этнического происхождения** при реализации любых программ или мероприятий, получающих финансовую поддержку федерального правительства. Благодаря двум исполнительным указам, действие Раздела VI распространяется на экологическую справедливость, что также обеспечивает защиту лиц с низким доходом и лиц с ограниченным знанием английского языка (LEP).

Процедура подачи жалоб в соответствии с Разделом VI

1. Любой человек, считающий, что он подвергся дискриминации, может подать письменную жалобу в Управление по гражданским правам (Office of Civil Rights, OCR) Системы скоростного транспорта района залива Сан-Франциско (San Francisco Bay Area Rapid Transit District's Office). Согласно требованиям федерального законодательства и законам штата, жалобы следует подавать в течение ста восьмидесяти (180) календарных дней с момента последнего предположительного инцидента.

2. Заявитель может скачать форму жалобы с веб-сайта www.bart.gov или запросить форму жалобы в Управлении по гражданским правам (OCR). Заявитель также может подать письменное заявление, содержащее всю информацию, указанную ниже в пунктах a–g раздела 3.

3. Жалоба должна содержать следующую информацию:

   a. имя, фамилию, адрес и номер телефона заявителя;
   b. с чем связана жалоба (раса, цвет кожи, этническое происхождение);
   c. дату или даты, когда произошел предположительный инцидент или инциденты дискриминации;
   d. характер инцидента, в ходе которого инцидент испытал дискриминацию;

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e. имена, фамилии, адреса и телефоны лиц, которым может быть известно об событии;
f. другие учреждения или суды, в которые могла быть подана жалоба, имя и фамилия контактного лица;
g. подпись заявителя и дату.

Если заявитель не может написать жалобу, сотрудники Управления OCR помогут заявителю. По запросу заявителя Управление OCR предоставит переводчика, в том числе на языке жестов.

Жалобу можно отправить по почте или факсу на следующий адрес:

Office of Civil Rights
2150 Webster St, Suite #0414
Oakland, CA 94612
(510) 874-7333
(510) 464-7587 (факс)

Жалобу можно отправить по адресу электронной почты officeofcivilrights@bart.gov.

Заявители также имеют право подать жалобу непосредственно в соответствующий федеральный орган. Жалобу следует подавать в течение ста восьмидесяти (180) календарных дней с момента последнего предположительного инцидента.

4. Управление OCR начнет расследование в течение пятнадцати (15) рабочих дней с момента получения жалобы.

5. При необходимости и не позднее тридцати (30) рабочих дней после получения жалобы Управление OCR свяжется с заявителем в письменной форме за дополнительной информацией. Если заявитель не предоставит запрошенную информацию своевременно, Управление OCR может закрыть жалобу в административном порядке.

6. Управление OCR завершит расследование в течение девяноста (90) дней с момента получения жалобы. Если для расследования потребуется дополнительное время, с заявителем свяжутся. Следователь подготовит письменный отчет о расследовании. Отчет будет включать краткое описание инцидента, выводы и рекомендуемые корректирующие действия.

7. Заявителю будет направлено письмо о завершении расследования по жалобе. Ответчик или департамент, выступающий ответчиком, также получит копию этого письма. Каждая сторона может подать апелляцию в течение пяти (5) рабочих дней с момента получения отчета. Если ни одна из сторон не подаст апелляцию, жалоба будет закрыта.

8. При необходимости отчет о расследовании с рекомендациями и предпринятыми корректирующими действиями будет направлен в соответствующий федеральный орган, заявителю и ответчику.

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راهنمای اساسات بارت (BART)

اگست 2021

با استفاده از پلان ساز سفر چند-منظوره ما، سفر سفارشی خود را از شروع-الی-ختم در **www.bart.gov/planner** ایجاد کنید.

برای پلانگذاری سفر، زمان-واقعی حرکت، مشوره های کاری، پرداخت های پارکینگ و موضوعات دیگر اپلیکیشن رسمی BART را داونلود کنید. لینک های داونلود در سایت انترنتی **www.bart.gov/app** موجود است

برای دریافت کمک شخصی راجع به پلانگذاری سفر،

به شماره **(510) 465-BART (2278)**،از دوشنبه تا جمعه از ساعت 8 صبح تا 6 بعد از ظهر تماس بگیرید تا با نماینده صحبت کنید.

این خط تیلیفونی بعد از ساعت های رسمی کمک خودکار فراهم میکند.

BART مشوره های فعلی و پلانگذاری شده خدمات و مشوره های راجع به زینه برقی و لفت را در این سایت نشر میکند **www.bart.gov/advisories**.

سایر شماره های تیلیفونی مهم:

شماره اصلی BART
(510) 464-6000

پولیس BART
شماره تیلفون: 7000-464 (510)
پیام کتبی: 0992-200 (510)

خدمات مشتریان BART
(510) 464-7134

خدمات مشتریان Clipper
www.clippercard.com
(877) 878-8883
TDD/TTY: 711 یا
(800) 735-2929

خدمات TDD
(510) 839-2220

موجودیت لفت
(510) 834-5438 یا
(888) 235-3828

گم شده و پیدا شده
(510) 464-7090

معلومات قفل موترسایکل
(510) 464-7133

معلومات تبدیل نمودن/ پس دادن پول (بازپرداخت) تکت
(510) 464-6841

برنامه های پارکینگ
bart.gov/parking

منطقه خلیج را در BART سیاحت کنید. برای جاها و مراسم سرگرم کننده که همه در نزدیکی ایستگاه های BART واقع شده اند از **www.bart.gov/bartable** دیدن کنید.

محصولات تجارتی BART را در **www.railgoods.com** خریداری کنید.

روی کاغذ بازیافت شده چاپ گردیده است. این بروشور (brochure) را به اشتراک بگزارید یا بازیافت کنید.

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ناحیه ترانزیت سریع منطقه خلیج
(Bay Area Rapid Transit District)
P.O. Box 12688, Oakland, CA 94604

توییتر: @SFBART
فیسبوک: @BARTSF
انستاگرام: @SFBayAreaRapidTransit
یوتیوب: BARTable

به BART خوش آمدید

ترانزیت سریع منطقه خلیج (BART) ترانسپورت سریع و قابل اطمینان را از طریق وصل نمودن سان فرانسیسکو پینسلوانیا (San Francisco Peninsula) به اوکلند (Oakland)، بیرکلی (Berkeley)، فریمونت (Fremont)، والنت کریک (Walnut Creek)، دوبلن/پلیزنتن (Dublin/Pleasanton)، و شهرهای دیگر در خلیج شرقی ارایه میکند و اکنون در شهر سانتا کلارا (Santa Clara) هم شروع به فعالیت نموده است.

BART برای بیش از 45 سال یک بخش پر افتخار منطقه خلیج بوده است. تشکر از اینکه از ترانسپورت ما استفاده نمودید.

تقسیم اوقات های BART

برای تقسیم اوقات های مکمل ریل، از سایت انترنتی **www.bart.gov** دیدن نموده و از پلان ساز آنلاین ما استفاده کنید، یا اپلیکشن رسمی BART را داونلود نمایید.

اتصال ترانزیت

BART به AC Transit, Caltrain, Muni, SamTrans, VTA و سایر سیستم های ترانزیتی دیگر در سراسر منطقه خلیج متصل میشود. برای پلان وصل شدن به سفر ها از پلان ساز سفر چند-منظوره ما استفاده کنید. برای معلومات بیشتر در باره خدمات وصل شدن، از یک نماینده ایستگاه معلومات بخواهید یا از سایت **www.bart.gov/guide/transit** دیدن کنید.

پارکینگ BART

در نقشه سیستم BART ایستگاه های را که پارکینگ دارند با "P" نشانی شده اند. کنترول کننده های پارکینگ در همه ایستگاه ها مستقر هستند. دستورالعمل های نوشته شده در لوحه های پارکینگ را بخوانید و از آنها پیروی کنید تا از احضار به بازپرسی جلوگیری کنید.

BART فیس پارکینگ روزانه و پرداخت پارکینگ کارپول را از طریق برنامه رسمی BART ارائه می دهد. VTA پارکینگ ایستگاه های Milpitas و Berryessa/North San José را مدیریت می کند.

برای معلومات کامل در باره ساعت های پارکینگ, فیس و برای دستیابی به پارکینگ ریزرف شده, به سایت **www.bart.gov/parking** بشکل آنلاین مراجعه کنید.

کرایه های BART

کارت CLIPPER

Clipper یک کارت هوشمند است که ارزش (پول) در آن ذخیره شده است و در منطقه خلیج در فعالیت های مختلف ترانزیتی میتوان از آن استفاده کرد. کارت های Clipper را میتوانید در همه ماشین های کرایه ایستگاه BART خریداری کنید - قیمت کارت 3.00 دالر برای یک بار است. قبل از داخل شدن کرایه را باید در کارت خود اضافه کنید. از کارت Clipper خود در اکثر ترانزیت ها در منطقه خلیج و برای مسافرت های آینده استفاده کنید. هر مسافر باید کارت خود را داشته باشد.

به سایت انترنتی **www.clippercard.com** مراجعه کنید تا بدانید که چگونه برای کارت های دارای تخفیف برای بزرگ سالان (65 ساله و بالاتر)، خورد سالان (از 5 الی 18) افراد دارای معلولیت، اشخاص دارای عاید کمتر، یا برای اضافه نمودن یک تخفیف با ارزش BART،درخواست نمایید.

پرداخت توسط تیلیفون

اکنون شما میتوانید با استفاده از تیلیفون یا ساعت اپل (Apple) خود مصرف BART را پرداخت کنید. ماشین های خواننده کرایه BART در دروازه عمومی (fare gate readers) اکنون از پرداخت های Clipper توسط آیفون، ساعت اپل (Apple) ، و تیلیفون اندروید (Android) حمایت میکند. برای دستورالعمل نحوه اضافه نمودن Clipper به بکس پول تیلیفون همراه خود برای پرداخت کرایه، از سایت **www.clippercard.com** دیدن کنید. اکنون Clipper برای اضافه نمودن Clipper کارت جدید یا موجود یک اپلیکشن را تجویز میکند که در سیستم آیفون، ساعت اپل و اندروید پشتیبانی (قبول) میشود.

تیکت های کاغذی BART

بعد از این BART تیکت های کاغذی را از دستگاه های فروش در ایستگاه ها، نمی فروشد. سواری (مسافرین) هنوز هم میتوانند از تیکت های کاغذی که از قبل نزد شان است، برای ورود و خروج از دروازه های کرایه استفاده کنند. همچنان سواری ها میتوانند که برای خروج از ایستگاه با استفاده از ماشین های کرایه که در ساحه پرداخت موقعیت دارند، در تیکت کاغذی کرایه کافی اضافه نمایند. برای استفاده از تکیت BART به جای کارت Clipper هزینه اضافه 0.50 دالر در هر سفر پرداخت میشود.

کرایه سفر تفریحی BART

اگر شما در عین ایستگاه داخل و خارج میشوید، کرایه سفر تفریحی BART به شما اجازه میدهد که برای سه ساعت در بدل کرایه 6.20 دالر در سیستم BART سیاحت کنید. اگر شما به سیستم داخل میشوید و میخواهید که قبل از سوار شدن در ریل آن را ترک کنید، برای عدم پرداخت مصارف کرایه یک نماینده ایستگاه را ببینید.

ارتباطات به میدان هوایی

میدان هوایی بین المللی سان فرانسیسکو (SFO)

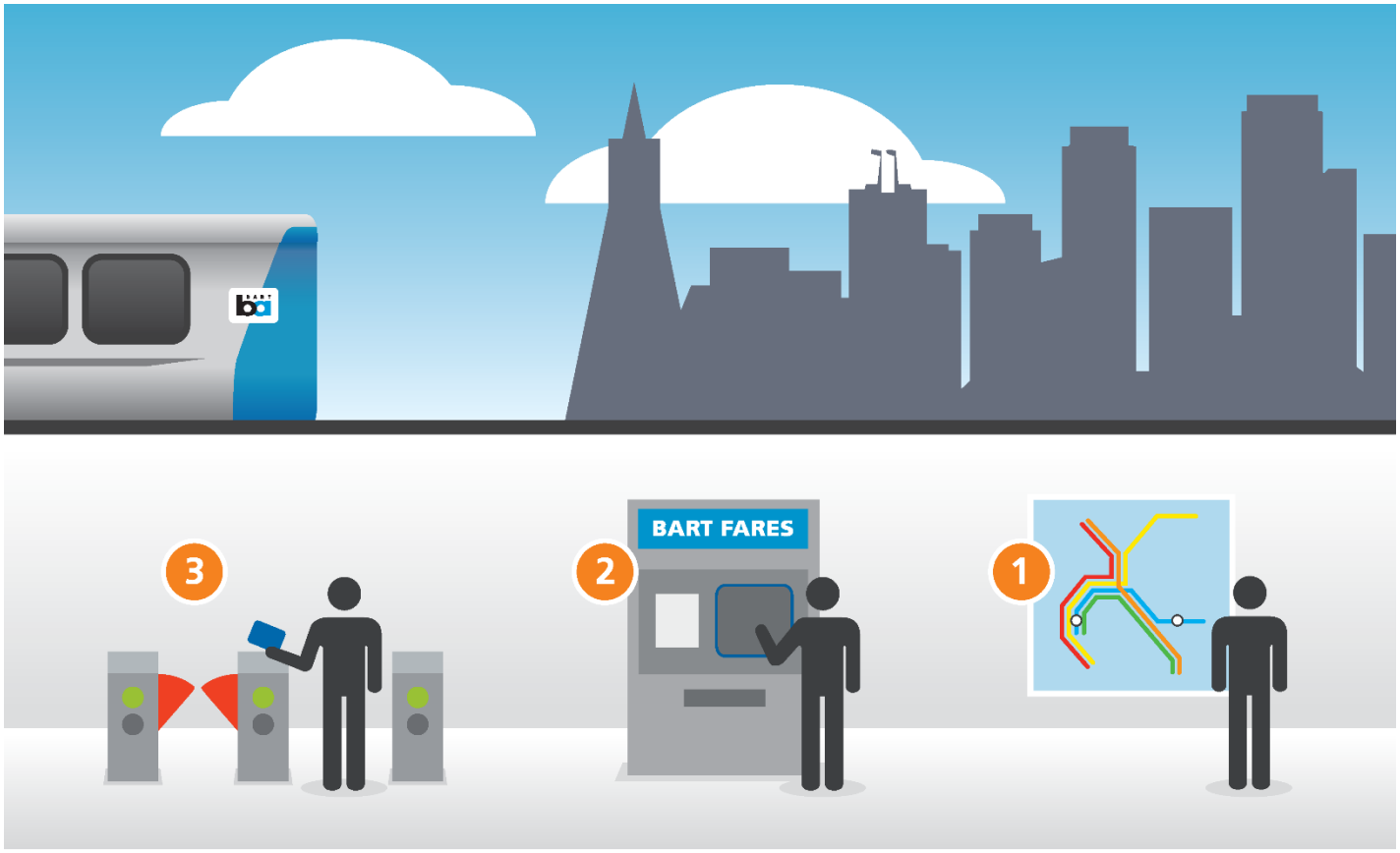
ایستگاه BART در میدان هوایی بین المللی سان فرانسیسکو (SFO) خدمات مستقیم را به ترمینل بین المللی میدان سان فرانسیسکو (SFO) توسط سواری کوتاه ریل هوایی به پروازهای داخلی فراهم میکند.

میدان هوایی بین المللی اوکلند (OAK)

خدمات BART به میدان هوایی اوکلند یک ارتباط بدون وقفه بین ایستگاه BART Coliseum و ایستگاه BART در میدان هوایی بین المللی اوکلند (OAK) فراهم میکند.

در ایستگاه BART Coliseum، یک انتقال ساده از یک پلتفورم به دیگر پلتفورم شما را به ریل های رفت و آمد می رساند که در طول روز به صورت وقفه های منظم می آیند.

در ایستگاه ورودی خود، برای مقصد "میدان هوایی بین المللی اوکلند"، حتماً کارت Clipper با ارزش (پول) کافی بخرید.



در BART چگونه می توان سوار شد

1. موقعیت مسیر خود را معلوم کنید

موقعیت منزل مقصود خود را در سیستم نقشه BART تعین کنید و رنگ آن خط را یادداشت کنید که از ایستگاه میگذرد. بعضی ایستگاه ها بیشتر از یک رنگ نشان میدهند، با این معنی که بیش از یک خط به این ایستگاه خدمت میکند. خط را در مسیر تا آخرین ایستگاه دنبال کنید، نام آن ایستگاه مسیری است که شما طی خواهید کرد.

2. کرایه خود را حساب کنید و یک کارت CLIPPER بخرید

ایستگاه مقصود و کرایه یک طرفه آن در جدول کرایه BART که در ماشین های حساب کرایه BART نصب شده است، تعین کنید. اگر به همین ایستگاه بازگشت میکنید، برای قیمت سفر دو طرفه کرایه را دوچند کنید.

یک کارت Clipper از هر ماشین کرایه BART خریداری کنید. هر مسافر باید کارت خود را داشته باشد. همه ماشین ها پول نقد را قبول میکند و ماشین های منتخب کریدت کارت (کارت اعتبار) و دیبت کارت را می پذیرند. برای خرید، پول نقد یا کریدت کارت را داخل کنید، مبلغی را طبق کرایه محاسبه شده خود اضافه نمایید و کارت و رسید را بگیرید. میتوانید با چسپاندن Clipper کارت خود بر روی دیسک و پیروی از دستورالعمل های موجود در صفحه نمایش، به کارت خود ارزش (پول) اضافه کنید. **برای تکمیل معامله چسپاندن دوباره را به یاد داشته باشید.**

3. به دروازه های کرایه داخل شوید

موقعیت دروازه های کرایه را پیدا کنید و کارت خوان (card reader) با نشان Clipper (Clipper logo) را در بالای دروازه کرایه یا در کنار دروازه وسیع قابل دسترس کرایه پیدا کنید. کارت خود را رو برو بر کارت خوان (reader) بچسپانید تا که دروازه کرایه BART نشان "OK" را ظاهر کند و باز شود. به طرف دروازه حرکت کرده و به پلتفرم خود بروید. اگر با مشکلی روبرو شدید، برای دریافت کمک به یک نمایندگی ایستگاه مراجعه کنید.

**کارت Clipper خود را نزد خود داشته باشید.
باید کارت خود را مجدداً بچسپانید تا
در منزل مقصود خود خارج شوید.**

4. پلتفرم و ریل خود را پیدا کنید

پلتفرم ریل ممکن یک منزل بالا، پایین، یا در عین منزل باشد که در آن دخولی BART و ماشین های کرایه وجود دارند. لوحه های مقصود ریل به شما کمک خواهد کرد تا موقعیت درست پلتفرم را پیدا کنید. شما میتوانید توسط زینه ها، پله های برقی، یا لفت به پلتفرم برسید.

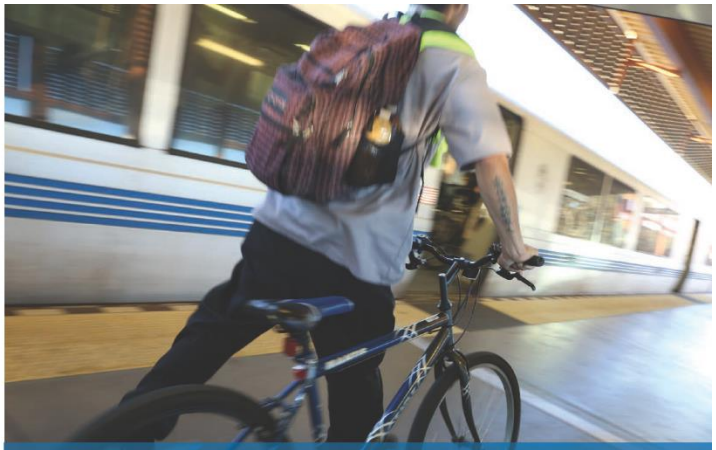
برای معلومات در باره ریل های در حال رسیدن، لوحه های نمایش هوایی را ببینید و اعلانات صوتی را گوش دهید. وقتیکه ریل به ایستگاه میرسد، شما یک سیگنال (اشاره) صوتی برقی را خواهید شنید. یک لوحه هوایی الکترونیکی تابنده، منزل مقصود ریل را ظاهر میکند. به یاد داشته باشید، آخر نام ایستگاه خط مسیری است که شما طی خواهید کرد.

5. در ایستگاه خود پیاده شوید

نقشه های سیستم BART در تمام ریل ها bart.gov، یا اپلیکشن رسمی BART می تواند برای پیگیری توقف های که شما را به طرف منزل مقصود خود رهنمایی میکند، مورد استفاده قرار گیرد. لوحه های ایستگاه از کلکین های قطار قابل دید میباشد، و توقف ها و انتقال های آینده اعلام میشوند.

6. از سیستم BART خارج شوید

برای خروج از ایستگاه، لوحه ها را به سمت دروازه های کرایه تعقیب کنید. در دروازه های کرایه، کارت Clipper خود را بر کارت خوان (card reader) همانگونه بچسپانید طوریکه که در داخل شدن به سیستم کرده بودید. اگر کارت Clipper شما خیلی کم ارزش (پول) داشته باشد، یک نشان بر دروازه کرایه ظاهر خواهد شد: پول کافی ندارید: پول اضافه کنید "Underpaid: Go to Add Fare." برای ازدیاد ارزش (پول) در داخل ساحه پرداخت، ماشین ها وجود دارند. بعضی ماشین ها کردیدت کارت ها را می پذیرند، در حالیکه دیگر ماشین ها فقط پول نقد می پذیرند و الی 4.95 دالر در عوض میدهند. اگر شما پول نقد کافی ندارید، برای اضافه نمودن ارزش (پول) لطفاً با یک نماینده صحبت کنید تا به ساحه رایگان دسترسی پیدا کنید.



بایسکل ها در BART

این وظیفه شما است که هنگام بایسکل سواری در BART همه مقررات بایسکل سواری را مراعت کنید.

اگرچه بایسکل در ریل ها همیشه مجاز است، اما استثنائات مهمی وجود دارد:

- **بایسکل ها هیچگاه در موترهای (واگون ها) پر ازدحام مجاز نیستند. باید مکان کافی وجود داشته باشد تا به راحتی شما و بایسکل شما در آن جای شود.**
- **بایسکل ها هیچگاه در موترهای (واگون ها) اول ریل مجاز نیستند.**
- **بایسکل ها در سه واگون اول در ساعت های رفت و آمد از 7:00 صبح الی 9:00 صبح و از 4:30 بعد از ظهر الی 6:30 شام مجاز نیستند.**
- **بایسکل ها در پله های برقی (زینه های برقی) مجاز نیستند.**
- **بایسکل سواران باید به دیگر مسافران جای دهند و راهروها و دروازه ها را مسدود نکنند.**

برای وضاحت کامل مقررات بایسکل سواری، به سایت انترنتی www.bart.gov/bikes مراجعه کنید.

قوانین BART

مرور (اجمالی)

رعایت قوانین ذیل کمک میکند تا BART برای هر کس امن، آرام و پاک بماند.

- خوردن، نوشیدن و سیگرت کشیدن در مناطق پرداخت ایستگاه ها، پلتفرم ها و ریل ها ممنوع است. نقض مقررات میتواند منجر به جریمه شود.
- متوجه سر و صداهای نامناسب تیلیفون، رادیوها و دیگر وسایل رسانه ها باشید. باعث بی نظمی های شدید برای مسافرین نشوید.
- کثافات را در ریل ها و ایستگاه ها رها نکنید.
- در ایستگاه ها یا ریل ها با موترسایکل، بایسکل، یا سکیت بورد سواری نکنید.
- مایعات آتش گیر در ایستگاه ها و ریل ها اجازه نیست.
- خرید تکت های BART از منابع غیر مجاز ممنوع میباشد.
- بکس ها و خریطه های خرید را نزدیک خود بگذارید و راهرو ها یا دروازه ها را مسدود نکنید.
- برای فراهم نمودن جای برای دیگر مسافران، هنگام سوار شدن در ریل بکس پشتی خود را بردارید.
- سند (ثبوت) پرداخت ضروری است. مفتشین کرایه ممکن کرایه های موجود در سیستم را بررسی کنند.
- آزار و اذیت جنسی مبنی بر جنسیت ممنوع است و در BART قابل تحمل نخواهد بود.

حیوانات در BART

- افراد دارای معلولیت ممکن است با رهنمایی خود، سیگنال یا حیوان خدمه سوار شوند. حیوانات خدمه باید بسته شده باشند. برای تسهیلات بیشتر، به بخش دسترسی و دسترسی مشتریان تماس بیگیرید.
- همه حیوانات خانگی غیر خدماتی، به شمول سگهای که یگانهعملکرد آنها فراهم نمودن راحتی یا حمایت احساساتی است، باید در حامل محفوظ و بسته که خاصتاً برای انتقال حیوانات خانگی ساخته شده باشد، سفر کنند.

نکات محافظتی و امنیتی

- به صورت محفوظ در عقب کاشی های زرد پلتفرم برای رسیدن ریل خود انتظار بکشید.
- داخل مسیر پیاده روی نشوید و به ریل برقی سومی دست نزنید. اگر کدام چیز از پیش تان در سرک ریل افتاد، به یک نماینده مراجعه کنید.
- در حالت سوار شدن و پایین شدن از ریل متوجه قدم برداشتن خود باشید. فاصله بین پلتفرم و ریل میتواند از لحاظ اندازه متفاوت باشد.
- در زینه های برقی (پله برقی) از ساحات تنگ دور باشید و بر روی صفحه شانه مانند قدم بگذارید.
- خود را با پوستر های طرزالعمل های عاجل که در هر واگون ریل نمایش داده شده است آشنا کنید.
- تیلیفون و وسایل برقی خود از دزدی شدن محافظت کنید. از محیط اطراف خود آگاه باشید و وسایل خود را حین باز شدن دروازه ها محفوظ کنید.
- گرداننده ریل در واگون اول است و اگر شما تنها سفر میکنید، این یک جای عالی برای نشستن است.
- شماره تیلیفون پولیس BART را که در این صفحه نوشته شده، در دفتر مخاطبین تیلیفون خود ثبت کنید.
- در صورت راپور دهی یک مشکل شماره واگون ریل خود را بدانید: این شماره در بالای دروازه ها در حصه داخلی آخر هر واگون ریل موجود است.
- در مورد تلاشهای BART برای رسیدگی و جلوگیری ازار و اذیت جنسی در ترانزیت ذریعه سایت انترنتی **www.bart.gov/NotOneMoreGirl** معلومات حاصل کنید.

پولیس BART

پولیس BART به جرایم و حادثاتی که در ملکیت BART به شمول ریل ها، ایستگاه ها و حقوق راه رخ میدهند، واکنش نشان میدهد و آن را تحقیق میکند. افسران پولیس در یونیفورم و لباس ساده در ریل ها سوار میشوند، در ایستگاه ها گزمه میکنند و برای واکنش سریع به حالات عاجل با وسایط مجهز استند. سفیرهای ترانزیت و دیگر کارمندان غیر مسلح هم در پلتفرم ها گشت میکنند و در قطارها سوار میشوند.

برنامه دیدبان BART را داونلود کنید تا به صورت محرمانه پیام کتبی را به BART اعزام کنید و از فعالیت جرمی یا مشکوک گزارش دهید.

با پولیس BART تماس بگیرید تا جرایم در حال انجام، فعالیت مشکوک را گزارش دهید، یا یک گزارش پولیس ثبت کنید:

عاجل: (510) 464-7000 یا 911
پیام کتبی به پولیس BART: (510) 200-0992
غیر-عاجل: (877) 679-7000

به کمک ضرورت دارید؟ ما اینجا برای کمک هستیم

نماینده های ایستگاه های BART

نمایندگان ایستگاه ها برای جواب دادن به سوالات و ارایه کمک در مورد کرایه ها، تقسیم اوقات ها، و معلومات دیگر قابل دسترس هستند. به غرفه نماینده ایستگاه بروید یا برای صحبت کردن با نماینده از تیلیفون عامه سفید رنگ استفاده کنید.

خدمات مشتریان BART

(510) 464-7134
bart.gov/comments

گم شده و پیدا شده (LOST AND FOUND)

گم شده و پیدا شده (BART Lost and Found) در سرک 12 مرکز شهر اوکلند ایستگاه BART موقعیت دارد. این مرکز روزهای دوشنبه، چهارشنبه، و جمعه از چاشت الی 2:00 بعد از ظهر و از 3:00 بعد از ظهر الی 6:00 شام باز است. روزها و ساعت های فعالیت برا اساس موجودیت تعداد کارمندان روزانه تغیر میکند. قبل از مراجعه، به خط تیلیفون **(510) 464-7090** که روزانه اپدیت میشود، زنگ بزنید. به سایت **www.bart.gov/lostandfound** مراجعه کنید.

قاچاق انسان را توقف دهید

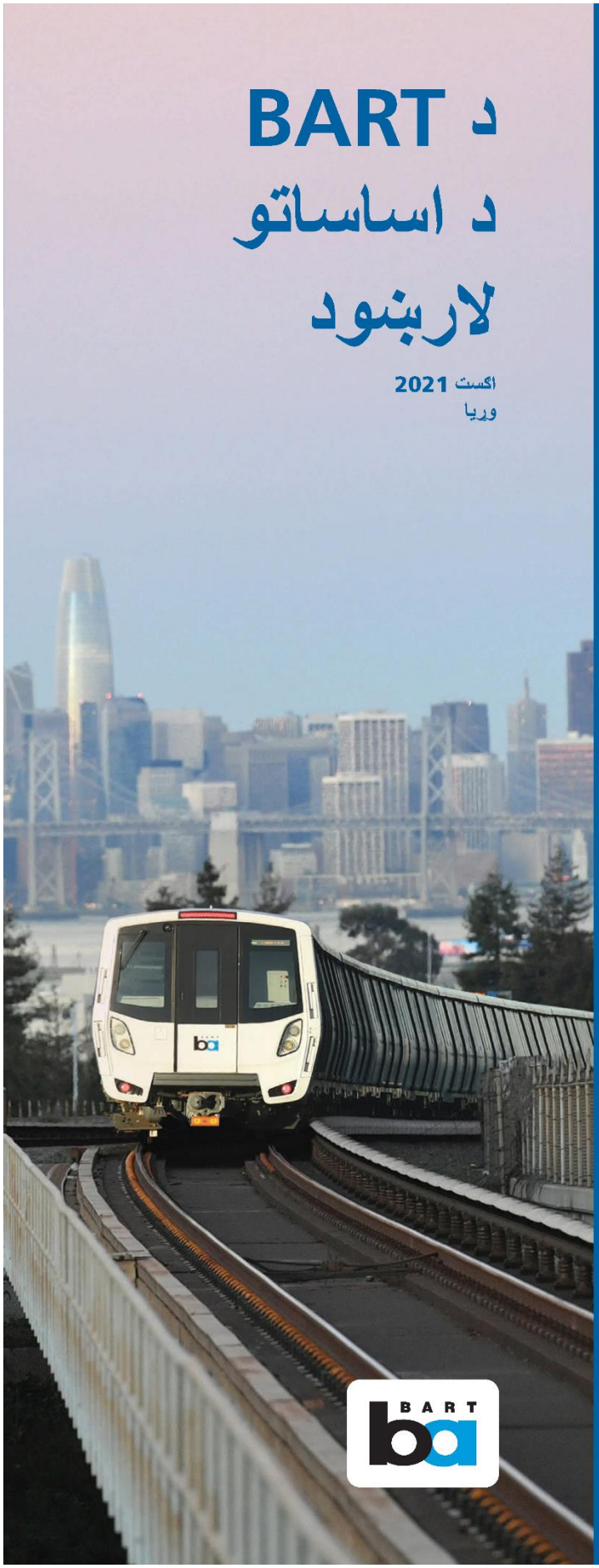
متضررین برده گی و قاچاق انسان تحت قوانیت ایالات متحده و کلیفورنیا محافظت میشوند. برای دسترسی به کمک و خدمات، به مرکز ملی قاچاق انسان به این شماره **1 (888) 373-7888** زنگ بزنید. شماره های رایگان ناشناس و محرم هستند و توسط سازمان های غیر انتفاعی و غیر دولتی اداره میشوند.

آیا شما از لحاظ احساسات رنج میبرید یا در باره خودکشی فکر میکنید؟

کمک رایگان و محرمانه با زنگ زدن به این شماره رایگان قابل دسترس است **1 (800) 273-TALK (8255)**.

د BART د اساساتو لارښود

اګست 2021
وریا



زمونږ د ګڼ-مودل (ملټي-موډل) سفر پلانوونکي په کارولو سره په **bart.gov/planner** کې د خپلې خوښې بڼې په یو سفر برابر کړئ.

د سفر د پلان کولو، تللو وخت ځپل په د خدمتونو د مشورو، د پارکینګ د پیسو د ورکړې او نورو معلوماتو لپاره د BART رسمي اپلیکیشن ښکته (داونلوډ) کړئ. د ښکته (داونلوډ) کولو پیوندونه (لینکونه) په **bart.gov/app** کې ګڼلی شئ.

د سفر د پلان کولو په اړه د ځانګړې مرستې لپاره دې شمېرې ته زنګ وهئ **(510) 465-BART (2278)**، له دوشنبې تر جمعې پورې، د سهار له 8 بجو څخه د مانښام تر 6 بجو پورې له یوه استازي سره خبرې وکړئ. دغه لیکه (ټیلیفون لیکه) له رسمي ساعتونو وروسته په خپلکاري (اتومات) ډول مرسته وراندې کوي.

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د BART سوداګریز توکي په **railgoods.com** کې و پېرئ.

په بیا ځلي کارول شوي (Recycled) کاغذ باندې چاپ شوي. دغه لارښود خپور کړئ یا یې بیا ځلي و کاروئ.

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د خلیج سیمې د چټک لېږد را لېږد ولسوالي (Bay Area Rapid Transit District)
د پوسټي صندوق ښمېره 12688, Oakland, CA 94604

ټویټر: @SFBART
فېسبوک: @BARTSF
انسټاګرام: @SFBayAreaRapidTransit
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BART ته ښه راغلاست

د خلیج سیمې چټک ټرانزیټ (BART) ګرندی او د باور وړ ټرانسپورتي چارې برابروي چې سان فرانسیسکو پینسلوانیا له آکلینډ، بیرکلي، فریمونټ، والنټ کریک، ډوبلین/پلیزنټن او خټیځ خلیج له نورو ښارونو سره وصل کوي او اوس یې په سانتا کلارا کاونټي کې هم په کار پیل کړی دی.

له یکشنبې تر شنبې، تر ماښامه د خدمت نقشه

- د بدلون ټمخای
- د ریل ګاډي ټمخای
- د BART پارکینګ
- Antioch–SFO+Millbrae کرښه
- Dublin/Pleasanton–Daly City کرښه
- Berryessa/North San José–Richmond کرښه
- Berryessa/North San José–Daly City کرښه
- Richmond–Millbrae+SFO کرښه
- د اوکلینډ نړیوال هوایي میدان (OAK)

د شنبې او ماښام د خدمت لپاره دا وېب پاڼه و ګورئ BART.GOV

BART له 45 کلونو څخه د زیاتې مودې را هیسې د خلیج سیمې یوه ویاړلې برخه ده.
له مونږ سره د سپرلۍ کولو څخه منئه.

د BART مهالوېش

د اورګادي د بشپړ مهالوېش لپاره دا **bart.gov** وېب پاڼه و ګورئ او زمونږ د سفر آنلاین پلانوونکی و کاروئ، یا د BART رسمي اپلیکېشن ښکته (ډاونلوډ) کړئ.

د ټرانزېټ نښلول

BART تاسو د خلیج په سیمه کې له المپډا او کانټرا ولسوالی له ټرانزېټ، د کلیفورنیا له مسافر ورونکي ریل لیکې، د سان فرانسېسکو د ښاروالۍ له ریل پټلې، د سان ماتیو ولسوالی له ټرانزېټ، د سانټا کلارا د ټرانسپورت له اداري او په خلیج سیمه کې د ټرانزېټ له نورو ځایي سیستمونو سره وصل کوي. زمونږ ګن-مودلیز سفر پلانوونکی (multi-modal Trip Planner) و کاروئ تر څو د سفرونو له نښلوونکو سره پلان جوړ کړئ. د نښلولو د خدمتونو په اړه د لا زیاتو معلوماتو لپاره د تمځای له یوه استازي څخه د معلوماتو غوښتنه و کړئ یا دغه وېب پاڼه و ګورئ **bart.gov/guide/transit**.

د BART پارکېنګ

هغه تمځایونه چې پارکېنګ لري، د BART د سیستم په نقشه کې په "P" سره په نښه شوي دي. د پارکېنګ کنټرول په ټولو تمځایونو کې شتون لري. په پارکېنګ کې په نښو باندې لیکل شوي لارښوونې و لولئ او تعقیب یې کړئ تر څو له جلبونو ځان و ساتئ.

BART د رسمي BART اپلیکېشن له لارې د ورځني فیس پارکېنګ او کارپول پارکېنګ د پیسو د اډاینې وړاندیز کوي. د سانټا کلارا د ټرانسپورت اداره په میلپیټاس او بیریسا/شمالي سان جوز تمځایونو کې د پارکېنګ د ځایونو مدیریت تر سره کوي.

د پارکېنګ د ساعتونو، فیس او نیولو (ریزرف کولو) په اړه د بشپړو معلوماتو لپاره په آنلاین بڼه زمونږ دغه وېب پاڼه و ګورئ **bart.gov/parking**.

د BART کرایه

کلیپر کارت (CLIPPER CARD)

کلیپر یو "ځیرک کارت" دی چې د بیې ذخیره لري او د خلیج د سیمې د سفر په مختلفو چلوونکو کې تري کار اخیستل کېدای شي. کلیپر کارت د BART په ټولو ټمځایونو کې د کرایې له ماشینونو څخه اخیستلی شئ -- او د تر لاسه کولو لپاره یو- ځل 3 ډالره فیس اخیستل کیږي. تاسو باید له ننوتو څخه وړاندې کارت ته د کرایې پیسې جمع کړئ. په خلیج سیمه کې د ډېرې لیږد را لیږد او راتلونکو سفرونو لپاره کلیپر کارت و کاروئ او و یې ساتئ. هر سفر کوونکی باید خپل کارت و لري.

دغه ویب پاڼه clippercard.com و ګورئ تر څو د مشرانو (65 کلن او له هغه زیات عمر لرونکي)، ماشومانو (له 5 تر 18 کلنۍ پورې)، معلولیت لرون کو کسانو، د لږ عاید لرونکو وړ کسانو، یا د BART د لوړ ارزښت د کمښتونو د غوښتنې د څرنګوالي په اړه معلومات تر لاسه کړئ.

د موبایل پر مټ پیسې پرې کول (MOBILE PAYMENT)

اوس تاسو کولی شئ چې د خپل ټیلیفون یا ایپل ساعت په کارولو سره BART ته پیسې تادیه کړئ. د BART د دروازې کرایه لوستونکي ماشینونه (fare gate readers) اوس له آیفون، ایپل ساعت او اندروید ټیلیفونونو څخه د کلیپر پیسو تادیه کول قبلوي. دغه ویب پاڼه clippercard.com و ګورئ تر څو د کرایو د ور کړې لپاره خپلې ګرځنده بټوي ته د کلیپر کارت د ور زیاتولو د څرنګوالي په اړه لارښوونې تر لاسه کړئ. اوس کلیپر یو داسې اپلیکېشن وړاندې کوي چې پر مټ یې تاسو کولی شئ هغه ته نوی یا له پخوا موجود کلیپر کارت ور زیات کړئ او دغه اپلیکېشن د آیفون، ایپل ساعت او اندروید ټیلیفونونو له خوا منل کیږي.

د BART کاغذي ټېکټونه

BART له دې وروسته په ټمځایونو کې د خرڅلاو د ماشینونو له لارې کاغذي ټېکټونه نه خرڅوي. سپرلی هم کولی شي چې له دوی سره شته کاغذي ټېکټونه د کرایې په دروازو کې د ننوتلو او وتلو لپاره و کاروي. سپرلي د دې وړتیا هم لري چې له ټمځای څخه د وتلو لپاره کاغذي ټېکټ ته د تادیې په ساحه کې د کرایې د اضافه کولو د ماشینونو په کارولو سره کافي کرایه ور زیاته کړي. د کلیپر کارت په ځای د BART ټېکټ کارولو په صورت کې د هر سفر په سر اضافي 0.50 ډالره لګښت راځي.

د BART د تفریحي سفر کرایه

که تاسو په ورته ټمځای (یو ټمځای) کې ننوځئ او بېرته په هماغه ټمځای کې و وځئ، نو د BART د تفریحي سفر کرایه تاسو ته اجازه در کوي چې د 6.20 ډالرو کرایې په بدل کې تر درو ساعتونو پورې د BART سیستم چکر تر سره کړئ. که چېرې تاسو سیستم ته ننوځئ او له سپرلی وړاندې د اورګاډي د پرېښودلو (وتلو) اړتیا پیښه شي نو د تفریحي کرایې له لګښت څخه د ځان ژغورلو لپاره د ټمځای له استازي سره و وینئ.

د هوایي میدان نښلوونکي

د سان فرانسیسکو نړیوال هوایي میدان (SFO)

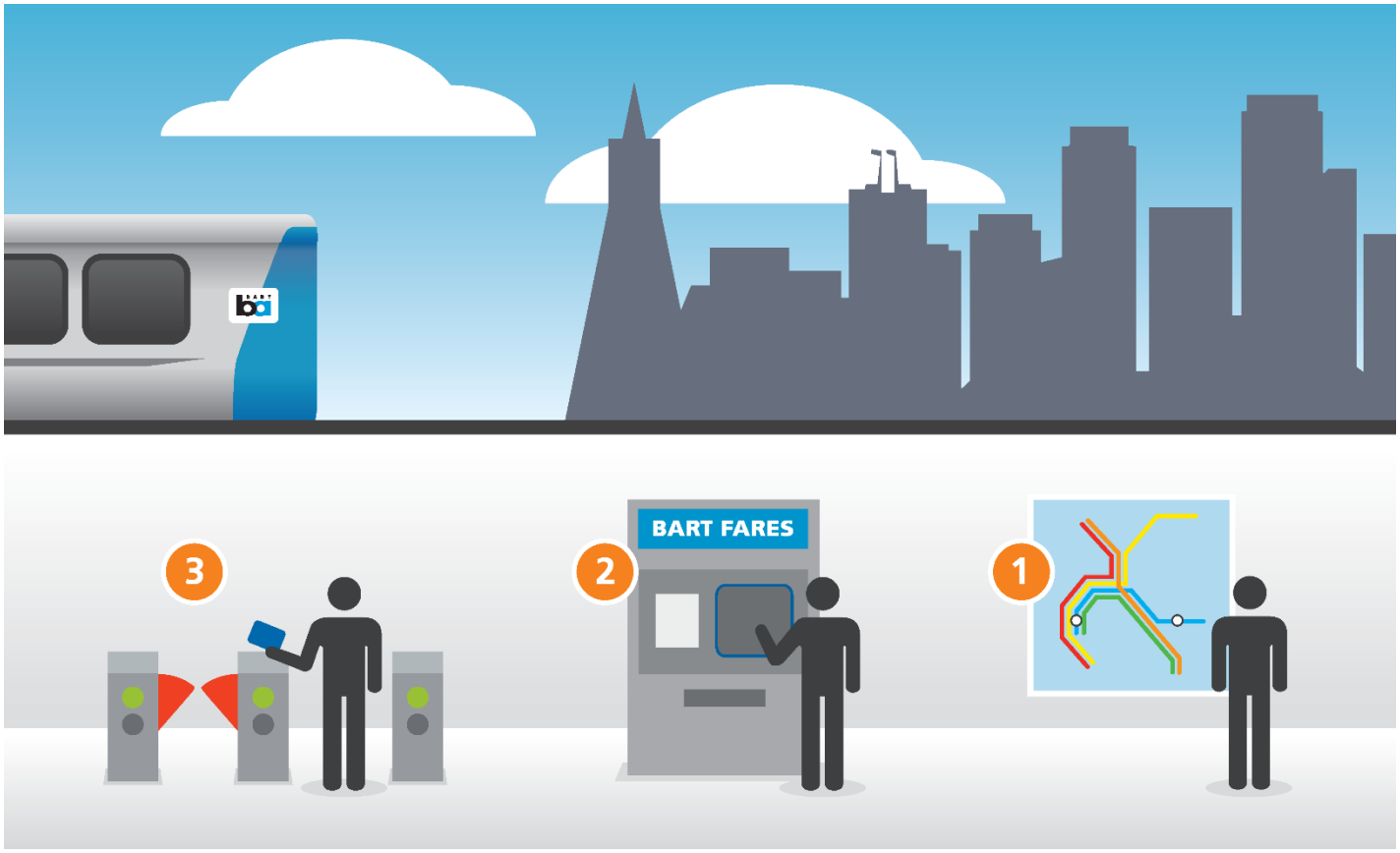
د BART د سان فرانسیسکو نړیوال هوایي میدان (SFO) ټمځای د سان فرانسیسکو نړیوال هوایی میدان (SFO) نړیوال ترمینل ته د لندې لارې ریل ګاډي-او-ترانسپورت سیستم نښلوونکي ریل ګاډي د سپرلی په ذریعه کورنیو الوتنو ته د رسېدو مستقیم خدمتونه وړاندې کوي.

د اوکلینډ نړیوال هوایي میدان (OAK)

د اوکلینډ نړیوال هوایي میدان (OAK) لپاره د BART خدمتونه د BART کولیزیم د ټمځای او اوکلینډ نړیوال هوایي ډګر د ټمځای تر منځ پرته له ځنډه نښلوونکي چارې وړاندې کوي.

په BART کولیزیم ټمځای کې له ته ادی بلی خخه ادی یوی د ته ساده لیږد (cross-platform transfer) تاسو تلونکو او راتلونکو ریل ګاډو ته رسوي کوم چې د ورځې په اوږدو کې د منظمو وقفو په ترڅ کې را رسیږي.

د اوکلینډ نړیوال هوایي میدان ټمځای ته د رسېدو لپاره د ننوتلو په ټمځای کې د کافي پیسو لرونکي کلیپر کارت پر پیرلو ځان ډاډمن کړئ.



په BART کې څنګه سپرلي کولی شو

1. د خپلې لارې موقعیت معلوم کړئ

د BART سیستم په نقشه کې د خپل منزل موقعیت معلوم کړئ او هغه رنګ په یاد و لرئ چې له هغه ټمځایه ټپرېږي. ځینې ټمځایونه له یو څخه ډېر رنګونه څرګندوي، او دا په دې معنی ده چې له یو څخه زیاتې لیکې د دې ټمځای په چوپړ کې دي. پر مسیر باندې تر وروستي ټمځای پورې لیکه تعقیب کړئ؛ د دې ټمځای نوم هغه مسیر دی چې تاسو به یې نیسئ (چې تاسو به حرکت پرې پیل کوئ).

2. خپله کرایه حساب کړئ او کلیپر کارت و پېرئ

د BART د کرایې په چارټ کې چې د BART د کرایې خرڅلاو په ماشینونو کې لګول شوی، د خپل منزل د ټمځای موقعیت او اړونده یو طرفه کرایه معلومه کړئ. که چېرې تاسو دې ټمځای ته ډېرته را ستنېږئ، نو د خپل دوه طرفه سفر د قیمت لپاره کرایه دوه چنده کړئ.

د BART د کرایې د خرڅلاو له یوه ماشین څخه کلیپر کارت و پېرئ. هر سفر کوونکی باید خپل کارت و لري. ټول ماشینونه نغدي پیسې منې، او ټاکل شوي ماشینونه کرېډېټ (اعتبار) او ډیبټ (د پور) کارتونه منې. د پېرلو لپاره نغدي پیسې یا کرېډېټ (اعتبار) کارت د ننه کړئ، د خپلې حساب شوې کرایې پر بنسټ په خپل کارت کې د پیسو د جمع کولو مقدار و ټاکئ او خپل کارت او رسید را ټول کړئ (را واخلئ). تاسو کولی شئ چې خپل موجوده کلیپر کارت پر تبې (Disk) باندې و ښلوئ (ټپګ کړئ) او په سکرین کې د لارښوونو په تعقیبولو سره کارت ته ارزښت (پیسې) ور زیات کړئ. **په یاد و لرئ چې کارت بیا خلې و ښلوئ (ټپګ کړئ) تر څو معامله تر سره شي.**

3. د کرایې دروازو ته ننوځئ

د کرایې د دروازو موقعیت معلوم کړئ او د کرایې د دروازې پر سر باندې یا د لاسرسي وړ د کرایې د پراخه دروازې تر څنګ د کلیپر د نښان (لوګو) لرونکی کارت لوستونکی (card reader) پیدا کړئ. خپل کارت په لوستونکي (reader) پورې مخامخ په هموار ډول و ښلوئ (ټپګ کړئ) تر هغې چې د BART د کرایې پر دروازه "OK" را ښکاره او دروازه خلاصه شي. له دروازې څخه تېر شئ او د خپل پلټ فارم (platform) پر لور ولاړ شئ. که تاسو له کومې ستونځې سره مخامخ شوئ، نو د مرستې لپاره د ټمځای له استازي سره و ګورئ.

خپل کلیپر کارت له خان سره و ساتئ.
تاسو به اړ یاست چې خپل کلیپر کارت بیا و نښلوئ
(ټېګ کړئ) تر څو په خپل منزل کې بهر شئ.

4. اده خپله (PLATFORM) او ریل ګاډی پیدا کړئ

د ریل ګاډي پلټ فارم (Platform) ښایي د BART د ننوتځي او کرایي د خرڅلاو ماشینونو څخه یو پورې پورته، لاندې یا په یو پور کې وي. د ریل ګاډي د منزل نښې به ستاسو سره د سم پلټ فارم (Platform) د موقعیت په موندلو کې مرسته و کړي. تاسو کولی شئ پلټ فارم (Platform) ته د زینو، برقي زینو یا لېفټونو په کارولو سره خان و رسوئ.

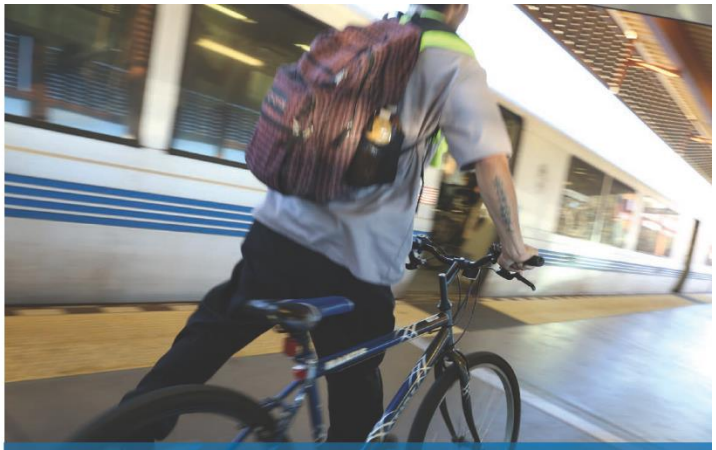
د ریل ګاډو د را رسېدو په اړه د معلوماتو لپاره لوړو را خړول شوو سکرینونو ته ګورئ او غږیزو اعلاناتو ته غوږ و نیسئ. کله چې ریل ګاډی تمځای ته را رسیږي نو تاسو به یوه برېښنایي غږیزه اشاره (signal) واورئ. د ریل ګاډي پر سر لګېدلي څلېدونکي برېښنایي نښه د ریل ګاډي منزل څرګندوي. په یاد و لرئ چې، د لیکې د تمځای د پای نوم هغه لاره ده چې تاسو به یې نیسئ.

5. په خپل تمځای کې پلي شئ

په ټولو ریل ګاډو کې د BART د سیستم نقشې **bart.gov**، یا د BART رسمي اپلیکېشن کارول کېدای شي تر څو د هغو درېدنو (سټاپونو) څرک و ساتئ چې تاسو د خپل منزل په لور رهبري کوي. د تمځای نښې د ریل ګاډي له کړکیو څخه د لیدو وړ دي، او د راتلونکو درېدنو (سټاپونو) او د بدلون د ځایونو په اړه به اعلانونه تر سره کیږي.

6. د BART له سیستم څخه و وځئ

د کرایي د دروازو پر لور نښې تعقیب کړئ تر څو له تمځای څخه و وځئ. د کرایي په دروازو کې، په کارت لوستونکي (reader) باندې خپل کارت داسې و نښلوئ (ټېګ کړئ) لکه څرنګه مو چې سیستم ته د داخلېدو پر مهال کړی و. که چېرې ستاسو کلیپر کارت ډېر لږ ارزښت (پیسې) و لري، نو د کرایي پر دروازه به د "لږ تادیه یا "Underpaid" و لیکل شي: د کرایي زیاتولو ته ولاړ شئ"(Go to Add Fare)". د ارزښت (پیسو) د زیاتولو لپاره په تادیه شوي سیمه کې ماشینونه شتون لري. ځینې ماشینونه کریډېټ کارتونه (اعتبار کارتونه) مني او ځینې ماشینونه یواځې نغدي پیسې مني او تر 4.95 ډالرو پورې وړې پیسې ور کوي. که چېرې تاسو کافي نغدي پیسې نه لرئ، نو مهرباني و کړئ له کوم استازي سره خبرې و کړئ تر څو د ارزښت (پیسو) د زیاتولو لپاره وړیا سیمې ته لاسرسی پیدا کړئ.



په BART کې بایسکلونه

دا ستاسو مسؤلیت دی چې په BART کې د بایسکل لپاره ټول قواعد مراعت کړئ.

که څه هم په ریل ګاډو کې بایسکلونو ته هر وخت اجازه شته، خو ځینې مهمې استثناګانې شتون لري:

- بایسکلونو ته هیڅکله په له ګنې کونې ډکو موټرونو (واګونو) کې اجازه نه ور کول کیږي. باید کافي خالي ځای شتون و لري تر څو په آرام سره تاسو او ستاسو له بایسکل سره سمون و کړي.
- بایسکلونو ته هیڅکله د کوم ریل ګاډي په لومړني موټر (واګون) کې اجازه نه ور کول کیږي.
- بایسکلونه د تګ را تګ په درو لومړنیو موټرونو (واګونو) کې د سهار له 7:00 بجو څخه تر 9:00 بجو پورې او د مازیګر له 4:30 بجو څخه تر 6:30 بجو پورې جواز نه لري.
- په برقي زینو کې بایسکلونو ته اجازه نه شته.
- بایسکل چلوونکي باید نورو مسافرو ته لار ور کړي او د چوکیو تر منځ لارې یا دروازې بندې (بلاک) نه کړي.

د بایسکل د بشپړو قواعدو د وضاعت لپاره، دغه ویب پاڼه و ګورئ **bart.gov/bikes**.

د BART قواعد

عمومي کتنه

د لاندې قواعدو مراعت کول به BART د هر چا لپاره په خوندي، آرام او پاک ساتلو کې مرسته و کړي.

- د تمځایونو په تادیه شوو ساحو، ګانو ایستګاه یا ادو، یا ریل ګاډو کې خوراک، څښاک نه کول او سګرټ نه څښل. سرغړونه د جریمې سبب کېدلی شي.
- د خپلو ټیلیفونونو، رادیوګانو او نورو رسنیزو آلاتو غیر مناسب شور ته متوجې اوسئ. نورو مسافرو ته د لوړ غږ مزاحمت مه جوړوئ.
- پاتې شوني په ریل ګاډو کې مه پرېږدئ او په تمځایونو کې کثافات مه آچوی.
- په تمځایونو یا په ریل ګاډو کې په موټرسایکلونو، بایسکلونو یا سکېټ بوردونو باندې سپرلي مه کوئ.
- په تمځایونو یا ریل ګاډو کې اور اخېستونکو مایعاتو ته اجازه نشته.
- له غیر مجاز (اجازه نه لرونکي) منابعو څخه د BART د ټېکټونو پېرل منع دي.
- خپل سامان او د سودا کڅوړې یو بل ته نږدې کېږدئ او د چوکیو تر منځ لار یا دروازې مه بندوئ (مه بلاک کوئ).
- په ریل ګاډي کې د سپرېدو پر مهال د خپلو اوږو کڅوړې (بکسونه) له ځانه لرې کړئ تر څو د نورو مسافرو لپاره ځای ازاد شي.
- د اداینې (پرداخت) ثبوت اړین دی. د کرایې تفتیش کوونکي شایې په سیستم کې د اعتبار وړ کرایې و ګوري (پلټنه و کړي).
- د جنسیت پر بنسټ ځورونه او تېری منع دی او په BART کې به و نه زغمل شي.

په BART کې ځاروي

- معلولیت لرونکي کسان کولی شي له خپل لارښود، نښان یا د خدمت له ځاروي سره په BART کې سپرلي و کړي. د خدمت ځاروی باید ترل شوی وي. د زیاتو مرستو لپاره د پېرودونکو د لاسرسي او لاسر سي ځانګې ته زنګ و وهئ.
- د سپو په شمول ټول غیر-خدمتي ځاروي چې یواځینی فعالیت یې د راحت یا احساساتي ملاتړ وړاندې کول وي، باید په یوه خوندي او بند لېږدوونکي کې چې په ځانګړي ډول د ځاروي د لېږد لپاره جوړ شوی وي، سفر و کړي.

د خوندیتوب او امنیت لارښوونې (نکات)

- په خوندیتوب سره د پلټ فارم پر څنډه د ژپرو خښتو (ټایلونو) شا ته انتظار و کړئ تر څو ستاسو ریل ګاډی را و رسیږي.
- د ریل ګاډي د پټلی تر څنګ لاري ته مه ننوځئ یا دریم برېښنایي ریل (هغه څه چې ریل ګاډي ته برېښنا ور کوي) ته لاس مه ور وړئ. که چېرې له تاسو نه کوم څیز دغې لاري ته ور و لوېږي نو له استازي سره و ګورئ.
- ریل ګاډي ته د ختلو او را کوزېدلو پر مهال خپل ګام (قدم) و ګورئ. د ریل ګاډي او پلټ فارم تر منځ درز (خالي ځای) په اندازه کې یو له بله توپیر لري.
- په برقي زینو کې، له غونجېدونکو ساحو څخه لرې اوسئ او ږمنځ ته ورته جوړښت لرونکي پلټ باندې ګام کېږدئ.
- د بېرنیو پروسیجرونو له هغو پوسټرونو سره ځان بلد کړئ چې په هر ریل ګاډي کې ښودل کېږي.
- خپل ټیلیفون او برېښنایي آلات له غلا کېدو څخه و ژغورئ. له خپل شا و خوا څخه ځای خبر و ساتئ او د ریل ګاډي د دروازو د خلاصېدو پر مهال خپل وسایل خوندي کړئ.
- د ریل ګاډي چلوونکی د ریل ګاډي په لومړی خونه (واګون) کې وي؛ که چېرې تاسو یواځې سفر کوئ نو دا د ناستې لپاره عالي ځای دی.
- د خپل ټیلیفون په اړیکو کې د BART د پولیسو شمېره ثبت کړئ، کومه چې په دې پاڼه کې په غټو ټکو لیکل شوې ده.
- د کومې ستونځې د را پور ور کولو پر مهال د خپل ریل ګاډي د واګون (ډبې) شمېره و پېژنئ: دا د هر ریل ګاډي د واګونونو په وړاندینۍ او وروستۍ برخه کې د دروازو پر سره د ننه لوري ته لیکل شوي وي.
- د سفر پر مهال جنسي خوروني ته د رسیدګئ او ژغورنې په برخه کې د BART د هڅو په اړه دغه وېب پاڼه و ګورئ **.bart.gov/NotOneMoreGirl**

د BART پولیس

د BART پولیس د BART په ملکیت کې (د ریل ګاډو، تمځایونو او د لارې حقوقو په ګډون) د جرمونو او پېښو په وړاندې غبرګون ښیي او د هغو پلټنه کوي. یونیفارم اغوستونکي او په ساده لباس کې د پولیسو کارکوونکي ریل ګاډو ته پورته کېږي، په تمځایونو کې ګزمې کوي او د بېرنیو حالاتو پر وړاندې د چټک غبرګون لپاره د پولیسو په وسایطو (موټرو) سمبال دي. د سفر سفیران او د خوندیتوب نور غیر وسله وال کارکوونکي هم په پلټ فارمونو کې ګزمې کوي او ریل ګاډو ته پورته کېږي.

د BART د ځار اپلیکېشن (BART Watch app) ښکته یعني ډاونلوډ کړئ تر څو په احتیاط سره BART ته د مجرمینو او شکمنو کړنو د راپور پېغام و لېږئ.

د BART پولیسو ته زنګ و وهئ تر څو د تر سره کېدونکو (جاري) جرمونو، شکمنو فعالیتونو یا له پولیسو سره د یوې دوسیې د ثبتولو په اړه پولیسو ته راپور ور کړئ.

بېرنۍ حالت: 911 یا (510) 464-7000
د BART پولیسو ته لیکلی پیغام: (510) 200-0992
غیر-بېرنۍ حالت: (877) 679-7000

مرستې ته اړتیا لرئ؟
مونږ د مرستې لپاره دلته یو

د BART د تمځای استازي

د تمځای استازي پوښتنو ته د ځواب ویلو لپاره شتون لري او د کرایو، مهالوېشونو او نورو معلوماتو په برخه کې مرسته وړاندې کوي. له استازي سره د خبرو کولو لپاره د تمځای د استازي غرفې ته ور شئ یا سپین اډیي ټیلیفون و کاروئ.

د BART د پېرودنکو خدمتونه
(510) 464-7134
bart.gov/comments

ورک شوي او موندل شوي

د BART د ورکو شوو او موندل شوو څانګه د اوکلینډ ښار په 12مه کوڅه کې د BART په مرکزي تمځای کې موقعیت لري. دا څانګه د دوشنبې، چارشنبې او جمعې په ورځ له غرمې څخه د ماسپښین تر 2:00 بجو او د ماسپښین له 3:00 بجو څخه د مابنام تر 6:00 بجو پورې خلاصه وي. د فعالیت ورځې او ساعتونه د ورځنیو کارکوونکو د شته والي پر بنسټ تغیر کوي. له راتګ څخه وړاندې د ټیلیفون پر لیکه زنګ و وهئ **(510) 464-7090** کومه چې هره ورځ اوسمهالي (اپډېټ) کېږي. دا وېب پاڼه و ګورئ **.bart.gov/lostandfound**

د انسانانو قاچاق بند کړئ

د غلامۍ او انساني قاچاق قربانیان د متحده ایالاتو او کلیفورنیا د قانون پر بنسټ خوندي دي. د انساني قاچاق د سرچینو ملي مرکز ته په دې شمېره زنګ و وهئ **1 (888) 373-7888** تر څو مرسته او خدمتونه ته لاسرسی پیدا کړئ. د ټیلیفون وړیا لیکي هویت پټ ساتونکي او محرمي دي او د غیر انتفاعي او غیر دولتي سازمانونو له لوري چلول کېږي.

آیا تاسو له احساساتو سره هلي ځلي کوئ او یا د ځان وژنې په اړه فکر کوئ؟

وړیا او لپاره مرستې خوندی دغې وړیا شمېرې ته د زنګ وهلو له لارې د لاسرسي وړ دی **1 (800) 273-TALK (8255).**

BART wants to hear from you!

BART is considering changes to its parking policy, including parking rates and hours. Learn more and tell us what you think by taking the survey online November 28–December 16 at **bart.gov/parkingsurvey**.

You can enter a drawing to win a $130 Clipper card at the end of the survey to thank you for your time. Surveys available in multiple languages online.

If you need language assistance services, please call (510) 464-6752. Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752. 如需語言協助服務，請致電 (510) 464-6752。 통역이 필요하신 분은, 510-464-6752 로 문의하십시오. Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752. Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

Let's go. BART

BART

Encuesta sobre la política de estacionamiento

Estimado usuario de BART:

BART está considerando posibles cambios en su política de estacionamiento, en la que BART podría cobrar por el estacionamiento desde las 4 a. m. hasta las 6 p. m., los 7 días de la semana, y ajustar las tarifas diarias de dentro del rango de $3 a $8.

Las tarifas solo aumentarían dentro de este rango si el lote se llena, y solo periódicamente. No se espera que la mayoría de los lotes se llenen durante varios años. Este cambio de política ayudaría a BART a prepararse para las futuras tendencias de viaje y a apoyar las mejoras del sistema BART.

Queremos conocer su opinión sobre este importante asunto. Para agradecerle su tiempo, ¡también puede **participar para ganar una tarjeta Clipper de $130** al final de la encuesta! Haga clic en "SIGUIENTE" ("NEXT")*(nota para los traductores: incluya "NEXT" en inglés después de la palabra traducida para "next")* para empezar.

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

La participación en esta encuesta es voluntaria. La encuesta incluye preguntas sobre el comportamiento de los viajes y los datos demográficos. La información proporcionada en la encuesta se utilizará para evaluar el impacto del aumento de tarifas propuesto. Los datos se presentarán en conjunto. BART toma las precauciones necesarias para proteger la información proporcionada por los encuestados y mantener los datos seguros. Se seleccionará al azar un ganador de una tarjeta Clipper de $130.

P1 ¿Con **qué frecuencia utiliza <u>actualmente</u> BART?**

- ○ 6 - 7 días a la semana
- ○ 5 días a la semana
- ○ 3 - 4 días a la semana
- ○ 1 - 2 días a la semana
- ○ 1 - 3 días al mes
- ○ Menos de una vez al mes, pero al menos una vez al año
- ○ Menos de una vez al año o nunca

Responda a esta pregunta.
VOLVER
SIGUIENTE

P2 **¿Qué estación de BART es su estación "de origen" (la estación que suele utilizar cuando viene de casa)?**

▼2th St / Oakland City Center ... No recuerdo/No sé

Viajes en BART en días laborables

P3 **Pensando solo en los días laborables (de lunes a viernes), ¿cómo suele llegar a la estación** ***(nota para los traductores: aquí se insertará el nombre de la estación)*** **desde su casa?**

- ○ A pie
- ○ Bicicleta
- ○ Autobús u otro transporte público
- ○ Llego en mi coche y uso el servicio de estacionamiento (incluso cuando comparto el automóvil)
- ○ Traslado a través de alguien conocido
- ○ Uber, Lyft, etc.
- ○ No aplicable: no viaja en BART en días laborables
- ○ Otros: _____

P4 **¿A qué hora suele entrar en esta estación cuando viene de casa entre semana?**

- ○ Antes de las 10 a. m.
- ○ De 10 a. m. a 2:59 p. m.
- ○ De 3 a 5:59 p. m.
- ○ 6 p. m. o más tarde

P5 **¿Cómo suele pagar el estacionamiento en BART?** *(Seleccione la opción que usted utiliza con más frecuencia).*

- ○ Tarifa diaria de estacionamiento (por ejemplo, $3 en la mayoría de las estaciones)
- ○ Estacionamiento reservado mensual (por ejemplo, permiso mensual)
- ○ Estacionamiento reservado para uno o varios días (se compra por adelantado en la aplicación oficial de BART)
- ○ No aplicable: suelo estacionar en la calle
- ○ No aplicable: suelo viajar en BART después de las 3 p. m. o los fines de semana, cuando el estacionamiento es gratuito
- ○ Otros: _____

P6 **En el último año, ¿ha utilizado el estacionamiento reservado para un día o para varios días de BART?** (Comprado por adelantado en la aplicación oficial de BART).

- ○ Sí
- ○ No

Viajes en BART los fines de semana

P7 **¿Con qué frecuencia utiliza BART los fines de semana (sábado o domingo)?**

- ○ Todos los fines de semana o casi todos los fines de semana
- ○ Un par de fines de semana al mes
- ○ Aproximadamente una vez al mes
- ○ Unas cuantas veces al año
- ○ Menos de una vez al año o nunca

P8 **Pensando solo en los fines de semana, ¿cómo suele llegar a la estación de BART desde su casa?**

- ○ A pie
- ○ Bicicleta
- ○ Autobús u otro transporte público
- ○ Servicio de estacionamiento combinado con transporte público (que incluye uso compartido del automóvil)
- ○ Traslado a través de alguien conocido
- ○ Uber, Lyft, etc.
- ○ Otros: _____

BART está considerando posibles cambios en su política de estacionamiento, que se actualizó por última vez en 2013. BART ajustaría las tarifas de estacionamiento dentro del rango de $3 a $8. Las tarifas solo aumentarían dentro de este rango si el lote se llena, y solo periódicamente. No se espera que la mayoría de los lotes se llenen durante varios años. Este cambio de política ayudaría a BART a prepararse para las futuras tendencias de viaje y a apoyar las mejoras del sistema BART. Consulte la tabla siguiente para obtener más detalles.

	Política actual	Cambios propuestos
Tarifas de estacionamiento	Los precios pueden variar entre: • $1 - $3 para el estacionamiento diario • $4 - $7 para el estacionamiento reservado para uno o varios días • $63 - $105 para el estacionamiento reservado mensual *West Oakland no tiene un máximo. Las tasas de estacionamiento de la ciudad no están incluidas en estos rangos.*	Posibles nuevos rangos de precios: • $3 - $8 para el estacionamiento diario • $3 - $11 para el estacionamiento reservado para uno o varios días • $63 - $220 para el estacionamiento reservado mensual *West Oakland no tiene un máximo. Las tasas de estacionamiento de la ciudad no están incluidas en estos rangos.*

P9 **¿Apoya o se opone a estos cambios propuestos en las tarifas de estacionamiento de BART?**

- ○ Apoyo firmemente
- ○ Apoyo un poco
- ○ Neutral
- ○ Me opongo un poco
- ○ Me opongo firmemente
- ○ No lo sé

P10 **¿Tiene algún comentario sobre cómo le afectarían estos cambios?**

_____

Q11 **BART cobra actualmente por estacionar de lunes a viernes de 4 a. m. a 3 p. m., pero está considerando ampliar el horario de 4 a. m. a 6 p. m., así como cobrar por estacionar los fines de semana. ¿Apoya o se opone a que BART amplíe las horas de cobro del aparcamiento?**

- ○ Apoyo firmemente
- ○ Apoyo un poco
- ○ Neutral
- ○ Me opongo un poco
- ○ Me opongo firmemente
- ○ No lo sé

P12 **¿Tiene algún comentario sobre cómo le afectaría este cambio?**

_____

Q13a **Programa de descuentos en el estacionamiento para personas con bajos ingresos**

Para que el acceso a BART siga siendo asequible, BART está estudiando actualmente un programa de descuento en el estacionamiento para los usuarios con bajos ingresos. ¿Podría esto reducir el impacto de los cambios en el estacionamiento propuestos para usted?

- ○ Sí
- ○ No
- ○ No sé
- ○ Prefiero no contestar

P13b **Si la respuesta es "No" o "No sé", explique.**

_____

HÁBLENOS DE USTED.

Sus respuestas se utilizarán únicamente con fines estadísticos y se tratarán de forma confidencial. Tenga en cuenta que BART hace preguntas sobre la raza y los ingresos/el tamaño de los hogares para cumplir con el Título VI de la Ley de Derechos Civiles, y para ayudar a garantizar que estamos recibiendo información de todas las comunidades a las que servimos.

P14 **¿Cuál es el código postal de su domicilio?**

_____

P15 **¿Cuál es su raza o identificación étnica?** *(Marque todo lo que corresponda).*

- ☐ Indio americano o nativo de Alaska
- ☐ Asiático o isleño del Pacífico
- ☐ Negro/afroamericano
- ☐ Origen hispano, latino o español
- ☐ Blanco
- ☐ Otros (especifique): _____

P16 **¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?**

- ○ Menos de $30,000
- ○ $30,000 - $39,999
- ○ $40,000 - $49,999
- ○ $50,000 - $59,999
- ○ $60,000 - $64,999
- ○ $65,000 - $74,999
- ○ $75,000 - $99,999
- ○ $100,000 - $149,999
- ○ $150,000+

P17 **Incluido usted mismo, ¿cuántas personas viven en su hogar?**

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6+

P18 **OPCIONAL: Indique su dirección de correo electrónico si desea participar para tener la oportunidad de ganar una tarjeta Clipper de $130.**

○ Dirección de correo electrónico: _____

Normas de participación en el sorteo: Debe tener 18 años o más y ser residente de California. Los empleados/contratistas de BART y sus familiares inmediatos/miembros del hogar no son elegibles. Se elegirá al ganador en un sorteo al azar en o alrededor del 3 de enero de 2023. Se notificará al ganador por correo electrónico y deberá responder en un plazo de 7 días hábiles para reclamar el premio.

Le agradecemos el tiempo que ha dedicado a realizar esta encuesta. Se ha registrado su respuesta.

주차정책 설문조사

친애하는 BART 고객님,

BART 는 주 7 일 오전 4 시부터 오후 6 시까지 주차요금을 부과하고 일일 주차요금을 3~8 달러 범위 내에서 조정할 수 있는 주차 정책의 잠재적인 변경을 고려하고 있습니다.

요율은 부지가 채워지는 경우에만 이 범위 내에서 그리고 주기적으로만 올라갑니다. 대부분의 부지는 향후 몇 년 동안 채워지지 않을 것으로 예상됩니다. 이 정책 변경은 BART 가 향후 여행 트렌드에 대비하고 BART 시스템 개선을 지원하는 데 도움이 될 것입니다.

이 중요한 사항에 대해 귀하의 의견을 듣고 싶습니다. 시간을 내주신 것에 대한 감사의 의미로 설문조사 마지막에 **130 달러 상당의 Clipper 카드 수령을 위한 응모**에 참여하실 수 있습니다! 시작하려면 다음(NEXT)을 클릭하십시오.

언어 지원 서비스가 필요한 경우 (510) 464-6752 로 전화하십시오..

이 설문 조사는 자발적 참여로 이루어집니다. 설문 조사에는 여행 행동 및 인구 통계에 대한 질문이 포함됩니다. 설문 조사에서 제공된 정보는 제안된 운임 인상의 영향을 평가하는 데 사용됩니다. 데이터는 포괄적으로 보고됩니다. BART 는 응답자가 제공한 정보를 보호하고 데이터를 안전하게 유지하기 위해 적절한 예방 조치를 취합니다. 130 달러 상당의 Clipper 카드 당첨자는 무작위 추첨을 통해 결정됩니다.

Q1 현재 BART 를 얼마나 자주 이용하십니까?

- ○ 주 6~7 일
- ○ 주 5 일
- ○ 주 3~4 일
- ○ 주 1~2 일
- ○ 월 1~3 일
- ○ 월 1 회 미만이지만 1 년에 1 회 이상
- ○ 1 년에 한 번 미만

이 질문에 답해 주십시오.
뒤로
다음

Q2 귀하의 "자택" 역(집에서 나올 때 일반적으로 사용하는 역)은 어느 **BART** 역입니까?

▼ 12th St / Oakland City Center ... 기억이 나지 않음 / 모르겠음

평일 BART 승차권

Q3 평일(월요일~금요일)의 경우 집에서*(역명)*역까지는 보통 어떻게 갑니까?

- ○ 걷기만으로 도착
- ○ 자전거만 이용
- ○ 버스 또는 기타 대중교통
- ○ 운전 및 주차(카풀 포함)
- ○ 지인이 데려다줌
- ○ 우버, 리프트 등
- ○ 해당 없음 – 평일에는 BART 를 타지 않음
- ○ 기타: _____

Q4 평일에 집에서 출발하면 보통 몇 시쯤 이 역에 도착합니까?

- ○ 오전 10 시 이전
- ○ 오전 10 시 – 오후 2 시 59 분
- ○ 오후 3 시 – 5 시 59 분
- ○ 오후 6 시 이후

Q5 **BART 주차요금은 보통 어떻게 지불하나요?** *(가장 자주 사용하는 방식을 선택하십시오.)*

- ○ 일일 주차요금(대부분의 역에서 $3)
- ○ 월간 예약 주차(월간 허용)
- ○ 1 일/2 일 이상 예약 주차(공식 BART 앱에서 사전 구매)
- ○ 해당 없음 - 저는 보통 길가에 주차합니다.
- ○ 해당 없음 - 저는 보통 오후 3 시 이후나 주차가 무료인 주말에 BART 를 탑니다.
- ○ 기타: _____

Q6 지난 1 년 동안 BART 의 1 일 예약 또는 2 일 이상 예약 주차를 사용한 적이 있습니까? (공식 BART 앱에서 사전 구매)

- ○ 예
- ○ 아니오

주말 BART 승차권

Q7 주말(토요일 또는 일요일)에 BART 를 얼마나 자주 이용하십니까?

- ◯ 주말마다 또는 거의 모든 주말에 이용
- ◯ 한 달에 두어 번
- ◯ 한 달에 한 번 정도
- ◯ 1 년에 여러 번
- ◯ 1 년에 한 번 미만

Q8 주말의 경우 집에서 BART 역까지 보통 어떻게 가나요?

- ○ 걷기만으로 도착
- ○ 자전거만 이용
- ○ 버스 또는 기타 대중교통
- ○ 운전 및 주차(카풀 포함)
- ○ 지인이 데려다줌
- ○ 우버, 리프트 등
- ○ 기타: _____

BART 는 2013 년에 마지막으로 업데이트된 주차 정책의 잠재적인 변경을 고려하고 있습니다. BART 는 $3 - $8 범위 내에서 주차요금을 조정합니다. 요율은 부지가 채워지는 경우에만 이 범위 내에서 그리고 주기적으로만 올라갑니다. 대부분의 부지는 향후 몇 년 동안 채워지지 않을 것으로 예상됩니다. 이 정책 변경은 BART 가 향후 여행 트렌드에 대비하고 BART 시스템 개선을 지원하는 데 도움이 될 것입니다. 자세한 내용은 아래 표를 참조하십시오.

	현재 정책	제안된 변경 사항
주차요금	가격은 다음 범위에서 조정됩니다: • 일일 주차의 경우 $1 - $3, • 1 일/2 일 이상 예약 주차의 경우 $4 - $7 • 월간 예약 주차의 경우 $63 - $105 *웨스트 오클랜드에는 상한 가격이 없습니다.* *도시 주차세는 이 범위에 포함되지 않습니다.*	변경 후의 가격 범위: • 일일 주차의 경우 $3 - $8, • 1 일/2 일 이상 예약 주차의 경우 $3 - $11 • 월간 예약 주차의 경우 $63 - $220 *웨스트 오클랜드에는 상한 가격이 없습니다.* *도시 주차세는 이 범위에 포함되지 않습니다.*

Q9 위와 같은 BART 의 주차요금 변경을 찬성하십니까? 반대하십니까?

- ○ 강력하게 찬성
- ○ 어느 정도 찬성
- ○ 중립
- ○ 어느 정도 반대
- ○ 강력하게 반대
- ○ 모르겠음

Q10 이러한 변경 사항이 귀하에게 미치는 영향에 대해 하실 말씀이 있으십니까?

_____

Q11 BART 는 현재 월~금요일 오전 4 시~오후 3 시까지 주차요금을 부과하고 있으나, 앞으로는 그 시간을 오전 4 시~오후 6 시까지 확대하고 주말에도 요금을 부과하는 방안을 고려하고 있습니다. BART 가 주차요금 부과 시간을 확대하는 것을 찬성하십니까? 반대하십니까?

- ○ 강력하게 찬성
- ○ 어느 정도 찬성
- ○ 중립
- ○ 어느 정도 반대
- ○ 강력하게 반대
- ○ 모르겠음

Q12 이 변경 사항이 귀하에게 미치는 영향에 대해 하실 말씀이 있으십니까?

_____

Q13a 자격에 부합하는 주차자들을 위한 저소득층 할인 프로그램

BART 를 저렴하게 이용할 수 있도록 하기 위해 BART 는 현재 저소득층 승객을 위한 주차 할인 프로그램을 연구하고 있습니다. 이러한 프로그램이 변경 후 주차 비용에 대한 귀하의 부담을 줄여줄 수 있습니까?

- ○ 예
- ○ 아니오
- ○ 모르겠음
- ○ 대답하고 싶지 않음

Q13b "아니오" 또는 "모르겠음"이라고 대답하신 경우 답변에 대한 설명을 해주십시오.

_____

귀하에 대해 알려주십시오.

귀하의 답변은 통계 목적으로만 사용되며 기밀로 처리됩니다. BART 는 민권법 제 6 편을 준수하고 서비스를 제공하는 모든 커뮤니티로부터 피드백을 받을 수 있도록 인종 및 가계 소득/가구 규모에 대한 질문을 합니다.

Q14 집 우편번호를 입력하십시오.

_____

Q15 귀하의 인종 또는 민족적 정체성은 무엇입니까? *(해당되는 모든 것에 체크하세요.)*

- ☐ 아메리칸 인디언 또는 알래스카 원주민
- ☐ 아시아인 또는 태평양 섬 주민
- ☐ 흑인/아프리카계 미국인
- ☐ 히스패닉, 라틴계 또는 스페인계
- ☐ 백인
- ☐ 기타(구체적으로 명시): _____

Q16 총 가구 소득(세전)은 얼마입니까?

- ○ $30,000 미만
- ○ $30,000 - $39,999
- ○ $40,000 - $49,999
- ○ $50,000 - $59,999
- ○ $60,000 - $64,999
- ○ $65,000 - $74,999
- ○ $75,000 - $99,999
- ○ $100,000 - $149,999
- ○ $150,000 이상

Q17 귀하의 가구에는 귀하를 포함하여 몇 명이 포함되어 있습니까?

- ○ 1 명
- ○ 2 명
- ○ 3 명
- ○ 4 명
- ○ 5 명
- ○ 6 명 이상

Q18 선택 사항: 130 달러 상당의 Clipper 카드 수령을 위한 응모를 원하시면 이메일 주소를 입력하십시오.

○ 이메일 주소: _____

규칙추첨 자격: 18 세 이상이고 캘리포니아 거주자여야 합니다. BART 직원/계약자 및 직계 가족/가족 구성원은 자격이 없습니다. 당첨자는 2023 년 1 월 3 일경 무작위 추첨으로 선정됩니다. 이메일을 통해 당첨 사실을 통보하며, 당첨자는 상품 수령을 위해 영업일 기준 7 일 이내에 회신을 해야 합니다.

이 설문 조사를 위해 시간을 할애해 주셔서 감사합니다. 귀하의 답변이 저장되었습니다.

Политика в области парковки

Уважаемый водитель BART,

BART рассматривает возможность внесения изменений в правила парковки, согласно которым BART может взимать плату за парковку с 4:00 до 18:00, 7 дней в неделю, и регулировать дневные тарифы на парковку в диапазоне $3 - 8.

Ставки будут повышаться в пределах этого диапазона только в случае заполнения парковки, и только периодически. Ожидается, что большинство парковок не будут заполнены в течение нескольких лет. Это изменение политики поможет BART подготовиться к будущим трендам поездок и поддержать усовершенствование системы BART.

Мы хотим услышать ваше мнение по этому важному вопросу. Чтобы поблагодарить вас за уделенное время, мы предлагаем вам в конце опроса **принять участие в розыгрыше карты Clipper на $130**! Пожалуйста, нажмите "ДАЛЕЕ" ("NEXT") *(примечание для переводчиков: пожалуйста, включите английское "NEXT" после переведенного слова "next")* , чтобы начать.

Если вам нужны услуги языковой поддержки, звоните по телефону (510) 464-6752.

Участие в данном опросе является добровольным. Опрос включает вопросы о поведении путешественников и демографические данные. Информация, предоставленная в опросе, будет использована для оценки влияния предлагаемого повышения тарифов. Данные будут представлены в агрегированном виде. BART принимает соответствующие меры предосторожности для защиты предоставленной респондентами информации и обеспечения безопасности данных. Один победитель, получивший карту Clipper на $130, будет выбран случайным образом.

Q1 **Как часто вы <u>сейчас</u> используете BART для поездок?**

- ○ 6 - 7 дней в неделю
- ○ 5 дней в неделю
- ○ 3 - 4 дня в неделю
- ○ 1 - 2 дня в неделю
- ○ 1 - 3 дня в месяц
- ○ Реже одного раза в месяц, но не реже одного раза в год
- ○ Менее одного раза в год или никогда

Пожалуйста, ответьте на этот вопрос.
"НАЗАД" ("BACK")
"ДАЛЕЕ" ("NEXT")

Q2 **Какая станция BART является вашей "домашней" станцией (станция, которой вы обычно пользуетесь, когда едете из дома)?**

▼ 12th St / Oakland City Center ... Не помню / Не знаю

Поездки на BART в будние дни

Q3 **Размышляя только о будних днях (понедельник-пятница), как вы обычно добираетесь до станции** ***(примечание для переводчиков: здесь будет вставлено название станции)*** **из дома?**

- ○ Иду пешком весь путь
- ○ Еду велосипедом весь путь
- ○ Автобусом или другим общественным транспортом
- ○ Приезжаю автомобилем и паркуюсь (включая совместное использование автомобилей)
- ○ Меня подвозят знакомые
- ○ Uber, Lyft и т.д.
- ○ Не применимо - не пользуюсь BART по будням
- ○ Другое: _____

Q4 **Примерно в какое время вы обычно входите на эту станцию, когда идете из дома в будние дни?**

- ○ До 10:00
- ○ 10:00 - 14:59
- ○ 15:00 - 17:59
- ○ 18:00 или позже

Q5 **Как вы обычно оплачиваете парковку в BART?** *(Выберите вариант, который вы используете чаще всего).*

- ○ Ежедневная плата за парковку (например, $3 на большинстве станций)
- ○ Месячная зарезервированная парковка (т.е. ежемесячный абонемент)
- ○ Одно-/многодневная зарезервированная парковка (приобретается заранее в официальном приложении BART)
- ○ Не применимо - я обычно паркуюсь на улице
- ○ Не применимо - я обычно пользуюсь BART после 15:00 или по выходным, когда парковка бесплатная
- ○ Другое: _____

Q6 **За последний год пользовались ли вы однодневной или многодневной зарезервированной парковкой BART?** (Приобретается заранее в официальном приложении BART).

- ○ Да
- ○ Нет

Поездки на BART в выходные дни

Q7 **Как часто вы ездите на BART по выходным (суббота или воскресенье)?**

- ○ Каждые выходные или почти каждые выходные
- ○ Пару выходных в месяц
- ○ Примерно раз в месяц
- ○ Несколько раз в год
- ○ Менее одного раза в год или никогда

Q8 **Если думать только о выходных, как вы обычно добираетесь до станции BART из дома?**

- ○ Иду пешком весь путь
- ○ Еду велосипедом весь путь
- ○ Автобусом или другим общественным транспортом
- ○ Приезжаю автомобилем и паркуюсь (включая совместное использование автомобилей)
- ○ Меня подвозят знакомые
- ○ Uber, Lyft и т.д.
- ○ Другое: _____

BART рассматривает возможность внесения изменений в политику в области парковки, которая в последний раз обновлялась в 2013 году. BART будет корректировать тарифы на парковку в пределах $3 - $8. Ставки будут повышаться в пределах этого диапазона только в случае заполнения парковки, и только периодически. Ожидается, что большинство парковок не будут заполнены в течение нескольких лет. Это изменение политики поможет BART подготовиться к будущим трендам поездок и поддержать усовершенствование системы BART. Подробная информация приведена в таблице ниже.

	Текущая политика	**Предлагаемые изменения**
Тарифы на парковку	Цены могут варьироваться между: • $1 - $3 за Ежедневную парковку, • $4 - $7 за однодневную/многодневную зарезервированную парковку • $63 - $105 за месячную зарезервированную парковку *В Западном Окленде максимум не установлен.* *Городские налоги на парковку не включены в эти диапазоны.*	Потенциальные новые ценовые диапазоны: • $3 - $8 за Ежедневную парковку, • $3 - $11 за однодневную/многодневную зарезервированную парковку • $63 - $220 за месячную зарезервированную парковку *В Западном Окленде максимум не установлен.* *Городские налоги на парковку не включены в эти диапазоны.*

Q9 **Поддерживаете ли вы или выступаете против предлагаемых изменений в тарифах на парковку BART?**

- ○ Решительно поддерживаю
- ○ В некоторой степени поддерживаю
- ○ Мне все равно
- ○ В некоторой степени против
- ○ Категорически против
- ○ Не знаю

Q10 **Есть ли у вас какие-либо комментарии о том, как эти изменения повлияют на вас?**

_____

Q11 В **настоящее время BART взимает плату за парковку с понедельника по пятницу с 4:00 до 15:00, но рассматривает возможность расширения оплачиваемого времени с 4:00 до 18:00, а также взимания платы за парковку в выходные дни. Поддерживаете ли вы или возражаете против того, чтобы BART расширил время, за которое взимается плата за парковку?**

- ○ Решительно поддерживаю
- ○ В некоторой степени поддерживаю
- ○ Мне все равно
- ○ В некоторой степени против
- ○ Категорически против
- ○ Не знаю

Q12 **Есть ли у вас какие-либо комментарии о том, как эти изменения повлияют на вас?**

_____

Q13a **Программа скидок для малообеспеченных пользователей парковки**

Чтобы сохранить доступность BART, BART в настоящее время изучает программу скидок на парковку для пользователей с низким уровнем дохода. Снизит ли это влияние предлагаемых изменений в парковке на вас?

- ○ Да
- ○ Нет
- ○ Не знаю
- ○ Предпочитаю не отвечать

Q13b **Если "Нет" или "Не знаю", пожалуйста, объясните**.

_____

ПОЖАЛУЙСТА, РАССКАЖИТЕ НАМ О СЕБЕ.

Ваши ответы будут использованы только в статистических целях и будут рассматриваться конфиденциально. Обратите внимание, что BART задает вопросы о расовой принадлежности и доходе/размере домохозяйства в целях соблюдения раздела VI Закона о гражданских правах и для обеспечения получения обратной связи от всех общин, которые мы обслуживаем.

Q14 **Какой почтовый индекс вашего дома?**

_____

Q15 **Какова ваша расовая или этническая принадлежность?** *(Отметьте все, что применимо.)*

- ☐ Американский индеец или коренной житель Аляски
- ☐ Азиат или житель тихоокеанских островов
- ☐ Черный/афроамериканец
- ☐ Латиноамериканец или испанского происхождения
- ☐ Белый
- ☐ Другое (пожалуйста, укажите): _____

Q16 **Каков ваш общий годовой доход домохозяйства до вычета налогов?**

- ○ Менее $30 000
- ○ $30 000 - $39 999
- ○ $40 000 - $49 999
- ○ $50 000 - $59 999
- ○ $60 000 - $64 999
- ○ $65 000 - $74 999
- ○ $75 000 - $99 999
- ○ $100 000 - $149 999
- ○ $150 000 и более

Q17 **Сколько человек, включая вас, живет в вашем домохозяйстве?**

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6+

Q18 **ОТВЕТ НЕ ОБЯЗАТЕЛЕН: Укажите свой адрес электронной почты, если вы хотите принять участие в розыгрыше карты Clipper на $130.**

○ Адрес электронной почты:

_____

Правила участия в розыгрыше: Вы должны быть старше 18 лет и проживать в штате Калифорния. Сотрудники/подрядчики BART и их ближайшие родственники /домочадцы не имеют права на участие в программе. Победитель будет выбран в ходе случайной жеребьевки примерно 3 января 2023 года. Победитель будет уведомлен по электронной почте и должен ответить в течение 7 рабочих дней, чтобы получить приз.

Благодарим вас за время, потраченное на прохождение этого опроса. Ваш ответ был записан.

Survey sa Patakaran sa Paradahan

Minamahal na sumasakay ng BART,

Isinasaalang-alang ng BART ang mga potensyal na pagbabago sa patakaran nito sa paradahan, kung saan maaaring maningil ang BART para sa pagpaparada mula 4 am hanggang 6 pm, 7 araw sa isang linggo, at aayusin nito ang pang-araw-araw na mga rate sa pagpaparada sa loob ng hanay na $3 – 8.

Tataas lang ang mga rate sa loob ng hanay na ito kung mapupuno ang lote, at pana-panahon lang. Hindi inaasahang mapupuno sa loob ng ilang taon ang karamihan ng mga lote. Ang pagbabago sa patakarang ito ay makakatulong sa BART na maghanda para sa mga uso sa paglalakbay sa hinaharap at sumusuporta sa mga pagpapabuti sa sistema ng BART.

Gusto naming marinig mula sa iyo ang tungkol sa mahalagang isyung ito. Upang magpasalamat sa iyong oras, maaari ka ring sumali **upang manalo ng $130 na Clipper card** sa pagtatapos ng survey! Mangyaring i-click ang "SUSUNOD (NEXT)" *(note to translators: please include the English "NEXT" after the translated word for "next")* upang makapagsimula.

Kung kailangan mo ng mga serbisyo ng tulong sa wika, mangyaring tumawag sa (510) 464-6752.

Boluntaryo ang paglahok sa survey na ito. Kasama sa survey ang mga tanong sa gawi sa paglalakbay at demograpiko. Ang impormasyong ibinigay sa survey ay gagamitin upang suriin ang epekto ng iminumungkahing pagtaas ng pamasahe. Iuulat ang data nang sama-sama. Gumagawa ang BART ng mga naaangkop na pag-iingat upang maprotektahan ang impormasyong ibinigay ng katugon at panatilihing seguro ang data. Isang mananalo ng $130 na Clipper card ang pipiliin nang random.

Q1 **Tungkol sa kung gaano kadalas kang <u>kasalukuyang</u> sumasakay sa BART?**

- ○ 6 - 7 araw sa isang linggo
- ○ 5 araw sa isang linggo
- ○ 3 - 4 na araw sa isang linggo
- ○ 1 - 2 araw sa isang linggo
- ○ 1 - 3 araw sa isang buwan
- ○ Mas mababa sa isang beses sa isang buwan, ngunit hindi bababa sa isang beses sa isang taon
- ○ Mas mababa sa isang beses sa isang taon o hindi kailanman

Pakisagot ang tanong na ito.
BUMALIK (BACK)
SUSUNOD (NEXT)

Q2 **Aling istasyon ng BART ang iyong "tahanan" na istasyon (ang istasyon na karaniwan mong ginagamit kapag galing sa bahay)?**

▼ 12th St / Oakland City Center ... Hindi ko maalala / Hindi ko alam

Dami ng Sumasakay sa BART sa Weekday

Q3 **Habang iniisip ang tungkol sa mga weekday lang (Lunes hanggang Biyernes), paano ka karaniwang pumupunta sa istasyong** ***(note to translators: the station name will be inserted here)*** mula sa bahay?

- ○ Paglalakad hanggang makarating
- ○ Pagbibisikleta hanggang makarating
- ○ Bus o iba pang pampublikong sasakyan
- ○ Pagmamaneho at pagpaparada (kabilang ang pag-carpool)
- ○ Inihahatid ng aking kakilala
- ○ Uber, Lyft, atbp.
- ○ Hindi naaangkop – hindi sumakay sa BART sa mga weekday
- ○ Iba pa: _____

Q4 **Sa anong oras ka karaniwang pumapasok sa istasyong ito kapag galing sa bahay tuwing mga weekday?**

- ○ Bago mag-10 am
- ○ 10 am – 2:59 pm
- ○ 3 – 5:59 pm
- ○ 6 pm o mas huli pa

Q5 **Paano ka karaniwang nagbabayad para sa pagpaparada sa BART?** *(Piliin ang isa na pinakamadalas mong gamitin.)*

- ○ Pang-araw-araw na bayad sa pagpaparada (hal., $3 sa karamihan ng mga istasyon)
- ○ Buwanang nakareserbang pagpaparada (ibig sabihin, buwanang permit)
- ○ Pang-isahang/pang-ilang araw na nakareserbang pagpaparada (binili nang maaga sa Opisyal na app ng BART)
- ○ Hindi naaangkop - Karaniwan akong pumaparada sa kalye
- ○ Hindi naaangkop - Karaniwan akong sumasakay sa BART pagkalipas ng 3 pm o sa mga weekend kapag libre ang pagpaparada
- ○ Iba pa: _____

Q6 **Sa nakaraang taon, ginamit mo ba ang pang-isahang araw na nakareserba o pang-ilang araw na nakareserbang pagpaparada ng BART?** (Binili nang maaga sa Opisyal na app ng BART.)

- ○ Oo
- ○ Hindi

Dami ng Sumasakay sa BART sa Weekend

Q7 **Gaano ka kadalas sumakay sa BART sa mga weekend (Sabado o Linggo)?**

- ○ Tuwing weekend o halos tuwing weekend
- ○ Ilang weekend sa isang buwan
- ○ Humigit-kumulang isang beses sa isang buwan
- ○ Ilang beses sa isang taon
- ○ Mas mababa sa isang beses sa isang taon o hindi kailanman

Q8 **Habang iniisip ang tungkol sa mga weekend lang, paano ka karaniwang nakakarating sa istasyon ng BART mula sa bahay?**

- ○ Paglalakad hanggang makarating
- ○ Pagbibisikleta hanggang makarating
- ○ Bus o iba pang pampublikong sasakyan
- ○ Pagmamaneho at pagpaparada (kabilang ang pag-carpool)
- ○ Inihahatid ng aking kakilala
- ○ Uber, Lyft, atbp.
- ○ Iba pa: _____

Isinasaalang-alang ng BART ang mga potensyal na pagbabago sa patakaran nito sa paradahan, na huling na-update noong 2013. Isasaayos ng BART ang mga rate ng paradahan sa loob ng hanay na $3 - $8. Tataas lang ang mga rate sa loob ng hanay na ito kung mapupuno ang lote, at pana-panahon lang. Hindi inaasahang mapupuno sa loob ng ilang taon ang karamihan ng mga lote. Ang pagbabago sa patakarang ito ay makakatulong sa BART na maghanda para sa mga uso sa paglalakbay sa hinaharap at sumusuporta sa mga pagpapabuti sa sistema ng BART. Mangyaring sumangguni sa talahanayan sa ibaba para sa mga detalye.

	Kasalukuyang Patakaran	**Mga Iminumungkahing Pagbabago**
Mga Rate ng Pagpaparada	Maaaring mag-iba ang mga presyo sa pagitan ng: • $1 - $3 para sa Pang-araw-araw na pagpaparada, • $4 - $7 para sa Pang-isahang/Pang-ilang araw na Nakareserbang pagpaparada • $63 - $105 para sa Buwanang Nakareserbang pagpaparada *Walang maximum ang West Oakland. Ang mga buwis sa paradahan ng lungsod ay hindi kasama sa mga hanay na ito.*	Mga potensyal na bagong hanay ng presyo: • $3 - $8 para sa Pang-araw-araw na pagpaparada • $3 - $11 para sa Pang-isahang/Pang-ilang araw na Nakareserbang pagpaparada • $63 - $220 para sa Buwanang Nakareserbang pagpaparada *Walang maximum ang West Oakland. Ang mga buwis sa paradahan ng lungsod ay hindi kasama sa mga hanay na ito.*

Q9 **Sinusuportahan o tinututulan mo ba ang mga iminumungkahing pagbabago sa mga rate sa pagpaparada ng BART?**

- ○ Lubos na sinusuportahan
- ○ Medyo sinusuportahan
- ○ Neutral
- ○ Medyo tinututulan
- ○ Lubos na tinututulan
- ○ Hindi alam

Q10 **Mayroon ka bang anumang komento sa kung paano makakaapekto sa iyo ang mga pagbabagong ito?**

_____

Q11 **Kasalukuyang naniningil ang BART para sa pagpaparada mula Lunes - Biyernes mula 4 am - 3 pm, ngunit isinasaalang-alang nito ang pagpapalawak ng mga oras mula 4 am - 6pm, pati na rin ang pagsingil para sa pagpaparada sa mga weekend. Sinusuportahan o tinututulan mo ba ang pagpapalawak ng BART ng mga oras na naniningil ito para sa pagpaparada?**

- ○ Lubos na sinusuportahan
- ○ Medyo sinusuportahan
- ○ Neutral
- ○ Medyo tinututulan
- ○ Lubos na tinututulan
- ○ Hindi alam

Q12 **Mayroon ka bang anumang komento sa kung paano makakaapekto sa iyo ang pagbabagong ito?**

_____

Q13a **Programa ng Diskwento para sa Mababa ang Kita para sa mga Kwalipikadong Magpaparada**

Upang mapanatiling abot-kaya ang access sa BART, kasalukuyang pinag-aaralan ng BART ang programa ng diskwento sa paradahan para sa mga rider na mababa ang kita. Mababawasan ba nito ang epekto ng mga iminumungkahing pagbabago sa paradahan sa iyo?

- ○ Oo
- ○ Hindi
- ○ Hindi Alam
- ○ Pinipiling hindi sumagot

Q13b **Kung "Hindi" o "Hindi Alam," mangyaring ipaliwanag.**

_____

MANGYARING SABIHIN SA AMIN ANG TUNGKOL SA IYONG SARILI.

Gagamitin ang iyong mga tugon para sa mga layuning pang-estatistika lang at ituturing ang mga ito na kumpidensyal. Tandaan na ang BART ay nagtatanong tungkol sa lahi at kita ng sambahayan/laki ng sambahayan upang makasunod sa Titulo VI ng Batas sa Mga Karapatang Sibil at para makatulong na matiyak na nakakakuha kami ng feedback mula sa lahat ng komunidad na aming pinaglilingkuran.

Q14 **Ano ang ZIP code ng iyong tahanan?**

_____

Q15 **Ano ang iyong lahi o pagkakakilanlan ng etnisidad?** *(Lagyan ng tsek ang lahat ng naaangkop.)*

- ☐ Amerikanong Indiano o Katutubo ng Alaska
- ☐ Asyano o Taga-Isla Pasipiko
- ☐ Itim/Aprikanong Amerikano
- ☐ Hispanic, Latino, o Espanyol ang pinagmulan
- ☐ Puti
- ☐ Iba pa (mangyaring tukuyin): _____

Q16 **Ano ang kabuuang taunang kita ng iyong sambahayan bago ibawas ang mga buwis?**

- ○ Wala pang $30,000
- ○ $30,000 - $39,999
- ○ $40,000 - $49,999
- ○ $50,000 - $59,999
- ○ $60,000 - $64,999
- ○ $65,000 - $74,999
- ○ $75,000 - $99,999
- ○ $100,000 - $149,999
- ○ $150,000+

Q17 **Kasama ang iyong sarili, ilang tao ang nakatira sa iyong sambahayan?**

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6+

Q18 **OPSYONAL: Mangyaring ibigay ang iyong email address kung gusto mong sumali para sa pagkakataong manalo ng $130 na Clipper card.**

○ Email address: _____

Mga Panuntunan sa *Kwalipikasyon sa pagbunot: Dapat ay 18 taong gulang pataas at residente ng California. Hindi kwalipikado ang mga empleyado/kontratista ng BART at ang kanilang mga direktang kapamilya/miyembro ng sambahayan. Pipiliin ang mananalo sa isang random na pagbunot sa o malapit sa Enero 3, 2023. Aabisuhan ang mananalo sa pamamagitan ng email at dapat siyang tumugon sa loob ng 7 araw ng negosyo para makuha ang premyo.*

Nagpapasalamat kami sa iyong oras na ginugol sa pagsagot sa survey na ito. Naitala na ang iyong tugon.

Khảo Sát về Chính Sách Đậu Xe

Kính gửi hành khách đi BART,

BART đang xem xét những thay đổi tiềm năng về chính sách đậu xe, nơi BART có thể tính phí đậu xe từ 4 giờ sáng đến 6 giờ chiều, 7 ngày một tuần và điều chỉnh phí đậu xe hằng ngày trong phạm vi $3 – $8.

Lệ phí chỉ tăng trong phạm vi này nếu chỗ đậu xe đầy và chỉ theo chu kỳ. Hầu hết các chỗ đậu xe dự kiến sẽ không đầy trong vài năm. Thay đổi chính sách này sẽ giúp BART chuẩn bị cho các xu hướng đi lại trong tương lai và hỗ trợ cải tiến hệ thống BART.

Chúng tôi muốn lắng nghe ý kiến của quý vị về vấn đề quan trọng này. Để tri ân quý vị đã dành thời gian, quý vị cũng có thể **tham gia để giành được thẻ Clipper trị giá $130** khi kết thúc khảo sát! Vui lòng bấm TIẾP THEO (NEXT) *(note to translators: please include the English "NEXT" after the translated word for "next")* để bắt đầu.

Nếu quý vị cần dịch vụ hỗ trợ ngôn ngữ, vui lòng gọi số (510) 464-6752.

Sự tham gia trong khảo sát này là tự nguyện. Khảo sát này gồm có những câu hỏi về hành vi đi lại và nhân khẩu học. Thông tin được cung cấp trong khảo sát này sẽ dùng để đánh giá tác động của việc tăng giá vé đề nghị. Dữ liệu sẽ được báo cáo tổng hợp. BART thực hiện những biện pháp phòng ngừa thích hợp để bảo vệ thông tin mà người trả lời cung cấp và giữ an toàn cho dữ liệu. Người giành được thẻ Clipper trị giá $130 sẽ được lựa chọn ngẫu nhiên.

Câu hỏi 1 **Quý vị <u>đang</u> đi BART thường xuyên như thế nào?**

- ○ 6 – 7 ngày một tuần
- ○ 5 ngày một tuần
- ○ 3 – 4 ngày một tuần
- ○ 1 – 2 ngày một tuần
- ○ 1 – 3 ngày một tháng
- ○ Ít hơn một lần mỗi tháng, nhưng ít nhất một lần mỗi năm
- ○ Ít hơn một lần mỗi năm hoặc không bao giờ

Vui lòng trả lời câu hỏi này.
QUAY LẠI
TIẾP THEO

Câu hỏi 2 **Trạm BART nào là trạm "khởi hành" của quý vị (trạm quý vị thường sử dụng khi đi từ nhà)?**

▼ 12th St / Oakland City Center ... Tôi không thể nhớ / Tôi không biết

Hành Khách Đi BART Vào Các Ngày Trong Tuần

Câu hỏi 3 **Vào các ngày trong tuần (Thứ Hai đến Thứ Sáu), quý vị thường đi từ nhà đến trạm** ***(note to translators: the station name will be inserted here)*** **bằng cách nào?**

- ○ Đi bộ suốt chặng đường
- ○ Đi xe đạp suốt chặng đường
- ○ Đi xe buýt hoặc phương tiện công cộng khác
- ○ Lái xe và đậu xe (bao gồm cả đi chung xe)
- ○ Nhờ người quen chở đến
- ○ Uber, Lyft, v.v.
- ○ Không áp dụng – không đi BART vào các ngày trong tuần
- ○ Khác: _____

Câu hỏi 4 **Quý vị thường đến trạm này vào khoảng thời gian nào khi đi từ nhà vào các ngày trong tuần?**

- ○ Trước 10 giờ sáng
- ○ 10 giờ sáng – 2 giờ 59 phút chiều
- ○ 3 giờ – 5 giờ 59 phút chiều
- ○ 6 giờ chiều trở đi

Câu hỏi 5 **Quý vị thường trả phí đậu xe tại BART bằng cách nào?** *(Chọn lựa chọn quý vị sử dụng thường xuyên nhất.)*

- ○ Phí đậu xe hằng ngày (ví dụ: $3 tại hầu hết các trạm)
- ○ Đăng ký trước chỗ đậu xe hằng tháng (tức là giấy phép hằng tháng)
- ○ Đăng ký trước chỗ đậu xe một ngày/nhiều ngày (mua trước trên ứng dụng BART chính thức)
- ○ Không áp dụng – Tôi thường đậu xe trên đường phố
- ○ Không áp dụng – Tôi thường đi BART sau 3 giờ chiều hoặc vào cuối tuần khi có chỗ đậu xe miễn phí
- ○ Khác: _____

Câu hỏi 6 **Trong năm qua, quý vị có sử dụng dịch vụ đăng ký trước chỗ đậu xe một ngày hoặc nhiều ngày của BART không?** (Đã mua trước trên ứng dụng BART chính thức.)

- ○ Có
- ○ Không

Hành Khách Đi BART Vào Cuối Tuần

Câu hỏi 7 **Quý vị đi BART vào cuối tuần (Thứ Bảy hoặc Chủ Nhật) thường xuyên như thế nào?**

- ○ Mỗi cuối tuần hoặc hầu như mỗi cuối tuần
- ○ Một vài ngày cuối tuần một tháng
- ○ Khoảng một tháng một lần
- ○ Một vài lần trong năm
- ○ Ít hơn một lần mỗi năm hoặc không bao giờ

Câu hỏi 8 **Vào cuối tuần, quý vị thường đi từ nhà đến trạm BART bằng cách nào?**

- ○ Đi bộ suốt chặng đường
- ○ Đi xe đạp suốt chặng đường
- ○ Đi xe buýt hoặc phương tiện công cộng khác
- ○ Lái xe và đậu xe (bao gồm cả đi chung xe)
- ○ Nhờ người quen chở đến
- ○ Uber, Lyft, v.v.
- ○ Khác: _____

BART đang xem xét những thay đổi tiềm năng về chính sách đậu xe, được cập nhật lần cuối năm 2013. BART sẽ điều chỉnh phí đậu xe trong phạm vi $3 – $8. Lệ phí chỉ tăng trong phạm vi này nếu chỗ đậu xe đầy và chỉ theo chu kỳ. Hầu hết các chỗ đậu xe dự kiến sẽ không đầy trong vài năm. Thay đổi chính sách này sẽ giúp BART chuẩn bị cho các xu hướng đi lại trong tương lai và hỗ trợ cải tiến hệ thống BART. Vui lòng tham khảo bảng bên dưới để biết chi tiết.

	Chính Sách Hiện Tại	**Những Thay Đổi Theo Đề Xuất**
Phí Đậu Xe	Mức giá có thể khác trong phạm vi: • $1 – $3 khi Đậu Xe Hằng Ngày, • $4 – $7 khi Đăng Ký Trước Chỗ Đậu Xe Một Ngày/Nhiều Ngày • $63 – $105 khi Đăng Ký Trước Chỗ Đậu Xe Hằng Tháng *West Oakland không áp dụng mức tối đa.* *Thuế đậu xe của thành phố không được tính vào những phạm vi này.*	Phạm vi giá mới khả thi: • $3 – $8 khi Đậu Xe Hằng Ngày, • $3 – $11 khi Đăng Ký Trước Chỗ Đậu Xe Một Ngày/Nhiều Ngày • $63 – $220 khi Đăng Ký Trước Chỗ Đậu Xe Hằng Tháng *West Oakland không áp dụng mức tối đa.* *Thuế đậu xe của thành phố không được tính vào những phạm vi này.*

Câu hỏi 9 **Quý vị ủng hộ hay phản đối những thay đổi theo đề xuất về phí đậu xe của BART không?**

- ○ Rất ủng hộ
- ○ Ủng hộ phần nào
- ○ Bình thường
- ○ Phản đối phần nào
- ○ Phản đối mạnh mẽ
- ○ Tôi không biết

Câu hỏi 10 **Quý vị có nhận xét gì về cách những thay đổi này sẽ ảnh hưởng đến quý vị không?**

_____

Câu hỏi 11 **BART đang tính phí đậu xe từ Thứ Hai – Thứ Sáu, từ 4 giờ sáng – 3 giờ chiều, nhưng đang xem xét mở rộng khung giờ từ 4 giờ sáng – 6 giờ chiều, cũng như tính phí đậu xe vào cuối tuần. Quý vị ủng hộ hay phản đối việc BART mở rộng khung giờ tính phí đậu xe?**

- ○ Rất ủng hộ
- ○ Ủng hộ phần nào
- ○ Bình thường
- ○ Phản đối phần nào
- ○ Phản đối mạnh mẽ
- ○ Tôi không biết

Câu hỏi 12 **Quý vị có nhận xét gì về cách thay đổi này sẽ ảnh hưởng đến quý vị không?**

_____

Câu hỏi 13a **Chương Trình Giảm Giá cho Người Đậu Xe Đủ Điều Kiện Có Thu Thập Thấp**

Để tiếp tục có quyền sử dụng BART với giá phải chăng, BART hiện đang nghiên cứu chương trình giảm giá đậu xe cho hành khách có thu nhập thấp. Điều này có thể làm giảm tác động của những thay đổi theo đề xuất về phí đậu xe đến quý vị không?

- ○ Có
- ○ Không
- ○ Tôi không biết
- ○ Tôi không muốn trả lời

Câu hỏi 13b **Nếu trả lời "Không" hoặc "Tôi không biết", vui lòng giải thích.**

_____

VUI LÒNG CHO CHÚNG TÔI BIẾT VỀ QUÝ VỊ.

Câu trả lời của quý vị chỉ được dùng cho mục đích thống kê và sẽ được xử lý bí mật. Xin lưu ý rằng BART đặt câu hỏi về chủng tộc và thu nhập hộ gia đình/quy mô hộ gia đình để tuân thủ Tiêu Đề VI của Đạo Luật Dân Quyền và giúp đảm bảo rằng chúng tôi sẽ nhận được phản hồi từ tất cả các cộng đồng mà chúng tôi phục vụ.

Câu hỏi 14 **Mã ZIP nhà của quý vị là gì?**

_____

Câu hỏi 15 **Quý vị thuộc chủng tộc hay sắc tộc nào?** *(Đánh dấu tất cả các lựa chọn thích hợp.)*

- ☐ Người Mỹ Bản Địa hoặc Thổ Dân Alaska
- ☐ Người Châu Á hoặc Cư Dân Đảo Thái Bình Dương
- ☐ Người Da Đen/Người Mỹ Gốc Phi
- ☐ Người gốc Tây Ban Nha, Mỹ Latinh hoặc Tây Ban Nha
- ☐ Người Da Trắng
- ☐ Khác (vui lòng nêu rõ): _____

Câu hỏi 16 **Tổng thu nhập hằng năm trước thuế của hộ gia đình quý vị là bao nhiêu?**

- ○ Dưới $30,000
- ○ $30,000 – $39,999
- ○ $40,000 – $49,999
- ○ $50,000 – $59,999
- ○ $60,000 – $64,999
- ○ $65,000 – $74,999
- ○ $75,000 – $99,999
- ○ $100,000 – $149,999
- ○ Hơn $150,000

Câu hỏi 17 **Có bao nhiêu người sinh sống trong hộ gia đình quý vị, tính cả quý vị?**

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6 hoặc hơn

Câu hỏi 18 **KHÔNG BẮT BUỘC: Vui lòng cung cấp địa chỉ email nếu quý vị muốn tham gia để có cơ hội giành được thẻ Clipper trị giá $130.**

◯ Địa chỉ email: _____

Quy tắc *Điều kiện tham gia bốc thăm: Phải từ 18 tuổi trở lên và là cư dân của California. Nhân viên/nhà thầu của BART và các thành viên trong gia đình/hộ gia đình trực hệ của họ không được tham gia. Người thắng sẽ được lựa chọn dưới hình thức bốc thăm ngẫu nhiên vào ngày hoặc khoảng ngày 3 tháng Một, 2023. Người thắng sẽ nhận được thông báo qua email và phải phản hồi trong vòng 7 ngày làm việc để nhận giải thưởng.*

Cảm ơn quý vị đã dành thời gian để thực hiện khảo sát này. Câu trả lời của quý vị đã được ghi lại.

停車政策調查

尊敬的 BART 乘客：

BART 正在考慮可能對其停車政策進行修改，BART 可能會收取停車費，每週 7 天，從凌晨 4 點至下午 6 點，並將每日停車費調整到 3 - 8 美元範圍內。

只有當停車位停滿時，費率才會在此範圍內增加，並且只是週期性地增加。大多數停車位預計幾年內都不會停滿。這一政策變化將有助於 BART 為未來的出行趨勢做好準備，並支援 BART 系統的改進。

我們想聽聽您對這個重要問題的看法。調查結束後，可以參加**抽獎活動贏取價值 130 美元的 Clipper 卡**，以此感謝您撥冗參加。 請點擊“下一步 (NEXT)” 開始。

如果您需要語言協助服務，請致電 （510）464-6752。

參與這項調查是自願的。該調查包括有關出行行為和人口統計資料的問題。調查中提供的資訊將用於評估擬議票價上漲產生的影響。資料將以匯總的形式報告。BART 採取適當的預防措施來保護受訪者提供的資訊並確保資料安全。將隨機選擇一名獲獎者贏得一張價值 130 美元的 Clipper 卡。

Q1 您目前多久乘坐一次 BART？

- ○ 每週 6 - 7 天
- ○ 每週 5 天
- ○ 每週 3 - 4 天
- ○ 每週 1 - 2 天
- ○ 每月 1 - 3 天
- ○ 每月少於一次，但至少每年一次
- ○ 每年少於一次或從未乘坐

請回答這個問題。
返回
下一個

Q2 哪個 **BART** 車站是您的「起始」車站（您從家來時通常使用的車站）？

▼12th St / Oakland City Center ...我不記得/不知道

平日 BART 乘客量

Q3 僅考慮工作日（週一至週五），您通常如何從家到達*(note to translators: the station name will be inserted here)*車站？

- ○ 一路步行
- ○ 一路騎單車
- ○ 公共汽車或其他公共交通工具
- ○ 開車和停車（包括拼車）
- ○ 搭乘認識人的車中途下車
- ○ 優步、Lyft 等
- ○ 不適用 – 工作日不乘坐 BART
- ○ 其他：_____

Q4 工作日從家出發，一般幾點進入這個車站？

- ○ 上午 10 點之前
- ○ 上午 10 時至下午 2 時 59 分
- ○ 下午 3 時至 5 時 59 分
- ○ 下午 6 時或更晚

Q5 您通常如何支付 BART 的停車費？ *（選擇您最常使用的一項。）*

- ○ 每日停車費（例如，大多數車站為 3 美元）
- ○ 每月預留停車位（即每月許可證）
- ○ 單日/多日預留停車位（在官方 BART 應用程式上提前購買）
- ○ 不適用 - 我通常把車停在街上
- ○ 不適用 - 我通常在下午 3 時後或週末免費停車時乘坐 BART
- ○ 其他：_____

Q6 在過去一年中，您是否使用過 BART 的單日預留或多日預留車位？（在官方 BART 應用程式上提前購買。）

- ○ 是
- ○ 否

週末 BART 乘客量

Q7 您週末（週六或週日）多久乘坐一次 BART？

- ○ 每個週末或幾乎每個週末
- ○ 每月幾個週末
- ○ 大約每月一次
- ○ 一年幾次
- ○ 每年少於一次或從未乘坐

Q8 只考慮週末，您通常如何從家裡到達 BART 車站？

- ○ 一路步行
- ○ 一路騎單車
- ○ 公共汽車或其他公共交通工具
- ○ 開車和停車（包括拼車）
- ○ 搭乘認識人的車中途下車
- ○ 優步、Lyft 等
- ○ 其他：_____

BART 正在考慮可能對其停車政策進行修改，該政策上一次更新是在 2013 年。BART 停車費將在 3 美元至 8 美元之間。只有當停車位停滿時，費率才會在此範圍內增加，並且只是週期性地增加。 大多數停車位預計幾年內都不會停滿。這一政策變化將有助於 BART 為未來的出行趨勢做好準備，並支援 BART 系統的改進。 詳情請參閱下表。

	現行政策	擬議的更改
停車費	價格可能在以下範圍內變化： • 每日停車 1 - 3 美元， • 單日/多日預留停車位 4 - 7 美元 • 每月預留停車位 63 - 105 美元 *西屋崙（奧克蘭）沒有上限價。* *城市停車稅不包括在這些範圍內。*	可能的新價格範圍： • 每日停車 3 - 8 美元， • 單日/多日預留停車位 3 - 11 美元 • 每月預留停車位 63 - 220 美元 *西屋崙（奧克蘭）沒有上限價。* *城市停車稅不包括在這些範圍內。*

Q9 您支援還是反對這些對 BART 停車費的擬議修改？

- ○ 強烈支援
- ○ 某種程度上支援
- ○ 中立
- ○ 某種程度上反對
- ○ 強烈反對
- ○ 不知道

Q10 您對這些變化將如何影響您有何評論？

_____

Q11 BART 目前在週一至週五淩晨 4 時至下午 3 時收取停車費，但正在考慮延長收費時間，從淩晨 4 時至下午 6 時，並在週末收取停車費。您支援還是反對 BART 延長收費停車的時間？

- ○ 強烈支援
- ○ 某種程度上支援
- ○ 中立
- ○ 某種程度上反對
- ○ 強烈反對
- ○ 不知道

Q12 您對這一變化將如何影響您有何評論？

_____

Q13a 針對符合條件停車人的低收入折扣計畫

為了讓人們能夠享受負擔得起的 BART 停車費，BART 目前正在研究針對低收入乘客的停車折扣計畫。這能減少擬議的停車費變化對您的影響嗎？

- ○ 是
- ○ 否
- ○ 不知道
- ○ 不想回答

Q13b 如果選擇「否」或「不知道」，請解釋。

_____

請介紹一下您自己。

您的回答僅用於統計目的，並將保密處理。 請注意，BART 會詢問有關種族和家庭收入/家庭規模的問題，以遵守《民權法案》第六篇，並確保我們能從我們所服務的所有社區獲得回饋。

Q14 您的家庭郵遞區號是什麼？

_____

Q15 您的種族或民族身份是什麼？ *（核取所有適用項。）*

- ☐ 美洲印第安人或阿拉斯加原住民
- ☐ 亞洲或太平洋島民
- ☐ 黑人/非裔美國人
- ☐ 西班牙裔、拉丁裔或西班牙血統
- ☐ 白人
- ☐ 其他（請具體說明）：_____

Q16 您的家庭稅前年總收入是多少？

- ○ 低於 $30,000
- ○ $30,000 - $39,999
- ○ $40,000 - $49,999
- ○ $50,000 - $59,999
- ○ $60,000 - $64,999
- ○ $65,000 - $74,999
- ○ $75,000 - $99,999
- ○ $100,000 - $149,999
- ○ $150,000+

Q17 包括您自己在內，您家有多少人？

- ○ 1 人
- ○ 2 人
- ○ 3 人
- ○ 4 人
- ○ 5 人
- ○ 6 人以上

Q18 可選：如果您想有機會贏取 130 美元的 Clipper 卡，請提供您的電郵地址。

○ 電郵地址：_____

規則 抽獎資格：*必須年滿 18 歲，並且是加利福尼亞州的居民。BART 員工/承包商及其直系親屬/家庭成員不符合資格。獲獎者將在 2023 年 1 月 3 日或前後隨機抽取。獲獎者將收到電郵通知，並且必須在 7 個工作日內回復才能領取獎品。*

感謝您抽出寶貴時間參與本次調查。您的回復已被記錄。

Appendix 6. Subrecipient Monitoring

A. Subrecipients Monitoring Checklist

Bay Area Rapid Transit (BART)
Sub-Recipient Pre-Authorization/Assurance Checklist
2020-2022

Name of Sub-grant recipient: _____

Title 49 CFR Section 21.9(b) states that if *"a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part."* As a subrecipient of BART, you are required to provide general reporting requirements under the Department of Transportation (DOT).

This assurance checklist must be completed, signed, and returned to BART's Office of Civil Rights as part of your sub-grant recipient funding process. In order to receive federal financial assistance, sub-grant recipients must agree to provide the following information when required. This checklist also serves to document that the sub-grant recipient currently has in place, or will be able to implement, where applicable, the required processes and procedures.

This checklist covers the most recent reporting period of _____ through_____. A "No" answer does not necessarily mean that the sub-grant recipient is "non-compliant," but a written explanation must be provided for any "No or "N/A" responses. A compliance or non-compliance determination will be made by BART after submittal of the checklist and the narrative explanations relative to "No" or "N/A" responses. Copies of this information along with a copy of your agencies Affirmative Action Plan and Title VI Plan must be provided with this checklist.

EMPLOYMENT

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
1.	Does the sub-grant recipient employ 50 or more transit related employees and receive capital operating assistance in excess of 1 million dollars?				
2.	Does the sub-grant recipient receive planning assistance in excess of $250,000?				
3.	Can the sub-grant recipient produce a current copy of its Annual EEO-4 Report on employees?				
	a. Is equal opportunity considered when appointments are made?				
4.	Can the sub-grant recipient produce a current copy of its Affirmative Action Plan?				
	a. Does the documentation include the race and sex of applicants?				
	b. Does the documentation include the race and sex of the persons hired or promoted?				
	c. Are recruitment efforts made to hire minority or female applicants?				
	• If yes, are these efforts documented?				
	d. Are vacancies advertised both internally and externally?				

TITLE VI PLAN, ASSURANCES, AND POLICY STATEMENT

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
5.	Does the sub-grant recipient have a written Title VI Plan?				
	a. Can the sub-grant recipient provide documentation demonstrating dissemination of the Title VI Plan both internally to employees and externally to the public?				
	b. Does the sub-grant recipient have a Title VI Coordinator?				
	c. Is the Title VI Coordinator's name, address, phone number and email address posted both internally and externally?				
	d. In consideration of the demographics in the sub-grant recipient's service area, is the Title VI Plan posted in languages other than English?				
6.	Can the sub-grant recipient produce a list showing members of commissions, councils, boards or committees, by race and sex?				
	a. Does the list show if the members are appointed or elected?				

LIMITED ENGLISH PROFICIENCY (LEP)

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
	b. Can the sub-grant recipient provide documentation demonstrating that the agency's Title VI policy is disseminated in languages other than English?				
7.	Does the sub-grant recipient have a written Limited English Proficiency (LEP) Plan?				
8.	Using the most current data (US Census), can the sub-grant recipient provide the population demographics within their service area?				
	Resources: • See http://factfinder2.census.gov for decennial Census data and American Community Survey (ACS) data. • The ACS collects information such as age, race, income, commute time to work, home value, veteran status, and other important data annually and provides 1-year estimates for geographic areas with a population of 65,000 or more and 3-year estimates annually for geographic areas with a population of 20,000 or more. • See www.lep.gov. Click on "Resources by Subject" for numerous planning tools, specifically "Accessing and Using Language Data from the				

	Census Bureau" and "Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs.				
	a. Has the sub-grant recipient conducted any activities and/or studies that provide data relative to minority persons, neighborhoods, income levels, physical environment and travel habits within the sub-grant recipient's service area(s)?				
	• If yes, can the sub-grant recipient provide documentation?				
	b. Has anyone else conducted a study that covers the sub-grant recipient's service area?				
	• If yes, can the sub-grant recipient provide documentation?				

PUBLIC OUTREACH

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
9.	Can the sub-grant recipient provide documentation describing any public outreach activities related to activities conducted for federally funded transportation project(s)/programs undertaken during the reporting period? (For example: public announcements and/or communications regarding meetings, hearings, and project notices directed by a sub-grant recipient representative?)				
	a. Were special language needs assessed?				
	• If yes, can the sub-grant recipient provide documentation listing the special language needs assessment(s) conducted and examples of those assessment(s)?				
	b. Were outreach efforts made to insure that minority, women, elderly, individuals with disabilities, low income, and LEP population groups were provided an equal opportunity to participate in outreach activities? (For example, provided written materials in languages other than English, met with local social services agencies, or advertised in a minority publication.)				
	c. When special languages services are requested, can the sub-grant recipient provide a list of these services to include: the service provided, date, number of persons served, and any other relevant information?				
	d. Are demographics gathered from attendees at public meetings, hearings, etc.?				
	e. Can the sub-grant recipient provide documentation regarding the demographics gathered?				
	f. Do public meeting ads, public notices, or posters have a contact person and number, for attendees to contact, when accommodations are needed?				

	g. Is an effort made to hold meetings in ADA compliant facilities?				
	h. Are offices from which sub-grant recipient services are provided ADA compliant?				

MONITORING AND COMPLIANCE

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
10.	Does the sub-grant recipient have monitoring and compliance procedures in place to monitor Title VI activities and responsibilities for their organization?				
	a. Does the sub-grant recipient have sub-grant recipient(s) of federal aid transportation funds?				
	• If yes, does the sub-grant recipient have monitoring and compliance procedures in place to monitor Title VI activities and responsibilities of its sub-grant recipient(s)?				

TITLE VI COMPLAINTS

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
11.	Does the sub-grant recipient have a Title VI complaint form and procedure for filing a complaint?				
	a. Can the sub-grant recipient describe how the complaint form and procedures are disseminated to employees and the public?				
	b. Does the sub-grant recipient maintain records of Title VI complaint investigations and lawsuits, including Title VI complaint logs, which list and describe any Title VI related complaints as a result of transportation activities, projects and programs?				
	c. Do the Title VI complaint logs contain information regarding: Name and address of complainant, status of complainant (race, color, national origin, income status), nature of complaint, date filed, date investigation completed, recipient (processor of complaint), date of disposition, and disposition?				

TRAINING

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
12.	Have sub-grant recipient employees received Title VI training?				
	• If no, is training planned within the next 3 months? • If yes, list any Title VI training taken by or provided to staff: Attendee's Name, Name of Training, and Date of training.				

Person(s) who submitted information for the checklist, please indicate by signing below. By signing this document, you are stating that the answers above are true and accurate.

Name	Title	Date
Name	Title	Date

B. Subrecipients Monitoring Workshop

San Francisco Bay Area Rapid Transit District

Title VI Subrecipient Workshop

Office of Civil Rights

Overview

- Title VI
- Title VI Requirements
- BART's Title VI Process
- Subrecipient Compliance
- Title VI Subrecipient Requirements
- BART's Title VI Subrecipient Monitoring
- Next Steps/Questions

1

Title VI

Title VI of the Civil Rights Act of 1964 requires that "no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

- Executive Order 12898 (1994) "Addressing Environmental Justice in Minority Populations and Low-Income Populations."
- DOT Order 5610.2 (1997) "To Address Environmental Justice in Minority Populations and Low-Income Populations."
- Executive Order 13166 (2000) "Improving Access to Services for Persons with Limited English Proficiency."
- FTA Circular 4702.1B (2012) "Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients."

2

Title VI Requirements

Title VI requires BART to:

- Evaluate equity impacts of its decisions related to fare changes, major service changes, service standards, and service policies, on minority and low-income populations.
- Ensure that important programs and activities normally provided in English are accessible to persons with limited English proficiency (LEP).
- Ensure meaningful access to the transportation decision-making process, including minority, low-income, and LEP populations.
- Submit a Title VI Triennial Update to the FTA.

3

Title VI Requirements (cont.)

FTA Circular 4702.1B, Ch. 3 General Requirements and Guidelines:

- Notification to Beneficiaries of Protection under Title VI.
- Title VI Complaint Procedures and Complaint Form.
- Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits.
- Promoting Inclusive Public Participation.
- Providing Meaningful Access to LEP Persons.
- Encouraging and Documenting Minority Representation on Planning and Advisory Bodies.
- Assisting and Monitoring Subrecipients.
- Evaluation of Equity Impacts for Facility Siting.
- Develop a Title VI Program.
- Board Approval of Title VI Program.

4

Title VI Requirements (cont.)

Language Assistance Plan (LAP) contains several elements to ensure that BART provides access services and benefits for LEP persons.

- Monitor frequently encountered languages: Spanish, Chinese.
- Identify and translate vital documents.
- Maintain ongoing language assistance measures.
- Implement new language assistance measures.

5

BART's Title VI Process

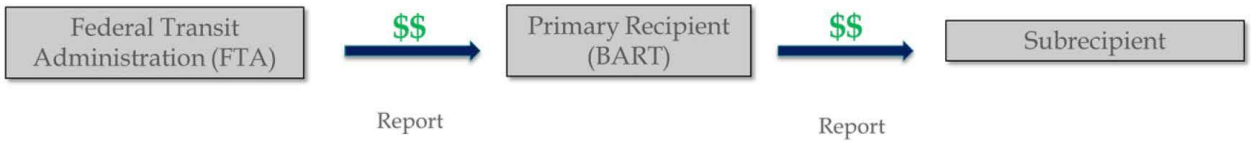
- At BART, the Office of Civil Rights (OCR) is the lead department responsible for identifying and disseminating specific Title VI information.
- All BART funded projects and transportation-related decisions are required to comply with Title VI regulations, regardless of the project's funding source.
- Subrecipients and Contractors must comply with Title VI regulations.

6

Subrecipient Compliance

A Subrecipient receives pass-through FTA funding.

- Primary Recipients report Title VI compliance directly to FTA every 3 years.
- Subrecipients report Title VI compliance to the Primary Recipient as requested by the Primary Recipient.



7

Subrecipient Non-Compliance

- A subrecipient found non-compliant with Title VI could result in:
    1. A breach of the funding agreement; and
    2. BART can seek subrecipient return of funds.
- A finding of non-compliance puts BART and its subrecipients at risk of losing federal financial assistance.
- Please note, subrecipients may be subject to compliance with the District's Disadvantaged Business Enterprise (DBE) Program. For more information on the District's DBE Program, please contact:
    - Maceo Wiggins, Dept. Manager, Office of Civil Rights at (510) 464-7194 or MWiggin@bart.gov.

8

Title VI Subrecipient Requirements

- FTA Circular 4702.1B, Ch. 3, requires subrecipients to provide BART with compliance reports documenting general Title VI reporting requirements.
- Compliance Reports Include:
  - Notice to beneficiaries.
  - Title VI complaint procedures and complaint form.
    - (Please notify BART OCR whenever you receive a Title VI related complaint.)
  - Public Participation Plan.
  - Language Assistance Plan.
  - Racial breakdown of non-elected advisory committees, if any.

9

BART's Title VI Subrecipient Monitoring

- BART will provide assistance to its subrecipients by:
  - Providing sample documents, forms, and data necessary to create a Title VI Program.
  - Providing a Subrecipient Monitoring Checklist to guide Title VI compliance efforts.
  - Conducting Title VI Training Program to subrecipients, including information regarding Title VI Program due dates.
  - Reviewing subrecipient's Title VI Program Update Title VI compliance.
- Subrecipients may choose to adopt BART's Title VI Program.
  - Operational differences between BART and the subrecipient may require the subrecipient to tailor their compliance documents as necessary.

10

Next Steps/Questions

- BART will review pending Title VI programs before issuing letter of compliance.
- Reporting period: January 1, 2020 - December 31, 2022.
- Due Date for Draft Subrecipient Title VI Program:
- Due date for Final Subrecipient Title VI Program:
  - December 2, 2022.
- Questions?

C. Title VI Subrecipient Annual Certification Form

Title VI Subrecipient Annual Certification Form

This form is to certify compliance with Title VI of the Civil Rights Act of 1964. If your Title VI Plan has been approved by the Federal Transit Administration (FTA), all changes to the organization's Title VI Plan which occurred during the current calendar year (January 1st through December 31st) must be reported on this form. Please attach additional pages, as necessary, to provide a complete response to each question.

Name of Organization: **City of Oakland**		**Name of Title VI Coordinator:** Artisha McCullough	
Address: 150 Frank Ogawa Plaza		**Title:** EEO & Civil Rights Director	
City: Oakland	**County:** **Alameda**	**Phone Number:** **Fax Number:**	510.238.6468 510.238.3312
State: CA	**Zip Code: 94612**	**E-mail Address:** Amccullough@oaklandca.gov	

Have you had any changes in your Title VI, Limited English Proficiency (LEP), or Environmental Justice (EJ) Program from the date of last submittal? _____Yes No X

If Yes, please attach all supporting documents related to changes made.

If No, please sign and date the form and return to BART's Office of Civil Rights Title VI Workforce and Policy Compliance Unit.

By signing below you affirm the information reported on this form is accurate and reflects all changes to the organization's Title VI Plan for the current calendar year.

Signature:	
Title: EEO & Civil Rights Director	

Date: 12-9-2022

Appendix 7. Major Service Changes Policy, Public Participation Report, Board Approval Minutes (2016), and FTA Waiver Communication

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,773rd Meeting
October 13, 2016

A regular meeting of the Board of Directors was held October 13, 2016, convening at 9:04 a.m. in the Board Room, 344 20th Street, Oakland, California. President Radulovich presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: Director Keller. Director Blalock entered the Meeting later.

Director Blalock entered the Meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of September 22, 2016.
2. Updates to Title VI Major Service Change Policy.
3. Audit of Directors' Use of District Property for Fiscal Year 2016.
4. Award of Contract No. 15TK-190, for Station Agent's Booth Dutch Doors and Hardened Polycarbonate and Laminated Security Glass, Phase II.
5. Award of Invitation for Bid No. 9013, Interlocking Track Components.
6. Lease of Warehouse Space at 31775 Hayman Street, Hayward.
7. Sale of Low Carbon Fuel Standard Credits.
8. Appointment of BART Police Citizen Review Board Member.

Director Saltzman requested that Item 2-C, Audit of Directors' Use of District Property for Fiscal Year 2016, and Item 2-H, Appointment of BART Police Citizen Review Board Member, be removed from Consent Calendar.

Director Mallett requested that Item 2-G, Sale of Low Carbon Fuel Standard Credits, be removed from Consent Calendar.

Clarence Fischer addressed the Board.

Director Saltzman made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

1. That the Minutes of the Meeting of September 22, 2016, be approved.

2. Adoption of the amended District Major Service Change Policy. (The Policy is attached and hereby made a part of these Minutes.)

3. That the General Manager be authorized to award Contract No. 15TK-190 to Bullet Guard Corporation, for the Bid Price of $1,256,440.00, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures.

4. That the General Manager be authorized to award Invitation for Bid No. 9013, for the procurement of Interlocking Track Components, to Voestalpine Nortrak, of Cheyenne, Wyoming, in the amount of $153,397.20, including applicable sales taxes, pursuant to notification to be issued by the General Manager, subject to compliance with the District's protest procedures and the Federal Transit Administration's requirements related to protest procedures.

   (The foregoing motion was made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

5. That the General Manager or her designee be authorized to execute a lease agreement, with L.A. Specialty Produce Co., for approximately 75,328 square feet of warehouse space at 31775 Hayman Street, Hayward, California, for a three year term, for a total lease amount not to exceed $2,161,915.00.

President Radulovich brought the matter of Audit of Directors' Use of District Property for Fiscal Year 2016 before the Board. The item was briefly discussed. Director Saltzman moved that the Board accept the Audit report. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich brought the matter of Sale of Low Carbon Fuel Standard Credits before the Board. Director Mallett requested additional language be incorporated into the motion, and moved the that the General Manager or her designee be authorized to sell Low Carbon Fuel Standard credits on behalf of the District, with no use of revenues from such sales to occur prior to allocation direction from the Board of Directors. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich brought the matter of Appointment of BART Police Citizen Review Board Member before the Board. The item was briefly discussed. Director McPartland moved that the

Board ratify the appointment of Robert Maginnis to the BART Police Citizen Review Board, to fill the vacancy that exists in the seat representing BART District 5, with a term that expires on June 30, 2018. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich called for Public Comment. The following individuals addressed the Board.
Randall Glock
Clarence Fischer

Director Saltzman, Chairperson of the Administration Committee, brought the matter of Fiscal Year 2016 Year-End Budget Revision before the Board. Mr. Robert Umbreit, Department Manager, Budget Department, presented the item. The item was discussed. Director Murray moved adoption of Resolution No. 5329, In the Matter of Amending Resolution No. 5296 regarding Fiscal Year 2016 Annual Budget. Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

Director Saltzman brought the matter of Open Data Policy before the Board. Mr. Timothy Moore, Supervisor, Business Systems Operations, presented the item. The item was discussed.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Change Order to Contract No. 79HM-120, SFTS MB, with Manson Construction Co. Inc., for Added Bolts at End Plate Splice (C.O. No. 39), before the Board.

Directors Raburn and Radulovich exited the Meeting.

Mr. Thomas Horton, Group Manager, Earthquake Safety Program, presented the item. Director Blalock moved that the General Manager be authorized to execute Change Order No. 39, Added Bolts at End Plate Splice, in the not-to-exceed amount of $512,000.00, to Contract No. 79HM-120, SFTS MB, with Manson Construction Company, Inc. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes – 6: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, and Saltzman. Noes - 0. Absent – 3: Directors Keller, Raburn, and Radulovich.

Director McPartland brought the matter of Change Order to Power Purchase Agreement at Warm Springs Station, with SolarCity, for Electric Vehicle Charging Stations (C.O. No. 1), before the Board.

Director Raburn re-entered the Meeting.

Ms. Holly Gordon, Sustainability Group Manager, presented the item.

President Radulovich re-entered the Meeting.

Director Blalock moved that the General Manager be authorized to execute Change Order No. 1, Electric Vehicle Charging Stations, in an amount not to exceed $578,985.00, with SolarCity.

Director Murray seconded the motion. The item was discussed. The motion carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Amendment to Late Night Bus Core Service Agreement before the Board. Ms. Mariana Parreiras, Access Coordinator, Transit & Shuttles, presented the item. Clarence Fischer addressed the Board.

The item was discussed. Director Saltzman moved that the General Manager or her designee be authorized to execute an amendment to the Agreement between Alameda Contra Costa Transit District and the San Francisco Bay Area Rapid Transit District in Connection with the Late Night Bus Core Service Project. Director Blalock seconded the motion. Discussion continued. The motion carried by electronic vote. Ayes – 7: Directors Blalock, Josefowitz, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Abstain – 1: Director Mallett. Absent - 1: Director Keller.

Director Raburn brought the matter of 2016 Legislative Update before the Board. Mr. Roddrick Lee, Department Manager, Government and Community Relations; Mr. Paul Fadelli, Legislative Officer; Ms. Amanda Cruz, Senior Government & Community Relations Representative; Mr. Tim Schott, Schott & Lites Advocates Inc.; Mr. Jim Lites, Schott & Lites; and Mr. James Copeland, CJ Lake, LLC, presented the item. The item was discussed.

President Radulovich called for the General Manager's Report. General Manager Grace Crunican reported on the District's participation in the Rail~Volution conference earlier in the week, and she reported on steps she had taken and activities and meetings she had participated in, outstanding Roll Call for Introductions items, and reminded the Board of upcoming events.

Mr. Carter Mau, Assistant General Manager, Administration and Budgets, announced the U.S. Department of Transportation had awarded a Mobility on Demand grant to the Metropolitan Transportation Commission, the District, and Scoop to set up a real time carpooling program.

President Radulovich called for the Quarterly Report of the Office of the Independent Police Auditor. Mr. Russell Bloom, Independent Police Auditor, presented the report.

President Radulovich called for Board Member Reports and Roll Call for Introductions.

Director Raburn reported he had attended the Rail~Volution conference.

Director Raburn requested a report on the status and strategy to acquire the Union Pacific Railroad right of way. Director Josefowitz seconded the request.

Director Raburn requested a report on automatic fare collection modifications currently underway by Clipper®, including impacts on availability, re-boot time, and types of errors seen by Station Agents. Director Josefowitz seconded the request.

Director Saltzman reported she had attended the Rail~Volution conference and previewed an artwork entitled "Light Rail."

Director Murray reported she had attended the Rail~Volution conference and an event at the Contra Costa Centre Transit Village.

President Radulovich reported he had attended the Rail~Volution conference.

Director Blalock reported he had attended a South Hayward BART Station Access Authority meeting, a Livermore extension update meeting, the Alameda County Mayors' Conference.

Director McPartland reported he had attended the Livermore extension update meeting and a press conference for the California Early Earthquake Warning System.

Director Mallett announced that he did not agree with the recruitment of an Assistant General Manager of Human Resources rather than a department manager, as had been authorized in a previous Board action.

President Radulovich called for In Memoriam, and noted that several Directors had requested the Meeting be adjourned in honor of Christine Apple, former District Secretary; Phillip O. Ormsbee, former District Secretary; and Teresa Murphy, former Assistant General Manager, Administration.

Director McPartland requested the Meeting be adjourned in memory of the two police officers who had been killed in Palm Springs.

President Radulovich called for Public Comment. No comments were received.

President Radulovich announced that the Board would enter into closed session under Item 11-A (Conference with Labor Negotiators) of the regular Meeting agenda, and that the Board would reconvene in open session at the conclusion of that closed session.

The Board Meeting recessed at 12:20 p.m.

The Board Meeting reconvened in closed session at 12:31 p.m.

Directors present: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: Director Keller.

The Board Meeting recessed at 2:11 p.m.

The Board Meeting reconvened in open session at 2:12 p.m.

Directors present: President Radulovich.

Absent: Directors Blalock, Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, and Saltzman.

President Radulovich announced that there were no announcements to be made.

The Meeting was adjourned at 2:13 p.m. in honor of Christine Apple, Phillip O. Ormsbee, Teresa Murphy, Jose Vega, and Lesley Zerebny.

Kenneth A. Duron
District Secretary

MAJOR SERVICE CHANGE POLICY

FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients (October 2012), requires FTA grant recipients to evaluate whether planned "major service changes" will have a discriminatory impact. Transit operators may establish a guideline or threshold for what they consider to be a "major service change." The circular goes on to suggest a numerical standard, such as "a change which affects 25 percent of the service hours of a route." If an operator determines that a planned service change exceeds their threshold, then that service change must be evaluated for whether it will have a disproportionately high and adverse impact on minority and low income populations. Such adverse impacts must be justified based on a "substantial need that is in the public interest" and a demonstration that alternatives would have more severe adverse effects than the preferred alternatives.

Definitions:

For the purpose of establishing this threshold, the following definitions shall apply:

"Transit Service" shall mean any regularly scheduled passenger service on BART's fixed guideway rail systems.

"Transit Line" is defined as a "grade separated right-of-way served by BART train consists."[1] In BART's specific case "Transit Line" shall mean any of the following:

Yellow Line: Pittsburg/Bay Point to San Francisco Airport (SFO)/Millbrae

Blue Line: Dublin/Pleasanton to Daly City

Orange Line: Richmond to Fremont

Green Line: Fremont to Daly City

Red-Line: Richmond to Millbrae

(see attached map for the locations of these lines)

[1] Instead of using the bus-based term "route", BART's "Major Service Change" Threshold is based on "Transit Lines."

"Major Service Change" Threshold:

"Major Service Change" shall apply to:

(1) New Lines, Extensions, and Stations: the establishment of new Transit Lines, Line Extensions (involving one or more stations) or Infill Stations, where construction of the project is approved (including completion of environmental review pursuant to CEQA or NEPA) subsequent to May 2007; or

(2) Line Length: increases or decreases of more than 25 percent in the length (in revenue miles) of an existing transit line; or

(3) Service Levels (Amount of Service Operated on a Line): increases or decreases of more than 25 percent in the annual transit revenue vehicle miles operated on a Transit Line; or

(4) Service Hours (Hours of Operation): increases or decreases of more than 25 percent in the annual number of service hours scheduled on a Transit Line or at an individual station, or

(5) Aggregate Changes Across All the Lines on the BART System: annual net increases or decreases to Line Length, Service Levels, or Service Hours which exceed 20 percent in aggregate when combined over all the lines on the BART system, or

(6) Cumulative Changes within a Three Year Period: net increases or decreases to Line Length, annual Service Levels, and annual Service Hours on a Transit Line which exceed 25 percent cumulatively within a three year period.

"Major Service Changes" shall exclude any changes to service which are caused by:

(1) Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 12 months; or

(2) Maintenance: temporary service change or service interruption as a result of urgent or necessary maintenance activities.

(3) New Line "Break-In" Period: an adjustment to service levels for new Transit Lines which have been in revenue service for less than 1 year (allowing BART to respond to actual ridership levels observed on those new transit lines); or

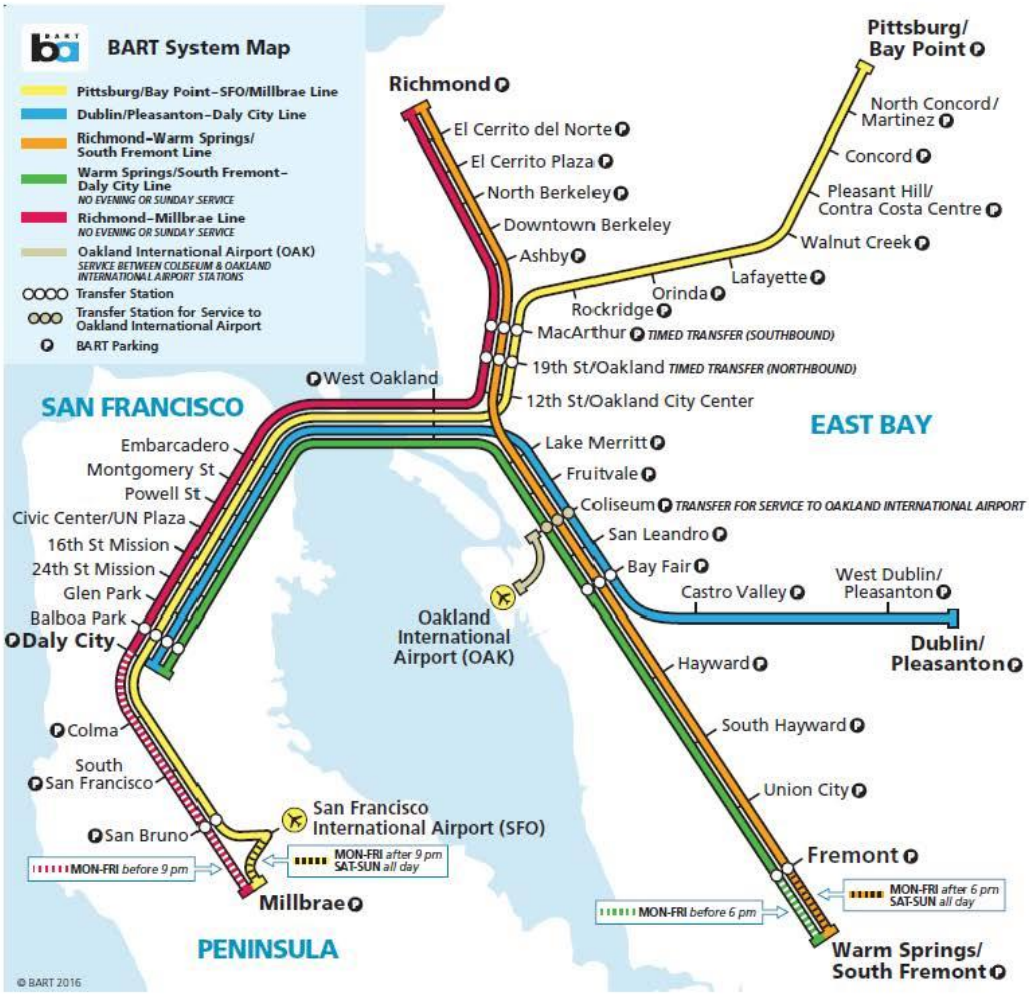
(4) Other Agencies: acts of other governmental agencies; or

(5) Forces of Nature: forces of nature such as earthquakes and wildfires; or

(6) Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways; or

(7) Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset by an increase in transit revenue vehicle miles on the overlapping section of an alternative line (An overlapping section is where two or more lines share the same track and stations).

Current BART System Service Map:



General Description of Service:

The BART system operates peak period, weekday service on five lines, all of which intersect in the center of the system. Base peak service headways on all lines are currently 15 minutes, with rush trains inserted between base headways on the Yellow Line during service peaks. Four of the five lines connect outlying areas with San Francisco, the system's primary destination, by traveling under the San Francisco Bay in a two-track tunnel. The fifth (Orange) line provides north-south service essentially perpendicular to the others. Service is operated 365 days each year. On weekdays, the first trains are dispatched around 4 AM and the last around midnight, with the last arrivals around 1:30 AM. This operating policy leaves a window of 3-4 hours each weeknight, depending on location, in which necessary track and wayside maintenance may be conducted.

June 25, 2010

Major Service Change Threshold Public Participation Summary Report

San Francisco Bay Area Rapid Transit District

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I. Introduction

Purpose

The Federal Transit Agency (FTA), as outlined in FTA Circular 4702.1A, requires BART to evaluate service and fare changes. In order to comply with 49 CFR Section 21.5(b)(a), 49 CFR Section 21.5 (b)(7) and Appendix C to 49 CFR part 21, recipients shall "evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to "major service changes" only. The recipient should have established guidelines or threshold for what it considers a "major" change to be."

This report describes the process BART used to establish the major service change threshold (Threshold) and documents the process for collecting public input; reports the comments and questions received; and summarizes the results of community opinion and how those opinions were considered in revising the Threshold.

San Francisco Bay Area Rapid Transit District (BART)

The San Francisco Bay Area Rapid Transit District (BART) is a rapid transit system that travels through 26 cities in San Francisco, San Mateo, Alameda and Contra Costa counties. BART's five service lines cover 104 miles, comprising 43 stations, and serve an average weekday ridership of 340,000 passengers. BART provides discounted fares for seniors, persons with disabilities, students and qualified educational groups. Children ages 4 and under ride free.

Opened in 1972, BART is operated by the San Francisco Bay Area Rapid Transit District, which is governed by a directly-elected nine-member Board of Directors serving four year terms. The District includes three counties: Alameda, Contra Costa and San Francisco. While San Mateo County is not within the BART District, it is served by six BART stations and various BART Board members act as liaisons to the County.

Establishing a Major Service Change Threshold

To establish a threshold or "upper limit" for a service change, BART must first define these terms so they can be communicated to and discussed with the public. The term "major" relates to how BART proposes to measure its service.

In advance of soliciting community input, BART staff researched best practices from major transit agencies throughout the United States to inform its approach. The FTA Circular 4702.1A states that a numerical standard

II. Process for Soliciting Public Comment

Consistent with BART's Public Participation Plan completed in May 2010, BART conducted outreach and hosted 18 multi-lingual community meetings throughout its service region to solicit feedback from the public. For those unable to attend the community meetings, BART conducted an online survey hosted on the BART website at www.bart.gov.

BART conducted outreach for the meetings using a variety of methods including:

- CBO Newsletters and Communications
- Targeted e-mails
- Targeted phone calls
- BART website, including applications and social networking sites
- Bay Area Media, both print and online
- Ethnic Media
- Flyer distribution at BART Stations
- Flyer placement on BART Car Seats
- Flyer posting within the community

The following is a complete list of the meetings conducted. Meetings were held at a variety of times and locations to accommodate a wide range of participants. Translated materials and interpretive services were available for all meetings.

Location	Address	Date and Time	Translation Services Requested
San Francisco - Chinatown	Chinatown Community Dev. Ctr. 663 Clay Street, SF	Tuesday, June 8 11:30 a.m.-1:00 p.m.	Cantonese
Oakland	Lao Family Community Ctr., 2325 E. 12th St, Oakland	Thursday, June 10 4:00-5:30 p.m.	*None requested*
Hayward	City Hall, Room 2A, 777 B St, Hayward	Monday, June 14 6:30-8:00 p.m.	*None requested*
Dublin	Dublin Public Library, 200 Civic Plaza, Dublin	Monday, June 14 6:30-8:00 p.m.	*None requested*
San Francisco	SF Senior Center, 481 O'Farrell St, SF	Tuesday, June 15 1:00-2:30 p.m.	Cantonese, Mandarin, Spanish

such as a change that affects 25% of service hours of a route can serve as a dividing line between minor and major service changes. Transit agencies in New York, Houston, San Jose, Portland, Chicago, Sacramento, and Atlanta have adopted this industry standard of 25% per line.

Proposed Major Service Change Threshold

BART proposes that "Major Service Change" shall apply to:

1) New Lines: the establishment of a new transit line, or
2) Line Length: increases or decreases of more than 25 percent in the length (in revenue miles) of an existing transit line, or
3) Service Levels (Amount of Service Operated on a Line): increases or decreases of more than 25 percent in the annual transit revenue vehicle miles operated on a transit line, or
4) Service Hours (Hours of Operation): increases or decreases of more than 25 percent in the annual number of service hours scheduled on a transit line, or
5) Aggregate Changes Across All the Lines on the BART System: annual net increases or decreases to Line Length, Service Levels, or Service Hours which exceed 20 percent in aggregate when combined over all the lines on the BART system, or
6) Cumulative Changes Within a Three Year Period: net increases or decreases to Line Length, annual Service Levels, and annual Service Hours on a transit line which exceed 25 percent cumulatively within a three year period.

"Major Service Changes" shall exclude any changes to service which are caused by:

1) Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 180 days, or
2) New Line "Break-In" Period: an adjustment to service levels for new transit lines which have been in revenue service for less than 1 year (allowing BART to respond to actual ridership levels observed on those new transit lines), or
3) Other Agencies: acts of other governmental agencies, or
4) Forces of Nature: forces of nature such as earthquakes and wildfires, or
5) Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways, or
6) Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset equally by an increase in transit revenue vehicle miles on the overlapping section of another line where there is a timed-transfer station at the intersection point of the two lines. (An overlapping section is where 2 or more lines share the same track and stations).

Location	Address	Date and Time	Translation Services Requested
Oakland	Claridge Hotel - Ballroom, 634 15th St, Oakland	Tuesday, June 15 6:30-8:00 p.m.	*None requested*
Pittsburg	Senior Center, 300 Presidio Lane, Pittsburg	Tuesday, June 15 6:30-8:00 p.m.	Cantonese
San Francisco - Excelsior	Excelsior Family Connections, 49 Ocean Avenue, SF	Wednesday, June 16 10:00-11:30 a.m.	Cantonese, Spanish
Oakland	Youth Uprising, 8711 Macarthur Blvd., Oakland	Wednesday, June 16 5:00-6:30 p.m.	*None requested*
Concord	El Ranchero Restaurant, 1450 Monument Blvd., Concord	Wednesday, June 16 6:30-8:00 p.m.	*None requested*
Richmond	Nevin Center, 598 Nevin Avenue, Richmond	Thursday, June 17 4:00-5:30 p.m.	*None requested*
San Francisco - Bayview	Bayview YMCA, 1601 Lane Street, SF	Thursday, June 17 6:30-8:00 p.m.	*None requested*
Union City	Community Center, 1333 Decoto Road, Union City	Thursday, June 17 6:30-8:00 p.m.	*None requested*
San Francisco - Mission	Chavita's #2, 3161 24th St, SF	Monday, June 21 6:30-8:00 p.m.	Spanish
Lafayette	Veterans' Memorial Bldg., 3780 Mt. Diablo Blvd., Lafayette	Monday, June 21 6:30-8:00 p.m.	*None requested*
South San Francisco	Municipal Service Bldg., 33 Arroyo Drive, So. SF	Monday, June 21 6:30-8:00 p.m.	*None requested*
Berkeley	So. Berkeley Senior Ctr, 2939 Ellis St., Berkeley	Tuesday, June 22 6:30-8:00 p.m.	*None requested*
San Pablo	City Hall - Maple Hall, 13831 San Pablo Ave., San Pablo	Wednesday, June 23 6:30-8:00 p.m.	*None requested*

At each meeting, participants were asked to sign in and were provided a copy of the agenda and survey. BART staff opened the meeting with welcoming remarks and introduced the presenters. They also recognized CBO partners who assisted with the meeting. BART staff briefly reviewed the agenda and meeting purpose, followed by a presentation which focused on explaining key terms and describing BART's proposed Threshold and how it would be measured and applied.

BART staff explained how a major service change is defined and the definition and need for an established Threshold. The Threshold for a major service change would be applied and measured based on:

- The addition of a new line;
- Length of a transit line;
- Service levels of a line; and
- Service hours on a line.

BART staff then described how the 25% Threshold would be applied on an annual basis. Cumulative changes within a three year period in Line Length, Service Levels, and Service Hours would also have a Threshold of 25%. For example, if BART were to reduce a Line's Service Levels by 20% a year over each of 2 years, that 40% cumulative reduction would be considered a "Major Service Change."

BART's proposal also includes a more stringent annual Threshold of 20% when there are combined changes across all BART lines in Line Length, Service Levels, and Service Hours.

BART's proposal includes six exclusions for service changes. BART staff explained the exclusions and why they are needed. These exclusions are:

- Temporary services in place for less than 180 days
- Changes in the first year of service on a new line
- Changes in response to actions of other agencies (e.g., Caltrans)
- Changes in response to forces of nature (e.g., earthquakes)
- Changes in response to failures of competing infrastructure (e.g., Bay Bridge)
- Changes to rationalize overlapping services

They also explained what BART must do when a service change exceeds the Threshold.

Following the presentation, the presenters opened the meeting for questions and comments. A graphic recorder took notes and recorded comments and questions on large scale wallgraphic paper. In several meetings, the BART

presenters worked closely with interpreters who translated the proceedings. All comments received verbally or in writing in languages other than English were translated and transcribed and included in the comments. Below is a summary of the key questions and comments received at the 18 meetings.

III. Public Comments

Comments on Threshold Level

Meeting participants asked a variety of questions regarding the Threshold level and the impact studies to be carried out when it is determined that a service change exceeds the Threshold. They were curious to know how the 25% Threshold was determined, and how other agencies arrived at the use of this figure. There were also concerns expressed about how needed studies would delay necessary service changes, as well as the cost of the studies and how they would be funded. There were also questions asked regarding the timeframe and who would conduct the studies.

The major concern expressed by several participants was a belief that the 25% Threshold based on Line Length, Service Levels and Service Hours was too simplistic and did not adequately take into account the impacts of service changes on riders. It was noted that if it takes a 25% service change to trigger a study, some impacts may be missed. While the study may satisfy FTA requirements, they did not believe it served BART's constituents well. Some participants noted that a service change might affect less than 25% of a line or service hours but would impact a considerably higher percentage of riders. A change to length of service, such as reductions in hours or schedule changes, could have a significant impact resulting in a community no longer being served. For instance, some participants suggested that a 25% reduction in length of day could eliminate service after 8:00 p.m. Another suggested example was that a 25% reduction in line length could eliminate 3 or 4 stations from the Richmond-Fremont line.

Schedule changes, even when not eliminating services, could still have a noticeable impact. Participants noted that a short extra wait could make a big difference for riders, making them late for work. Those with disabilities may have a difficult time waiting, especially when there is limited seating in a station. Riders may feel unsafe waiting during off hours when the stations are underpopulated. Several respondents suggested a lower percentage, such as 20%, would be more inclusive. Other suggestions included using alternative metrics such as considering a major service change in terms of the percentage of riders impacted, rather than miles, particularly at a station level.

Also, some participants expressed concern regarding the effectiveness or thoroughness of the studies determining the potential discriminatory effects of a service change. An example given was that if changes occur over a two-three year period and changes in the first two years result in a 20% change, a five percent change in the third year might not be adequately tracked or measured.

Finally, several participants suggested that BART communicate with and seek input on proposed service changes whether or not they exceed the Threshold. One suggestion was that for changes between ten and twenty percent, town hall meetings should be held in lieu of a more extensive outreach study.

Comments on Proposed Exclusions to Threshold

Exclusion for Temporary Services and the First Year of Service

No comments were made during the meetings regarding the proposed exclusions for temporary services and for changes in service during the first year of a new line, but several comments were submitted via the written surveys and are summarized in the "Survey" section.

Exclusion for the Actions of Other Agencies

Meeting participants asked whether the exclusion for the actions of other agencies would apply to a change in cost of services made by another agency, which nonetheless would affect the cost of travel via BART.

Exclusion for Forces of Nature

Meeting participants inquired how "forces of nature" would be defined.

Exclusion for Failures of Competing Infrastructure

No comments were made during the meetings addressing the exclusion for failures of competing infrastructure.

Exclusion for Overlapping Services

Several participants expressed concern about the exclusion for overlapping services, and felt it should be eliminated. These participants observed that the timed transfers stipulated under this exclusion are a hardship and inconvenience to passengers in wheelchairs or with bicycles.

BART received additional explanation regarding participant concerns in the survey responses, which are described in the next section.

Comments on Public Participation Process

Meeting participants made a number of comments on the effectiveness of the public participation process. They were glad to see that BART was continuing to conduct public involvement activities, and would like to see more regularly scheduled opportunities to provide input. Participants felt it is important to reach out to diverse populations, particularly youth, low income, and minorities, and to conduct bilingual outreach for those with limited proficiency in English. Numerous community-based organizations were suggested as outreach partners who could assist in reaching these communities. Some participants noted that meetings must be conveniently scheduled and well publicized. Care must be taken to ensure that everyone at the meeting can hear and understand explanations of BART policy. Another suggestion was to provide clear information at stations and on the BART website. Finally, participants requested that BART be responsive to community input, and that the Board be provided with all opinions expressed.

A complete database of public comments received at the community meetings is included as Appendix A to this report.

The meetings combined discussion of the Threshold with another topic, a proposed temporary fare decrease. Much of the discussion at the meetings focused on the proposed fare decrease or an alternative use of the funds. Meeting participants also took the opportunity to share their issues and concerns with BART on a variety of topics. Issues raised included the cost of fares; the availability of discounts or subsidies for seniors, students, families, the disabled and economically disadvantaged, etc.; service improvements such as increases in hours or line extensions; and improvements to and maintenance of stations and trains.

Survey

Following the question and comment period, participants were asked to complete a brief survey. Translated copies of the survey were available in several languages, including: Chinese, Khmer, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

The survey, which also covered the proposed temporary fare decrease, included four questions related to the Threshold. Meeting participants were asked to provide feedback on how well they felt BART staff explained the Threshold and for their opinion on whether the 25% Threshold is fair, too high or too low and whether each of the six exclusions were reasonable or if they should be eliminated. The survey also provided space for written comments. A total of 195 surveys were completed at the community

meetings. A complete summary of the printed survey results is included as Appendix B.

Question 1: Did You Hear the Full Presentation?

Since the topic was complex, and a respondent's understanding of the topic would likely benefit from hearing the explanation provided by BART staff, the first question on the print survey asked whether meeting participants had heard the full presentation on the Threshold. Seventy-three percent of respondents had done so, and an additional twenty-two percent heard at least part of it. A few respondents missed the presentation, were unsure or failed to answer the question.

Question 2: How Well Do You Feel BART Staff Explained the Threshold?

Next, the survey asked participants how well they felt BART staff had explained the Threshold. About eighty-nine percent responded that they felt BART staff explained the Threshold fairly well or well, with all or most of their questions answered. Less than ten percent of survey respondents described the explanation as poor, leaving them unclear on some points. It was noted that the translation provided was appreciated and suggested that pictures or slides would have been helpful as well.

Question 3: Opinion of 25% Threshold for Service Changes

The third question on the survey solicited participants' opinions on whether the Threshold should be set at 25% as a dividing line between minor and major service changes. About a quarter of respondents felt that 25% was too high. The remaining seventy-four percent thought that the Threshold was either a fair level (38%), too low (6%), did not know as the presentation was unclear to them (5%), or had no opinion (25%).

Respondents who thought that 25% is a fair level appeared satisfied with BART's explanation of the Threshold. Those who felt that a 25% Threshold is too high echoed the concerns expressed by participants in the meetings that it would not adequately take impacts of service changes on riders into account. One suggestion was to set different levels for different criteria, including ten percent for a change in hours of service, and zero for any change in length of the line – respondents felt that BART must do a study of impacts in those cases.

Question 4: Responses Regarding Exclusions to Threshold

The final question on the survey regarding the Threshold asked about the six types of service changes that would be excluded from the Threshold. Respondents were asked whether they found all six exclusions to be reasonable, or whether they thought some of them should be eliminated.

Forty-three percent responded that all six exclusions are reasonable. However, smaller percentages of survey respondents expressed interest in eliminating each of the six exclusions.

Survey Responses: Exclusion for Temporary Services

Eleven percent supported eliminating the exclusion for temporary services. Respondents commented that 180 days is too high a number to use to define "temporary service" as an exception.

Survey Responses: Exclusion for the First Year of Service

Although only eight percent responded that the exclusion for the first year of service should be eliminated, it drew the most commentary of any of the exclusions. Respondents suggested that the period should be shortened to six months, 90 days (possibly with the exclusion of temporary services lasting 180 days), or to even as little as 30 days. The question was asked as to when a study would be done if it wasn't conducted during the first year.

Survey Responses: Exclusion for the Actions of Other Agencies

Eleven percent wanted to eliminate the exclusion for the actions of other agencies. It was noted that this should be well defined, as it seems that it could provide an opportunity for BART to avoid doing a necessary study.

Survey Responses: Exclusion for Forces of Nature

Only three percent of respondents felt that the exclusion for forces of nature should be eliminated, and no further comment was made.

Survey Responses: Exclusion for Failures of Competing Infrastructure

Seven percent voted to eliminate the exclusion for failures of competing infrastructure, but made no further comment.

Survey Responses: Exclusion for Overlapping Services

Seventeen percent of respondents thought that the exclusion for overlapping services should be eliminated. It was noted that this exclusion was problematic because trains are crowded at peak times with the disabled, bikers, and riders (with luggage) trying to get to San Francisco Airport, and coverage is needed. Respondents also commented that service changes proposed in response to overlapping services should be studied at a lower threshold than 25%, particularly if a station closing is involved. It was expressed that it is necessary to do studies in all such cases in order to assess the change's effect on the elderly and handicapped.

Eighteen percent of respondents replied that they had no opinion regarding the exclusions. Eight percent of respondents found the presentation unclear and they did not know how to respond to the question.

Web Survey

A modified version of the survey (which omitted questions related to the presentation) was available online at www.bart.gov to allow input from participants unable to attend the community meetings. Twitter users received a "tweet" on the availability of the survey and were encouraged to respond. BART reviewed the survey results by source (print copy distributed at community meeting versus online survey).

177 surveys were submitted online. Safeguards were in place to ensure that only one survey response could be submitted per respondent but since there was no other data collected as to the source or the opportunity, these respondents had to review information on the Threshold. These results were not considered to be statistically valid and were not combined with results from the print survey. However, these responses were a useful source of additional input and are listed below.

- Thirty-one percent of web survey respondents felt that the 25% Threshold was a fair level.
- Forty-two percent thought the 25% Threshold was too high.
- Four percent expressed that the 25% Threshold was too low.
- Sixteen percent did not know, having found the online presentation of the concepts unclear.
- Seven percent responded that they had no opinion.

Regarding the six proposed exclusions to the Threshold:

- Thirty-two percent of web survey respondents found all six exclusions to be reasonable.
- Fourteen percent voted to eliminate the exclusion for temporary services.
- The exclusions for first year of service and actions of other agencies each received a twenty percent vote for elimination.
- Ten percent of respondents wanted to eliminate the exclusion for forces of nature.
- Ten percent voted to eliminate the exclusion for failures of competing infrastructure.
- Twenty-five percent wished to eliminate the exclusion for overlapping services.
- Fourteen percent found the online presentation unclear and did not know their opinion.
- Six percent indicated that they had no opinion.

Other Comments Received

BART's outreach efforts were successful at attracting interest from online media to promote the workshops, and most online media allows readers to comment. This section reports the results of feedback received online between June 8, 2010 and June 23, 2010.

Only one online comment was specific to the Threshold or public participation process. The commenter agreed with many meeting participants that a percentage basis is not an appropriate determinant of service change impacts. The commenter further suggested that a major service change should be defined based on the type of service change, including scheduled hours or frequency of trains and destinations or stops along lines.

BART also received comments sent directly to staff or Directors via email and Twitter. These comments largely addressed a proposed temporary fare decrease rather than the Threshold and closely echoed input already received in the community meetings.

IV. Revisions to the Threshold in Response to Public Comments

BART has revised its Major Service Change Threshold to respond to the comments received at the 18 public participation meetings. As you will be able to reference in the "Community Comments" section of this report, only 26% of those surveyed at these meetings thought the proposed BART Threshold was too high. The 74% balance thought it was "reasonable", "too low," something they had "no opinion" about, or were "unclear".

Many of those participants who expressed the opinion that the Threshold was too high were concerned that it allowed BART to close an individual station entirely without having to conduct a service equity analysis. To respond to this concern BART has amended Threshold Item 4 to read that a "major service change" shall apply to:

- **Service Hours (Hours of Operation):** increases or decreases of more than 25 percent in the annual number of service hours scheduled on a transit line or at an individual station.

As far as the six exclusions to the Threshold are concerned, only 31% of those surveyed thought that they needed to be revised or eliminated. The 69% balance thought that they were "reasonable," something they had "no opinion" about, or were unclear.

Given that the one exclusion which generated the most responses (17%) in favor of its elimination was that for overlapping services, BART has narrowed its definition significantly. These community meeting participants expressed that having to make a timed transfer was not equivalent to having direct service to their destination. BART has, therefore, revised the overlapping services exclusion to apply only to situations where passengers have an alternative line available to them, as follows:

- **Overlapping Services:** a reduction in transit revenue vehicle miles on one line which is offset by an increase in transit revenue vehicle miles on the overlapping section of an alternative line (an overlapping section is where 2 or more lines share the same track and stations).

A copy of this report will be provided to the BART Board of Directors and posted on the BART website at www.bart.gov.

From: Sun, Nicholas (FTA)
To: Emily Alter
Cc: Vosgueritchian, Karin (FTA)
Subject: RE: BART Waiver Request: COVID-19 Service Changes
Date: Saturday, December 18, 2021 5:36:38 PM
Attachments: image001.png

Hi Emily,

I'm still working on the request—one issue we're having, not just in Region 9 but around the country is the number of SAFE extensions and waivers we're getting. Not surprising given the circumstances. For your upcoming Triennial review—I can let our reviewers know that we're in the process of evaluating you waiver request so you should not be dinged for not completing a SAFE analysis this past year.

The good news—we finally have support in Region 9 so that requests like these should be processed faster. Karin—copied on this email—is our new Region 9 RCRO. If you have any questions, you can reach out to either of us. I'm on leave until 12/28, but will be back to answer any questions.

Happy holidays,
Nick

Nicholas G. Sun
Program Manager | Regional Operations | Office of Civil Rights
Federal Transit Administration | U.S. Department of Transportation
☎ 312.705.1267 | ✉ nicholas.sun@dot.gov | www.transit.dot.gov
Think before you print..

From: Emily Alter <ealter@bart.gov>
Sent: Friday, December 17, 2021 1:23 PM
To: Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>
Subject: RE: BART Waiver Request: COVID-19 Service Changes

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello Nick,

Happy Holidays! We are preparing for our Triennial Audit in January, so I wanted to follow up to see if you'd been able to secure the formal approval for our exemption to the Covid-19 service change analysis discussed previously.

Thanks,
Emily

From: Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>
Sent: Monday, August 9, 2021 5:49 PM
To: Emily Alter <ealter@bart.gov>
Subject: RE: BART Waiver Request: COVID-19 Service Changes

Hi Emily,

Sorry for the delay in getting back to you—I was on leave and then playing catch up last week. I'm still working on the formal recommendation memo to my big boss in DC—the good news is I briefed my immediate supervisor who resides in Seattle, and she agreed that your situation seems to be temporary service change even though you surpassed the 12 month period by a few months. I think the fact that service has returned to pre-pandemic levels already will support my recommendation.

One question that I have—and will likely get asked by my DC boss—is that the press release (below) mentions "near pre-pandemic levels". Any chance you can detail what has yet to return to normal pre-pandemic service?

Thanks,
Nick

07.01.21

BART increases service four weeks early starting 8/2/21

BART will return to near-pre pandemic service on August 2 instead of August 30 as originally planned. The August 2 change includes extending closing times to midnight Monday through Saturday.

Nicholas G. Sun
Program Manager | Regional Operations | Office of Civil Rights
Federal Transit Administration | U.S. Department of Transportation
☎ 312.705.1267 | ✉ nicholas.sun@dot.gov | www.transit.dot.gov
Think before you print...

From: Emily Alter <ealter@bart.gov>
Sent: Tuesday, July 27, 2021 5:51 PM
To: Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>
Subject: RE: BART Waiver Request: COVID-19 Service Changes

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi Nicholas,

Sorry to be the squeaky wheel, but we are reinstating near regular service on Monday and we wanted to be sure that our waiver request was approved.

Thanks,
Emily

From: Jennella Sambour-Wallace <JSambou@bart.gov>
Sent: Thursday, July 15, 2021 3:32 PM
To: Emily Alter <ealter@bart.gov>; Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>
Subject: RE: BART Waiver Request: COVID-19 Service Changes

Thanks for all your help Nicholas. I just wanted to let you know that I will be leaving BART, tomorrow is my last day. I really enjoyed working with you this past year! Please reach out to Emily if you need any additional information on any of our items.

-Jennella

From: Emily Alter <ealter@bart.gov>
Sent: Tuesday, July 13, 2021 4:16 PM
To: Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>; Jennella Sambour-Wallace <JSambou@bart.gov>
Subject: RE: BART Waiver Request: COVID-19 Service Changes

Hi Nick,

Thank you for your update! Here is a link to a BART News article outlining the early return to service: BART increases service four weeks early starting 8/2/21 | bart.gov

Please let me know if you need anything else for your recommendation.

Cheers,
Emily

From: Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>
Sent: Tuesday, July 13, 2021 7:23 AM
To: Jennella Sambour-Wallace <JSambou@bart.gov>
Cc: Emily Alter <ealter@bart.gov>
Subject: RE: BART Waiver Request: COVID-19 Service Changes

Hi Jennella,

I've spoken to my immediate supervisor and she agrees that a waiver might make sense in this scenario. However, I do need to write up a formal recommendation to my Associate Administrator before final approval.

With regards to the moved up date of return to service—have you publicly announced this or is their some other confirmation you can provide to me? It might be helpful for the recommendation.

Thanks,
Nick

Nicholas G. Sun
Program Manager | Regional Operations | Office of Civil Rights
Federal Transit Administration | U.S. Department of Transportation
☎ 312.705.1267 | ✉ nicholas.sun@dot.gov | www.transit.dot.gov
Think before you print..

From: Jennella Sambour-Wallace <JSambou@bart.gov>
Sent: Friday, July 2, 2021 11:44 AM
To: Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>
Cc: Emily Alter <ealter@bart.gov>
Subject: RE: BART Waiver Request: COVID-19 Service Changes

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Good morning Nicholas,

Hope you're doing well! I am emailing to check in on the status of the waiver request for BART's COVID-19 service changes. We hope we won't have to complete an analysis but want to be prepared in case we may have to. We just received news that we will be reinstating most of our pre-COVID service earlier than expected on August 2nd (was originally planned for August 31st). We would appreciate any updates you may have. Thank you!

-Jennella

From: Jennella Sambour-Wallace
Sent: Friday, June 4, 2021 3:29 PM
To: Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>
Cc: Emily Alter <ealter@bart.gov>
Subject: RE: BART Waiver Request: COVID-19 Service Changes

Hi Nicholas,

Happy Friday! I just wanted to follow up on our COVID-19 Service Change Waiver Request and ensure that you are in receipt of this. Thank you and have a good weekend!

-Jennella

From: Jennella Sambour-Wallace
Sent: Wednesday, May 19, 2021 4:37 PM
To: Sun, Nicholas (FTA) <Nicholas.Sun@dot.gov>
Cc: Emily Alter <ealter@bart.gov>

Subject: BART Waiver Request: COVID-19 Service Changes

Hi Nicholas,

As we've discussed previously, attached please find BART's waiver request for the Title VI COVID-19 service change equity analysis. Please let us know if you have any questions or comments. We would appreciate acknowledgement of receipt of the request. Thank you and have a good evening.

-Jennella

– – –

Jennella Sambour-Wallace
Manager of Title VI/Environmental Justice
Workforce and Policy Compliance
BART Office of Civil Rights
300 Lakeside Drive, 16th Fl., Suite 1682T | Oakland, CA 94612
P: (510) 464-6513 | F: (510) 464-7587

From: Maceo Wiggins
To: Jay Jackson; Javieree PruittHill
Subject: FW: Quick Chat - T6
Date: Tuesday, November 22, 2022 1:05:58 PM

As noted in my other email re: Title VI Triennial.

MW

Maceo Julio Wiggins (he/him/his)
Director, Office of Civil Rights
San Francisco Bay Area Rapid Transit District
2150 Webster Street
Oakland, CA 94612

From: Maceo Wiggins
Sent: Monday, October 31, 2022 3:28 PM
To: Vosgueritchian, Karin (FTA) <karin.vosgueritchian@dot.gov>
Subject: RE: Quick Chat - T6

Hi Karin,

We many not even need to meet. I'm following up on our waiver request from Emily A. we sent last year. I've not seen an answer from DOT yet (which is fine, I know you're all SUPER busy) but we're working on wrapping our triennial T6 report due this Feb. and I wanted to check in on status.

MW

Maceo Julio Wiggins (he/him/his)
Director, Office of Civil Rights
San Francisco Bay Area Rapid Transit District
2150 Webster Street
Oakland, CA 94612

From: Vosgueritchian, Karin (FTA) <karin.vosgueritchian@dot.gov>
Sent: Tuesday, October 18, 2022 10:27 AM
To: Maceo Wiggins <MWiggin@bart.gov>
Subject: RE: Quick Chat - T6

Hi Maceo,

Thanks for your email. Would you be available on Thursday 10/20 on either 11:30am or 1:30pm? I can send the invite.

Thanks,

Karin Vosgueritchian (she/her/hers)
Regional Civil Rights Officer
Federal Transit Administration | Region 9
karin.vosgueritchian@dot.gov

From: Maceo Wiggins <MWiggin@bart.gov>
Sent: Tuesday, October 18, 2022 9:39 AM
To: Vosgueritchian, Karin (FTA) <karin.vosgueritchian@dot.gov>
Subject: Quick Chat - T6

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi Karin,

I wanted to chat about a Title VI matter we have going on now and get your input on it. Do you have some time today/tomorrow/this week for a quick 10-15 minute chat?

Thanks!

MW

Maceo Julio Wiggins (he/him/his)
Director, Office of Civil Rights
San Francisco Bay Area Rapid Transit District
2150 Webster Street
Oakland, CA 94612

Appendix 8. Disparate Impact and Disproportionate Burden Policy, Public Participation Report and Board Approval Minutes (2013)

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,682nd Meeting
July 11, 2013

A regular meeting of the Board of Directors was held July 11, 2013, convening at 9:07 a.m. in the Board Room, 344 20th Street, Oakland, California. President Radulovich presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None.

President Radulovich announced that the Meeting would be adjourned in honor of former Director Willie B. Kennedy.

President Radulovich announced that the item on Agreement with Athens Administrators for Workers' Compensation Third Party Administration Service for the District's Workers' Compensation Program (Agreement No. 6M4257) would be continued to a future meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special).

2. Agreement with MuniServices, LLC, for Sales and Use Tax (Sales Tax) Revenue Collection Services (Agreement No. 6M5059).

Director Murray made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes – 0.

1. That the Minutes of the Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special), be approved.

2. That the General Manager be authorized to award Agreement No. 6M5059, to MuniServices, LLC, to provide sales tax revenue collection services, pursuant to the notice to be issued by the General Manager, and subject to the District's protest procedures; the Agreement covers an initial term of three years with options for two additional one-year terms; and a contingency fee of 20 percent will be paid to MuniServices, LLC, based upon the amount of tax revenue recovered.

Director Murray, Chairperson of the Administration Committee, brought the matter of Agreement with San Francisco Municipal Transportation Agency for Fast Pass Payments for the

Period January 1, 2010, through June 30, 2014, before the Board. Ms. Pamela Herhold, Financial Planning, presented the item. The item was discussed. Director Saltzman moved that the General Manager be authorized to execute the Special Transit Fare (Fast Pass®) Agreement between the City and County of San Francisco and the San Francisco Bay Area Rapid Transit District for the period January 1, 2010, through June 30, 2014. Director Blalock seconded the motion. Director Mallett requested that the motion be amended to include direction previously given to staff to perform additional analysis and bring the results back to the Board. Directors Saltzman and Blalock accepted the amendment. The motion, as amended, carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes – 0.

Director Murray brought the matter of Title VI Policies: Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy, before the Board. Mr. Wayne Wong, Department Manager, Office of Civil Rights, Mr. Robert Mitroff, Manager of Fleet and Capacity Planning, and Ms. Herhold presented the item. The item was discussed.

Mr. Guillermo Mayer addressed the Board.

Director Raburn moved that the Board approve the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. Directors Saltzman and Mallett seconded the motion.

Discussion continued. The motion carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0.

Director Murray brought the matter of Draft Amendment to the District's Code of Conduct Policies before the Board. Ms. Marcia deVaughn, Deputy General Manager, and Mr. Benson Fairow, Deputy Chief of Police, presented the item. The item was discussed.

Director Murray brought the matter of Draft District Whistleblower Policy before the Board. Ms. deVaughn and Ms. Darlene Cummins, Department Manager of Internal Audit, presented the item. The item was discussed.

Director Fang, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation before the Board. Mr. Paul Oversier, Assistant General Manager, Operations, presented the item. Director Mallett moved that the General Manager be authorized to award Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation, to Shimmick Construction Company, Inc., for the Bid amount of $2,761,000.00, pursuant to notification to be issued by the General Manager, subject to compliance with the District's protest procedures and Federal Transit Administration's requirements related to protest procedures. Director Blalock seconded the motion. Discussion continued.

Director McPartland exited the Meeting.

The motion carried by unanimous electronic vote. Ayes - 8: Directors Blalock, Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director McPartland.

Director Fang brought the matter of Change Order to Contract No. 15PJ-110B, Earthquake Safety Program Four Station Structures – A Line, with Robert A. Bothman, for Seismic Retrofit of Pier P-238 (C.O. No. 2), before the Board. Mr. Thomas Horton, Manager of Earthquake Safety Programs, presented the item.

Director Keller exited the Meeting.

The item was discussed. Director Murray moved that the General Manager be authorized to execute Change Order No. 2 to Contract No. 15PJ-110B, BART Earthquake Safety Program Station Structures – A Line, for the retrofit of Pier P-238, in an amount not to exceed $1,300,000.00. Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes - 7: Directors Blalock, Fang, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 2: Directors Keller and McPartland.

Director Fang brought the matter of Response to Request for Proposals for Management and Administrative Services for the San Joaquin Joint Powers Authority before the Board. Director Blalock recused himself from the discussion, stating that he sat on the San Joaquin Joint Powers Authority, the awarding body.

Mr. David Kutrosky, Managing Director, Capitol Corridor, presented the item.

Director Keller re-entered the Meeting.

The item was discussed. Director Raburn moved that the General Manager be authorized to submit a response to the Request for Proposals for Management and Administrative Services for the San Joaquin intercity passenger trains, on behalf of the District, to the San Joaquin Joint Powers Authority. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes - 7: Directors Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 2: Directors Blalock and McPartland.

Director Blalock re-entered the Meeting.

Director Blalock, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, had no report.

President Radulovich called for the General Manager's report. General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in.

President Radulovich called for Board Member Reports.

Director Mallett reported he had attended Hercules Planning Commission meetings, a Democratic Central Committee meeting, the opening of the Richmond Station parking garage, meetings with staff and Directors, West Contra Costa Transportation Advisory Committee meetings, a meeting with a prospective developer, and a Richmond neighborhood council meeting.

Director Blalock reported he had attended a meeting of the South Hayward BART Station Access Authority and had visited the Fremont Station to speak with employees and riders.

Director Murray reported she had attended a small business presentation for the Hispanic Chamber of Commerce and had met with a constituent about Capitol Corridor.

Director Keller reported he had visited three stations to speak with employees and riders.

Director Raburn reported he had attended a briefing with police leadership on crime reduction strategies in the Coliseum parking area and the Citizens Review Board meeting.

Director Saltzman reported she had attended the South Hayward BART Station Access Authority meeting and had visited the Rockridge Station to speak with employees and riders.

President Radulovich called for Roll Call for Introductions.

Director Saltzman requested a discussion of evening Board Meetings be agendized.

Director Saltzman requested the verbal announcement of Board votes when there is other than unanimity, to include at a minimum identification of those voting in the minority, in order to better inform those in the overflow room and those monitoring meetings via streaming or on demand.

Director Blalock requested the District evaluate the feasibility of installing windmills at stations for power generation, with the report to include costs and potential revenue sources for acquisition/installation/operation.

President Radulovich called for Public Comment. The following individuals addressed the Board.
Mr. Saul Almanza
Mr. Anthony Zielonka
Mr. Oscar David
Mr. Kewal Singh
Ms. Rose Sandoval
Mr. Andrew Shaifer
Ms. Gailene Gaines
Ms. Carmen Williams
Mr. Joe Bomberger
Mr. Robert Fernandez
Ms. Rhea Davis
Mr. John Arantes
Mr. James Riddle
Ms. C. J. Hirschfield
Ms. Jean Gomez
Mr. Michael Parker
Mr. Steve Arhontes
Mr. Chris Daly
Mr. Rickey Rideout

Ms. Jennifer Smith-Camejo
Mr. Maurie Peaslee
Mr. Paul Junge
Ms. Roxanne Sanchez
Ms. Sarah Bump
Mr. Ken Hargreaves
Mr. Alan Hollie
Mr. Chris Finn
Ms. Antonette Bryant
Ms. Yuri Hollie

The Board Meeting was adjourned at 12:27 p.m. in honor of Willie B. Kennedy.

Kenneth A. Duron
District Secretary

DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

The Federal Transit Administration (FTA) Title VI Circular 4702.1B requires BART to develop a Disparate Impact and Disproportionate Burden Policy for use in the assessment of proposed Major Service Changes or fare changes.

Statement of Policy:

The purpose of the Disparate Impact and Disproportionate Burden Policy is to establish a threshold that defines when impacts of a Major Service Change (see BART's Major Service Change Threshold) or a fare change result in disproportionate impacts on protected populations or riders, defined as minority[1] or low-income[2] populations or riders. A finding of disproportionate impacts would determine whether BART may need to take additional steps, as defined in this Policy.

Definitions:

A Disparate Impact refers to a facially neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. A Disproportionate Burden refers to a neutral policy or practice that disproportionately and adversely affects low-income populations. The thresholds, established by this Policy, will be used to assess adverse impacts on protected populations or riders.

Disproportionate Impact:

The following definitions of disproportionate will apply to determine Disparate Impact and Disproportionate Burden on protected populations or riders.

1. For across-the-board fare changes, BART will compare the percent changes in the average fare for protected riders and non-protected riders. A fare change will be

[1] Minority persons: For the purposes of this Policy, Minority persons include the following: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

[2] Low-income person: BART defines low income as 200% of the federal poverty level. This definition takes into account the high cost of living in the Bay Area and is consistent with the Metropolitan Transportation Commission's definition. For reference, this threshold categorizes a four-person household with an annual income under $47,100 as low income. When compiling information about the low-income populations within the BART service area using census data, this 200% threshold is used. When compiling information specifically about BART riders using survey data, the low-income definition is expanded to include all riders with annual household incomes under $50,000. This modified definition approximates the 200% threshold definition using existing survey income categories.

considered to have a disproportionate impact when the difference between the changes for protected riders and non-protected riders is equal to or greater than 5%.

2. For fare type changes, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media. Impacts will be considered disproportionate when the difference between the affected fare type's protected ridership share and the overall system's protected ridership share is greater than 10%. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART will collect additional data.
3. Adverse effects of a Major Service Change to the existing system are borne disproportionately by protected populations or riders when either (a) the difference between the affected service's protected ridership share and the overall system's protected ridership share is equal to or greater than 5%, or (b) the difference between the percent change in travel times for protected populations or riders is equal to or greater than 5% when compared to the percent change in travel time for non-protected populations or riders.
4. New service and new fares, including for new modes, media, or service, will be considered to have a disproportionate impact when the applicable difference is equal to or greater than 10%.

Cumulative Impacts:

1. The cumulative impacts of similar, major service changes or similar fare changes occurring during a three-year Title VI triennial reporting period will be analyzed as part of an equity analysis.

Finding a Disparate Impact:

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

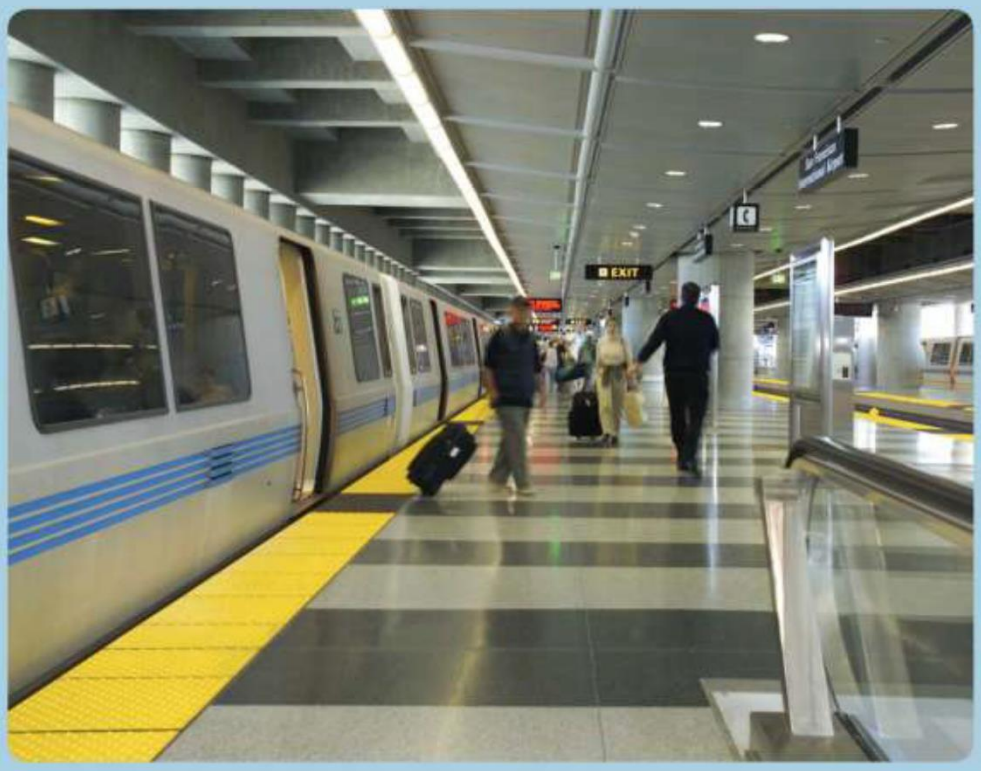
- A substantial legitimate justification for the proposed major service or fare change exists and,
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on minority populations.

Finding a Disproportionate Burden:

Should BART find that low-income populations or riders experience disproportionate impacts from proposed major service or fare changes, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by service or fare changes.

Disparate Impact and Disproportionate Burden Public Participation Report

July 2013



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Appendix A: **Title VI/Environmental Justice Advisory Committee Meeting Notes**

Appendix B: **Transportation Equity Advocacy Group Comment Letter**

Appendix C: **Web-based Outreach Web-posting**

Appendix D: **Public Comment Database**

I. Introduction:

San Francisco Bay Area Rapid Transit District (BART):

The San Francisco Bay Area Transit District (BART) is a rapid transit system that travels through 26 cities in Alameda, Contra Costa, San Francisco, and San Mateo counties. BART's five service lines cover 104 miles, comprising 43 stations, and serve an average weekday ridership of 340,000 passengers.

Recipients of federal financial assistance are required to ensure meaningful access to their programs, activities, and services by minority and low-income populations. As such, BART supports the goals of the following Title VI and Environmental Justice laws, regulatory requirements, and agency mandates (will herein be referred to as Regulations):

- Title VI of the Civil Rights Act of 1964 (as amended);
- Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations";
- United States Department of Transportation's Order 5610.2, "Order to Address Environmental Justice in Minority Populations and Low-Income Populations"; and
- Federal Transit Administration's Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."
- Federal Transit Administration's Circular 4703.1, "Environmental Justice Policy Guidance for Federal Transit Administration Recipients."

Public participation is a fundamental principle of Title VI of the Civil Rights Act of 1964 and Environmental Justice. In accordance with these Regulations, BART has taken reasonable steps to develop and use focused public engagement efforts to encourage minority and low-income populations to participate during the planning and implementation of transit projects.

Purpose:

The Federal Transit Administration (FTA), as outlined in FTA Circular 4702.1B, requires BART to develop a Disparate Impact and Disproportionate Burden Policy for use in the assessment of proposed major service changes or fare changes.

The purpose of the Disparate Impact and Disproportionate Burden Policy is to establish a threshold that defines when impacts of a Major Service Change (see BART's Major Service Change Threshold) or a fare change result in disproportionate impacts on protected populations or riders, defined as minority[1] or low-income[2] populations or riders. A finding of disproportionate

[1] Minority persons: For the purposes of this Policy, Minority persons include the following: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

impacts would determine whether BART may need to take additional steps, as defined in the Disparate Impact and Disproportionate Burden Policy.

This report describes the process BART used to establish the Disparate Impact and Disproportionate Burden Policy (Policy) and documents the process for collecting public input; reports the comments and questions received; and summarizes the results of community opinion and how those opinions were considered in developing the Policy.

Establishing a Disparate Impact and Disproportionate Burden Threshold:

To establish a threshold used to assess disproportionate impacts of Major Service Changes or fare changes on protected populations, BART must first define the terms Disparate Impact and Disproportionate Burden so they can be communicated to and discussed with the public. A Disparate Impact refers to a facially neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. A Disproportionate Burden refers to a neutral policy or practice that disproportionately and adversely affects low-income populations.

In advance of soliciting public input, BART staff reviewed historical data on BART's past major service changes and fare changes. BART staff also researched best practices from major transit agencies, throughout the United States to inform its approach. Transit Agencies in the San Francisco Bay Area, Austin, Los Angeles and Minneapolis have all adopted percentage thresholds ranging from 2% to 20%.

II. Process for Soliciting Public Input

BART's service area is comprised of an ethnically and economically diverse, multi-national population. Therefore, a crucial component of the public participation process is offering a variety of ways for community members to participate in the public process.

Consistent with BART's Public Participation Plan, the Office of Civil Rights (OCR) with the support of staff from Operations, Financial Planning and the Office of General Council, conducted outreach with the Office of Civil Rights Title VI/Environmental Justice Advisory Committee (Advisory Committee), transportation equity advocacy groups and interested Board of Directors during June and July of 2013. Additionally, the Disparate Impact and Disproportionate Burden Policy, was posted on bart.gov, social media outlets such as Facebook

[2] Low-income person: BART defines low income as 200% of the federal poverty level. This definition takes into account the high cost of living in the Bay Area and is consistent with the Metropolitan Transportation Commission's definition. For reference, this threshold categorizes a four-person household with an annual income under $47,100 as low income. When compiling information about the low-income populations within the BART service area using census data, this 200% threshold is used. When compiling information specifically about BART riders using survey data, the low-income definition is expanded to include all riders with annual household incomes under $50,000. This modified definition approximates the 200% threshold definition using existing survey income categories.

and Twitter, and a corresponding webinar was available on BART TV via YouTube. Meetings, web posting and social media allowed BART staff to seek the public's input on the Policy.

Revisions requested by the Advisory Committee, the transportation equity advocacy groups, the Board of Directors and the public via BART's web-based outreach were taken into consideration and used in the development of the Disparate Impact and Disproportionate Burden Policy. The final Policy will be presented to the Board for approval on July 11, 2013.

In total, BART conducted eight outreach meetings: one meeting with the Advisory Committee, two meetings with transportation equity advocacy groups and five meetings with interested Board of Directors. A webinar was also made available on BART TV via YouTube and received 80 views. Comments were documented by BART Staff during all meetings. The Advisory Committee meeting was noticed 72 hours in advance in accordance with the Brown Act and was accessible to members of the public. The public was also able to provide written comments via US Mail, fax, phone or email. In compliance with the District's Language Assistance Plan, the Policy was translated into Chinese and Spanish and also available in additional languages upon request.

Outreach:

Office of Civil Rights' Title VI/Environmental Justice Advisory Committee (Advisory Committee) Meeting:

The Advisory Committee consists of members of community-based organizations that serve Title VI and Environmental Justice populations within the BART service area. Members represent the following community based organizations: Communities for a Better Environment, Greenlining Institute, Urban Habitat, Transform, Alameda Office of Education, Center on Race, Poverty and the Environment, West County Toxics Coalition, and San Francisco Planning and Urban Research Center.

BART advertised and conducted outreach for the meetings using the following methods:

- Noticing at BART stations through posters, Destination Sign System (DSS) and BART Times
- Website notice posted on www.bart.gov

The meeting notice included instructions for requesting translation services and/or meeting interpreters.

Transportation Equity Advocacy Groups Focus Group Meetings:

BART works closely with transportation equity advocacy groups serving limited English proficient, low-income and minority populations. Transportation equity advocacy groups that

participated in the focus group meeting include: Public Advocates, Urban Habitat, and TransForm. BART reached out to transportation equity advocacy groups to participate in focus groups using the following methods:

- Targeted e-mails
- Targeted phone calls

Meeting Format:

Office of Civil Rights' Title VI/Environmental Justice Advisory Committee (Advisory Committee) Meeting:

A public meeting of the Advisory Committee was held on June 3, 2013, at 2:00 p.m. The Advisory Committee meeting was held in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, Conference Room 303, 344 20th Street, Oakland, California.

During the meeting, participants were asked to sign in and were provided meeting material including a copy of the agenda and draft Disparate Impact and Disproportionate Burden Policy. An OCR staff member acted as meeting Chair. BART Board of Director's are invited to attend the Advisory Committee Meetings and provided remarks. The BART meeting Chair briefly reviewed the agenda and meeting purpose and introduced each speaker.

OCR with support from BART Financial Planning and BART Operations presented a power point presentation to the Advisory Committee.
The presentation elaborated on five main topics:

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors Considered in development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts

Following the presentation, the speakers opened the floor for questions and comments. Comments were documented by OCR staff. See Appendix A for the Advisory Committee meeting notes.

Transportation Equity Advocacy Groups Focus Group Meetings:

BART conducted two focus group meetings with local transportation equity advocacy groups to seek their input on the Policy. Meetings were held at BART's Lakeside Administration Building in Oakland, CA on June 13 and June 26, 2013. In addition to the in-person meetings, on June 24th OCR and Office of the General Counsel held a conference call with members of the

advocacy group to answer additional questions. A comment letter expressing support for BART's thresholds was submitted to BART on behalf of the transportation equity advocacy groups.

A hard copy of the Policy was distributed. The meetings opened with welcoming remarks, staff introductions, and review of the meeting agenda. Meeting participants were invited to offer comments throughout the course of the presentation.

A power point presentation was presented during the June 13th meeting with the transportation equity advocacy groups.
The presentation elaborated on five main topics:

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors considered in the development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts

OCR staff conducted the meeting with support from BART Financial Planning, BART Operations and Office of General Council. Comments were documented by OCR staff during the meeting. See Appendix B for a copy of the comment letter submitted on behalf of the transportation equity advocacy groups.

Interested Board of Directors Outreach Meeting:

Outreach meetings with interested Board of Directors were held at BART's Lakeside Administration Building in Oakland CA between May 29 and July 2nd 2013. Information about the Policy was presented to the Directors. Additionally, a hard copy of the Policy was distributed.

The meeting opened with welcoming remarks, staff introductions, and review of the meeting agenda. The Directors were invited to offer comments throughout the course of the presentation.

The presentation elaborated on eight main topics:

- Background on BART's Major Service Change Policy (see BART's Major Service Change Policy)
- Proposed Major Service Change Thresholds and Exclusions

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors considered in development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts
- Public Participation

OCR staff conducted the meeting with support from BART Financial Planning, BART Operations. Comments were documented by OCR staff.

Web-based Outreach:

Additionally, the Disparate Impact and Disproportionate Burden Policy was posted on bart.gov and social media outlets such as Facebook and Twitter, and a corresponding webinar was available on BART TV via YouTube. The Policy and webinar were available to the public on June 5th. The public comment period began on June 5th and closed on June 21st. Fourteen (14) individual comments were received in response to BART's web-based outreach. See Appendix C for a copy of the web-posting available on bart.gov

Benefits of the Process:

The Office of Civil Rights values its public participation efforts as an opportunity to build and strengthen relationships within the community. The Advisory Committee and focus group meetings with transportation equity advocacy groups offers a constructive setting for productive discussion of technical subjects such as the Disparate Impact and Disproportionate Burden Policy and allows BART staff to build partnerships with local CBOs and the community. The web-based public participation process also allows the community to gain a better understanding of BART's services and activities and answer questions without requiring their attendance at a meeting.

Lessons for the Future:

Based on successful interactions that occurred during BART's outreach meetings, BART will continue to reach out to these communities to maintain and nurture these relationships.

III. Participant Responses

Appendix D contains a summary of public comments received during the public participation process. While the comments can be compiled, generally categorized, and reviewed for popular themes, they should not be quantified and analyzed numerically. Doing so would give the

opinions of those who responded to what many consider to be an optional question undue weight in the process. Therefore, it is not possible to quantify opinions expressed via comments. However, categorizing the comments allowed BART to get a general indication of the points that public outreach participants wished to emphasize. Key findings from outreach process are summarized below:

Title VI/Environmental Justice Advisory Committee:

Comments and Questions:

- In terms of how BART access minority, non-minority and low-income, non-low income populations are survey respondents all self reporting?
- What data sources are used to calculate minority riders? What are the sample sizes for the fare type usage? What are the methods that are used to collect survey data? Why is the sample size different for each survey used?
- Are seniors included in the Disabled fare type example?
- It would be helpful to have a narrative around how BART does fare increases and why BART has increases. It will be helpful in understanding the context around this Policy.
- BART's website is a very user-friendly tool, maybe adding examples on the website adding, pictures or pop out examples would be helpful.
- Appreciated the slide with the other agencies but there needs to be more context on the stories about how other agencies came up with their thresholds.
- BART should articulate that this work is new and not set in stone.

Transportation Equity Advocacy Meetings:

Comments and Questions:

- Does BART consider personal income and ability to pay fares in the equity analysis?
- Is impact on travel time the only service impact BART analyzes?
- Does BART break down analysis of minorities into subgroups and then compare the subgroups to the overall groups. It's a small disparity but one group could be more impacted. There should be a category by category analysis.
- What are new fare and new service thresholds?
- Supports BART applying the service methodology outlined in the circular, in addition to conducting the travel time analysis.
- Will BART consider a cumulative impact threshold?
- BART should collaborate with Community Based Organizations to conduct surveys will deepen relationships in the community and will allow BART to obtain additional survey data of minority, Limited English Proficient and low income populations.

Interested Board of Directors Outreach Meeting:

Comments and Questions:

- Does BART have to do an equity analysis for new service?
- Examples of business considerations should be provided.
- For new service would like to see an internal process to analyze ridership 1 year after opening a new station to see if there are any disproportionate impacts once we know the true ridership.
- The name of the Policy is overwhelming next time OCR should try to think more about how to message the Policy to the public to make sure it is easy to understand by non-professionals.
- The thresholds would apply differently for potential joint BART/Sam Trams projects. There could be an impact according to BART but would not have an impact according to Sam Trams threshold since the agencies are applying different thresholds.
- There should be an effort throughout the region to ensure transit agencies are collecting the correct survey data.

Web-based Outreach:

Comments and Questions:

- Does this Policy include senior and disabled riders?
- BART should expand and improve its definition of disproportionate impact.
- The Policy needs more examples of how to find a disproportionate impact.
- This is a good idea.
- Seniors and disabled riders are being disproportionately impacted by the removal of seats to accommodate bikes on BART.

IV. Changes Made to the Disparate Impact and Disproportionate Burden Policy

Based on the input received from the Advisory Committee, transportation equity advocacy groups, interested Board of Directors and the public via BART's web-based outreach, BART made the following changes to its Disparate Impact and Disproportionate Burden Policy:

- As recommended by the transportation equity advocacy groups an analysis of cumulative impacts will be considered over a three-year Title VI Triennial reporting period.
- The majority of changes made to the Policy were made to the description of the Policy to clarify the thresholds. Language added or amended to the Policy includes:

- The addition of the word "only" to reflect the language provided in the FTA Circular 4702.1B.
- The replacement of the word "may" to the word "should" to reflect the language provided in the FTA Circular 4702.1B.

- For major service changes to existing service BART will apply the methodology outlined in the Circular as well as analyzing travel time savings.

V. Future Steps

Based on the feedback received from its public participation efforts, BART has updated its Disparate Impact and Disproportionate Burden Policy. OCR will conduct additional outreach meetings with its Board of Directors to present the final version of the Policy. BART will present the final version of the Disparate Impact and Disproportionate Burden Policy to its Board for approval on July 11, 2013.

Appendix A: Title VI/Environmental Justice Advisory Committee Meeting Notes

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

NOTICE OF MEETING AND AGENDA
OFFICE OF CIVIL RIGHTS
TITLE VI/ENVIRONMENTAL JUSTICE ADVISORY COMMITTEE

June 3, 2013
2:00 p.m. – 4:30 p.m.

A meeting of the Title VI/Environmental Justice Advisory Committee will be held on June 3, 2013, at 2:00 p.m. The meeting will be held in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, Conference Room 303, 344 20th Street, Oakland, California.

AGENDA

1. Review of BART's draft Disparate Impact and Disproportionate Burden Policy.
   This item is continued from the April 16, 2013, Title VI/Environmental Justice Advisory Committee meeting. BART staff seeks comment on its final draft Policy, prior to presentation for adoption by the Board. This Policy defines a threshold for determining when BART's proposed major service or fare changes will have a disproportionate impact on minority populations and/or low-income populations. Disproportionate impact findings would then require that BART undertake additional measures to justify or lessen impacts. The draft Policy is attached to this agenda. The draft Policy will be posted and available for public comment on BART's website. For discussion.

2. Draft Title VI/Environmental Justice Advisory Committee Rules, Procedures and By-Laws. For Discussion and Action.

3. New Business

4. General Discussion and Public Comment.

5. Next Committee Meeting Date.

6. Adjournment.

Appendix A: Title VI/Environmental Justice Advisory Committee Meeting Notes

Title VI and Environmental Justice Advisory Committee
Meeting Minutes

Date: Monday, June 3, 2013
Time: 2:00pm – 4:30pm
Location: BART Board Room, Kaiser Center 20th Street Mall, 3rd Floor, Conference Room 303 344 20th Street, Oakland, CA 94604

Agenda:

1. Review of BART's draft Disparate Impact and Disproportionate Burden Policy

Meeting attendees were provided copy of the draft Disparate Impact and Disproportionate Burden Policy (Policy).

BART staff is seeking comments on the draft Policy, prior its adoption by the Board. The Policy will define a threshold for determining when BART's proposed major service or fare changes will have a disproportionate impact on minority populations and/or low-income populations. Disproportionate impact findings would then require that BART undertake additional measures to justify or lessen impacts. Presenters for the agenda item will be Seema Parameswaran. Bob Mitroff, Pam Herhold.

Committee Comments and Questions:

- Would the percentages result in negative numbers for the fare changes? Would those differences be considered benefits?
- In terms of how you access minority, non-minority and low-income, non-low income are they all self reporting?
- Are seniors included in the Disabled fare?
- What data sources are used to calculate minority riders? What are the sample sizes for the fare type usage? What are the methods that are used to collect survey data? Why is the sample size for Customer stat smaller than the sample sizes for the Station Profile Survey?
- If you ran the numbers with different studies would we get different numbers?
- Are the surveys available in different languages?
- Who did we hire to do surveying? Where they uniformed staff? There may be reluctance from vulnerable populations from taking surveys from people in uniforms with clip boards.
- It may be helpful to have Marketing and Research staff on the agenda to talk about our surveying methods.
- What data was used for calculating existing service?
- Is there any way to capture the impact of fare changes on low income riders? Is there a way to figure out the impact on a person's household income? Percentage spent on transportation out of the household income. As fares increase the burden of paying for transportation can still impact low income folks before it reaches the Disproportionate Burden threshold.
- Are you using the 200% definition to determine low income?
- Will there be a discount program from employees at Oakland Airport Connector? BART should collect data from AC Transit 13 bus to figure out who our potential riders of the OAC may be and

who is low income and who are working at OAC. Encourage BART staff to talk with Unite 2 Union workers to obtain more data on OAC.

- NYMTA's 95% threshold method is not really clear. Will NYMTA have to establish a new threshold each time they do an equity analysis? Will they have to collect more data to establish their threshold each time if they don't have a large enough sample size?
- Will BART's Disparate Impact and Disproportionate Burden Policy be placed online?
- How will the link to the website be disseminated?
- Do we survey riders after a major service change or fare change has occurred to see how people were impacted by the change?
- It would be helpful to have a narrative around how we do fare increases and why BART has increases. It will be helpful in understanding the context around this policy.

- Do we know what those additional steps may be if a disparate impact or disproportionate burden is found? The language sounds evasive. BART should provide a more descriptive language around what the next steps are if an impact is found. It may be helpful to provide examples like the Late Night Service example.
- Do we post this type of data (technical data re: fare change and service change) on the website with the policy?
- Will this policy also apply to parking?
- Title VI applies to all racial groups, but when reading the policy you can be confused because BART is only measuring minority and communities of color. Might consider adding a sentence that clarifies who we are calculating impacts for and the comparison groups. Define what BART considers as minority, maybe add as footer.
- Regarding the finding a disproportionate impact slide it may be helpful to give an example of some of those steps, that BART is likely to take maybe add as footer.
- Maybe add another document that explains the numbers in the presentation (examples) maybe add more explanation in the presentation.
- BART's website is a very user-friendly tool, maybe adding examples on the website adding, pictures or pop out examples would be helpful.
- Appreciated the slide with the other agencies but there needs to be more context on the stories about how other agencies came up with their thresholds.
- BART should articulate that this work is new and not set in stone.

TEN MINUTE BREAK

2. **Draft Title VI/Environmental Justice Advisory Committee Rules, Procedures and By-Laws. For Discussion and Action.**
3. **New Business**
4. **General Discussion and Public Comment.** None.
5. **Next Committee Meeting Date.** Monday, August 19, 2013, 2:00pm-4:30pm, BART Board Room. Kaiser Center 20th Street Mall, 3rd Floor, Conference Room 303, 344 20th Street, Oakland, CA.
6. **Adjournment.** 4:00 p.m.

June 27, 2013

Mr. Wayne Wong
BART Office of Civil Rights
300 Lakeside Drive, Suite 1800
Oakland, CA 94612

RE: Comments on BART's Disparate Impact and Disproportionate Burden Policy

Dear Mr. Wong,

We submit these comments on behalf of Public Advocates Inc., TransForm and Urban Habitat in response to BART's proposed Disparate Impact and Disproportionate Burden Policy. First, we would like to thank BART staff for meeting with us in person on June 13 and 26 to discuss our views and questions about the policy. These conversations were very productive and helped address many of our initial concerns. Second, we commend staff for going above and beyond what FTA's Title VI Circular ("Circular") requires on at least two occasions in order to more effectively evaluate the impacts of fare and service changes on minority and low income populations in the BART service area. Such steps serve as model policies for other transit agencies. Finally, while we were unable to reach agreement on all of our recommendations, which we summarize below for the record, we look forward to working with staff and the Board in the future to address them.

1. Addressing cumulative impacts of fare and service changes. We thank staff for agreeing to analyze the cumulative impacts of fare and service changes as part of its Title VI Program submitted to the FTA on a triennial basis. The Circular encourages, but does not require, transit agencies to conduct cumulative analyses of such changes. By evaluating changes over a 3-year period, BART will be able to identify disparities along racial and income lines that might not be readily apparent from evaluating only one year of data. We recommend that staff work with the Title VI/Environmental Justice Advisory Committee and other interested stakeholders to define the disparity thresholds for cumulative impacts.

2. Setting thresholds and reporting disparities. We thank staff for agreeing to report, as appropriate, the results of its service and fare equity analysis not only by percentage differences between the compared populations but also by standard deviations from the expected mean for each group. Courts generally recognize a disparity to be statistically significant where the observed outcome is two or more standard deviations from the expected rates.[1] *See Hazelwood School District v. United States*, 433 U.S. 299 (1977); *see also Castaneda v. Partida*, 430 U.S.

[1] In the Title VII context, tests for determining whether a disparity establishes a prima facie case of disparate impact include the statistical significance test and the four-fifths rule adopted by the Equal Opportunity Employment Commission. We do not take a position here as to which test should be used, nor do we take a position on whether the statistical significance test provides an accurate framework for measuring disparities in the transit and Title VI context. However, we recommend that staff explore how their application can be useful in measuring disparities.

482, 496 n.17 (1997). The Circular gives transit providers the option to present the disparity threshold as a statistical percentage, and we recognize that setting 5% or 10% disparity thresholds may be helpful as a general rule of thumb. However, we recommend reassessing these thresholds every three years in order to ensure they are sufficiently sensitive to protect minority and low income populations from adverse impacts. This is particularly true for the 5% threshold for across the board fare changes since the examples provided by staff reveal that it is highly unlikely that any future changes would ever meet or exceed the threshold.[2]

3. Methodologies for assessing fare changes and service extensions. We thank staff for agreeing to improve the methodology for analyzing changes to individual fare elements (e.g., minimum fare, distance-based fares, etc.) by calculating differences in fare payment frequency between the comparison populations. This methodology, which is similar to the one proposed for analyzing changes in fare type, will allow for a more accurate assessment of whether minority and low income populations bear a disproportionate share of an increase. Further, BART's methodology for assessing across the board fare increases also appears to be an improvement from what the Circular requires, although (as stated above) the threshold should be reassessed at a later date to determine whether it is sufficiently sensitive to pick up real disparities. Finally, we thank staff for agreeing to use the methodology called for in the Circular for evaluating BART extensions to areas not previously served by the system. This requires a comparison of the population in the Census blocks or block groups served by the proposed route with the population of the system's overall service area. *See* FTA C 4702.1B Chapt. IV-14, 15.

4. Impacts should be compared and disaggregated by race, ethnicity and income levels. FTA guidelines require BART to compare service and fare change impacts between minority and non-minority groups. Because low income minorities may be particularly sensitive to fare and service changes, we recommend that BART also compare impacts on low income minorities with non-low income minorities and the overall population. In addition, because Title VI also protects individual racial and ethnic groups from discrimination, service and fare change impacts should be disaggregated by race and ethnicity, not just by minority and non-minority status. Similarly, BART should disaggregate the findings of its disproportionate burden analyses by income levels. We recommend that staff work with the Title VI/Environmental Justice Advisory Committee and other stakeholders to develop a methodology for conducting such comparisons.

5. Improving passenger data collection. In order to maximize participation by minority, Limited English Proficient and low income populations in efforts to gather relevant passenger data, BART should partner with community-based groups when carrying out surveys or other data-collection activities. This will help ensure that BART obtains a sufficiently large sample size for carrying out service and fare equity analyses and measuring disparities.

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[2] For instance, a difference of .32 percent was identified in the average fare increase between low income riders and non-low income riders in 2009. This was the largest difference identified in the 2009, 2012 and 2014 fare change analyses, yet it amounted to less than 1/15 of the difference needed to reach the 5 percent threshold. It is entirely plausible that across the board fare increases, particularly when combined with other increases to BART's complex fare structure over time, can result in fare payment disparities along racial and income lines. See slide 6 of staff presentation, available at http://www.youtube.com/watch?v=Y2-XXjFzM-A&feature=youtu.be.

Again, we thank you for the opportunity to submit these comments and to discuss these issues with your staff. We are pleased that staff have been attentive to our concerns. Please feel free to contact us if you have any questions.

Sincerely,

Guillermo Mayer
Senior Staff Attorney
Public Advocates Inc.

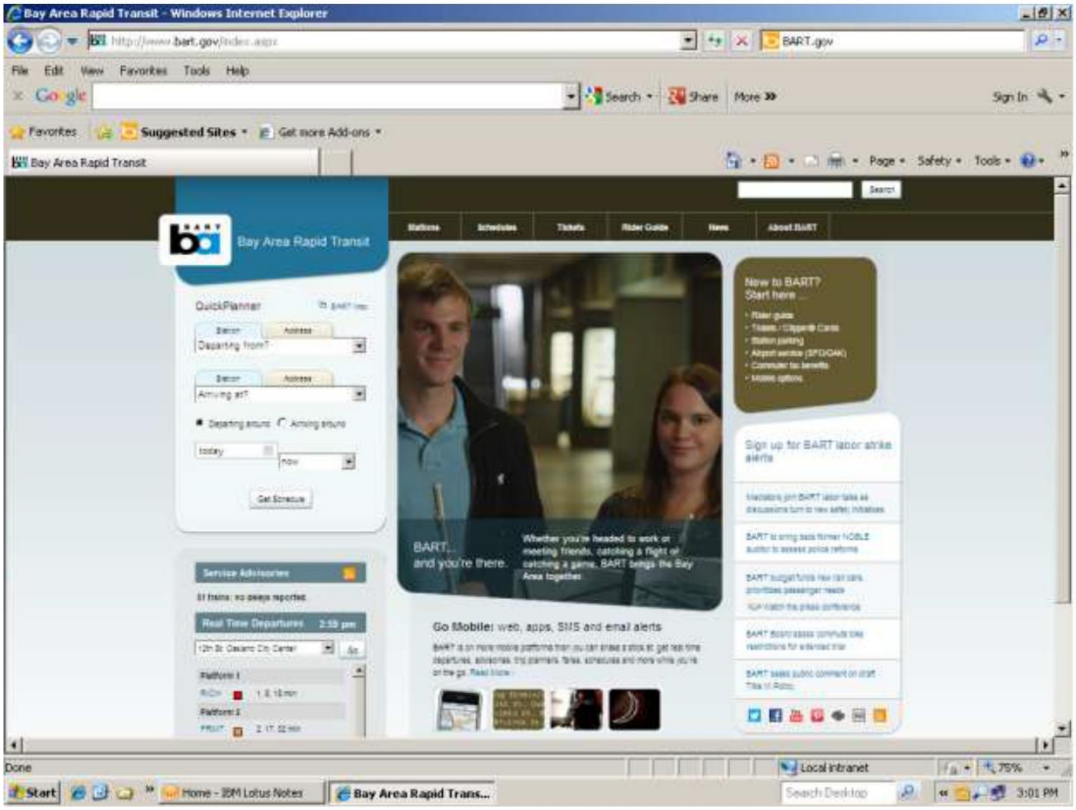
Clarrissa Cabansagan
Transportation Advocate
TransForm

Marybelle Nzegwu
Staff Attorney
Public Advocates Inc.

Bob Allen
Director, Transportation Justice Program
Urban Habitat

Appendix C: Web-based Outreach Web-posting

Appendix C: Web-based Outreach Web-posting



	Source	Date/Time Comment Recieved	Language	Comment	Category	Sub-Category	Action
1	EM	6/5/2013 19:22	English	I don't know whether seniors and disabled are covered by "disparate impact," but in order to provide space for bicycles, half of the BART seats near doors have disappeared. Seniors and disabled are "disparately impacted" by the taking away of seats in which seniors and disabled have priority. It is harder now to get a seat because they are often already filled with these special category people.	Question- Policy	Bicycles on BART	Addressed in Policy
2	EM	June 6, 2013, 4:35:51 PM	English	Hello to you both – saw couple of errors in notice for disp burden/disp impact. Says "disproportionate impact", should be disparate impact, word missing in first sentence after the DI section. We were looking at your public notice and the typos are on the actual policy, sorry so rushed, have to get back into meeting!	Comment-Policy	Policy Language	Addressed in Policy
3	EM	6/6/2013 8:35	English	Hi I would just like to comment on the upcoming parking fee increases. I don't understand or see the point why parking fees are being increased at the stations who are already charging fees when some other stations still have free parking. It would make more sense if parking fees will be implemented on all Bart stations first before increasing fees on the ones that are already charging now. I think this is a bit unfair for us riders who regularly pay for parking now. I talked to some riders I regularly ride with and we all feel the same way about it. I get on Bart at the Bayfair station in San Leandro and the daily parking fee at this station will be increased by .50 starting June 17. I think a .50 cents parking increase is a bit too much. A .25 cents increase will be more doable for many. An increase in parking fees on top of frequent fare increases is a bit of a burden to us riders who only makes average wages.	Question-Parking	Parking Fees	N/A
4	EM	6/6/2013 10:34	English	I like this idea.	Policy-Comment	N/A	N/A
5	EM	6/5/2013 19:22	English	I don't know whether seniors and disabled are covered by "disparate impact," but in order to provide space for bicycles, half of the BART seats near doors have disappeared. Seniors and disabled are "disparately impacted" by the taking away of seats in which seniors and disabled have priority. It is harder now to get a seat because they are often already filled with these special category people.	Policy-Comment	Disabled and Senior fares	Addressed in Policy
6	FB	Wednesday at 4:19pm via mobile	English	What exactly is the average BART rider supposed to see from this document? Nothing could be more disproportionate. AC transit is continually funded far less than BART and BART continues to fund projects which are self serving and not cost effective(Oakland airport connector) the low income riders are not taking BART unless they absolutely have to. So this document is more of a joke than anything.	Policy-Comment	N/A	Addressed in Policy
7	EM	6/8/2013 16:32	English	First of all, the policy needs more examples of how to find disparate impacts, like the example on pg 45 of FTA C 4702.1B, or the examples in appendix K. Second of all, the BART DIDB Policy should explicitly take into account the relative nature of the price of a fare (relative, that is, to the rider's overall income) and therefore the relative nature of a fare increase. For instance, if you earn $10/ hour, then a dollar is equivalent to 6 minutes. If you earn $30/ hour, than a dollar is 2 minutes. That means if fares increase by, say, $10/ month, (5% of a monthly BART bill of $200) and you earn $10/ hour, then your fare increase is equivalent to an hour of your time. If you earn $30/ hour, the fare increase is 20 minutes. Measured in dollars, the increases appear to be the same for the two riders, but measured in man-hours, the poorer rider is facing an increase that is 300% bigger than the fare increase for the less poor rider. That is a disparate impact, so the policy should reflect that. Thanks for your attn in this matter.	Policy-Comment	Examples on how to find disproportionate Impacts	Addressed in Policy and webinar
8	FB			5 "Likes" as June 12, 2013 10:00am	N/A	N/A	N/A
9	FB	June 5 at 6:41pm	English	The price we pay does not equal the quality of service we receive. BART is always late and there's always something that delays my commute. I would boycott BART forever if I had another way to get to work	Comment- Fares and	N/A	N/A
11	TW	6/5/2013 15:11		1 "Favorite" as of June 12, 2013 10:11am	N/A	N/A	N/A
12	EM	6/11/2013 22:40	English	To Whom it May Concern, I have read the draft document on the Bart website and I have some comments.First of all, I found it difficult to understand what actually defined disparate impact and disproportionate burden. For example: "A fare change will be considered to have a disproportionate impact when the difference between the changes for protected riders and non-protected riders is equal to or greater than 5%" How would the changes be different for protected riders and non-protected riders? Does this include some kind of calculation of how often at-risk groups ride the train as opposed to other groups? Or how much further they ride? What does facially mean? I am glad that Bart will attempt to get more data when sample sizes are too small. I am also glad that there will be channels through which Bart will attempt to find ways to reduce or eliminate disproportionate burden/disparate impact of service changes. But who will be the one determining what is a "legitimate objective"? Who will determine if a sample size is too small? Who will determine if there are no viable alternatives? Who does the oversight for these policies? My main concern is that I found it hard to be clear how Bart will determine these impacts, and I am a graduate student in statistics. If I can't figure out how you'd tell the difference between the changes for protected riders and non-protected riders, how will people with significantly less quantitative training understand it? My worry is that the people who are to be protected by this policy may not understand it and therefore may not be in a position to actually evaluate whether they think the protection is adequate. Even if it's translated into Spanish and Chinese, will it be clear enough? And what about Vietnamese? Have demographics been looked into for other languages? Thank you for posting this and seeking public comment. I am aware of Bart's research into extending service hours later at night on Fridays at the expense of early morning hours on Saturdays, I believe there was a disproportionate impact found there and I was glad that Bart did the legwork to check. Knowing that there is oversight for these things makes me feel even better about using the service. Thank you for all your hard work,	Policy-Comment-Question	Examples on how to find disproportionate Impacts. Collection of Survey data	Addressed in the Policy
13	EM	6/20/2013 19:24	English	Potential "Title VI"Discrimination To Who It May Concern:To Who It May Concern: I wish to address, for draft policy, what I feel is a potential "Title VI" discrimination. When BART first opened, BART based it's fares on "distance traveled". Along the way, things changed, to where today, lower fares (minimum fares) are given to folks living in "the burbs", while charging "inner - city" residents, who are generally facing financial challenges high fares. For example: "Inner City Fares" of "Short / Minimum Distance": Mac Arthur - Coliseum = $2.05 West Oakland - Coliseum = $2.00 "Burbs Fares" of "Longer Distance Traveled". Orinda - Concord = $1.75 Walnut Creek - Bay Point = $1.75 Bay Fair - Fremont = $1.75 Bay Fair - Dublin = $1.75 Can you say "DISCRIMINATION" ??? Can you say "Title VI - DISCRIMINATION" ??? There are more examples that I can give, but I want to keep this e-mail short.	Fares- Accessibilty	N/A	Comment has been addressed by email.

14	EM	6/21/2013 14:02	English	Dear Sir or Madam: We write to provide comments on BART's draft disparate impact and disproportionate burden policy dated 5/30/2013. We recommend that BART explain its definition of disproportionate impact in a manner that is consistent with Federal Transit Administration (FTA) guidance, and revise its policy to better reflect FTA guidance on what BART will do upon a finding of disparate impact or disproportionate burden. The stated purpose of BART's policy is to establish a threshold that defines when impacts of a major service change or a fare change "result in disproportionate impacts on minority or lowincome populations or riders." It discusses "disparate impact" as applying to minority populations and riders and "disproportionate burden" as applying to low-income populations or riders. A. The BART Policy Should Expand and Improve its Definition of Disproportionate Impact BART first defines disproportionate impact, which applies to a finding of disparate impact or disproportionate burden. BART defines the threshold for disproportionate impact as a 5% or greater difference between protected and non-protected riders for some types of changes and a 10% or greater difference for other types of changes, including new services. We recommend that BART explain how it chose the thresholds that define disproportionate impact in a manner that is consistent with FTA guidance. FTA's Title VI Circular 4702.1B ("FTA Circular") states that the "disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations." Federal Transit Administration, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, FTA C 4702.1B, Chap. IV-13 (Oct. 1, 2012). We believe the BART policy is deficient in the following respects. First, FTA does not limit disparate impacts to specific percentages, but instead directs transit providers to define "statistically significant disparities." Though a bright line rule may be helpful administratively, BART should acknowledge and include the possibility that there can be a disproportionate impact even when those precentage thresholds are not met. Second, BART does not explain how it chose the percentage thresholds. In order for the public to participate meaningfully, BART should explain how it determined that its proposed thresholds are appropriate. Further, BART does not explain why the threshold for disproportionate impact is a 5% or greater difference between protected and non-protected riders for some types of changes and a 10% or greater difference for other types of changes, including new services. Changes of even 5% can have devastating consequences for populations disproportionately impacted by them. Lastly, BART should make clear that each service change analysis "must compare existing service to proposed changes, and calculate the absolute change as well as the percent change" and compare "the proportion of minorities adversely affected to the proportion of non-minorities adversely affected," per the FTA Circular. FTA C 4702.1B, Chap. IV-15. B. BART Should Implement FTA Guidance on Actions Upon a Finding of Disparate Impact BART should revise its draft policy by including the word "only" to fully implement FTA guidance on agency action upon a finding of disparate impact. The draft policy states that if BART finds that there would be a disproportionate impact from a proposed change, "BART may proceed with the proposed major service or fare change if BART can show that: A substantial legitimate justification for the proposed major service or fare change exists; and, There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on minority or low-income riders. The FTA Circular specifically states that if there is a disparate impact, "the transit provider may implement the service change only if [there is a substantial legitimate justification for the proposed change and there are no alternatives that would have a less disproportionate impact]." FTA C 4702.1B, Chap. IV-16 (italics in original). We ask that BART's policy reflect the FTA language and add the word "only" to its policy. Adding the word "only" would make clear that a proposed change with a disparate impact would only be allowed when the listed criteria are met and not for any other reason. C. BART Policy Should Reflect FTA Guidance on Action Upon a Finding of Disproportionate Burden BART's draft policy states that if BART finds a disproportionate burden on low-income populations, "BART may take steps to avoid, minimize, or mitigate impacts where practicable." Italics added). In contrast, the FTA Circular states that "the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable," (italics added). We recommend that BART's policy use the word "will" instead of "may." The word "may" implies that BART has the option of not taking steps to avoid, minimize, or mitigate disproportionate adverse impacts. The word "will" means that BART will take such steps where practicable. The phrase should read: "pursuant to FTA Circular 4702.1B, BART will take steps to avoid, minimize, or mitigate impacts where practicable."Thank you for your consideration.	Policy-Comment	Definition of disproportionate impact and Policy language	Addressed in Policy and will be addressed by email.

Appendix 9. Title VI Service Standards and Policies Board Approval Minutes (2014)

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,698th Meeting
January 9, 2014

A regular meeting of the Board of Directors was held January 9, 2014, convening at 9:01 a.m. in the Board Room, 344 20th Street, Oakland, California. President Keller presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Fang, Keller, Mallett, McPartland, Murray, Saltzman, and Radulovich.

Absent: None. Directors Raburn and Blalock arrived later.

President Keller brought Introduction of Special Guests before the Board, and welcomed and introduced Mr. Jeffrey Upton, the Grand Prize Winner of the $1000 "Take BART Holiday Shopping Sweepstake" sponsored by Westfield San Francisco Center.

Mr. Upton addressed the Board.

Director Blalock entered the meeting.

Director Mallett requested that Item 2.A. 2014 Standing Committee and Special Appointment be removed from Consent Calendar

Director McPartland requested that Item 2.E. Award of Contract No. 79HA-110, Coliseum Station Security Fence be removed from the Consent Calendar.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of December 5, 2013 (Special), and December 5, 2013 (Regular).

2. Agreement No. 6M4269A, with Nor-Cal Moving Services, for On-Call Moving Services at Various District Locations

3. Agreement with Autodesk, Inc., for Software Enterprise License.

4. Award of Contract No. 79HA-110, Coliseum Station Security Fence.

Director Murray made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous acclimation. Ayes - 8: Directors Blalock, Fang, Mallett, McPartland Murray, Radulovich, Saltzman, and Keller. Noes - 0. Absent – 1: Director Raburn.

1. That the Minutes of the Meetings of December 5, 2013 (Special), and December 5, 2013 (Regular), be approved.

2. That the General Manager is authorized to award Agreement No. 6M4269A for On-Call Moving Services to Nor-Cal Moving Services for a period of three (3) years for the proposed price of $138,000.00, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures. The General Manager is further authorized to exercise two (2) options to extend the Agreement for one (1) year, each under the same terms and conditions at a cost of $47,305 and $48,610.00, respectively.

3. That the General Manager is authorized to execute an Enterprise License Agreement with CAD Masters, Inc. for Autodesk software & support services in an amount of $159,000, plus applicable taxes.

4. That the General Manager is authorized to award Contract No. 79HA-110, Coliseum Station Security Fences, to Crusader Fence of Vallejo, CA, for the total Bid price of $226,732.42, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures.

Director Raburn entered the Meeting.

President Keller brought the matter of 2014 Standing Committee and Special Appointments, before the Board. The item was discussed. Director Mallett moved that the proposed Standing Committee and Special Appointments for 2014 be ratified. Director Saltzman seconded the motion which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland Murray, Raburn, Radulovich, Saltzman, and Keller. Noes - 0.

President Keller brought the matter of Award of Contract No. 15SV-110 Earthquake Safety Program Site Restoration at Various Locations, before the Board. The item was discussed and continued to a future meeting.

Director Saltzman, Chairperson of the Administration Committee, brought the matter of Agreement No. 6M4282, with Frasco, Inc., for Investigative Services for the District's Self-insured Workers' Compensation Program, before the Board. Ms. Diane Iwata, Human Resources Program Manager HRIS & Benefits, presented the item. Director Mallett moved that the General Manager is authorized to award Agreement No. 6M4282, Investigative Services for the District's self-insured Worker's Compensation Program, to Frasco, Inc. for an amount not to exceed the base Proposal Price of $840,375 for the base three-year period pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures. The General Manager is also authorized to exercise Option Year 1 for an amount not to exceed $300,750 and Option Year 2 for an amount not to exceed $300,750. Director Raburn seconded the motion, which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Director Saltzman brought the matter of Amended and Restated San Francisco Bay Area Rapid Transit District Flexible Benefits Plan, before the Board. Ms. Iwata presented the item. Director Blalock moved adoption of Resolution No. 5242 Amended and restated Plan effective January 1, 2014. Director Radulovich seconded the motion, which carried by unanimous acclimation.

Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Director Saltzman brought the matter of Title VI of the Civil Rights Act of 1964: District Service Standards and Policies, before the Board. Mr. Wayne Wong, Department Manager, Civil Rights and Mr. Robert Mitroff, Manager, Fleet and Capacity Planning, presented the item. The item was discussed. Director Mallett moved that the Board of Directors adopt the proposed Title VI Service Standards and Policies as described in attached Exhibit A. Director Blalock seconded the motion which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland Murray, Raburn, Radulovich, Saltzman, and Keller. Noes - 0.

Mr. Jerry Grace addressed the Board.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter Award of Contract No. 07EA-110, 19th Street Station Entrance Enclosure. Mr. Paul Oversier, Assistant General Manager, Operations, and Mr. Tian Feng, District Architect presented the item. The item was discussed. Director Raburn moved that the General Manager is authorized to award Contract No. 07EA-110, 19th Street Station Entrance Enclosure, to Blocka Construction, Inc., for the Bid of $969,000, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures. Director Murray seconded the motion, which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

The following individuals addressed the Board.
Ms. Antonnette Bryant
Mr. Jerry Grace

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter Award of Contract No. 15IK-120, Replacement of Motorized Station Security Access Grilles Phase 2. Mr. Paul Oversier, Assistant General Manager, Operations, and Mr. Mark Pfeiffer, Group Manager, Electrical Mechanical Engineering presented the item. The item was discussed. Director Blalock moved that the General Manager is authorized to award Contract No. 15IK-120 for Replacement of Motorized Station Security Access Grilles Phase 2 to Rodan Builders, Inc., for the bid price of $2,495,000.00, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures and Department of Homeland Security requirements related to protests. Director Saltzman seconded the motion, which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Ms. Antonette Bryant addressed the Board

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Fleet of the Future: New Rail Car Design and Public Outreach, before the Board. Mr. Paul Oversier, Assistant General Manager, Operations, Mr. Aaron Weinstein, Department Manager, Marketing and Research and Mr. John Garnham, Group Manager, Rail Vehicle Capital Program presented the item. The item was discussed

The following individuals addressed the Board.
Mr. Alan Smith

Ms. Marilyn Wann
Ms. Natalie Boero
Mr. Robert Prinz
Mr. Jerry Grace

Director Fang exited the Meeting.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, had no report.

Director McPartland exited the meeting.

President Keller called for the General Manager's report.

General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in. Ms. Crunican reported that she attended a meet and greet at West Oakland Station and a farewell celebration for VTA General Manager Michael Burns. Mr. Crunican reported that the Union President's meetings have resumed, acknowledged the BART Police for the food drive and Officer Retirements. Ms. Crunican reported that the Board and Union Presidents will be invited to Oakland Airport Connector Tours in the future. Ms. Crunican reported that she would be visiting Sacramento to meet with delegates. Ms. Crunican reported that BART would be issuing free Flash passes to non-profits to attend the Martin Luther King Day Celebration in San Francisco, January 20, 2014. Mr. Oversier gave a report on New Year's Eve service and ridership.

President Keller called for Board Member Reports and Roll Call for Introductions.

Director Mallett reported that a State Legislature is interested in authoring a bill for Metropolitan Transportation Commission (MTC) re-organization. Mr. Mallett reported that MTC is also considering using Cap & Trade funds for the Fleet of the Future.

Director Mallett requested the Procurement Department submit reports to the Board only when there is a change in Contract Activity. Mr. Mallett requested the incorporation of route colors into destination announcements at platforms and on trains.

Director Raburn reported that the BART Police participated in the Three (3) Wiseman event at Fruitvale Station giving out toys to the children.

Director Saltzman requested a public presentation on Budget & Legislation.

Director McPartland entered the meeting.

Director Blalock reported on a City of Fremont tour of the city and Warm Springs Extension project to the California Secretary of Transportation, Brian Kelly.

Director Raburn exited the meeting.

Director Murray requests a report on the interdependency between the successful deployment of the new rail fleet, including expansion cars, and the proposed new train control system

President Keller called for Public Comment. The following individuals addressed the Board.
Mr. Robert S. Allen
Mr. Jerry Grace

The Board Meeting was adjourned at 12:41 p.m.

Kenneth A. Duron
District Secretary

Exhibit A: Title VI Service Standards and Policies

Service Standards

Unless otherwise noted, BART monitors its Service Standards and Policies on a line-by-line basis for each of its five lines. As shown in the system map below, BART's five lines are coded by the following colors Yellow (Pittsburg/Bay Point to SFO/Millbrae), Blue (Dublin/Pleasanton to Daly City), Orange (Richmond to Fremont), Green (Fremont to Daly City), and Red (Richmond to Millbrae).

Minority and Non-Minority BART Lines

Chapter IV, Section 6.a. of *Federal Transit Administration* (FTA) Circular 4702.1b defines a minority transit route (or line) as one in which at least one-third of the line's revenue miles are located within areas where the percentage minority population exceeds the percentage minority population of the transit provider's service area. In order to make this determination, BART has calculated the minority populations and non-minority for the catchment areas for each of its stations using Census 2010 data. (The determination of which census tracts within the four

county BART service area are assigned to which BART station was made in the development of the BART Ridership Model (BRM), and is based on the 2008 home origin of surveyed BART station users.) Those stations whose catchment area's minority population share exceeds BART's Census 2010 service area average of 59.4% are considered "minority stations."

The next step is to add up the revenue vehicle miles serving minority stations. The result is shown in Table 1 below, which documents the minority revenue miles for each of BART's five lines and then compares it to the total revenue miles of those lines.

Table 1: Minority and Non-Minority BART Lines
Census 2010 Data

Line	Minority Revenue Miles	Total Revenue Miles	Minority Share of Revenue Miles	Line Determination
Yellow	16.5	53.1	31.1%	Non-Minority
Blue	20.2	38.8	52.1%	Minority
Orange	29.8	37.7	79.1%	Minority
Green	31.5	38.6	81.7%	Minority
Red	18.5	37.7	49.1%	Minority

As shown in Table 1 above, the Yellow-Line is the only BART line which has a less than one-third minority share of its total revenue miles. This line, is therefore, determined to be a non-minority line, while the other four lines are determined to be minority lines.

It is suggested in the FTA Circular that transit providers may supplement the Census 2010 determination of minority and non-minority lines with ridership survey data to see if there is a different demographic profile for a station's ridership compared to its catchment area population. Using data from BART's **2008 Station Profile Study**, it was determined that three stations (12th Street/Oakland City Center, 19th Street/Oakland, and West Oakland) would see their status change from minority to non-minority. Contrariwise, one station, San Bruno, would see its status change from non-minority to minority if the ridership survey data were used instead of the Census 2010 data. Lastly, the San Francisco Airport Station does not have a Census 2010 station catchment area to allow it to be determined as either a minority or non-minority station. The 2008 **Station Profile** Study of the station's ridership, one the other hand, does allow it to be clearly defined as a non-minority station. As shown in Table 2 below, using ridership survey data instead of Census 2010 data would not affect which lines are determined to be minority versus non-minority.

Table 2: Minority and Non-Minority BART Lines

BART 2008 Station Profile Survey Data

Line	Minority Revenue Miles	Total Revenue Miles	Minority Share of Revenue Miles	Line Determination
Yellow	10.8	53.1	20.3%	Non-Minority
Blue	16.4	38.8	42.3%	Minority
Orange	26.7	37.7	70.7%	Minority
Green	27.7	38.6	71.8%	Minority
Red	14.4	37.7	38.3%	Minority

1. Vehicle Load:

BART's Vehicle Load levels are measured at the maximum crowding points on its AM peak inbound (towards Oakland and San Francisco from the outlying areas of the Eastbay) train runs and its PM peak outbound (from Oakland and San Francisco to the outlying areas of the Eastbay) train runs. BART does not use the traditional Load Factor calculation (passengers per seat per revenue vehicle) since BART cars are equipped with a variety of seating options to accommodate bicyclists, passengers with luggage, and disabled passengers. BART's Vehicle Load standard is, instead, expressed in terms of the average number of passengers per revenue vehicle or "car". Another reason for using the number of passengers per car Vehicle Load standard is that the average number of seats per BART car has been changing over the past several years to make the accommodations noted above, declining from 67 seats per car in 2008 to 63 in 2012.

Peak Period Peak Direction Vehicle Load Standard

BART's Peak Period consists of its busiest three hours in the morning in terms of exiting activity at its key Central Business District Stations in San Francisco and the Eastbay (currently between 7:00AM and 10:00AM) and its busiest three hours in the afternoon (currently between 4:00PM and 7:00PM). BART's **Fleet Management Plan** disaggregates this Peak Period into a one-hour Peak-of-the Peak and the two remaining "Shoulder Hours."

When setting a Vehicle Load Standard it should be acknowledged that passenger comfort levels are not a linear function of the average number of passengers per car. There is, more accurately, a discontinuous "step function" relationship between passenger comfort and vehicle crowding. For a typical 63 seat BART car, the first major step relating passenger comfort to vehicle crowding is that which occurs at 63 passengers per car, i.e., where every passenger has a seat. The next step would be where standee crowding space goes from being comfortable to being uncomfortable.

Given that a 63 seat BART car has, on average, approximately 285 square feet of standee space, BART sets its one hour Peak-of-the-Peak Vehicle Load Standard at 107 passengers per

car since this provides 6.5 square feet of floor space for each of the 44 standees in a car. These 6.5 square feet of standee space can be compared to the **Transit Capacity and Quality of Service Manual**, published by the Transit Cooperative Research Program (TCRP) which regards a crowding level of 5.4 square feet per standee as representing "a comfortable level without body contact, reasonably easy circulation, and similar space allocation as seated passengers."

Since the BART system has four lines converging on the Market Street subway corridor in San Francisco its peak period peak direction headways there are as low as 2.5 minutes per train. These short headways elevate the importance of free passenger circulation so that station dwell times can be kept as low as possible. For service planning and scheduling purposes, BART, therefore, uses a 6.5 square feet per passenger crowding level even though it exceeds the TCRP recommended 5.4 square feet level.

As far as the Peak Shoulder Hours are concerned, BART uses a lower Vehicle Load standard of 90 passengers per revenue vehicle in order to meet the greater space requirements of disabled passengers, passengers with bicycles, and passengers with luggage. This Vehicle Load level yields 10.5 square feet of standee space for the 27 standees per car.

Combining the 107 passengers per car one hour Peak-of-the Peak Vehicle Load Standard with the 90 passengers per car two hour hour Peak-Shoulder Vehicle Load Standard, yields a three-hour Peak Period Vehicle Load Standard for both the AM and PM of 98 passengers per car.[1] Adding to this combined Peak Vehicle Load Standard a growth factor to account for projected ridership increases through FY16 yields a final peak period Vehicle Load Standard of **100 passengers per car.**

Off Peak Vehicle Load Standards

During the Off Peak period (and the Off Peak Direction during the Peak Period), BART's objective is to provide a seat for every passenger, plus have space in each car for disabled passengers, passengers with bicycles, and passengers with luggage. Consequently the Off Peak Vehicle Load standard is **63 passengers per car**.

[1] A ridership weighted average calculation is used to arrive at the 98 passengers per car Peak Period Vehicle Load Standard. The one-hour Peak-of-the-Peak accounts for 43% of Peak Period Peak Direction ridership at BART's Central Business District stations, while the two hour Peak Shoulder accounts for 57% of these trips. The former percentage was multiplied by 107 passengers per car and the latter was multiplied by 90 passengers per car. The sum of these two figures, when rounded up to the nearest whole number, is 98 passengers per car.

BART's Vehicle Load Standard

Period-Direction	Vehicle Load Standard
AM/PM Peak Period-Peak Direction	**100** passengers per car
Off Peak	**63** passengers per car

Disparate Impact Test for Vehicle Load Levels

Using as guidance BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Load Levels.

During the six hour daily Peak Hour and Peak Shoulder Periods, a disparate impact on minority passengers would, therefore, exist when the average passengers per car on all minority lines in the Peak Direction is both 5% greater in aggregate than it is on non-minority lines and exceeds the 100 passengers per car Peak Vehicle Load Standard.

The same test would apply for Off Peak train runs; therefore, a disparate impact on minority passengers would exist when the average passengers per car on all minority lines is 5% greater in aggregate than it is on non-minority lines and exceeds the 63 passengers per car Off Peak Vehicle Load Standard.

2. Vehicle Headways

BART's base headway standard for each of its five lines is ***15 minutes*** during the early morning, mid-day, and AM/PM peak period and 20 minutes during the evening and weekend periods. There are several areas on the interior of BART system where multiple lines run through the same stations. These areas enjoy lower base headways than outlying parts of the system, as follows:

Base Headways on the Interior Part of the BART System

Line Section	Lines Serving Section	AM/PM Peak base headway	Off-Peak Base Headway
MacArthur to 12th Street	3 Yellow/Red/Orange	5 minutes	10 minutes
Bay Fair to Lake Merritt	3 Red/Orange/Blue	5 minutes	10 minutes
West Oakland to Daly City	4 Yellow/Red/Green/Blue	3.75 minutes	10 minutes

Beyond these base levels, additional trains may be added, subject to vehicle availability constraints, where necessary to balance passenger loading across all lines.

Disparate Impact Test for Vehicle Headways

Using as guidance, BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Headways.

A disparate impact on minority riders would, therefore, exist when minority lines receive less than the level of service provided by BART's base headway standard: 15 minutes during early morning, mid-day, and peak service and 20 minutes during evening and weekend service.

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

3. On-Time Performance

BART measures on-time performance in two ways: Train On-Time and Customer On-Time. Train On-Time is a measure of train runs completed as scheduled. It is measured as the percentage of scheduled train runs that dispatch from the proper start station, provide service at all stations along planned routes without any run-throughs, and finish at the planned end station no more than 5 minutes beyond the scheduled arrival time. The performance goal for Train On-Time is set in the current operating budget at ***94%***.

Customer On-Time is a measure of timely passenger arrivals relative to their scheduled arrival time. It is measured as the percentage of riders who arrive at their destination station neither one minute before, nor five minutes after, the scheduled arrival time for their respective stations. The performance goal for Customer On-Time is currently set at ***96%***.

BART tracks its monthly and annual On-Time performance against these two metrics for system-wide performance. The performance of each line, on the other hand, is evaluated against the Train On-Time standard alone since there is a large measure of imprecision involved in tracking customer arrival times by each line when there are so many Line-to-Line transfer points on the BART system.

Disparate Impact Test for On-Time Performance

BART's DI/DB Policy also guides the analysis of its On-Time Performance

A disparate impact on minority riders would exist when the average aggregate Train On-Time Performance for minority lines is both below BART's system-wide standard and is 5% lower than the average aggregate Train On-Time Performance for non-minority lines

4. Service Availability

BART's service area in includes all of the census tracts in the four counties which it serves (Alameda, Contra Costa, San Francisco, and San Mateo). The reason BART considers this as its service area, as opposed to only census tracts which provide the highest levels of BART ridership, is that BART is financed by a combination of sales tax and property tax levies which are imposed on the former three counties listed above in their entirety. As far as San Mateo County is concerned, while it is not a formal voting member of the BART District, it made a buy-in contribution to BART during the 1990's and early 2000's to BART of over $400 million which was paid with a county-wide sales tax. In addition San Mateo County residents contribute to the ongoing expenses of BART service within the County's boundaries through another county-wide sales tax.

BART's Service Availability can be represented by the distribution of its 5 lines and 44 stations across this four-county service area. To develop a quantitative measure of this distribution BART calculates the linear distance in miles from the population-centroid of each census tract within these four counties to their nearest BART station.

Disparate Impact Test for Service Availability

Using as guidance BART's DI/DB Policy, BART applies a 5% threshold to the analysis of its Service Availability.

A disparate impact on minority riders would exist when minority census tracts have on average a 5% greater linear distance to their nearest BART station than non-minority census tracts

Service Policies

1. Distribution of Transit Amenities

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

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

BART uses the same Census 2010 station catchment area analysis that was used in the determination of minority and non-minority lines to identify minority and non-minority stations. That is, a station is considered a minority station when the minority share of its catchment area population exceeds the 59.4% minority share of the population of the BART four-county service area. Tables 3 and 4 below show these results:

Table 3
Minority BART Stations
(Census 2010 Minority Population Exceeds 59.4%)

Richmond	Lake Merritt	Bay Fair	Fremont	Daly City
El Cerrito del Norte	Fruitvale	Hayward	West Oakland	Colma
19th Street/ Oakland	Coliseum	South Hayward	Glen Park	Pittsburg/Bay Point
12th Street/ Oakland	San Leandro	Union City	Balboa Park	South San Francisco

Table 4
Non-Minority BART Stations
(Census 2010 Minority Population is Equal to or Less Than 59.4%)

El Cerrito Plaza	Concord	Rockridge	16th Street	San Bruno
North Berkeley	Pleasant Hill	Embarcadero	24th Street	San Francisco Airport*
Berkeley	Walnut Creek	Montgomery	Castro Valley	Millbrae
Ashby	Lafayette	Powell	Dublin/Pleasanton	
Macarthur	Orinda	Civic Center	N. Concord/Martinez	

*San Francisco Airport station's determination is based on 2008 Ridership Survey since it has no catchment area

Disparate Impact Test for Station Amenities

A disparate impact on minority riders would exist when, taking into account the limitations identified in section 1. above, minority stations have fewer transit amenities than non-minority stations in a majority of the amenity categories evaluated. For example, if BART has 21 amenity categories, then a disparate impact would exist if, among the majority of stations sampled, the minority stations had fewer amenities than non-minority stations in 11 or more categories.

2. Vehicle Assignment

BART's proposed policy for vehicle assignment is to assure that all of its heavy rail cars are identical and interchangeable across all of its lines. Consequently, BART's three major car types (A/B/C) all have similar performance characteristics, amenities, and interior space.

One area where there are slight, but measurable differences among BART's rail cars is age. A simple comparison of the average age of the fleet serving each of BART's five lines is problematic because the original 439 car BART A&B Car fleet was delivered in the early 1970's and then renovated between 1998 and 2002. The C-Car fleet was delivered in two phases, with 150 C1 vehicles entering revenue service between 1987 and 1990 and the 80 C2 vehicles entering revenue service between 1995 and 1996. Since it is difficult to say which are older cars the 40 year old, but recently renovated A&B Cars, or the 16 to 26 year old C-Cars, another concept must be utilized: their remaining minimum useful life.

Grant agreements between BART and FTA established that the renovation of the A&B Car Fleet would add a minimum of 15 years of useful life to these cars. As of 2013 the average remaining minimum useful life for these renovated cars is 3.5 years for the 59 A-Cars and 2.5 years for the 380 B- Cars. FTA Circular 5010.1D establishes that the minimum useful life for a new rail vehicle is 25 years. This yields a combined average remaining minimum useful life for the un-renovated 230 vehicle C-Car fleet of 3.0 years.

It is important at this time for focus on the allocation of the rail car fleet based on remaining useful life because starting in 2017 BART will start receiving its Fleet of the Future. This new fleet will be used to replace the entire existing 669 cars as well as add additional cars to service both extensions and core system growth.

Disparate Impact Test for Vehicle Assignment

Using as guidance, BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Assignment.

A disparate impact on minority riders would exist when vehicles used on minority lines in aggregate have 5% less average remaining useful life per rail car than vehicles used on non-minority lines.

Appendix 10. Title VI Service and Fare Equity Analyses during the Reporting Period

Title VI 2022 Triennial Update 2023-01-04 | Last Saved: 1/5/2023 16:01

A. Proposed 2020 Productivity-Adjusted Inflation-Based Fare Increase Equity Analysis and Board Minutes

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,841st Meeting
May 23, 2019

A regular meeting of the Board of Directors was held May 23, 2019, convening at 9:01 a.m. in the BART Board Room, 2040 Webster Street, Oakland, California. President Dufty presided; Patricia K. Williams, District Secretary.

Directors present: Directors Ames, Allen, Foley, Li, McPartland, Raburn, Saltzman, Simon and Dufty.

Absent: None.

President Dufty announced that under the provisions of the Rules of the Board of Directors of the San Francisco Bay Area Rapid Transit District, this was the time set to hold a public hearing on the final Fiscal Year 2020 Budget; Silicon Valley Berryessa Extension fares; BART participation in the Regional Means–Based Transit Fare Discount Pilot Program; Extension of BART's Productivity–Adjusted Inflation–Based Fare Increase Program between 2022 and 2028; and an increase to the magnetic-stripe ticket surcharge, that staff would give a brief presentation on the item, and that the meeting would then be opened for comments from the public.

Ms. Pamela Herhold, Assistant General Manager, Performance and Budgets; and Ms. Kate Jordan Steiner, Department Manager, Budgets; and Mr. Michael Eiseman, Department Manager Financial Services presented the item.

There being no public comment, the Public Hearing was closed.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of April 25, 2019 and May 9, 2019.
2. Amendment to Legal Services Agreement with Glynn & Finley, LLP.
3. Fiscal Year 2020 Proposition 4 Appropriations Limit.
4. Award of Agreement No. 6M5147, with Avenu Insights and Analytics, LLC, for Sales Tax Revenue Collection Services.
5. Award of Contract No. 15QN-110, Installation of Safety Barriers and Right of Way Fencing Systemwide.
6. Reject All Bids for Contract No. 15II-120, Station Emergency Lighting.
7. Invitation for Bid No. 9059, Brushes for Vehicle Traction Motors.

8. Authority to Submit a Grant Application to the California Department of Water Resources for Proposition 1 Funding for the Hayward Maintenance Complex Rainwater Catchment, Bio-Retention Basins, and Solar Wastewater Treatment Project.

Director Allen requested that Item 3-I, Lease with Caltrans for BART Employee Parking and Sublease a Portion of Excess Parking to the Metropolitan Transportation Commission, be removed from Consent Calendar.

Director Saltzman made the following motions as a unit. Director Raburn seconded the motions, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

1. That the Minutes of the Meetings of April 25, 2019 and May 9, 2019, be approved.

2. That the Board approve the amendment of this agreement with Glynn & Finley, LLP to continue its representation of the District to handle the Cal/OSHA Cab Windows matter as necessary.

3. Adoption of Resolution No. 5397, In the Matter of the Establishment of the Fiscal Year 2020 Appropriations Limit.

4. That the General Manager be authorized to execute Agreement No. 6M5147, with Avenu Insights and Analytics, to provide sales tax revenue collection services for a five-year period based upon a contingency fee of 20% determined by the amount of tax revenue recovered on open claims for the District, pursuant to the notice to be issued by the General Manager; and pursuant to Revenue and Taxation Code Section 7056, adoption of Resolution No. 5398, In the Matter of Authorizing Consultant Avenu Insights & Analytics, LLC (also known as MuniServices, LLC) to Examine Sales and Use Tax Records at the California Department of Tax and Fee Administration on behalf of the District.

5. That the General Manager be authorized to award Contract No. 15QN-110, Installation of Safety Barrier and Right-of-Way Fencing Systemwide, Phase III, to Golden Bay Fence Plus Iron Works, Inc. for the Bid price of $899,493.45 pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures; and that the General Manager be also authorized to exercise the single Option for the Bid Price of $163,130.52 for replacement of right-of-way perimeter fence and gate at CHB.

6. That the General Manager be authorized to reject all bids for Contract No. 15II-120, Station Emergency Lighting, and be authorized to re-advertise the work of this contract.

7. That the General Manager be authorized to award Invitation for Bid No. 9059, for the purchase of Brushes for Vehicle Traction Motors, to Mersen USA BN Corp., for the Bid price of $508,888.80 including tax, pursuant to notification to be issued by the General Manager.

(The foregoing motion was made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

8. Resolved by the Board of Directors of the San Francisco Bay Area Rapid Transit District that proposal be made to the California Department of Water Resources to obtain a Round 1 Integrated Regional Water Management Implementation Grant pursuant to the Water Quality Supply, and Infrastructure Improvement Act of 2014 (Water Code § 79700 et seq.), and to enter into an agreement to receive a grant for the: BART Hayward Maintenance Complex (HMC) Rainwater Catchment, Bio-retention Basin, and Solar Wastewater Treatment Project. The General Manager of the San Francisco Bay Area Rapid Transit District, or designee, is hereby authorized and directed to prepare the necessary data, conduct investigations, file such proposal, and execute a grant agreement with California Department of Water Resources.

Consent Calendar report brought before the Board was:

1. Fiscal Year 2019 Third Quarter Financial Report.

Ms. Grace Crunican, General Manager, and Mr. Sean Brooks, Department Manager, Property Development presented Item 3-I, Lease with Caltrans for BART Employee Parking and Sublease a Portion of Excess Parking to the Metropolitan Transportation Commission. The item was discussed.

The following individuals addressed the Board.
Gena Alexander
Sal Cruz

Director Li moved that the General Manager or her designee be authorized: (1) to enter into a five-year lease with Caltrans, with an option to extend the lease for an additional five-year period, for an employee parking area bounded by Fifth, Sixth, Oak and Madison Streets in Oakland commencing July 1, 2019 for an amount not to exceed $477,740.00 for the first five-year term of the lease; and (2) to enter into a five-year year sublease with the Metropolitan Transportation Commission (MTC) for a portion of the Lease Area for approximately $47,780.00, with an option for MTC to extend for an additional five-year period, pending BART's extension of its lease with Caltrans. Director Simon seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

President Dufty called for Public Comment. Ace Washington addressed the Board.

Director Simon, Chairperson of the Administration Committee, brought the matter of Fiscal Year 2020 Annual Budget, including the following items, before the Board.

i. Fiscal Year 2020 Annual Budget.
ii. Fares for the Silicon Valley Berryessa Extension.
iii. Participation in a Regional Means – Based Transit Fare Discount Pilot Program.
iv. Extension of the Productivity Adjusted Inflation -Based Fare Increase Program between 2022 and 2028.

v. Increase to the Per Trip Magnetic Stripe Ticket Surcharge.

Ms. Crunican; Mr. Ed Alvarez, Interim Chief of Police; Ms. Tamar Allen, Assistant General Manager, Operations; Ms. Herhold; Ms. Steiner, and Mr. Eiseman presented the item. The item was discussed.

The following individuals addressed the Board.
Gena Alexander
Ace Washington

Discussion continued.

President Dufty announced that agenda items would be taken out of order.

Director Foley, Chairperson of the Engineering and Operations Committee, brought the matter of Next Generation Fare Gates, Conceptual Design before the Board. Ms. Tamar Allen, Assistant General Manager, Operations; Ms. Mitra Moheb, Manager of Engineering Programs, and Mr. Steven Dietrich, Principal Computer Systems Engineer presented the item. The item was discussed.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Survey Results for Fleet of the Future and Bicycle Accommodation before the Board. Ms. Crunican; Mr. Carl Holmes, Assistant General Manager, Design and Construction; Mr. Aaron Weinstein, Manager of Marketing and Research; and Ms. Maureen Wetter, Principal Research Project Analyst, presented the item. The item was discussed.

The following individuals addressed the Board:
Jon Spangler
Alan Smith
Dave Campbell

Discussion continued.

President Dufty announced that the Board would take multiple action items at once.

Director Saltzman made the following motions as a unit. Director Simon seconded the motions, which carried by unanimous electronic vote. Ayes – 9: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Saltzman, Simon, and Dufty. Noes – 0.

1. That the Board approve the Silicon Valley Berryessa Extension Title VI Service and Fare Equity Analysis and Public Participation Report.

2. That the Board approve the Title VI Fare Equity Analysis for the Proposed 2020 Productivity-Adjusted Inflation-Based Fare Increase; Series 3, 2020-28, of the Productivity-Adjusted Inflation-Based Fare Increase Program; and Magnetic-Stripe Surcharge Increase and Public Participation Report.

3. That the General Manager be authorized to award Agreement No. 6M4639 to Accenture LLP, Agreement No. 6M4640 to Sjoberg Evashenk Consulting, Inc., and Agreement No. 6M4641 to Shalom, LLC to provide on-call professional services for Human Resources, each in an amount not to exceed $1,000,000 pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.

4. That the General Manager be authorized to award Agreement No. 6M4651 to Accenture LLP, Agreement No. 6M4652 to InnoFin Solutions, LLC, Agreement No. 6M4653 to Sjoberg Evashenk Consulting, Inc., and Agreement No. 6M4654 to Slalom, LLC, to provide on-call professional services for the Operating Budgets Division, each in an amount not to exceed $1,000,000, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.

5. That the General Manager be authorized to award Contract No. 15CQ-115, C25 Interlocking Renewal, to Proven Management Inc. of Oakland, CA for the Bid Price of $9,869,643.00, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.

6. That the General Manager be authorized to award Contract No. 54RR-250 to DMZ Builders for Concord Yard Fire Protection in the amount of $3,940,800.00, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures.

7. That the General Manager be authorized to execute Change Order No. 25 to Contract No. 04SF-140, Procurement of eBART Vehicles, with Stadler Bussanang, AG, to provide eBART vehicle spare parts inventory, in an amount not to exceed $270,000.

8. That the General Manager be authorized to execute Change Order No. 004 for Contract No. 15EJ-171, 34.5 KV Cable Replacement M-Line MVS Switching Station and MTF, MSS, MPS and MTW Substations, with DMZ Builders Co., Inc. in the amount not to exceed $3,900,000.00 and to extend the Contract completion date by 69 calendar days.

President Dufty announced that the Board would enter into closed session under Items 12-A (Conference with Labor Negotiators), 12-B (Public Employee Employment), and 12-C (Conference with Legal Counsel) of the Regular Meeting agenda, and that the Board would reconvene in open session upon conclusion of the closed session.

The Board Meeting recessed at 12:52 p.m.

The Board reconvened in closed session at 12:55 p.m.

Directors present: Directors Allen, Ames, Li, McPartland, Raburn, Saltzman, Simon and Dufty.

Absent: None.

The Board Meeting recessed at 1:30 p.m.

The Board reconvened in open session at 1:32 p.m.

Directors present: Directors Allen, Ames, Li, McPartland, Raburn, Saltzman, Simon, and Dufty.

Absent: None. Director Foley entered the meeting later.

President Dufty announced that there were no announcements to be made from the closed session.

Director Raburn brought the matter of Metropolitan Transportation Commission, Plan Bay Area 2050 Update before the Board. Mr. Holmes; Mr. Val Menotti, Chief Transit System Development Officer; Mr. Richard Fuentes, Manager of Special Projects; and Mr. Ken Kirkey, Integrated Planning Department Director, Metropolitan Transportation Commission, presented the item. The item was discussed.

Director Saltzman exited the meeting.

Director Raburn brought the matter of Agreements for General Environmental and Planning Services for BART Projects before the Board. The item was discussed.

Director Foley re-entered the meeting.

Director Simon moved that the General Manager be authorized to award the below listed Agreements to provide General Environmental and Planning Services in support of BART projects, in an amount not to exceed $8,000,000 each, pursuant to notification to be issued by the General Manager. The awards are subject to the District's protest procedures and Federal Transit Administrations requirements related to protest procedures.

i. Agreement No. 6M6136 to Arup North America, Ltd;
ii. Agreement No. 6M6137 to Fehr & Peers;
iii. Agreement No. 6M6138 to HNTB Corporation; and
iv. Agreement No. 6M6139 to Raimi + Associates.

Director Raburn seconded the motion.

Director McPartland made a substitute motion to have a committee formed to review the potential projects. Directors Allen and Ames seconded the substitute motion.

President Dufty made a second substitute motion that the General Manager be authorized to award the listed Agreements to provide General Environmental and Planning Services in support of BART projects, in an amount not to exceed $8,000,000 each, pursuant to notification to be issued by the General Manager, subject to the District's protest procedures and Federal

Transit Administrations requirements related to protest procedures; and that staff be directed to provide a presentation to the Board in July 2019 a list of capital projects and their values.

Director Simon seconded the substitute motion, which carried by unanimous electronic vote. Ayes – 8: Directors Allen, Ames, Foley, Li, McPartland, Raburn, Simon, and Dufty. Noes – 0. Absent – 1: Director Saltzman.

Director Raburn brought the matter of Revisions to BART's Transit-Oriented Development Policy before the Board. Ms. Crunican; Mr. Holmes; Ms. Abigail Thorne-Lyman, Program Manager, Systems Development; and Ms. Kimberly Koempel, Principal Planner, Systems Development, presented the item. The item was discussed.

President Dufty brought the matter of Actuarial Report on Changes to Pension and Other Postemployment Benefits (OPEB) under Consideration by the District before the Board. Mr. Michael Jones, Assistant General Manager, Administration; and Ms. Diane Iwata, Human Resources Division Manager, presented the item.

Director Foley brought the matter of BART Silicon Valley Phase I Update before the Board. Ms. Tamar Allen; Mr. Holmes; Mr. Shane Edwards, Chief Maintenance and Engineering Officer, and Ms. Crunican presented the item. The item was discussed.

President Dufty called for the General Manager's Report.

Ms. Crunican reported on steps she had taken and activities and meetings she had participated in, ridership, upcoming events, the progress made during recent weekend closures, activities held during Take Our Daughters and Sons to Work Day, Police Department staffing numbers, Fleet of the Future Car availability, Clipper card utilization numbers, and outstanding Roll Call for Introductions items.

Ms. Herhold gave an update on ridership numbers.

President Dufty called for the Controller/Treasurer's Report.

Ms. Rose Poblete, Controller/Treasurer, presented the Quarterly Report of the Controller/Treasurer for the period ending March 31, 2019. The item was discussed. Ms. Herhold gave a brief update on pension reserve numbers.

President Dufty called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director Foley thanked District staff on his BART briefings, Ric Rattray and Val Menotti for assistance with the meeting with the Hillcrest neighbors of Antioch, Tim Chan for the MTAP Tour and Ariel Mercado for assistance with the Rebuilding BART presentation to the Marsh Creek Democratic Club.

Director McPartland reported he had attended the Workday Tour ribbon cutting, BART Police Citizen Review Board meeting, Fire Liaison Committee meeting, Tri Valley San Joaquin Rail Authority meeting, East Bay Municipal Utilities District quarterly meeting in Castro Valley, and Bay Area Mass Evacuation table top.

Director Allen reported she had attended the Northern Waterfront Forum in Antioch.

Director Ames reported she had attended the BART Police Citizen Review Board Meeting, and an Irvington BART Station briefing, and thanked the District Secretary's Office on their assistance with the BART Police Citizen Review Board recruitment.

Director Raburn reported he had attended the California Transportation Authority Legislative conference in Sacramento, American Institute of Architects East Bay Transit Oriented Development, and MacArthur Station Transit Oriented Development installation of panels.

Director Raburn requested the Board meeting be adjourned in honor of Walter Davis Miles who served over 50 years on the MacArthur Station advisory committee.

Director Li reported she had attended the Quality California Gala in San Francisco, Telegraph Hill Dwellers Transportation Committee meeting, and had spoke at the BART Employee Resource Group Asian Pacific Islander History Month Luncheon, and the San Francisco Council of District Merchants Association Gala, and had assisted with the Civic Center Station Salvation Army Harbor Lights program.

Director Simon reported she had attended the Office of Independent Police Auditors Regional Oversight Board meeting, and the Richmond ground floor merchants ribbon cutting. She thanked Val Menotti for his assistance with the Richmond community.

President Dufty reported he had attended a Salesforce Accessibility group meeting with District staff.

President Dufty called for Public Comment. No comments were received.

The Meeting was adjourned at 3:27 p.m. in honor of Walter Davis Miles.

Patricia K. Williams
District Secretary

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

Prepared by:
San Francisco Bay Area Rapid Transit District
Office of Civil Rights

May 23, 2019

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

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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.

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

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

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

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

LOW INCOME	
Household Size	**Household Income**
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.[1]

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

[1] 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

Fare Increase %	2012 Fares	Current 2018 Fares	Proposed 2020 fares +5.4%	Cumulative Change 2012 to 2020[1]
Minority	$ 3.665	$ 4.194	$ 4.419	$ 0.753
Non-Minority	$ 3.709	$ 4.224	$ 4.451	$ 0.742
Overall	$ 3.680	*$ 4.227*	*$ 4.453*	*$ 0.773*
Minority		% Change	5.35%	20.55%
Non-Minority		% Change	5.37%	20.00%
		DIFFERENCE	**-0.03%**	**0.56%**
		Disparate Impact?	**No**	**No**
Minority		$ Change	$ 0.224	$ 0.753
Non-Minority		$ Change	$ 0.227	$ 0.742
Overall		*$ Change*	*$ 0.226*	*$ 0.773*

[1]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

Fare Increase %	2012 Fares	Current 2018 Fares	Proposed 2020 fares +5.4%	Cumulative Change 2012 to 2020[1]
Low Income	$ 3.548	$ 4.069	$ 4.286	$ 0.738
Non-Low Income	$ 3.714	$ 4.238	$ 4.465	$ 0.752
Overall	$ 3.680	*$ 4.227*	*$ 4.453*	*$ 0.773*
Low Income		% Change	5.34%	20.82%
Non-Low Income		% Change	5.36%	20.24%
		DIFFERENCE	**-0.03%**	**0.58%**
		Disproportionate Burden?	**No**	**No**
Overall		*% Change*	*5.35%*	*21.02%*
Low Income		$ Change	$ 0.217	$ 0.738
Non-Low Income		$ Change	$ 0.227	$ 0.752
Overall		*$ Change*	*$ 0.226*	*$ 0.773*

[1]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. [2]

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

[2] 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

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

[1]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

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

[1]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

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

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

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

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

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 *effective 7/1/2019*	$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

			Estimated Ridership by Fare Type					
Fare Type	Fare Media	Payment Method	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%**
		TOTAL	279,539	**100.0%**	87,546	**100.0%**	433,394	**100.0%**

*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

	Average Fare				Average Fare		
	Current	+5.4% as of Jan 2020	Change from Current		2020: +5.4% & $1 Mag Stripe Surcharge	Change in Mag Stripe from Current	
Fare Type			%	$		%	$
Regular adult fare							
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
High Value Discount	$3.82	$4.02	5.4%	$0.21	n/a	n/a	n/a
Senior/Disabled 62.5% discount							
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
Youth 50% discount							
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

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. The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.[3]

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).

[3] 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

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

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

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

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

	Minority Disparate Impact	Low-Income Disproportionate Burden
C. Mag Stripe Surcharge Increase	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 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."

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)

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

Origin Station	2018 Fares	2020 fares
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[1]	Low-Income	Non-Low Income	Sample Size[1]
All Riders	**64.5%**	**35.5%**	**5,113**	**20.2%**	**79.8%**	**4,649**
Regular BART fare	**64.3%**	35.7%	**3,935**	**20.9%**	79.1%	**3,601**
Difference from All Riders	***-0.2%***			***0.7%***		
High Value Discount	**65.4%**	34.6%	**553**	**6.2%**	93.8%	**502**
Difference from All Riders	**0.9%**			**-14.0%**		
"A" Muni Fast Pass	**70.6%**	29.4%	**77**	**26.8%**	73.2%	**73**
Difference from All Riders	**6.1%**			**6.6%**		
Senior	**42.5%**	57.5%	**246**	**15.6%**	84.4%	**82**
Difference from All Riders	**-22.0%**			**-4.6%**		
Disabled	**77.3%**	22.7%	**93**	**51.6%**	48.4%	**82**
Difference from All Riders	**12.8%**			**31.4%**		
Youth (age13-17; under 13 not surveyed)	**87.3%**	12.7%	**69**	**56.7%**	43.3%	**50**
Difference from All Riders	**22.8%**			**36.5%**		

Appendix B

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

May 2019

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II. Appendices

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Section 1: Public Participation Purpose

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.[1]

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.

[1] 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

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. The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.[2]

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

[2] 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 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 20th 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

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
Total Surveys Received	**1,272**

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

LOW INCOME	
Household Size	Household Income
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
Total responses		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
Total responses		1145
Low income Status	**88% of survey respondents answered this question**	**Sample Size**
Low-income	16%	180
Non-low-income	84%	945
Total responses		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
Total responses		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
Total responses		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

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

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
Minority	**78**	**97**	**239**	**414**
%	***18.8%***	***23.4%***	***57.7%***	***100.0%***
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%*
Low-Income	**19**	**27**	**79**	**125**
%	***15.2%***	***21.6%***	***63.2%***	***100.0%***
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)
Minority	78	414	19%
Non-Minority	99	343	29%
Unknown*	9	81	11%
Total	*186*	*838*	***22%***

*"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)
Low-Income	19	125	15%
Non Low-Income	149	617	24%
Unknown*	18	96	19%
Total	*186*	*838*	***22%***

*"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)
Minority	97	414	23%
Non-Minority	82	343	24%
Unknown*	14	81	17%
Total	*193*	*838*	***23%***

*"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)
Low-Income	27	125	22%
Non Low-Income	148	617	24%
Unknown*	18	96	19%
Total	*193*	*838*	***23%***

*"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
Minority	239	414	58%
Non-Minority	162	343	47%
Unknown*	58	81	72%
Total	*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
Low-Income	79	125	63%
Non Low-Income	320	617	52%
Unknown*	60	96	63%
Total	*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 Fnracisco. Also PLEASE do something about making clean and free restrooms available at or in close proximity to the stattions.*
- *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 torward 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 becaue 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

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
Minority	199	86	327	10	622
%	*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
Low-Income	50	25	100	4	179
%	*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
Minority	**131**	**24**	**243**	**4**	**402**
%	***33%***	***6%***	***60%***	***1%***	***100%***
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
Low-Income	**39**	**9**	**70**	**1**	**119**
%	***32%***	***8%***	***59%***	***1%***	***100%***
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

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
Minority	**273**	**98**	**243**	**9**	**623**
%	***44%***	***16%***	***39%***	***1%***	***100%***
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
Low-Income	**68**	**24**	**84**	**4**	**180**
%	***38%***	***13%***	***47%***	***2%***	***100%***
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
Minority	**131**	**33**	**174**	**7**	**345**
%	***38%***	***10%***	***50%***	***2%***	***100%***
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
Low-Income	**44**	**11**	**58**	**3**	**116**
%	***38%***	***9%***	***50%***	***3%***	***100%***
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 underatand 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

Fare Program Survey

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

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

January 2020 Fare Increase

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

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

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.

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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OVER

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: _____

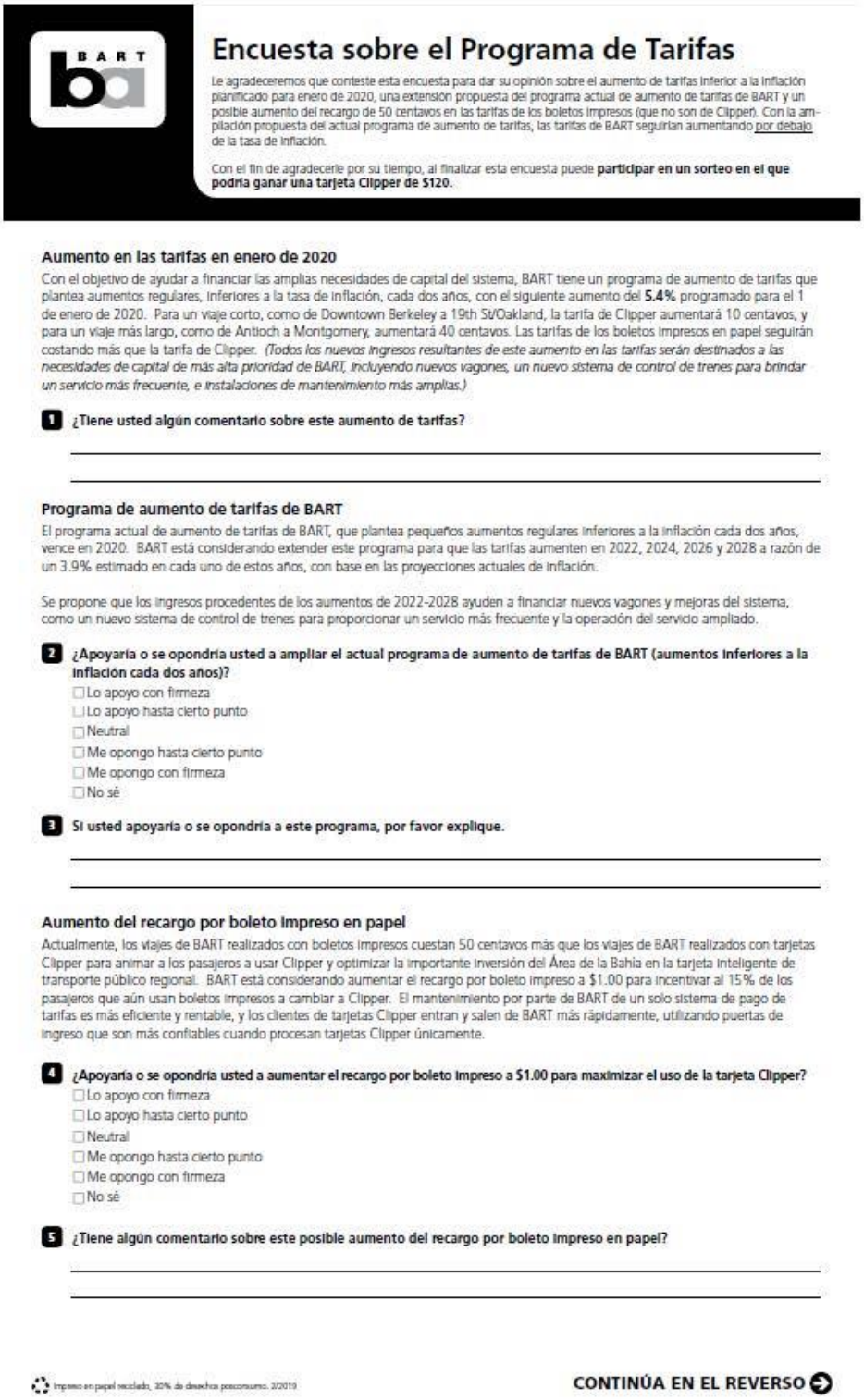
Phone: _____

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?**

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.**

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?**

Impreso en papel reciclado, 30% de desechos posconsumo. 2/2019

CONTINÚA EN EL REVERSO

Por favor, díganos un poco acerca de usted.
(Sus respuestas nos ayudarán a evaluar qué tan bien nos estamos comunicando con todas las comunidades a las que servimos.)

6 **¿Con qué frecuencia viaja usted en BART actualmente?**
(Marque una opción)
- ☐ 5 días a la semana o más
- ☐ 3 a 4 días a la semana
- ☐ 1 a 2 días a la semana
- ☐ 1 a 3 días al mes
- ☐ Menos de una vez al mes, pero por lo menos una vez al año
- ☐ Menos de una vez al año o nunca

7 **¿Generalmente utiliza una tarjeta Clipper o un boleto de BART para pagar su viaje en BART?**
- ☐ Tarjeta Clipper
- ☐ Boleto de BART
- ☐ Otro: _____

8 **¿Qué tipo de tarifa paga usted generalmente cuando viaja en BART?**
- ☐ Tarifa normal de BART (sin descuento)
- ☐ Descuento de alto valor (con valor de $48 o $64)
- ☐ Muni Fast Pass
- ☐ Descuento para adultos mayores (Senior)
- ☐ Descuento para discapacitados
- ☐ Descuento juvenil
- ☐ Otro descuento:_____

9 **¿Cuál es su estación "de origen" de BART (la estación que generalmente usa cuando sale de su casa)?**

_____

10 **¿Cuál es su estación de BART "de destino" más común (la estación cercana a su destino más frecuente, como su lugar de trabajo)?**

_____

11 **¿Cuál es su edad?**
- ☐ 17 años o menos
- ☐ 18 a 24 años
- ☐ 25 a 34 años
- ☐ 35 a 44 años
- ☐ 45 a 54 años
- ☐ 55 a 64 años
- ☐ 65 años o más

12 **¿Cuál es su raza o identificación étnica?**
(Marque todas las opciones que correspondan)
- ☐ Indígena norteamericano o nativo de Alaska
- ☐ Asiático o de las Islas del Pacífico
- ☐ Negro / Afro-americano
- ☐ Hispano, latino o español
- ☐ Blanco
- ☐ Otra:_____

(Categorías basadas en el Censo de los Estados Unidos)

13 **¿Habla usted en el hogar algún otro idioma que no sea el inglés?**
- ☐ Sí, hablo:_____
- ☐ No

14 **Si respondió "Sí" a la pregunta 13, ¿qué tan bien habla inglés?**
- ☐ Muy bien
- ☐ Bien
- ☐ No muy bien
- ☐ Nada

15 **¿Cuál es el total de los ingresos anuales en su hogar antes de impuestos?**
- ☐ Menos de $25,000
- ☐ $25,000 - $34,999
- ☐ $35,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000 o más

16 **Incluyéndose usted, ¿cuántas personas viven en su hogar?**
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 o más

17 **¿Utiliza un teléfono inteligente (puede acceder a Internet, descargar aplicaciones, etc.)?**
- ☐ Sí
- ☐ No

18 **Si respondió "Sí" a la pregunta 17: al día de hoy, ¿ha podido utilizar Internet en su teléfono inteligente?**
- ☐ Sí
- ☐ No

Gracias por llenar la encuesta.

Opcional

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

Nombre: _____

Teléfono: _____

Email: _____

¿Desea suscribirse para recibir BARTable this Week, un boletín gratuito que se envía por email y que incluye concursos, descuentos e información sobre eventos cercanos a las estaciones de BART?
- ☐ Sí
- ☐ No

¿Le gustaría que nos comunicáramos con usted en el futuro (por email) sobre novedades importantes de BART o en caso de que ocurra una emergencia grave de todo el sistema?
- ☐ Sí
- ☐ No

REGLAS DEL SORTEO: No es necesario efectuar ninguna compra. Nulo donde lo prohíba la ley. Una participación por persona. Este sorteo finaliza el 29 de marzo de 2019 a las 5 p.m. PST. Patrocinado por Bay Area Rapid Transit (BART). Abierto únicamente a residentes de California que tengan al menos 18 años de edad al momento de solicitar la participación. Los empleados/contratistas de BART y sus familiares o miembros de su hogar no reúnen los requisitos de participación. Se aplican otras restricciones. El patrocinador otorgará una tarjeta Clipper (valor 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 alterno. 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 19th St/Oakland）將調漲 10 美分，較長程車費（如 Antioch 到 Montgomery）將調漲 40 美分。紙張車票的車費將繼續比 Clipper 車費高。*（所有車費調漲收入將用於 BART 的最高順位資本需求，包括新的列車車廂、新的列車控制系統以提供更頻繁服務，以及擴建的維修保養設施。）*

1 **您對這次計劃中的車費調漲是否有任何意見？**

_____

_____

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。**

_____

_____

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？**

_____

_____

使用 30% 再生紙印刷 • 2/2019

背面繼續

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車的車站) ？**

_____

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)。得獎者是以隨機方式抽出，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，得獎者須在場。所有聯邦、州和地方法規適用。

Appendix PP-B:
January 2020 Fare Increase: Public Comments

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	> 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_u4wDlUFNusE8ZI5	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_2WGz0O4Z95uzzyI	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_2thtnRGdCZSQKgI	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_300O99L9c0UZBee	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_39q1Oi9xpKK5yO5	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_7OqUgmgh9O4XFbH	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 along 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_9ssIiqEP15Drp5f	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_2zl0Xt1lDkYPlxu	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_1I9OprTE4k98fep	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_1QrLYIbr3SnluKF	I think this is reasonable		
R_3qCmpcB1NsecSCF	I very agree with it.	X	X
R_3D0Kaws0vgdVA4x	I want bart to take the money it needs to be a reliable and pleasant mass transit system that we desperately need		
R_2agXREQVNEOq0Zv	i would not mind paying more.		X
R_1locVe4JMJhzYsX	I wouldn't mind the increase if it seemed to us riders that the money was going toward improvements in cleanliness, safety, and service. I have been avoiding BART recently primarily because it is filthy and dangerous.		
R_2rAyMz8uS7yGOZE	I'm all for it. Expanded service and newer, cleaner, more modern trains would be worth it to me		

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R_1JPI2RxzRC8p3we	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_1CigKFMOYYMDdIZ	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_2uVgSYJ3Og3LTZv	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 ono 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_2U448dJZlGJ80v8	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_bJB8nnjEI8s48Q9	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_QlEm7oclbiWLXX3	It seems fair	X	
R_1Hph2Z1LaVZEBSv	It seems reasonable given the increased cost of living in the city and makes sense to promote th usage of clipper cards to improve flow of people at stations.	X	

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R_2EzrEbKi0UWjSFu	It seems reasonable to me		
R_31i5GG9fqL8kmTG	it sounds great!	X	
R_3PNPlFGdwMbUQHG	It sounds like a good plan		
R_Q4UiJHlfTAshJQt	It sounds ok.	Unknown	Unknown
R_1i9ZkkrzqTjYpMd	It sounds quite fair to me	X	X
R_O3ZUsFbF6fCpA0p	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 increases but I understand it needs to be done. At least it's still affordable	Unknown	Unknown
R_123zfGbTcbX52kP	It's understandable, and I want BART to be safe and continue to improve. I also don't take it every day anymore so the price won't drastically affect me.		
R_1DGyvOyQ1lC363G	Its fine	X	
R_11irPFhGz1aXTTt	It's marginal increase and no comments on this increase.	X	Unknown
R_1jYObCYrhf27FTu	Keeping increase at or just below the CPI is a reasonable approach. Doing this on a regular schedule rather than waiting for several years makes it easier for BART and riders to plan.		
R_2tx0IzmQQtHdMD2	Let's do it!	X	
R_27vzgELd5TXsWhS	Makes sense - fine for me.		
R_1lyFLVTOTkQ250u	New rail cars and more frequent service are important priorities and I would be happy to pay the increased price.	X	
R_cCTrZG0shbmYR4R	no one like to pay more but it is fair enough for $0.10 increase for every 2 years	X	X
R_2zjsBpuoSKoYvgf	No problem!		Unknown
R_2EF8tYi8u6j6Nj8	No, a less than inflation increase every 2 years is fare to me.	X	
R_1DuNny5bYihbYRC	No, as this will allow for more improvements towards the rider's experience and better quality of stations and train interiors.	X	Unknown
R_332tgQsSv8VMqvG	No, I believe this small increase is a benefit to the system and the pay off is large.	X	
R_1qaOdVitzrav80r	No, i support the fare increase if there are actually steps that will be taken to make BART a better experience as soon as possible.	X	
R_6ESum7HnUsbGKSR	No, I think it's fair, but start thinking LONG term not just what's going to help in 3-5 years.		
R_2wAcCLVJHE2oVKz	No, it seems reasonable enough all things considered.		

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R_1cTlHjJ3k9SrWeI	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_3sGi1lLWT87GC3L	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_21yL8HmLmpSaIux	Reasonable		
R_1EYgehVb0JtlBGc	Reasonable explainable.		
R_1g0IApHylWfkNRQ	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_xh0L0ynA2ts7rLH	seems reasonable	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_0erpSBT3doEI2Hf	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_1F9APwjzC4aNe63	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_At7TWVoz3MCavzr	Sounds fair.	X	
R_PRmxW6Zn3XVaPuN	Sounds fine	X	Unknown
R_3fw55zVMNwboNIn	sounds fine	X	
R_2ZNAEzV8VQHDHMm	Sounds fine!		
R_1fZz5yPy4JNE0Ok	Sounds fine.		
R_1Hi3dOII1zDl8jv	sounds good		
R_1CDQhfbeB1RpXE3	Sounds good to me	X	
R_5vzWKs4p7l9AYql	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_0OLntxJcsPA7juF	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_1LLHUke3O2sMp7x	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_2QYTjLJ2KD5O1lo	The improvements that Bart needs warrants the fare increase, but that also means that Bart has no excuse to make the system better	Unknown	Unknown
R_2YVVjXd8xsb8CTJ	The increase is definitely justified, seeing the new cars and launching some of those planned extensions and really helped to justify these future increase since the impact can be seen today.		

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R_22Jnt8QurE09MyC	The increase is fine as long as steps to improve congestion, delays, and cleanliness are addressed.		
R_1mzze0Wcl1uQfdi	The increase seems reasonable.		
R_3MhyB1EWeB8pkbx	These seem reasonable		
R_12o4E6yngapeG9X	This fare increase seems reasonable.		
R_2SCFiBFoDbgaots	This increase seems "fare" to me :)	X	
R_2QnboxWejMGDHFi	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_2zxaFsoKls6HKTa	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_1py6UQlP8Jm15Hu	This sounds like a fair increase. I really hope it goes towards improving train service for commuters like promised!	X	X
R_4IqmeOPfdfY9Eml	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_2rr44vr1U23S3FX	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_3RaLOOEebisxarI	4% increase (2% per year) would be less jarring.	Unknown	
R_plX3V6g5dnnyIPn	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_1kZD4MO59AeNZ59	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	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. 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.		
R_3JhpjG0BHc8XLTs	as long as you can stop the fare cheaters and improve the safety and quality of the ride.	X	X
R_3DoPgdl80pLTx32	As someone who makes $60,000 a year the increase would not affect me as much as for those who are earning a low income. I also feel the surcharge for paper tickets should be eliminated as not all those can afford to consistently ride bart and thus will not purchase a clipper card. Some people also don't work the usual 5 days per week and buying a clipper is not within their budgets.	X	

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R_1Fa1XVHpi8KFGRN	Bart currently charges quite a high amount for tickets and the concept of needing more money on top of all the revenue they receive on a daily basis is confusing. While I won't be personally affected by the fair increase, I could see how it's unfair to many people. Small change adds up.	X	
R_s4KBh1qTRXbH6PT	BART fare increases shouldn't be couched in nonsense like "capital needs". Fares go up to cover the cost of business. I would be much more accepting of these increases if BART was clean, better maintained, and pleasant to ride.		
R_VKyZtfs2AApsAaR	BART is already exorbitantly expensive. I've voted for multiple tax and bond measures over the last several years to fund BART, but have only seen service quality decrease. Before raising fares again, I want to see an independent audit of the system's finances, and a review of the salaries and benefits afforded to BART administrators.		
R_1KrjNU3dl5IP1E9	BART needs to get more reliable, safer and cleaner. Not sure if higher fares will help or just go to the outrageous salaries you pay you employees		
R_22xps77QYI8uetP	BART parking and tickets are already an expense. We don't need another increase in fare, if anything we need more security detail at the PLATFORMS and PARKING LOTS, I've had my car vandalized multiple times at El Cerrito Del Norte Station, if you plan to increase the fare at least make BART better for the rest of us!	X	
R_3HRXJ2UfAMA9RXB	BART安全性(如遊民乞討、搶劫)是目前最重要的問題。漲價必須保證提升安全性。*Bart Security (such as begging and robbery) is currently the most important issue. Price increases must ensure increased safety.*	X	
R_2v68yqT4SRmZWFh	Bring it down by 5 cents and I'll approve		
R_BQ7AGVFGr8e0mXv	Clipper Card users, being more convenient, should shoulder this increase. Paper ticket holders are more likely to be low income as a result of structural hurdles to getting and maintaining a clipper card with just cash.		
R_Wd10eL6rqCOArE5	Consider minimum wage commuters using the BART for work, perhaps include new incentives or programs to help the change affect them less.		X
R_27OkJJWJgHFHJzk	Depends on how the additional money is going to be used.		
R_BDHVDTd32pVH1OF	Depends on status of capital needs. Where does it stand on i.e., top 5 needs.	X	

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R_339yQQadTHihF0z	Esta bien que aumenten las tarifas, sólo esperamos un mejor servicio y más seguridad para los usuarios *It is good that the rates increase, we only expect a better service and more security for users*	X	X
R_1eXFHa8kinv0Z3K	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_1ln0Yg085rDqnjb	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_1FKelkoMoaJHFlQ	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	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. 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. I would like to see my 40 cents everyday going to new safety policies and air conditioning too!!!!!	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_1ODH1VYlzN8fjis	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_1jsaftbGkV5SDo9	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_3kCgCDlT03G5y4e	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	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). 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. 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.	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_2zSKkMG1l2OGfSH	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_w0IY2Oqdg6HCNKV	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 Fnracisco. Also PLEASE do something about making clean and free restrooms available at or in close proximity to the stattions.	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	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? I'd be happy to see you DOUBLE all fares at once if every dollar went to the following: 1) minimum one police officer in every revenue train on every line, every day 2) advertise greater police presence and tell passengers to call the conductor without hesitation 3) minimum one officer in every station, every day 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	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	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. 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? 5B) fare evaders commit crimes. You have clear station surveillance video of the man who killed that young woman on the platform at MacArth		
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_vZZU8kALlBLeqm5	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	

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	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 torward 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_2SD0QfyzSYhxnxH	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_3rqgBTBKozmIzpD	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_BKVtVangnMIa8Fz	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_1FstAFXx3JEvJkE	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: 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. 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. 3. DIM stations. 16th St. is so glum. It would be nice if it could be brightened up a bit. 4. Dirty stations. Montgomery is dirty. 16th is dirty. I don't understand where the cleaning crews are.		
R_2ydQ8vBBVEUV2U6	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.		
R_sScUy7Pv0xuJmUx	I'm fine with the fare increase so long students, people who can't afford the increase etc. are not subject to it.		
R_2bVI0umeKmcAe6P	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		

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	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_2RWasDQiFOEfrr7	Increased frequency is a main concern for me. Increased fare in order to have more commuting train opportunities is worth it.		
R_2v1jVwMIyG0UINo	Increasing the fare is ok if work is done but there should be a fare ceiling set to where fares can't be increased for at least 4-5 or more years.	X	
R_1ojUiBSO9bsN8WJ	Instead of going all the funds towards new systems, BART should really consider cleaning the existing trains and having more staff continuously to maintain cleanliness of Bart on everyday basis.	X	
R_2wbDs6oOxChPNW3	Is this proposed fare increase include increase in parking fees? The increase should be linked to cost of living in the Bary Area wages. Wages have largely remained the same for the past two more years. So planners should factor this into the planning	X	
16th9	It ends up costing a bunch when you take BART every day, but I guess we need it.		
R_3HFwwugSZjRfdkN	It makes sense; do it, but try to give low income people a break.		

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R_1QtndLjmrghPB9Q	It seems reasonable, but BART needs to dramatically increase revenues from sources other than taxes and fares.		
R_yL51PJQKoWRecaB	It shouldn't be significant to matter to most riders. The biggest problem with Bart currently is that it is extremely overcrowded during commute times.		
R_1ouwluWJKABw5Ul	It sounds like BART does need the money, but maybe we'd need less if we didn't waste funds on fare-evasion programs that cost more than they bring in?		
R_3r2hoMDibsEncdz	It takes money to manage and run a super efficient service like BART. Fare increase proportional to Inflation is logical. The cost of providing services increase y-o-y and hence the fares have to increase within range to cover the cost increases. However fare increase should be nominal considering affordability as the primary factor	X	
R_2xP0zAoQZXQgre1	it will be fair if the trains were clean and safe	X	Unknown
R_wM3znRl8UBxDgc1	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_3Lbciq3EkzIDdOq	My concern is with low-income riders. Will Bart expand programs to low-income riders?	Unknown	Unknown

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R_21bICHCtGczSK77	My roundtrip from daly city to ashby would increase by 49 cents which is fine for me but why don't you offer discounts for low income folks?	X	
FV2	Needed to have [pay for] more fare inspectors		X
R_2SwdRIJ1tKsySJI	No concerns however I believe any increase should cause BART to report our regurally how much money was raised and how it was used	Unknown	Unknown
R_24odlMsRGrY3gzk	No fare increase until the system I safe, clean and timely Get senior management to ride it often to experience its' wonderfulness, not!	Unknown	
R_2Bxt3CialiXXjXI	No problem for now as long as it is not a drastic increase.	X	X
R_1ocdgEUrPpJTKrE	No, it is reasonable to increase fares from time to time to keep up with maintenance needs, but BART should look for dedicated funding sources because many people find the fares to be to high.		
R_3fv3zpZKW3gD5P2	No, this plan seems fair and BART indeed has extensive capital needs. However, one concern I have is what BART riders receive in return for this fare increase. Will there be increased service and stronger reliability, better turnstiles to reduce the likelihood of "fare cheats," increased seismic protection, etc.? Or does this fare increase simply cover existing services provided BART riders?		
R_10N8UgnHvyLU0D0	No. If the price increase help with better safety. I'm up for it.	Unknown	Unknown
R_pcLufNKoNi8K9K9	Nobody likes fare increases. It just seems like BART is an endless money pit. We already gave 5.4 billion. If this is just part of the regular increase then I guess it's fine.		X
R_3DuW9WBspwcESVb	Not a fan of the increase unless tangible steps in the improvement of service and ways to crack down on fare evasion.	X	
R_1Q4uxQbTnf9XW1X	Not excited about it, but I can afford it.	X	
R_28zVtoYj5uKDPDf	Please consider the alternative funding source of threatening and extorting funds directly from cities like Lafayette that have bulls**t land use policies around BART stations. In lieu of that i guess 5%ish isn't too bad.		
R_3MSYtRTRCkwgpdF	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_2v07ow0pB0MqtO9	Seems reasonable but I think it hurts people who are paid minimum wage, having to work in SF because it pays a little more or has more opportunities.	X	
R_1remZUMRE5KMgfB	Shared rides sometimes offer competitive prices for short trips, but the planned fare increase is not high enough to make a big impact during peak times (greater than 50 cents might spark more outrage).	X	
R_1mqj5oRod7MXziO	Si van a aumentar la tarifas deberán también aumentar la seguridad y limpieza en los elevadores *If they are going to increase the rates they should also increase safety and cleanliness in the elevators*	X	X
R_bC1qOerfQI9zAm5	Sounds reasonable but will tip scales more towards rideshare apps for trips w/ multiple people who are deciding based on what's cheapest	Unknown	Unknown
R_p5wJOEvuFf3MMU1	Sounds reasonable to me. Prices can't stay the same forever, but security should be improved on trains and in stations	X	
R_1FQVyiWNsp2mLyA	Sux, but I guess you gotta do it.		
R_vP24f90RGpzJSg1	That makes sense. I'm all for funding public transit. But I would like to see a low-income rider program soon!		X
R_2zMxWjyO2nZxrHX	The commuter benefits provided by the company only reimburses $130 which is less than half of the costs for someone like me who takes the BART from Fremont to Montgomery. It'd great if BART can work with the government to increase the commuter benefits which can help the consumer with the increased costs. I'd also like BART to utilize the money on updating all the old trains and increase the frequency of the	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	post popular trains like the Daly City and Warm springs		
R_33shq0EUtKzl3yN	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. 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.		
R_238ioSACuC18V7X	The increase is too high. Lower percent.	X	X
16th6	The increase should be pegged to inflation		
R_5BzHQD14eFkYJsB	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. On the same note, CLEANLINESS is key for a system of this nature. Publish plan for making stations, trains clean. 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. If you are clear on your priorities, send me an email response. I am sure you will ask for email in the survey.	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_WiBMjQJGsqkfPoZ	Use a fare increase to build a parking garage at the Antioch station.		
R_3h3Hla2tSpn3ZEp	Use it to police the trains for sleeping homeless and panhandlers		Unknown
R_3QGLmujiIyeYfC7	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 fate evaders.		X
R_2dGTFYG9Upf7c3Z	While fare increase is understandable, it hits those who commute on BART daily the hardest. I think providing more discounts on bulk ticket purchases would incentivize commuting via BART and help your daily riders afford to continue using BART instead of other alternatives		
R_1QLPLlagIR8dgAp	While many will balk at this idea. I do see the need to increase fares to keep up with a burgeoning backlog of work on a nearly 50 year old core system. It is warranted at this time, but one must also take a look at how State, Federal, and other organizations can help BART cover these costs		

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	more as the rehabilitation work progresses for the next decade or so.		
R_esoWT7f7TNJt0dP	Why can't you get money from property taxes on values on the corridor instead of this regressive tax on your captive riders?	X	
16th12	Will any of the increases help improve BART Stations? They need to remain clean + in order for riders!	X	
R_31yJeldVwcC7Jif	with an increase in fare, there needs to be an improvement in efficiency (i.e. elevators that work all the time) and cleanliness (yesterday i walked into a train and almost had to get up and leave (the smell is so horrible I can't believe the train is still allowed to run). Have your staff visit countries such as Singapore/Hong Kong/Tokyo and see what it looks like to run an efficient/clean train system	X	Unknown
R_RWbzsguJTXUQ0DL	Would love to see specifics on amout 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_1rANC16kNO5nJ7V	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 betters monthly passes. The way this question is worded is biased	X	
R_3M3EkDwkQC3UxyG	Yes! I see a ton of people who obviously cannot comfortably pay the full fare because they hop the gate & take on the added risk of a ticket and/or physical violence through police interaction. 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. This way, your fare increase, which will undoubtedly push more people into the category of fare jumpers, will negatively affect fewer people.		X

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R_OO55GIxhxseNWIV	Yes, don't do it based on commute but based on the inflation of jobs in the bay area		
R_3h0cn2qazpe1HHJ	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. 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. I'd rather pay slightly more as a Clipper user to make BART more equitably accessible.	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_2tLNYONlMs9Rvzv	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_3R9rM4Av2IJNxIy	no	X	
R_3R2ZTbt0P0DZU3a	No		
R_3qgkmTjErwFAv6D	No		
R_3JLhmNSbMiYGp9T	No	X	
R_3HifjgCnHh0Rot6	No	X	Unknown
R_3h6eQSZaslzxqm3	No	X	
R_3FKvYGAIic7O8fO	no		
R_3fdVbiyt0qzMyts	no		
R_31uU7iNW2QZS5nT	No		
R_2YY96c7c6vy5wXn	No		
R_2X0Dz7mWXlBLEYD	No	X	X
R_2THwy4WoNpRHGlv	No	X	
R_2DZhdCIJiKzZNne	No		
R_279xLWgQTfsFSBG	No	X	
R_26o8l7Ba1KVzJni	No	X	
R_23Ukxo9PQZmbVDG	No		
R_1rqOuO2FgeDZ9xf	No	X	
R_1mxeaJuZ0GOB7yH	No	X	X
R_1MM9QcYnLON3tCY	no		
R_1mCWEtJUtUUgCyY	No	X	
R_1jKgyMcOhW8T8gs	No		
R_1It3rtSDkZ2jLBk	No		
R_1F3quIcKR3CLFxn	No	X	
R_1E0BcZ2B3ZSp6ds	No	X	X
R_1CDvVi73WlNme9O	No		
16th5	No	X	X
16th15	No	X	
R_0eNWbMcO8Lh1UT7	No comment	X	
R_2wjEHTHQFDgwmVA	No comments		
16th2	No Ninguno *none*	X	X
R_31LwYzNWxbQZOPL	No.		
R_2WSUoERwmr33ko0	No.	X	
R_27BcAAc7RTqKnxM	No.		
R_22zyBADVeDmVbaN	No.		
R_Rf5yLOcPHJpVTBD	None	X	

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R_2xDJZyemSQu1250	None		
R_20OrtZPlsnHe6sA	None		
R_2uqb1W1yu0nDo3g	none at this time	Unknown	
R_2WAbU1Xwjnf5d4F	Nope		
16th3	Not at this time	X	X
R_1Dx1jWdNhOKkwgM	$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_BXjK3KT0ORoqcnf	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 expense 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_8iVLnzxZRFQUoIV	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_22RlJVNJEUGQuhF	Absolutely no fare increase. It's already too expensive and penalized lower income people who have to live further away from urban centers where the jobs are because rents are too high in those urban areas. Tickets need to be a flat fee.	X	

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R_3Gd3KK4kSpW0ynJ	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.	Unknown	
R_1oFPUQmosKtMeM9	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.	Unknown	Unknown
R_1EgmSkHIx49GYfF	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. 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	X	

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

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_UJxRFakzEwZDKr7	BART continues with the increases but I see little improvements. The parking lots have created greater inconveniences. The new trains are not yet in service. Crime, eating and drinking on trains continue and people taking full seats to sleep while people are left standing. Not sure what you are doing with all the increases		Unknown
R_BEW9tNUHjyQ5L2h	Bart dare is becoming increasingly expensive and 95% of the time there are homeless and drug attics on the train taking up space and causing issues. I don't believe an increase is feasible when it's unsafe to use bart and none of the elevators and escalators work. The trains are disgusting as well.	X	
R_1lhNpMIoza4OZOE	BART does not deserve a fare increase. Clean your trains and clears out the drug addicts and homeless people so working individuals can get to and from work in peace.	X	
R_ddp3yuORrHMAZYB	Bart fare is already expensive if we compare price with similiar cities and there is no monthly and student membership(+18 years) there should be more sectiond		X
R_3IQMjKKsVwVPJQe	Bart fare tickets are already expensive enough for many people, including myself. As someone who barts every day to work from Hayward to San Francisco, a lot of my expenses are from my daily bart rides. Please consider this before upping the prices.		X
R_2dGyOrw3Z5y7Fw5	BART fares are already much higher than other rapid transit systems around the country. I ride BART to work everyday and I see numerous people in every train I board hop the fence and board without paying. Please find a way to stop people from skipping fares instead of raising fares for paying customers	X	
R_3g1kWFlUf4CDscA	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_1r37J7IhVym7Hu2	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_1g7ryJSqlkPmAuz	Bart is already pretty expensive, overpacked and dirty. This fare increase will hurt the poor.		
R_plMvpu8VDaA4Vup	Bart is already prohibitively expensive for those of us taking it 5 days a week! Please offer a monthly pass that costs similar to expense of riding 4 days a week for an average ride. Example: hayward to Montgomery. It could still be cheaper for short rides to pay per ride, but would help people on longer trips.		
R_1GVOzYaLXbHdBmD	Bart is already to expensive! Fares need to stay the same or reduce it. Cut 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_a43unhYNlfW74xb	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	BART is becoming too expensive with little to no improvements. 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? And a trip to SFO or OAK airport is almost as much as a Uber or Lyft.	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_25XaW0bI5aZf9AZ	Bart should upgrade to all new cars before expecting commuters and the general public to pay more per fare	X	
R_22CStWpymvDJcZc	BART us my Absolute option and if the fares go up I will stop riding comolwtely... the station operators are rude ..the train seats are disgusting and I don't feel at all safe when riding	X	
R_3spjOE3hbCFsGmb	Bay area is already too expensive. I oppose fare increases.	Unknown	
R_3GqyksCLLVnS2k3	Before considering fare increases I suggest that you remove the non-paying homeless that take up multiple seats and often have a stench that makes it very uncomfortable to ride in a car. Also, I see on basically every trip, young people jumping the pay gates but the BART attendant is usually not even		

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	watching and does nothing about it. A lot of revenue is being missed.		
R_30f99wqW0cVpyvL	Before increasing fares, you should get serious about fare evasion. I get off the train at Balboa Park when I'm taking classes at City College and, I am not exaggerating, at least two people per minute just walk out the gate without paying. Assuming $5 a pop, that's $600 an hour, or roughly $6,000 a day (assuming lower traffic at other times) or almost $2 MILLION per year. For 10% of that, or less, you could station a FULL TIME SECURITY OFFICER at the Ocean Avenue exit of Balboa to stop fare evasion and STILL make more money.	X	
R_2rw7qmlbgeNsQNJ	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. 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. 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. 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	

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R_1Q0zm1BfaaXLU6c	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. 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. 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.	X	
R_2QfIShfK8JGSXuq	Change new trains for Dublin route ,increase parking facility .then work on the fair change	X	
R_2S0TMphKrpQjcpc	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	Currently we have frequent services which are good Why don't you bring monthly pass system with some consession instead of increase	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_3qQLlXSWLsbQPGN	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_3O00pantOCdXXl5	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_1IiuuLE0013Yo1u	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_3fqPuoNqvIjrdfI	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_3Mg4OkYuKTpneNB	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_pyFZMr6M1UlOYTv	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_O1FbfgPqjWJYtDb	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_2QtuGblWO52IvEo	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_3oyWwwx8MhKmVjR	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 he abysmal daily service. I ride Monday - Friday, there is never a day when both my morning and evening trains are on time. BART reports being on time 93% of the time. I call BS and have to ask what kind of math BART is using to reach this number. The Fleet of The Future trains are already starting to sink of body odor and food and spilled drinks because BART does nothing to curb the breaking of the rules. If you need more money why not start fining riders who are eating and drinking on the trains, at least 1/3 of every car has violator AND BART could start busting the fare evaders instead of just shrugging me off when I point them out to BART police or station agents.		
R_ywQqjdCUbzfhyBr	i disagree with the increase. but if there is an increase, is there any consideration on increasing patrol for fare evaders?	X	
R_2arSkv6rKUF61Pu	I do not feel that we should take the responsibility of laying for this extension. Bart should do something about all the fare evaders and that may give them the revenue	X	
R_1BSoxOnE4Ytn9j2	I do not feel the bart fares should increase every two years. This economy is too unstable. What about people on fixed incomes? What about the homeless people that take up two seats on the bart train. One quarter of the people that get on the bart do not sit down where seats are available making it difficult for people to get off at certain stations. What about safety? If you can not take care of the problems just mentioned how can you continue to increase fees.	X	Unknown
R_1eDa8mTUO4fadLO	I do not support a fare increase. There are funds available for measure RR. BART needs to use its current funds and not rely on what was suppose to be a short term solution.	X	
R_1Kaa8scbzWeKswQ	I do not support additional fare increases. We already pay enough with previous increases and parking fee increases.		
R_6liYcU5OJpT8Ulr	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_2TvZ7IM0a555QTl	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 that 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 smal parking lot.		
R_0xCUfCJfrayLBSh	I don't like like it.	X	X
R_qLoj5Ao6uGahkrL	I don't like the fare increase.	Unknown	Unknown
R_1IiVAigfNvmp25d	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_1IiTLCgRH27ZJma	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_1H8DyCIoPF5FWAF	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_2ALldvOAVlXrfbQ	I oppose a fair increase at this time. Currently, I pay $9.80 roundtrip plus the cost of monthly Bart parking at Pittsburg. I am almost never able to park at the station nearest my home - Antioch. The trains on my line are packed beyond belief and I do not feel the money invested in Bart is being used wisely or to the betterment of riders. The Antioch station should have been better with more parking and more fare gates. After work during commute time is a nightmare. I was a rider on a day when someone fell and injured themselves because the folks coming off the escalator did not have room to move forward and more and more folks were coming off the escalator and stairs creating a hazardous traffic jam. I am willing to pay more IF I can see the money I contribute being better spent.	X	
R_31gYCHaZYiPXkJT	I personally think that fares are already expensive given the quality of the service. Trains are packed and always running late.	X	
R_1lcOzUi2FhRJU6J	I ride from Glen Park to Downtown Berkeley, round trip, 5 days a week, and have done so for about 5 years now. The high volume fare discount is not very generous at all, and on top of fare increases, both in the past and upcoming,it's very frustrating! There is no relief. I wish rider loyalty was valued and I wish there were more lower-cost options for frequent riders.	X	
R_1li1WbikueH3uM1	I see filthy stations, dirty cars, restrooms closed, escalators broken during commute hours, and no plastic umbrella wraps whatsoever. And you want a fare increase ? Really ?	Unknown	
R_0pSySo1ITqtLSff	I see people jump the fare gates every single day and they wait for the gate agent to look away or don't even care. Instead of increasing rates on those of us who already spend a ton on commuting, how about enforcing better? Also, how about providing a monthly unlimited rides purchase like every other major city?		
R_vDCWqYkGKX9x6nf	I STRONGLY OPPOSE ANY FARE INCREASE until fare evasion has been virtually eliminated. It is an insult to ask law-abiding citizens to pay more when BART loses $15-25 million/year from fare evasion (see April 2017 SF Chronicle article quoting BART assistant general manager for operations, Paul Overseir) . Despite the addition of a barrier on the emergency gate at Fruitvale station, I still see people routinely circumvent it, in addition to other	X	

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
	fare evasion methods. If BART really needs the money, then why not solve the fare evasion problem? Increasing fares would only encourage fare evasion, and result in even bigger losses (at a minimum).		
R_Zs0bmv3HfFip8fD	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 inprovement but I've never actually seen any differences.	X	
R_2VEKGOPfWM8377h	I think BART fare increase is always out of proportion because I don't see any improvement in services and it the contrary, like the service gets worse and worse. In my opinion, all increases are going to the pockets of the BART employees who earn wages and benefits not everybody else is earning in the Bay Area.	X	
R_T6CqCxEvw4iQH97	I think Bart should think about implementing a fare system such a the New York system not increase the fares.	X	
R_bl6KbM3k0ki41IR	I think it is ridiculous, we already pay high fares and pay for parking. Just to get on Bart during rush hours a find a homeless person that just is nice and cozy with their feet on the window	X	
R_6t9K9IsHO55jUTn	I think it is ridiculous. We are already paying $$$$ and the trains are packed, hot, and dirty seats and floors.	X	Unknown
R_12co5cPFFIbg5cC	I think it negatively impacts low income folks in our community- Bart is already expensive and hinders many folks from being able to ride. I have strong feelings against this.		
R_3h5ykLdfP69CHwJ	I think it's alrady super expensive but go off	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2yjGcen8h3unXZX	I think it's ridiculous. If BART spent minimal effort to target fare evaders, it wouldn't have to increase fares on those who do pay. Every single day when I arrive home at Del Norte station, I see person after person go through the emergency gate without paying (opposite the station agents). The station agents see it, but do nothing. BART does nothing. There is even a police substation there, but in 5 years using this station during commute hours, I've seen police around monitoring fare evaders TWICE. TWICE. And don't get me started on Civic Center Station, my destination. Again, ridiculous.		
R_3psgsLEAvbhljv4	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_20OjYz1pRS3rXdM	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_V2RJv2nTOpKRaFP	I think the entire system of fares need to be reviewed to make the distances/cost more transparent.		
R_31tvWriDLRH0u3w	I think this could have a regressive impact on people's commute budgets, especially in higher-poverty areas like Antioch. Furthermore, what distance dictates whether a trip gets a 10 cent vs 40 cent increase?	X	

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R_20NCea4MZfqQLy8	I think this is bad money management. BART receives a tremendous amount of income where most is spent on payroll which includes benefits for employees. I feel that the service rendered is not worth the price as it is now why increase for a bad product?		
R_yCIBVvihwuzTG6d	I think you should be reducing fares to encourage ridership and resulting environmental benefits, and stop soaking the mostly low and middle-income people doing the right thing by taking transit instead of driving.		
R_1ruk59E148U7yET	I think you should explore other options for increasing revenues, including tapping into the state's $12 billion budget surplus, and for reducing costs, such as self driving trains. BART is already too expensive.		
R_3lYdz5qfsffcy43	I thought inflation was 3.1% BART fares have increased (on a % basis) more than my income over the past 7 years.		
R_1owegT8dMWx7S5p	I travel from San Bruno to Fremont and already pay $14.60 a day plus $3 for parking. If rate are raised driving to Fremont would become a valid option. Instead of raising rate to fund projects...do what is needed to increase ridership (homeless problem, crime, and cleaness) and go after toll cheaters.	X	
R_3EMTUJIc4FgDy66	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 beggers that disturb us.	X	
R_O3WTnZDviaoNrhv	I'm against the increase! Bart is already expensive enough for the mediocre service it offers.	X	
R_xGbi2O2eWRFr6E1	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_3FVuMST4uVmqwTP	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_3jfJl7Qu97y0sLD	I'm not agree with fare increase.	X	X
R_1rrf0U8aKSHA7Zu	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_2D6uT7IwGNIrbQi	Increases are difficult on the poor.	X	
R_1EcmfLYmiuOGPsz	increases encourage fare jumpers	X	
R_0vEhMEf60pfki7T	Increases in tolls, public transportation, and rent (to name a few,) have made living in the bay area almost impossible.	X	

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R_27xsl20Dle85zsn	Increases keep taking place but I don't see any results. The stations/restroom are filthy, escalators/elevators are always out of service, trains are gross/smelly and horrible tempatures	X	
R_1OJlmXksCtq8a5t	Increases should avoid discouraging long trips on BART.		
R_qJ9PkYEmdYlwa8V	Instead of increasing fare catch those d*mn fare evaders!!!!! That will make up for more that the increases proposed. Why should I pay more when others constantly pay nothing.	X	
R_2ya5iYW0qYLbSB2	Instead of increasing fares, BART should trim expenses like payroll - for example janitors that make $250,000+ and sleep in closets when they should be working.		
R_2xYmngBR1wdtF2J	It already cost too much.		
R_1pmR9QXtXl55S6P	it herts people who cant afford it	Unknown	Unknown
R_vuxZOeo1kyK4I6Z	It hurts more than it helps will see more fare jumping probably		
R_veF79WP8UjMvKBb	It is a hardship, not only for adults, but youth to increase BART fare. The increase will potentially cause more gate hops, and less people paying-this includes adults, not only youth.	X	X
R_74biAmoBMhyX2b7	It is costing way too much to ride BART. The paper ticket surcharge should be only for new tickets issued. Not a surcharge on people with existing paper tickets. Please consider that.	X	
R_3OpmZ4g8J4umEzk	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_2pW9nTUAFTlMbSy	It seems like a lot for a system that already is very expensive for commuting.		
R_332qJrJb3SoSIoR	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_1llVbH05RQoxwW3	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_3RmaJUEe0NlHRB8	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_2e5c4u7xTUKMlKm	It's unfare Bart continues to charge passengers more and more all the time, why not create a monthly pass for daily passengers?	X	X
16th7	It'll make my commute expenses harder to meet. I paid over $1000 in last 6 months for parking @ BART. BART commute + Muni. Sigh. I am only a contractor	X	
R_2S7T3WJOYNf0Mcq	It's already high.	X	
R_28B6BifDEHnImbu	It's hard to afford housing already, so this fare increase will hurt many people. Also...please reduce fares for the Oakland Airport Connector. Its high price is part of the reason why I'd rather take an uber/lyft.	X	
R_DuipicdoDPHShrP	It's not small for me it will be 175$ per year.	Unknown	Unknown
R_31pif8F8miBJaT0	It's ridiculous that you want to raise fare yet we don't feel safe at all on Bart.	X	
R_AtFP9TJa6sQPT3z	It's ridiculous to put the onus for this on the riders when the bulk of your funding doesn't even come from fares. BART is already far too expensive for the poor and frankly dangerous service you provide.		
R_3lLz6ZvZ2L7TPcD	It's too expensive	X	
R_tDSOoR5YpmmAaXL	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_1CwIyeFC1OJDdmv	Lower the outrageous wages of the workers and lower our fares. Poor management - stations that are years behind schedule and fare cheats everyday rob the system.	X	
R_1ONtsa9DpSTJy5L	make BART free, otherwise you're actively discriminating against the Bay Area's poor people.		X
R_ApujL1WH9nPMIBH	Makes an already expensive trip even more so with no justification		
R_2Cs9VoxEEQaOXHf	My concern is this plan is to really line the pockets of the people high up in the company. the System is old, NASTY and unsafe. I have a feeling the increase will not go to fix these MAJOR ISSUES.		
16th14	NO aumento *NO increase*	X	X

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R_2f107RaEovgeklx	No estoy de acuerdo con el aumento de la tarifa, el motivo hay mal servicio en el trasporte 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_2ZJ53FfkV8OJKJB	No fares should be increased until actual measures are put in place to stop or prevent fare evaders.		
R_3qOlNHwTocw87zz	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_25REmGnrB5QZw4l	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 excep $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_pzssfcNOuXvZAnn	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_2WM5IVcElinEIpn	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_3Ebfc4G1g2uzUYG	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	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. 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? 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? 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.	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

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_233kdLKF0yO5Tql	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_31KjWOyXcfizXyZ	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_2xViayIF6PlD47o	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

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_3PAlnTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		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_3kCdU2fI6fF5pZS	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 monitory 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 bery 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_1g1NXcf94kHTqnI	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	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. 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.		
R_2saHDbwTDfpKlMK	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_1FlB8oiFyTNyRE6	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_3EnE5yn8PlEwGT0	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_1lmEcejSQA7OV1N	This is too expensive already - life is getting tougher, we pay parking fee everyday as well at the Bart station plus back & 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! 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.	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_1LTHjjnDFkNN6Cq	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 im 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_25ym7F6Kg9cI8Mu	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	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? " 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. 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. 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. As much as I support the public good, what I have seen with Bart makes me consider supporting privatization of Bart service.		X
R_8eI3qs8NuSsxRDz	What happened to the previous fare increase and the bond money?		X
R_2bMYerisZwH3DiJ	What happened with the transportation the voters just passed. Why does the public always have to bear the financial burden. Mexico City has one of the best transportation systems and the world and it's very affordable.	X	X
R_2WGy6qJWlqjuqS7	While fares over the bridge costing more make sense, Bart riders are getting less and less hopefully of the future taking Bart.	X	X

Survey ID	January 2020 Fare Increase: Public Comments	Minority	Low-Income
R_2OPkY3rDIxSW7zc	While the proposed fare increase is being marketed as being "less than inflation" the reality is that salaries are not going up as much as the fares, plus the surcharge is grossly unfair for those who only need to ride the BART infrequently and have to purchase a paper ticket. If you make the clipper card free on an ongoing basis instead of charging $3.00 to purchase it, then one can argue that those using the paper tickets can pay a surcharge. Totally against increasing fares by 5.4% in January without providing free clipper cards to those who need them.	Unknown	Unknown
R_3ly0obVl37JdI29	While this may be less than inflation, increasing commute cosst by $1/ day adds up for my 3 person family.		
R_21hWMRRB5GPZ9FY	Why don't you stop fare evaders so you don't have to increase the fare.	X	
R_2YWj62oX4glu0Sp	Why is fare being raised when BART can't even keep fare evaders at bay? Why should I have a fare increase while the person next to me probably didn't pay their fare??? BART needs to deal with the fare evaders first before raising fare on their paying customers. If you don't deal with the fare evaders, then why should I continue to pay fare when the evaders will continue to get away with it and the paying riders suffer? DO BETTER.	X	
R_2Uci9Tw9NCNRrTx	Why is this needed? I am opposed to this increase. Bart has reduced service times and is not on-time. We do not reward poor performance. There are already measure RR funds.	X	
R_A4LU0QytkIBsaIx	Why should I pay more for the same s**tty service?		
R_3P4ARTIPYw643tP	Why so expensive	X	
R_3dEpV5zXlwXwifU	Why? You f**kers already don't do s**t with the money to fix anything, yall just pay greedy ass employees more and don't do any actual quality of life improvements. Escalators been out at Montgomery for the past 2 weeks and I gotta pay 40 more cents for broken yeeyee ass escalators? F**k you		
R_Z3SVGxqqjt8FFux	With parking to go from Dublin to Montgomery I already pay $16.6 a day, it's a lot. I also don't see any real improvements to BART. I don't agree with a 40 cent increase.	Unknown	Unknown
R_CfgI79T3KH83P2h	Without you providing an account for all the prior increases "supporting capital improvements" this is just fishing. I don't see the justification!	X	

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R_1igGE01Bhyc0nQs	would more funding be required to stop the ever increasing fare increases? What are some extensive capital needs that makes us pay such expensive fares	X	
R_27g6eK34jVUjO7Z	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_Q6wspGgN2Pxgg81	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 becaue I feel as if a lot of changes need to be made prior to increasing the fare		X
R_3huqd2nqv0LIecp	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_tFBF3Y8ebQlZKZX	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_1dbDYRcO10muppc	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 BART	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_11jODk0OJ91o3GY	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	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. 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. 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. In short, your service mostly sucks. The only bright spot is the new trains.		
R_1CIbVJAvFtjYEy4	Yes, it is too expensive and I commute everyday from east bay.	X	X
R_1mKn1trZfBwaxc7	Yes, this is NOT good. BART already receives $3.5 BILLION dollars via Measure RR. I voted for it. Don't increase fares -- they are already expensive especially for people who have long commutes. It shouldn't cost anyone $12-$15 to get to work. No other big city transit system costs as much as BART does to the commuter. This fare increase harms local people who are low income, especially.	X	
R_20YAuJ401NtbPqI	Yes, why are you continuing to increase fare for those of us who pay our fare regularly. Your problem with funding is with fare evaders. Every single day I see people go through the emergency exit to get on the train and get off. Sometime 2, 3 people at a time. In the morning and in the afternoon. Your unarmed community service officers conducting fare inspections in the paid areas of your system is a joke. You need them at		

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	the entries of the stations to prevent this from continuing not on the platform where there are crowds of people. Those individuals that are evading the fare will see them checking people tickets and merely move on, go downstairs/upstairs to avoid being checked for fare payment.		
R_22tA5Rjof6Bgtcr	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_UmCMobjJc8JZ5ol	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_2CPvFRKzOVUtfg6	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.		

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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_1Ckh790e5IAGNlN	?	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_2dtiKMc3fM0OlQL	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_1EhfcBJ8QpjExeI	BART needs to offer a less substantial percentage fare increase for shorter trips (less than two miles in length). Although $0.10 is a small dollar amount, the current short distance fare already is disproportionately higher for urban riders (Oakland / San Francisco urban core markets) than for suburban riders. This creates a disincentive for using BART's capacity during off-peak hours.	X	

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R_2rjBl9lcnGKFA1n	Bart prices are becoming inaccessible for the general public. Yeah new trains and railways will be lovely for the people who will be able to afford riding Bart regularly. But at this rate companies like Uber and Lyft are beating you in pricing and efficiency. My #1 concern is the increased number of Bart officers, by steadily raising the cost of Bart while simultaneously raising the police presence on trains and in stations this is a recipe for disaster for low income Bay Area commuters. Have we forgotten Oscar Grant already? Not that that's what caused his death but it definitely seems like you're creating an environment where something similar is bound to happen.	X	X
R_RlAOB57YBdtCAeJ	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_1pnRoD1enVYdTxH	Because when the other taking bart everyday and some other people are bart hopping	X	X
R_1r6bfe4qjDMKSIl	Before stating whether I agree or not with this proposal, I would like to better understand how BART has used the funds received from, in my perspective, very high increases over the last several years.		
R_2q1szYV8fYgrixt	Can you increase the cost more for people who use Bart less frequently (eg Tourists, people who travel a couple times a week) and increase the cost less for regular commuters who will end up feeling it more?		
R_doQa5fl0dT7Pr33	Chicago's base fare for the L is $2.50. The New York City subway fare is $2.75. The LA Metro is $1.75. And BART wants to increase fares? What happened to Measure rr funds? And where are the supposed new trains? I have seen 3 since January 1.		Unknown
R_2pRXSnLJCQXpS2w	CPI is only 2%. What are these inflation readings?	X	
R_26lhoVX0RaieRfW	Cut back on overpaid BART employee salaries and other compensation. No janitor should be paid $200,000	Unknown	Unknown

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

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R_bmfKiBG7YkPnW8h	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. 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	Unknown	Unknown
R_2sR2re2nLOt8VoZ	Honestly, BART should be free as a courtesy to its riders considering its recent performance and ongoing issues.	Unknown	

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	Pay more has ALWAYS resulted in worse service in BART world		
R_1DppsZKLlij7hMc	How about decreasing executives salaries to fi d these projects.	Unknown	Unknown
R_1eQRsJzS5KGUga1	How about you just enforce till jumping? When I got the survey postcard, a guy next to me jumped the till. They offered him one too. What the hell do station agents do? They just sit in that fish tank and try to ignore people looking for help. Nice work if you can get it. Oh, I pay for that.	X	
R_1pEw42r2xGCwIL7	How are the funds going to be used?	X	X
R_25GgOzYncLFLrfT	How much of this will go to staff versus non-personnel costs?		Unknown
R_vuBQsKNJNBFOZON	How will BART make clipper cards more accessible for riders? What about parking costs? And safety concerns?	X	
R_33kG6u3D8h0h9sw	I believe that though wealth in the bay area has increased, equity has not. the same working class people that depend on BART are being unjustly taxed, when all the development of tech companies enjoy exorbitant amounts of profit. Why not have them contribute to the community to cover expenses?	X	X
R_piO7cttxuRLgRfr	I commute from pleasant hill and currently pay $15 for RT and parking. That is a lot of $ annually! Trains are often too crowded to board. Can't rely on the schedule, breakdowns, delays are frequent! Trains and stations are unsafe and unsanitary.	X	
R_1nZvb1NjRKUNgCS	I don't appreciate the push towards clipper, I don't ride Bart except for work and it is reimbursed and its easier to expense individual paper tickets		X
R_2tmNhpKiOVXadzA	I don't think BART really communicates how much dollars the capital improvements will cost. Or, if BART is honest with its communications, I don't think BART really knows how much the capital improvements will cost.	Unknown	Unknown
R_0enq272CB7XONO1	I don't understand where the money is going. There's hardly any staff in the stations and the trains are packed and yet bart seems to always need more money while mostly falling into further disrepair.		
R_2AZrGpukxG4MS4i	I don't understand why you guys keep increasing fare. I (we), as a daily passenger, need to know more about the reasons behind fare increase.	Unknown	Unknown

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R_3DkH1bpVuX5VjjF	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. 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.)		
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	I ride from WC BART Evidently my parking spot (almost 10 years) now is either gone or ceded to a private company I have been fxxxed by BART and hold senior management respnsible	Unknown	
R_2v1W1dFHeOMLvbA	I think a lot of people complain because they don't see what is happening with their money. They still see the homeless sleeping on trains, and they still see the biggest problem of fare evaders. BART is slowly creeping up their prices to become closer to the costs of driving, and I know that deters me from using the system on days where I'm not going to work because I'd rather be in a car than on BART.		
16th4	I think Clipper has been getting discounts and I am glad that they will have to contribute to the BART fare increase	X	X
R_2CqXtWeWjmtFZmk	I think it is absurd that other cities have cheaper fares to their cities airports ($3 oneway) and BART fares are exorbitant ($10 oneway from San Francisco to SFO). One can only assume that this fare will increase as well. That is why I no longer use BART to the airport but use a taxi.		
R_3VqR3GYdtfAE5Xz	I think off-peak and Sunday fares ought to be reduced in line with recent service decreases.		

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R_31hMszzUGUSbeA9	I think that for people who has a MUNI ticket, the fare should only be based on the end of San Francisco to the destination.	X	
R_DpYOUJS8GqipVZv	I think there should be a user-friendly program for low income people to get a discounted rate.		
R_1KiGvnWzdQpUtqZ	I think you should base fares off of competitive alternatives. For example, it's often cheaper to split an Uber or take an Uber pool than it is to take bart to the airport from day the mission. I feel similarly about bart fares. The fare shouldn't be so much greater than the bay bridge toll as it is now.	X	
R_29oa999BfEwHIKM	I wish this plan would incorporate some sort of discount program, or an extension on the few already offered. For example, BART already offers a discount for children or adolescents in high school but I wish this could be expanded to more college students (other than the few select schools). Also, if people could apply for a discounted rate of some sort due to low income. I believe an expansion on these programs would help so people with lower income could still afford public transportation and those who have a higher SES could afford the minimal increase.	X	X
R_3qlmEhyfFmusvUX	I would like to see BART show accountability to riders on how the past fare increase money has been spent before deciding on this information. I would like some statistics that show how money was spent before and after the fare increase. Please feel free to email me with this information		X
R_3rZIZFijBLCLRKs	I would like to see better communication around what capital projects are being funded by this fare increase. BART should also simultaneously increase enforcement of fare evasion, since the fare increase will likely drive more passengers to jump the gates.		
R_8eI3qs8NuSsxRDz	I'm concerned about the impact on low income residents. When we have so much wealth here, it seems crazy to make public transit more expensive rather than tax the super rich.		
R_OI0PrFwJEBCAujL	I'd like to know where the increased fare will be spent on.	Unknown	
R_2wbtlJml83rkU91	If you're going to charge different prices for clipper v. paper tickets, please label it clearly as myself and a number of people I know have mistakingly paid what they thought was a paper fare but upon attempting to exit the station, could not as they had paid the clipper fare. I believe it has been fixed, but	X	X

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	whomever was responsible for that debacle should be fired.		
R_2ZHp7pPu9JcCltN	Impact on low income, where is this money going?	X	
R_3rZDk8c6luDeIL8	In general, BART should seek funding that does not raise fares. Raising fares is bad climate policy in this era of rapid climate change because it reduces BART's attractiveness compared to driving alone. As long as BART charges a fare, BART should offer 30-day (and ideally also 7- and 14-day) unlimited passes. To accommodate distance based fares, these passes could be modeled on the PugetPass pricing model in place among the ORCA agencies around Seattle. This would incentivize weekend and off-peak ridership among regular BART riders.		
R_1LebrsN2jjha95V	Inflation is < 5.4%?	Unknown	Unknown
R_31No1otQPjqG4re	Is 5.4% less than inflation?		
R_1hycZDzwEmAORsD	Is inflation really higher than 5.4% every two years?		
R_3M4mTLRugDBH5zB	Is there a study on who uses paper tickets vs. Clipper fares? My concern is that an increased fare for paper over Clipper, and larger increases for paper compared to those for Clipper, would further disadvantage institutionally oppressed populations that rely on BART, but receive discounted paper tickets through work or can't link a Clipper card to a bank account.		
R_3hovBl7WgHbPIOu	It is not possible to state the fare increase is "less-than-inflation" when inflation in future months is unknown.		
R_1IbK2DkeqF03jMA	It would be cool to have BART fares scaled with income. Today BART fares are turning into a tacit two-tiered system where low-income people just hop the gates. This is better than charging them the full fare, but it would be even better to just offer them free or reduced-cost cards.		

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R_1lAmTd03KIsPm45	I've paid my dues Time after time I've done my sentence But committed no crime And bad mistakes I've made a few I've had my share of sand kicked in my face But I've come through	Unknown	
R_5u2OtME0Urwiz7j	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 convienent San Mateo good Area Sam Tran Vallejo Vacaville Fairfield	X	X
R_3I65pQRMtxhj5lP	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_2Bhxh0FbKtvnEXE	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_2dGzrO07s4e4rHc	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%.		

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	Saying "less than inflation" is either not explained well, misleading, or a lie.		
R_2sWM3irJdqBpoOe	The Bart is already quite expensive when it comes to FARE on day to day basis. 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. 2) Provide the option of Monthly Pass if customer has starting and Ending destination is same. Give some frequent travellers benefit to these customers. 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.	X	
R_sNDdQwpacNsNo3L	The increase is scheduled every 2 years for many years? Indefinitely?		
R_1mrcJZQqx7bZDTo	The people are not responsible for funding public transit. Bart's extensive capital needs must be met by the government.		
R_2cuYrfZFmy6ScjT	There are people living in their cars living in their vehicles sucking up all the parking space. It's like my monthly parking pass is a waste of time for me. They need to do their job and enforce these problems		
R_DvHlxuZ530Yd6E1	There should be more differentiation in fares for short trips vs. long trips.	X	
R_3RszpsEX1tng5hu	They are regular increase every two years of 5.4%	X	X
R_1IREqRnBeMy8jFk	they, board of directors just want to take more money from all bart riders so they can look good and get maybe a big bonus and raise.	X	
R_1NaGEt9oSo3uiQj	Trains are already crazy crowded and getting worse every day. why are you spending money on esthetic improvements, such as those weird looking archways over the downtown Berkeley entrances?	X	

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R_1dm3AwusvOBGYJi	Two dedicated police officers at each station would significantly cut down on fare jumping and violence at BART stations.		
R_3OlaA8Y0Z8D6pNP	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_3h3CRWEv9z6oHl9	Where did the last few increases go? Nothing was improved then		

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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_Y4X9hV9c7JcIlTX	Why is this increase for capital improvements when we just passed a $3B bond measure? Isn't this increase really for operational costs?		
R_2qeI0xB6uvg5CSY	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_3scz8MVq3vZGOxx	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_1jvJlPnUfrtMrwx	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_3gL2Ju6mtfIdEjb	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_2YttSofVcB5MO8x	票价往返增加 *Fare round trip*	X	X

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

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

Note on "Unknown" categorization for the following columns:

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

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_27vzgELd5TXsWhS	$ for transit projects is important for the whole region.		
R_3JeWZdKk2MHrYxy	As I said, fare increases are necessary to maintain and increase service levels and quality. Funding should be increased.		
R_2VEKGOPfWM8377h	As I stated before, it is so difficult to believe any fare increase will somehow benefit BART riders. I don't support any increase at all because I the profit you do would be enough to better serve the users.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_SZShmLLW7fzUrf3	As in previous comment, need lines that are more spread out in SF (so that more than one corner of the city is accessible to poor and environmentally conscientious people) and extend farther out so more people can rely on public transit for their commutes into the city where they can't afford to live		
R_1gi46u4n9W0gDOj	As long as the revenue continues to be invested into the system		
R_1DuNny5bYihbYRC	As the whole system is about 60 years old, the cost of maintaining such a system increases exponentially, thus this program of increasing fares will allow for coverage over construction costs without having to constantly ask the Government for money and only to spend it on things that could have been paid off through ridership payments.	X	Unknown
R_urfl9Sk8DcXgefn	BART clearly needs the funds to maintain and improve service. I'd even support fare increases that match inflation.		
R_3rZIZFijBLCLRKs	BART has the oldest fleet in the nation and ATCS limits the system's ability to handle future passenger load.		
R_1mzze0Wcl1uQfdi	BART improvements are drastically needed, if increasing fares to pay for them is necessary then so be it.		
R_120kg6QGrRhvWhy	BART is a backbone infrastructure necessity for the entire Bay Area region; it must be supported.		
R_2ZNAEzV8VQHDHMm	BART is a vital part of our transportation infrastructure and it must be funded adequately. Best investment we could ever make!		
R_2tmNhpKiOVXadzA	BART is breaking down too much and hasn't planned for increased ridership. BART needs better management, and the the funds to run the system	Unknown	Unknown
16th5	BART must low pair	X	X
R_2sc1gExL0QBplW4	BART needs money to support its operations and to expand service		
R_2WGz0O4Z95uzzyI	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 necessarry 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	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. 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	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
	sufferance of these Colonies; and such is now the necessity which constrains them to alter their former Systems of Government. The history of the present King of Great Britain is a history of repeated injuries and usurpations, all having in direct object the establishment of an absolute Tyranny over these States. To prove this, let		
R_1cTlHjJ3k9SrWeI	I 100% support this as long as portion of this goes for maintenance. Most station are so dirty and stinky. Plus please make it safe for the paying riders	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1qaBS4S30DxphOV	I am in strong support of upgrading basic infrastructure, trains, operating systems, etc. Prettying up stations with art, new pavilions, etc. is a waste of money and customer fares. Customers want to get from point A to B and have no interest in hanging around stations socializing, shopping, etc. Stations need to be clean and functional but not architectural wonders. The only people that hang around stations/trains are the homeless who for the most part are drunk/high and unaware of their surroundings. So again please don't waste money on frivolous prettying up projects!		
R_vP24f90RGpzJSg1	I believe our public transit prices must increase to match inflation. Otherwise we will begin to lose funding proportionally.		X
R_3n7aqXYGzOrVCKz	I feel that BART needs this money to help improve their system	X	X
R_2WAbU1Xwjnf5d4F	I know that BaRT has huge capital needs. Appreciate the new train cars, thanks!		
R_3I47csFKVPpVK80	I strongly support because I wish there were more frequent rail service. If more frequent service were not a part of the proposed plan then my rating would drop to somewhat oppose.	X	
R_33shq0EUtKzl3yN	I strongly support the increases as long as a) BART is truly accountable for the increased revenue and is transparent about all its spending and b) low-income riders are granted relief.		
R_0liYtmTdS6Zmorn	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_RFymm5ZKrM7fnq1	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_At7TWVoz3MCavzr	I would strongly support this increase however BART really needs to work on getting everyone to pay their fare and fair share.	X	
R_1ln3bTaasSgIxnf	I would support increases of actual rate of inflation		
FV3	I would support it because it would keep BART running		X
R_2cjFwIPtfunoioF	I would support it because it's helping fund the advancement of transit in the Bay Area which would enhance our work commute in the future.	X	
R_2wdFjASooqQgI1Y	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_1IbK2DkeqF03jMA	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 infastructure		
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_3h6eQSZaslzxqm3	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_2thtnRGdCZSQKgI	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_2X0Dz7mWXlBLEYD	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_3PNPlFGdwMbUQHG	We need improvements		
R_2aLTrJI5KeEGLtu	We need new cars, better transit.		
R_2zxaFsoKls6HKTa	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 fairs 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_2CqO8hmnEEfitYW	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_2QYTjLJ2KD5O1lo	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_27OkJJWJgHFHJzk	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_2wbDs6oOxChPNW3	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 infrustructure, hire more manpower, etc.	X	
R_2VkYr3d6EsHAsVa	Better service is good	X	
R_1H0JdqDCfUZjejX	Cost of living – and everything else – keeps going up. It makes sense that the cost of maintaining BART goes up too.		
R_2akji3ePxGFnjIs	cost of operations do go up and employees need raises as well so i think a reasonable increase in fares is acceptable.		
R_0pSySo1ITqtLSff	Do a monthly flat pay program. Some of us would save money, while others wouldn't use the full balance. Focus on curbing fare evading. You wouldn't need to increase rates if things were better managed.		
R_el228piMjwaK91f	Every two years is more practical than every year.	X	X
R_AssLE7ORG1TlFxn	Expanded service would be fantastic. Sell that! I'll pay for more frequent trains at more hours	X	
R_V2RJv2nTOpKRaFP	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_1CigKFMOYYMDdIZ	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_2zSKkMG1l2OGfSH	I need to see some improvements like cleaner trains and less fare evasions.		
R_2zoNitL2hBed6eT	I only don't put strongly support cause I'd like to spend less but if this is necessary and stays as low as you say it will then it shouldn't be a problem and I'll happily support it	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_1ODH1VYlzN8fjis	I only oppose it if nothing changes with the cleanliness of Bart. Also, the new trains rarely ever go to Richmond, which is unfair. New trains only seem to go to the more wealthy areas like Antioch, Rock Ridge or Fremont. The brand new and cleaner trains must be experienced by all passengers as we are all paying the same fees. If we are taking different routes in an old dirty train then our fares must be lesser than those individuals in the brand new train.	X	
R_2SlwAwH41xX6MEu	I only support it because I hope I won't be taking bart everyday by then	X	
R_2rTn9ABUIM5QGtr	I realize the improvements are needed and the money needs to come from somewhere. I just wonder, since these improvements have a region-wide benefit, if the increase shouldn't be in the sales tax rather than the individual fares.		
R_39q1Oi9xpKK5yO5	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_3JJJJuHHWWkZ2zp	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_1FstAFXx3JEvJkE	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_3Lbciq3EkzIDd0q	I think every two years is doable.	Unknown	Unknown
R_3VqR3GYdtfAE5Xz	I think fares need to go up in line with reasonable costs.		
R_YawechvgiGVr0aR	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_wM3znRl8UBxDgc1	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_9ssIiqEP15Drp5f	I think it's necessary to increase the program, but I feel like this further divides the people who would be riding bart as well. I think the surrounding area's current population will become less accommodating to the people who are habitant of the areas at the moment	X	
R_2EF8tYi8u6j6Nj8	I think there are other issues that also need to be address. You should increase BART Police so we can feel safe on trains, also the cleanliness is terrible.	X	
R_3DkH1bpVuX5VjjF	I think this is fine given the basic status quo reality of state and federal policy and funding streams, but there needs to be serious study and planning aimed at a long-term goal of making all transit completely fare-free.		
R_1daA1zss94rMN3I	I understand costs go up but wish there was a better way to address this than increasing cost to people.	X	
R_2ZE2iV2EEFQbTjy	I understand needing funds to improve the current system so the proposal seems logical.	X	
R_svPOND6DtPv8igF	I understand that everything we purchase is increasing in price so I expect Bart to raise their prices too and I think the less-than-inflation increase every two years is a fair one.	X	
R_2S0Ped2AaExkiiL	I understand the need for increased fares and funds for infrastructure, but worry that those least able to afford it are most impacted by increases.	X	
R_1fcNW1LV5LBFzj8	I understand the need for revenue to maintain and better the system		
R_1lcOzUi2FhRJU6J	I understand the need to raise fares but I wish those came with other discount options for frequent riders.	X	
16th9	I want BART to keep running		
PB2	I want BART to provide better service so I don't mind paying a little extra. Please keep it clean & tidy and timely	X	
R_1QKM4wvUNmloYEj	I will only support the program if night and weekend service is increased.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_12lFBsJmJhhxMTd	I wish some of the revenue generated would also fund measures to reduce fare evasion, like new gates.		
R_UgehAsrIcQrU6Vb	I wish there were better ways to raise capital without making the riders pay more, but systems improvements are important.	X	
R_1luHHtoRV7TnhPh	I work for the City and County of San Francisco and I will not get a 3.9 % raise increase each year. But again, I understand BART is an expensive system to run. However - the NY City Subway system is far cheaper and is much more extensive.		
R_WczSJBuTH4Umnip	I would be happy to support if in fact the proposed increases are put in place; also we need more security on the trains, and get those cameras working, plus removing the homeless that sleep on these trains. The trains are disgusting and I've witnessed people eating and tossing their trash on the ground and people urinating in between the trains as well as smoking pot.	X	
R_plX3V6g5dnnyIPn	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_2co2dTLlckGTkSJ	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_1Cw39KmzdLl9ait	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_3kv5kRJa03NFlHx	I would support it if solutions are created for fare evaders.	X	
R_2dGzrO07s4e4rHc	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_2OGrlpqeR04gygx	If it means cleaner cars and keeps them running I'm all for it.	X	
R_1Dx1jWdNhOKkwgM	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_2QnboxWejMGDHFi	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_332Lcv2buO9usFC	Improvments must be made, however the improvements need to be swift and visible to the public paying for them.		

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_30f99wqW0cVpyvL	Increases are needed, but, again, you need to do a MUCH better job tackling fare evasion. Patrons get really angry being asked to continually pay more for BART--through fares and tax hikes--yet seemingly nothing gets done about the thousands of people who don't pay.	X	
R_ebAAvB21tJwLkqt	Increases should be slightly above inflation rather than slightly below in my opinion.		
R_1DGyvOyQ1lC363G	Increasing the fare is ok provided BART increases the frequency of the trains. Specially for routes like Dublin and Fremont.	X	
R_1pnRoD1enVYdTxH	It could be have a chance on 3.9% for the people to increase	X	X
R_31LwYzNWxbQZOPL	It seems necessary.		
R_2zOc05nXhARIAvL	It sounds reasonable and expanded service would be great.		
R_2ANeciIqvZ1JTHw	It would be nice to have trains that are more frequent, especially towards the evening. I work tow latte shifts and it takes me so much longer to get home on those days. If this fare increase would make it more convent to get home I would support it completely	X	
16th7	It's difficult because I am all for Safety, but feel that the BART operators make crazy high salary + all their dependents ride free.	X	
R_31Awtk77L8sK67e	It's good to have the BART train and system updated. Comparing with the other subway systems in the other countries, BART's facility is out of date.	X	
R_WxhBtoT1ojwTmvv	It's important to support the maintenance of infrastructure. Also we don't want to run into issues like in New York where the maintenance builds up to the point of untenability.		
R_sNDdQwpacNsNo3L	It's reasonable on the surface, but the cost of everything ELSE in the Bay Area continues to increase as well with many jobs NOT meeting the cost of inflation and the loss of parking at many BART stations due to new housing developments.		
R_21ApvejZ0Q3McEH	It's reasonable.		
R_8ptqW5988rH1njz	Keep it under inflation rate & it seems reasonable		

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R_a03v5y0YVavMtXP	less than inflation increase means a continued redistribution from bart development into bart riders wallets		
R_3qgkmTjErwFAv6D	Like affordability but concerns about keeping pace with funding improvements		
R_12mpdafG2k1paJH	Lo apoyo hasta cierto punto porque reconozco que los costos con los que BART se enfrenta para proporcionar el servicio continúan subiendo. *I support it to a certain extent because I recognize that the costs BART faces to provide the service continue to rise.*	X	
R_339yQQadTHihF0z	Lo apoyo por que soy consciente de que no siempre tendremos la misma tarifa *I support it because I am aware we will not always have the same rate*	X	X
R_1F3quIcKR3CLFxn	Maintenance and improvements of the BART system is an ongoing concern which needs to be funded. As inflation increases, so does the cost of maintenance and improvements; as a result it's not unusual to expect an increase in fare. Obviously, if the increase in cost can be covered without increasing fare, that is more desirable.	X	
R_2chDQbWqEEP7fuh	More money for transit is good. Less than inflation increases seem like they would be insufficient in the long run without new funding from other sources.		
R_3qJsyABpXUYGzNt	More money should mean safer and cleaner trains		
R_2uL2f6BkaHWKuEh	Need new trains. In support as it is below inflation.	X	
BP3	Need strong governance to control costs.	X	
R_2YzVQlEBW48dOFz	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_11bY79ePKfvMl3c	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_10Vg3Twcvc0fPuc	Seems reasonable. Prices go up for everything else every year. Why should BART be any different?		
R_1EcmfLYmiuOGPsz	senior citizen fares should remain the same	X	
R_yUqXC69gSUkOsfv	Small amounts are better then an amount I can't pay		

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R_9ERHLpF0jcjuKpr	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_3kdB3Np1ASYYJln	Support as long as use of funds managed well	X	
R_1jsaftbGkV5SDo9	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_2DZhdCIJiKzZNne	Support with a detailed plan of how the increased revenue should be spent.		
R_O3ZUsFbF6fCpA0p	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_3PAlnTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		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_u4wDlUFNusE8ZI5	Would like to see some of taxes kicked in to help as well.	X	
R_2v07ow0pB0MqtO9	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_1llVbH05RQoxwW3	Yes things are expensive to run, you need the correct personnel, working trains and safe infrastructure		

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R_21bICHCtGczSK77	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_1eQqov4i3zcn8tB	Again I'm concerned about the low income riders. I'll gladly accept the increase, but I don't think a blanket increase will help.	X	
R_334nRRtlWkwl80S	All of these ideas sound great on paper and are a step in the right direction. I do think there are current issues that are overlooked and need to be addressed though. Examples: safety, keeping the trains cleaner and overcrowded trains.		
R_YYo0j1I9O6QreXT	Are the increase in revenue really going to the right places or will it be taken up by the inefficient of the deficits	X	X
R_2fHfam1bh1ypWQG	As I'm writing this a homeless man who reeks of urine just asked me for money. I'm commuting on my way to work. Clearly, he has not paid. You're charging honest people so that criminals can use your services for free and the rest of us subsidize them. Get some law enforcement on your trains and in your stations. Generate revenue through ticketing and enforcement of BART policies.		
R_3NKwM5qY8SxeEVi	As long as plans are implemented to make sure everyone is paying the rates, I'm fine with the increase. People keep jumping over the gates or going through the emergency only gate as a way to not pay. Bart agents see this and don't do anything. That's not okay.	X	X
R_3HUHNc9FGhE8NCe	As long as the increased fares go to improving Bart, getting more modern trains, I am ok with a slight increase.	X	
R_vDCWqYkGKX9x6nf	As mentioned earlier, I oppose any fare increases until fare evasion has been eliminated. However, once fare evasion has been eliminated, I would support fare increases that are less-than-inflation every two years.	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_siEIWEjwPIHi4Jb	Bart needs newer trains and more people cleaning them in between peak hours	X	
R_1QtndLjmrghPB9Q	BART needs to fix the system		
R_3HBwDn0e2895pze	Build floor to ceiling turnstiles so BART can capture the fare evader revenue!!		
R_s4KBh1qTRXbH6PT	Equipment must be included in the budget every year. There should never be a need for massive upgrade that are unplanned.		
R_3OlaA8Y0Z8D6pNP	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_1DOlbVA07WjzGhH	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_1kZD4MO59AeNZ59	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_27g6eK34jVUjO7Z	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_1g0IApHylWfkNRQ	I'd like the rate to be determined every two years, not in advance, to account for a slow or strong economy.	X	
R_1lAmTd03KIsPm45	If you are neautral, you are taking the side of the opressor	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_OOLntxJcsPA7juF	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_2dtiKMc3fM0OlQL	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_2D6uT7IwGNIrbQi	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_8eI3qs8NuSsxRDz	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_2pW9nTUAFTlMbSy	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_332qJrJb3SoSIoR	Bart already costs more than in other cities and countries while lacking their sophistication of service. I lack confidence that increased fares will equal better services.		
R_2QDwvcbeHXz3N7n	Bart always increases fare but the riders don't see any of the benefits. As a life long native Bay Area resident, it seems that Bart quality standards have remained somewhat stagnant	X	
R_3lxIONfX5IRQenO	BART clearly is not prepared for the amount of riders at this point. I dont know if there is any other solution to this problem. We obviously need to new cars and upgrades, but I just dont understand why we have a system that is so flawed? Bart is already too expense, it's at capacity (beyond capacity, if i get a seat in the morning, it's a miracle) and have to wonder where all the funds have been going over the years. Is there any other subway system in the world this expensive?	X	
R_28B6BifDEHnImbu	BART fares are already fairly expensive and confusing. This would hurt those many lower-income people and those who are burdened with high housing costs.	X	
R_3gNI8rSG4DOGzn8	BART Fares are already high and should not rise so steeply. I think fares shouldn't go up more than 2% each year.		Unknown
R_25tLlKEmKKzSuGh	BART fares are as expensive enough and they have been increasing too fast.	X	Unknown
R_9zstHW9Bp5zg9yN	Bart is already expensive as it is. The new york subway system is far more advanced and has a flat rate.	X	X

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_3M4oacCFBftnYkb	BART is already incredibly expensive. I would much rather see this money come from the cities, counties, state, or federal government. Another good alternative would be cutting the number or pay of BART police (fun fact: mandatory overtime is not a good use of money)		
R_0e64iEjNiExg0V3	Bart is already more expensive than some people can afford	X	Unknown
R_DMMkDBJt03RiFk5	BART is already quite expensive for long trips. Chicago's CTA system offers a $2.50 fare for an approximately 25 mile ride from 95th/Dan Ryan to Linden. A roughly comparable trip from 19th St/Oakland to Millbrae is more than double that price. Increasing prices will only encourage more rideshare trips, which are worse for congestion and the environment. New trains and better service is a priority, but there must be a way to raise capital without burdening riders with even higher fares.		
R_3efufZ3G4OsVuKJ	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_3oyWwwx8MhKmVjR	BART is an incompetent organization and more money won't solve the problems of poor leadership and mismanagement		
R_qC1oFFfibjpDOAF	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_2bKnaIrmb9rdgWj	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 mulitple years as riding would become very expensive compared to transportation cometitors. The increases should be reallocated considering imorovement 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_56ZNZYw3VHAXINb	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_3g1kWFlUf4CDscA	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_1dbDYRcO10muppc	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_2qeI0xB6uvg5CSY	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_1q8oOERZXTKXTkz	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_u4CtQhycnabklLr	It seems to me higher frequency operation and newer rolling stock is worth above-inflation price increases		
R_BDHVDTd32pVH1OF	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_3QGLmujiIyeYfC7	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 an dget 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 being paying more for a degrading experience? The new trains were supposed to improve thinngs 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_UmCMobjJc8JZ5ol	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_Y4X9hV9c7JcIlTX	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_2ZP56oDti3JGMqQ	辐度过高 *High amplitude*	X	
`	strongly oppose	X	
R_3RyeoUtEXaoWWxF	- [ ] Bart has been increasing prices over the years but the service remians the same. There are always delays and problems with equipments. This past weekend i missed work because the whole Bart system shut down. Yes, we have new trains but they dont make a difference in the commute. If prices are going to i crease then there should be more train service as in trains should be used more frequently ,and Bart should be open for a longer time. A lot of people would like to travel from SF to the East Bay past a certain time.	X	X
R_25REmGnrB5QZw4l	1. Antioch got an eBart after 40 years of paying for/taxed a full bart 2. Not enough PARKING for Antioch Bart that serves residents from Sacramento to Stockton, Brentwood, Oakley, Discovery Bay etc 3. eBart is not manned so toll fare evaders have a field day Yet, all we hear from BART is about South BAY!	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_BXjK3KT0ORoqcnf	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 expense 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_22JNxCvByy1A1zh	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 BARTs 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_5u2OtME0Urwiz7j	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_1ILBi5pXqPcnZ6m	BART is a badly managed system. I hate throwing good money after bad.		
R_1JJcbGAEexiiVjI	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 expensice enough for the bad facilities and service you provide	X	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_DIBOyNuWI8Yc4kp	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_0J9yaJNK0UG1gat	Bart is already too expensive.	X	
R_3qOlNHwTocw87zz	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_1mO6V9ABwgGMCSJ	Bart is expensive enough without increasing fare for a mediocre subway ride.		
R_1nZvb1NjRKUNgCS	Bart is expensive enough, a price increase doesn't incentivize taking public transit rather than driving		X
R_2qwy6C6Wg7akJ2V	Bart is growing more inconvenient day by day. The new cars have very few seats and growing number of travelers make whole 1 hour journey standing. With the sudden breaks jerks are affecting a lot to standing people getting injured or getting joint pains. With such inconvenience increase in fare price is just unacceptable		

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

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2ONeNCZCrtjCW79	Bart needs to increase fares more. Infrastructure, train sets, and stations are aging and require substantial investment. Many companies subsidize public transit meaning the impact would be mitigated somewhat. Bart needs to remain accesssable but reliable - a system our city can be proud of.		
R_XuGdiYDr8VheX1T	BART needs to learn to manage their money. Increases unreasonably impact folks in need and higher prices will encourage fare jumping		
R_T1PM1C2qsOecZK9	Bart pricing should decrease to promote ridership and discourage driving.		Unknown
R_RlAOB57YBdtCAeJ	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_2S0TMphKrpQjcpc	BART seems completely unable to manage the system, so I can't support paying any more money for poor service	Unknown	
R_u4SX1p6tuEO5Oj7	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_2QtuGblWO52IvEo	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_2SD0QfyzSYhxnxH	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_QfvKoPtnIaqqEjn	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. The 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_1IiuuLE0013Yo1u	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_2OPkY3rDIxSW7zc	Fares only go up, but in addition to that parking keeps going up, plus peole have to pay for the clipper cards. Why is parking going up all the time?	Unknown	Unknown
R_1MQzfCrpg5MFT9W	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_yI9PqpbWaJn374l	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_vZZU8kAL1BLeqm5	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_1IiVAigfNvmp25d	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_3EMTUJIc4FgDy66	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_Zs0bmv3HfFip8fD	I oppose this program because I take the Bart every week and though it's a small increase, it will add up. Also, the cleanliness of the Bart/Bart station is not the most pleasant, so paying more will make my experience taking Bart even worse. Many other people aside from me also take the Bart so these increases will be another expense	X	X
R_1CIbVJAvFtjYEy4	I oppose this program because it will just be a hassle for everyone hat commutes. If Bart wants people to commute more thru train than drive, then lower the bart prices.	X	X
R_22QsxipDWXgQzgC	I oppose, because you do not use the money wisely. The seats on those new cars are uncomfortable and the "bike racks" on them are more difficult to withdrawl from than the older cars that just have a bar there that you can secure a bike to.	X	
R_2saS4LaJNxUq9cJ	I oppose. The fare increases are too frequent. It is good that is it less than inflation but a lower percentage would be favorable	X	
R_22CStWpymvDJcZc	I pay almost $12 round trio now and I have to deal with constant filth and fear..NO giving you more money us not an option	X	
R_1jiXyfoJj4tnpRB	I refuse to pay more when I see many who don't pay.		
R_24HIrIoA3RfNZcd	I said it in the previous question.	X	X
R_SMN0crnDN3CCy9r	I see no improvements, only worsening conditions in all aspects of the system, regardless of fare increases.		X
R_2q3sYZMiPPZ4yy0	I strongly oppose because I don't believe senior management has any idea on how to run a transit system	X	
R_BEW9tNUHjyQ5L2h	I take bart everyday and already spend $15/daily. While others are skipping fare and as I watch needles fall out of people's pockets. How can you increase fair when it's not safe	X	

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2CqXtWeWjmtFZmk	I think it is absurd that other cities have cheaper fares to their cities airports ($3 oneway) and BART fares are exorbitant ($10 oneway from San Francisco to SFO). One can only assume that this fare will increase as well. That is why I no longer use BART to the airport but use a taxi.		
R_z2Vw4HXkdEDrr0t	I understand the reason for you all wanting to increase the fees, as the money goes towards maintenance. However, the standard of living in the Bay Area continues to increase at a rapid and unsustainable rate. Citizens of the Bay who are most financially vulnerable will be unable to sustain the rate increases of the BART system, which would drastically decrease their ability to be mobile, seek employment, get access to resources and I assume would increase the amount of people who are trying to survive by skipping fare. Until the Bay area standard of living gets under control and compensation rates are more widely matching people's needs, I would not want to see BART continue to increase.	X	
R_1OBkyovqYwN7oVV	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	I wish we could use the money on security purposes and for people not getting away with entering or having homeless roaming on the trainers. 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. 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	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 expensice, + unafforable 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_22RlJVNJEUGQuhF	It's already unaffordable. Would force me to find other commute alternatives.	X	
R_2S7T3WJOYNf0Mcq	It's already good amount	X	
R_3PRbgPZ1hHFRxnY	It's definitely nice to hear about the plan but it's discouraging to continue paying more without changes to the services.	X	
R_SE4OtPC5GoOESM9	It's expensive enough already. While the price is keeping going up , the security and services provided by BART are actually going down.	X	
R_1dm3AwusvOBGYJi	It's too easy to not pay. Two dedicated police officers at each station would significantly cut down on fare jumping and violence at BART stations.		
R_2Vdr9ZFs6EV4G4q	Just stop people from cheating and you will have enough money. Cut executive salaries by 25% until user satisfaction reach 4.5 out of 5		
R_1FlB8oiFyTNyRE6	Just voted for tax for BART. Not seeing BART try to improve service or cut costs	Unknown	Unknown

Survey ID	Fare Increase Program: Public Comment	Minority	Low-Income
R_2WM5IVcElinEIpn	Less and poorer service. Escalaters don't work. Signage doesn't work. of 4 restrooms in entire San Francisco City are, 2 are always closed- 1 in Balboa PArk and 1 in Glen park. IT support must be non-existant- signs do not show second screen of approacing 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_qJ9PkYEmdYlwa8V	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_1gqgIN1rqmsR7X5	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_2ALldvOAVlXrfbQ	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_22tA5Rjof6Bgtcr	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_3fqPuoNqvIjrdfI	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_2ZJ53FfkV8OJKJB	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_a43unhYNlfW74xb	No more funding increases until BART uses its existing funding properly.		
R_3EnE5yn8PlEwGT0	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_2ZIzdA4AfuQzyTb	No one's salaries have increased with inflation. Tieing 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_2CPvFRKzOVUtfg6	Outside the public sector, people who do actual productive work are not seeing 3.9% annual pay increases so your justification is baloney.		
R_1lmEcejSQA7OV1N	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	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. 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.		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_pyFZMr6M1UlOYTv	See previous comment	X	
R_11jODk0OJ91o3GY	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_6liYcU5OJpT8Ulr	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	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. 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. 2) Provide the option of Monthly Pass if customer has starting and Ending destination is same. Give some frequent travellers benefit to these customers. 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.	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 renvue 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 approiate to continue, espesially 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_25ym7F6Kg9cI8Mu	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_1EgmSkHIx49GYfF	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_3qQLlXSWLsbQPGN	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_1Ckh790e5IAGNlN	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_2YttSofVcB5MO8x	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_3rqgBTBKozmIzpD	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_1LGbpXfxhIw1Nqg	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	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. 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.	X	
R_1r3otdDu6Pb83ZM	This question is silly. Few people support raising fares. The question should be about how efficiently is the money being used.	X	X
R_2tLNYONlMs9Rvzv	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. 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.*	X	X
R_1f2w2QRWxGuhyS9	You need to fix the gates first!		

Appendix PP-D:
Paper Ticket Surcharge Increase Public Comments

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

Note on "Unknown" categorization for the following columns:

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

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_rjLEsQ08h0E3WZb	$1 is a modest fee. Please ensure low cost clipper fees for seniors, students and those most in need.		
R_1qa0dVitzrav80r	Agree, clipper cards are a lot faster	X	
R_3NP0gMQ3lzIPQi7	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_1q8oOERZXTKXTkz	Clipper cards are definitely are efficient and long term. I see paper Bart passes on the floor and ppl just throw them away vs clipper cards	X	X
R_2akji3ePxGFnjIs	clipper cards are easier and less waste as the cards are easier to store and resuse vs a paper card which can get crumpled or torn and needs to be replaced		
R_2dQLpzAhBUfyffs	clipper cards are free to get and make the process easier. I would prefer everyone use them. Or better yet set up a tap system with phones or snart 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_2YzVQlEBW48dOFz	Cost efficiencies and to make the higher cost enough to move people to Clipper.		Unknown
R_cAqt4y3TXvnkig9	Cut down on the wear and tear of paper feeding system and cut the waste	X	
R_PRmxW6Zn3XVaPuN	Definitely agree that riders, even tourists, should have an incentive to use Clipper cards. Perhaps allow tourists to redeem their clipper card fee by turning them in at the airport, bus or train terminals.	X	Unknown
R_vCycJlpLF2cAUut	Ditch Clipper (or keep it for those who need multi system cards). Make a bart only card that can be bought on the spot at all stations in machines (London OysterCard). So many of BART's excuses about what they can't do are "but Clipper" and we can't change it.	Unknown	
R_p5wJOEvuFf3MMU1	Doesnt affect me, good for the environment and can help fund things. Sounds good	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2ZDCLf9ym4hxJEl	Dump clipper and allow phone tap-to-pay like most 1st first world transit systems.	X	
R_3NODs3sXYn4bh2F	Fare evaders don't pay anything!		Unknown
R_At7TWVoz3MCavzr	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_233kdLKFOyO5Tql	Get rid of paper tickets, like DC Metro did.	X	
R_1fZz5yPy4JNE0Ok	Get rid of paper tix.		
R_qxs5p0xAFYHMYTL	Go green	X	
R_BKVtVangnMIa8Fz	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	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. 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	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		
R_2sWM3irJdqBpoOe	I agree with this changes, as it will make customer to buy Clipper card. I think you should charge 50 cents per ride more when using paper ticker will help to fix this problem more efficiently	X	
R_24nRjhV0TwPqbC1	I already use clipper card, so I don't care	X	
R_2ANeciIqvZ1JTHw	I do not use paper tickets this would not effect me	X	
R_3qJsyABpXUYGzNt	I have a card. Paper tickets don't concern me		
R_120kg6QGrRhvWhy	I have a Clipper Card. I believe it has great usefulness as it is multi-transit. BART should surcharge paper tickets as they are not optimal operational use of resources.		
R_xh0LOynA2ts7rLH	I like clipper cards.	X	
R_3OoGxdikE2ordRw	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_2thtnRGdCZSQKgI	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_27g6eK34jVUjO7Z	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_2agXREQVNEOq0Zv	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_DIBOyNuWI8Yc4kp	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_1cTlHjJ3k9SrWeI	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_2v07ow0pB0MqtO9	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_3PNPlFGdwMbUQHG	More eco friendly		
R_1jkXYlzpFRIeEH7	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_1lAmTd03KIsPm45	No	X	
16th15	No		Unknown
R_ym3HukZyY7HnC6Z	No comment.		X
R_2rTn9ABUIM5QGtr	No comment.	X	
R_1DuNny5bYihbYRC	No comments as the paper slots of the machines may not work all the time.	X	
R_1CwIyeFC1OJDdmv	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_2wdFjASooqQgI1Y	No. Smart thinking!		X
R_x3N2jH3Wpt3Bx4Z	No. Maybe add a tourist ticket option?	X	
16th3	Not at this time	X	
R_1EYgehVb0JtlBGc	Not reusable. Should be even more expensive		
R_AssLE7ORG1TlFxn	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_332qJrJb3SoSIoR	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_2ZNAEzV8VQHDHMm	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_V2RJv2nTOpKRaFP	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_O3ZUsFbF6fCpA0p	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_1pVx0CBUUgIhAne	Strongly support but make it easier for us to turn in old paper tickets. The surcharge shouldn't apply to old tickets we are trying to use up. Only newly purchased tickets.		
R_5A3u6W16Uj7Merf	Such surcharges should be coupled with programs to ensure that Bay area residents can easily obtain and maintain clipper cards, regardless of their income and available resources.		
R_1cY8j5ZKpQWVYxJ	Sucks for visitors but ok		
R_yI9PqpbWaJn374l	Support. I have seen many people change their way to buy fares (including me). This	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	way encourages people are aware of cost saving and environment protection.		
R_3dEpV5zXlwXwifU	Sure do this, charge the f**kers who don't regularly use this service more.		
R_21bICHCtGczSK77	Sure it will force them to get a clipper card	X	
R_esoWT7f7TNJt0dP	Tax out of towners! Also, be green	X	
R_3PAlnTvRYcpt4VJ	The better way to improve the financing of BART is to enforce the existing rules: No eating - No drinking - No smoking - No loud music -- All subject to fine as posted. Instead of spending money on better fare gates and fare compliance people, hire police or others to cite violators and extract fines. The violations will diminish, the need to spend payroll dollars on janitors will decrease, the cars will be cleaner, and BART will have less expense, plus the fine revenue. Why is no one else promoting this obvious opportunity?		X
R_21vVFzzze7y3viu	The hope is that native or long term Bay Area folk would use Clipper over paper. Tourists are more likely to use paper cards.	X	
R_2rAyMz8uS7yGOZE	The more clipper cards in use the better!		
R_YYo0j1I9O6QreXT	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 towner's who arent 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_2xMdnUfElXyr2t0	We should eliminate paper tickets	X	
R_8eI3qs8NuSsxRDz	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_3gi4nkTbkCez8Ih	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_9ssIiqEP15Drp5f	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_3s0O6QkTNH7RQmR	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 ecnourage 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_3RaLOOEebisxarI	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_2DZhdCIJiKzZNne	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 convinent	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_1Dx1jWdNhOKkwgM	Get rid of the paper tickets all together.		
R_3KZcMsPcUbplxeW	Good idea save trees	X	
R_2WGz0O4Z95uzzyI	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_2QnboxWejMGDHFi	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 unlilkely 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_2dtiKMc3fM0OlQL	I'd rather see paper tickets just gotten rid of, instead of maintained at a high cost		X
R_20OrtZPlsnHe6sA	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_1g0IApHylWfkNRQ	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_OOLntxJcsPA7juF	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 convenientways 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_u4CtQhycnabklLr	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 initiates 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_3FVuMST4uVmqwTP	While $1.00 is certainly a lot, by this point in time there is pretty much no excuse switching over to Clipper. It's only $3 (or free to those who qualify) and doesn't hurt lower income individuals as long as they have already switched over.	X	
R_2U4cbpU08uzkEyM	Will hurt visitors and those unable to figure out the process of obtaining a clipper or unable to hold on to a clipper		
R_3nuxjj9BgGnfwoq	Will this cause a decrease in revenue because more people will jump fare gates? (Or tourists choosing not to ride?)		
R_vZZU8kALlBLeqm5	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 motivatibg 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_2S0Ped2AaExkiiL	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_3rqgBTBKozmIzpD	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_2SD0QfyzSYhxnxH	I don't underatand why they don't want to use the clipper.	X	X
R_1CigKFMOYYMDdIZ	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 dont 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 the 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_1kZD4MO59AeNZ59	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 he 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_3F3zeDOkCeml95z	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_2pW9nTUAFTlMbSy	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_39q1Oi9xpKK5yO5	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_3fH4OPg8rXGNbyt	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_2xV0q9XHJCl70f9	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_BDHVDTd32pVH1OF	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_3psgsLEAvbhljv4	Clipper are conviennent but are a hassle to replace if lost	X	X
R_3QGLmujiIyeYfC7	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 nto 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_3oGCzmh2vO4m2ER	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_2BaeHhDv3lxgFZF	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	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. 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. 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		
R_e3ZwKtEoXxjJv21	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).		
R_3qwjJ84rgAytiYm	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. Chicago's Ventra system's paper tickets are NFC-based rather than Magswipe, and I'd rather see alternatives like that be explored.	X	
R_1H0JdqDCfUZjejX	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.		
R_vPsvWtdTcEm6Exj	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.		

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_qC1oFFfibjpDOAF	It's unfair to punish people who may need to continue to use paper tickets.		
R_UgehAsrIcQrU6Vb	It's unfair to the most at-risk who may not have access to Clipper cards.	X	X
R_1IiuuLE0013Yo1u	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_8iVLnzxZRFQUoIV	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_Y4X9hV9c7JcIlTX	not realistic that travelers, visitors, and infrequent riders will have a clipper card. Not fair to punish them.		
R_3g1kWFlUf4CDscA	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_2tLNYONlMs9Rvzv	Pues más caro saldría el pasaje no importa hasta que ciudad vaya . *Well the fare would be more expensive, it does not matter to what city I go to .* Y no todos pueden tener un cliper. O más bien no saben cómo agarrar un cliper. *And not everyone can have clipper, they do not know how to get a clipper.*	X	
R_81AiNzHdLbrirNn	Punishing people who do not always have a computer to work with their Clipper needs. Machines only return quarters - inconvenient.	X	X
R_1LiAiVC68StG1Wk	Seems like this targets lower income people.		
R_R8iHKy7js7Iy8Vz	Seems that BART is gouging visitors to the BAY AREA that would not normally purchase Clipper cards.	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2A0D8Anlip4g9E5	Seems to unfairly charge passengers who rarely use BART (ie. tourists)	Unknown	Unknown
R_1P6v8uqh7VcJPU0	Seems too large of a step.		
R_25QIZWooDsQTXvy	Seems unfair to those who can't afford clipper card.		Unknown
R_2b2FHM4d8yj7EJK	Some people find it difficult or do not even know how about clipper, and I would not want to increase that damage.	X	X
R_2atWWOBHPpIE0PA	Sometimes I forget my clipper card and don't want to be penalized $1 just for that.		X
R_1jkde3zVD1aiEz6	Support a surcharge but at the current rate.		
R_2Uf4F9asSSOS3yq	That is a significant surcharge. 50 cents is appropriate. SFMTA has a mobile app to encourage non paper ticket use. BART should do the same and not penalize people who have to use paper tickets. Raising the surcharge is short sighted and not a thought out solution.	X	
R_22QsxipDWXgQzgC	That just penalizes the occasional user. I have a clipper card (2 actually) but that would make me a little annoyed at BART. You want to encourage more ridership and not penalize people for not having a credit card or getting a clipper card. It feels out of touch.	X	
R_u4EJmlRIUBgNUM9	That's a pretty hefty penalty for occasional BART users and 85% seems like impressive clipper usage.		
R_abG9U6DouUsphrr	That's starting to get pretty steep for visitors, tourists, very occasional users, etc.	X	
R_3OlaA8Y0Z8D6pNP	The $1 paper ticket surcharge maybe unfair for infrequent riders and tourists.	Unknown	X
R_3I65pQRMtxhj5lP	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_1llVbH05RQoxwW3	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 visiters in Bay Area every year, many people won't understand why pay more for not using clipper, then try to get a clipper for only few days in Bay Area. That's	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
	not make sense. Bart is already more expensive than many subways in the country, and not many stations like New York. People won't like the public transportation in SF		
R_21jr5TxCDMwgGVu	There are people that don't know about the clipper cards and don't understand anything about it.	X	
R_3stzER5DRX98QJb	There are people who dont ride BART often enough that they should have to have a Clipper Card.		
R_YXk2q0dZty1rXEd	There are some people who don't use BART frequently enough to justify getting a Clipper card, so it doesn't seem fair to increase the paper ticket surcharge to encourage them to switch to Clipper cards.	X	Unknown
R_1pEw42r2xGCwIL7	There should be alternatives to paper tickets and physical cards. Why can't an online application process ride charges yet?	X	
R_pi07cttxuRLgRfr	This increases fares for riders that are not regular commuters (elderly). Doesn't seem fair and $1 is way to much of an increase!	X	
R_x5gY2r85q5IHWYF	This is a tax on tourists and forgetful people		
R_3EzrW1e1nFQftkQ	This is just going to penalize people without credit cards if we're being real		Unknown
R_1meFePgcURQ8q97	This is likely to be a major drain on non local riders. Keep the existing surcharge and raise the fare fairly for everyone.		
R_2vjNtLG18Uoz9sx	This is too much increase, maybe they could charge $1 more only if the trip is double the minimum fare.	X	X
R_AccFOsYGxBvUEF3	This proposal places undue burden on lower income folks and/or those who can't navigate the system to get a clipper card.		
R_1Hph2Z1LaVZEBSv	This punishes people who don't have access to bank accounts.	X	
R_3D0Kaws0vgdVA4x	This seems to be penalizing the poor - I am pro this rate only if people who are poor have easy access to clipper cards		
R_1NaGEt9oSo3uiQj	This will primarily impact tourists. This increase will only incentivize them to ride in a vehicle, making things worse for everyone as well as the planet. Very short-sighted.	X	
R_doQa5fl0dT7Pr33	Those who don't ride BART very often should not be penalized so heavily by paying even more for tickets on an already over-priced train ride.		

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2qaTNihW8LcY3gW	To the staff to produce paper however I understand is to promote electronic methods	X	
R_1MM9QcYnLON3tCY	too steep a surcharge - would $0.75 be more appropriate		
R_2qwy6C6Wg7akJ2V	Tourist will have to pay extra, which I dont think is right		Unknown
R_a4B3bYw4YdGadHj	Unfair to tourists and other short-term visitors.		Unknown
R_3nPDBggptEmrcIn	What about people who do not have a bank account and cannot sign up for clipper?	X	
R_2SlvqR1rPDbWBXF	What about tourists or people who just use system occasionally? Why should they suffer?		
R_1qWcWQp4eK0efmJ	While I appreciate that this push to using the Clipper card would reduce paper waste and increase the efficiency of the fare gates, I'm concerned about the impact this would have on tourists and infrequent riders of BART who don't feel the need to get a Clipper card. Tourists specifically would be understandably annoyed that they'd have to pay that much more for a paper ticket. I'd prefer that we follow Japan's lead (see Pasmo 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_ptUdl7FICnp2FYl	Why do people who come to this area need a clipper card? Maybe older people don't understand how it works.		
R_2qeI0xB6uvg5CSY	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_2YttSofVcB5MO8x	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_3fqPuoNqvIjrdfI	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 pruchases) 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_2WM5IVcElinEIpn	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 questionairres	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 affird 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	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. 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. Likewise, if Clipper cards could be shared, a local could pay for out-of-town guests without needing to buy paper tickets.		
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_1MQzfCrpg5MFT9W	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_3huqd2nqv0LIecp	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_pyFZMr6M1UlOYTv	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_1IiVAigfNvmp25d	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_1mO6V9ABwgGMCSJ	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_3PXOjxZ9GvKL9fa	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_1OWhvufH8GXbyTE	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_3OpmZ4g8J4umEzk	Keep it at 50 cents	X	
R_d4I05VP940T4JR7	lots of part time riders who use parking spaces have to use paper tickets		
R_1f9LgUozgpCf1iI	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_2QtuGblWO52IvEo	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_1gqgIN1rqmsR7X5	No tiene sentido *Makes no sense*	X	X

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2TC9g9WmUA2meSA	No way	X	
BP1	Not every one has time to get a Clipper card some folk work 24/7/365	X	X
R_2wbDs6oOxChPNW3	Not every one is accustom to use of new things. Consideration must be given to others not used to these type or used to the older things--	X	X
R_3IQMjKKsVwVPJQe	Not everyone can afford a clipper card. Yall are hella inconsiderate LMAO		
R_1DppsZKLlij7hMc	Not everyone has the ability to get a clipper card.	Unknown	
R_3qfl0KE4wW2mcjj	Not everyone has the means to secure a clipper card for various reasons. To make it mandatory would reduce riders and potentially limit rider access to lower income communities.		Unknown
R_2e5c4u7xTUKMlKm	Not everyone rides Bart often enough to use a clipper card. Raising by 50 cents more wont do anything to make people get a clipper card.	X	
R_2345jzE2i47wNWo	Not everyone takes the train every day and purchasing a clipper doesn't make sense for everyone. Some people may be visitors, some may occasionally use Bart. $1.00 penalty seems rather harsh and anything within 50 cents is acceptable.	X	X
R_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_2cjFwIPtfunoioF	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_1Ckh790e5IAGNlN	Passenger already paid subcharge for that	X	
R_2zZqRlJRMoFwC0b	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_BQ7AGVFGr8e0mXv	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_BXjK3KT0ORoqcnf	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_332Lcv2buO9usFC	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_25sx8fTnOKkwvpZ	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_1FlB8oiFyTNyRE6	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_2S0TMphKrpQjcpc	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 overs who own a clipper. I think it's unfair to charge them more for barely using these transit options that accept clipper.	X	
R_el228piMjwaK91f	Some people may forget their clippers or not know about them. Increasing it to $1 is unfair and an inconvenience. The 50 cents are more reasonable.	X	X
R_2Sqo7xNbha4eNsg	Some riders don't take BART often enough to buy a clipper card. The surcharge is ridiculous as fare prices are already way too much.	Unknown	X
R_1Hi3dOII1zDl8jv	sometime you just forget your clipper card and need to buy a 1 time use ticket. I support encouraging Clipper card usage due to convenience, integration to company benefits, and bulk fare discounts, but it doesn't see fair to charge more for 1 time tickets.		X
R_yDuZCC2RTTrpnUJ	Stop penalizing people who don't have a credit card and can't get clipper.		
R_21511uo0PDULcqK	Stop penalizing riders who use paper tickets. Haven't you lost enough business already from fare evaders and Lyft/Uber?		
R_1eLDHJD0lGYKqL4	stop punishing poor people		
R_1EgmSkHIx49GYfF	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_0J9yaJNK0UG1gat	That is ridiculous.	X	

Survey ID	Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2wbtlJml83rkU91	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	The Clipper card is currently *more expensive* than the paper ticket! People are using paper tickets because they're either: 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). B) Too poor to buy the Clipper card. 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!		
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_11bY79ePKfvMl3c	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_3PHKsiy2uOt0IQp	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_u4SX1p6tuEO5Oj7	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_9o7NFJqhnr0QVlD	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_3q4KyTtlzqsNl3r	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_1EhfcBJ8QpjExeI	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_0erpSBT3doEI2Hf	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_2ZIzdA4AfuQzyTb	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_O3WTnZDviaoNrhv	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_2bKnaIrmb9rdgWj	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_2X0Dz7mWXlBLEYD	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_1QEp35VWRjOiqOO	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_7OqUgmgh9O4XFbH	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_3IcNOVqgl9kMKfu	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_1IgBSQj8O64NdKJ	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_6liYcU5OJpT8Ulr	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	Would only support a surcharge to paper tickets if: 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. 2. include a free clipper card with the first purchase at a machine selling clipper cards 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.	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_2CPvFRKzOVUtfg6	You are already adequately punishing non-regular riders and discouraging them from becoming regular riders. No need to further discourage them.		
R_3qOlNHwTocw87zz	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_0O55GIxhxseNWIV	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_1lhNpMIoza4OZOE	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 wheather 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_1LLHUke3O2sMp7x	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

Appendix PP-F:
Multilingual Newspaper Ads

Sen. Kamala Harris Confronts Critics on Her Black Heritage

Kshama Sawant To Run for Reelection To Seattle City Council

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

BART 想聽取
您的意見！

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BART는 여러분의 의견을
듣고자 합니다!
BART
bart.gov/disasurvey

¡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:

bart.gov/discountsurvey

A5

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 mới lần sử dụng BART như là một phần của chương trình ưu đãi khi mua vé giảm giá vận chuyển dành cho hành khách có thu nhập thấp.

Hãy tìm cho chúng tôi biết ý kiến của quý vị tại văn bản họp toàn BART sau đây:

Fruit Yard, Ngày 12 tháng Mười Hai, 2018, 7 tới giờ vàng — Fremont Flea Market

The Mark, Ngày 13 tháng Mười Hai, 2018, 4-8 giờ tối — Oakland BART

Hay Bar, Ngày 14 Tháng Mười Hai, 2018, 7-10 giờ vàng — 16th Street Mission BART

Quý vị có thể đến khảo sát trực tuyến từ ngày 4-31 tháng Mười Hai, 2018 tại **bart.gov/discountsurvey**

Appendix PP-G:
BART Social Media Posts

Bay Area Rapid Transit
02.21.19
BART WANTS TO HEAR FROM YOU!
Bay Area Rapid Transit (BART)
Quick Links

Just three more days to take the online survey regarding our fare program, for a chance to win a $120 Clipper card for your help giving us input. You can find the survey, which closes on Friday, here: bddy.me/2XYJnbp
Just four more days to take the online survey regarding our fare program, for a chance to win a $120 Clipper card for your help giving us input. You can find the survey, which closes on Friday, here: bddy.me/2Y1Udxg
Just two more days to take the online survey regarding our fare program, for a chance to win a $120 Clipper card for your help giving us input. You can find the survey, which closes on Friday, here: bddy.me/2T2m9xa
Last day to take the online survey regarding our fare program, for a chance to win a $120 Clipper card for your help giving us input. You can find the survey, which closes at the end of business today, here: bddy.me/2XZjNO0

Appendix PP-H(a):
E-Mail Invitation Survey Demographic Summary (For Information)

E-mail Invitation Survey Demographic Summary: All Respondents (N=568)

Minority Status	95% of Survey respondents answered this question	Sample Size
Minority	53%	286
Non-Minority	47%	255
Total responses		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
Total responses		541
Low Income Status	**96% of Survey respondents answered this question**	**Sample Size**
Low-income	18%	99
Non low-income	82%	446
Total responses		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
Total responses		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
Total responses		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)

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_3ZXw1ESqQDw150k	A fare increase as minimal as that will benefit BART infrastructure and riders.		
R_a9tpU9IUnhpnzeY	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_1odWwTka1oCtyNg	As long as it contributes to the Bart system	X	X
R_0hexzUGLE75h8T	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_3Nw9kE7MoH4x1tE	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_2xVvb1dwtGPqh2U	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_2rrosnjRHHLRyXK	As long as we will see reasonable and timely improvements in the bart system I would be in favor of the increase.		
R_2rQIjco9Q24qGhg5	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_2dyFIPvtfOoruUP	Do it! BART needs the money.		
R_3nVEPHz3ffwpPeR	Fair	X	
R_2CkomYTBc2IFHnf	Fair enough	X	
R_1D8U4h0xPW4d9n	Fine		
R_2ABYS4mKqQ2Hw6	I agree	X	X
R_3P7yOolwtj90W0IG	I am in favor of a fare increase if that's necessary for BART to keep up with maintenance and service.	X	
R_1kFdE7Oyf9ZY9Cw	I am not concerned		X
R_2bDXnH9Od9p4kql	I am ok with the increase	X	
R_3CQqMehY5vhaWNX	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_29uf5RT euFg5RR	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_1Crb2n4FV004swP	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_1eyk3H4v2lF8wZp4	I support it.		
R_9ET4UvO3Oc9HAlP	I support the increase because I believe these improvements are needed.		
R_y0s07UrSmME0tGp	I think it is a reasonable increase	X	
R_BTCZscG31x5SaMx	I think it makes sense.		
R_2ygxNbur1x4LyLT	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_2SS0Tpp0N0O310MC	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_2ZQVgx0WhS0Eev13	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_yU1SiT0mk1Oq2Hrr	I think this is fine, but I would anticipate clear delivery on what this increased revenue will benefit BART passengers.	X	
R_p5r8IqzE54EvMZgf	I would prefer no increase but I understand the reasoning	X	
R_1r6pcbv5i08IrtJ	I would very happily pay more per ride if the improvements to BART are tangible!		
R_2vf8IUqzIXBUwvQ	If inflation is rising, it is fair for prices to rise with them.	X	
R_qKqlCDuyjqu1D5T	If it means new cars and more frequent trains, I'm very sympathetic to this increase.	X	
R_WcFQqiBwhY3Ah4_3	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_RgbYjTHt0109kOy1	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_2r2WinabY6nCaIBW	I'm never a fan of increase but every body have to get paid some way.	X	X
R_3GBVQeuQ8Y8QF2s	Increase is overdue		
R_YXge9GjkvagIP7H	It appears to be fair		
R_I9Ogu3RTnu8fz1Ed	It is ok	X	X
R_2ZX0A9Gy6zWY5Jr	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_3pukVl11PFxTeF5	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_DvE2wLmM9IDsfsR	It seems reasonable	X	
R_cCsmpDJ40kzpD8G7	It sounds fair.	X	X
R_YJWs906qnL4FqM1	It sounds very reasonable. Thanks for explaining it.		
R_Dw30hD8VkL3JwF	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_2ZjjI0yfMqf6ryu3	It's fair. Developing high-rises in violation of city zoning to fund your pensions is not fair.	Unknown	
R_0Emc9JOD0D7wnC1	It's fine		
R_1GNBbSS13vw4keh	May bien. "Very good"	X	X
R_1diyacHuXiOw4v	No comment. I understand the need for the increase.	X	
R_2bVJ49TVdyYccjA	No comments. This sounds like a reasonable increase to me.	X	
R_2CsfYD8v6NIJkgs	No objection (approve)	X	
R_085gn421SkPaKlP	No one likes fare increases, but understandable.	X	
R_3L5RgVKE2I0IGAT	No one likes increases, but if the extra mo eh is really used to improve things, it's worth it.		
R_2BIKiYjemXn03hd	No problem		
R_3d9te9h0LU8t50V	No problem about the increase as long there would be a better service ahead	X	X
R_2wQnwIa8srKoPvD	No problem with increase.		
R_3H0JZanQQGq4CX4	No, I think it's a good idea to upgrade the BART system	X	
R_2xIPWuWlc2GOfiJI	No, so long as fare increases are backed by visible, measurable improvements in service.	X	
R_6rnkoyWyZ0tYFj	No, this is fine.		
R_2ZzYvscv1Rjw04L	No. That seems to be a fair number.		
R_2WAzIlrkmOaamgh	No. I understand the need.	Unknown	X
R_23UfSZgv4qIjZFw	no...it sounds very reasonable		
R_1erzhRT1RgNtKy9	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_sIipl4TeGpoEr5r	Nope, it is still cheaper than driving your own car!	X	X
R_eWKVSWY0pdIbn8Ip	not a big deal	X	
R_2dY1Wlqrqs6SPf0	Ok	X	X
R_1gT1mHHHH0MZYke	Please do what you have to to keep BART in good working order.		
R_3FQyw4aV5ywwxKn	Seems appropriate to me.	Unknown	Unknown
R_8G5wvvtfRNF2LIuI	Seems fine to me, more funds for better service. Cleaner cars and stations please!		
R_2wB09wFZ58ITHHD	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_3b0e6RfIo4IrXIo1	Seems more than reasonable an increase to me.	X	
R_3CCamwvwRLTrYoQ	Seems reasonable		
R_2zf8Vz1I0TXfa1F6	Seems reasonable		
R_3QOP5gI3X0dQZ40p	Seems reasonable	X	
R_2CqASeofWrpoPX3	Seems reasonable		
R_1duy3N6MYc543IV	Seems reasonable		
R_2WvbCUZdKi0WoTh	Sounds fair		
R_C3TTvfRmNG0pXP	sounds fair	X	Unknown
R_1rC76T9THpXEB4r	Sounds fair as long as we have more than 3 months notice	X	
R_2xfWEQ1PJP8IXI5	Sounds fine. Very important to catch up on maintenance and modernize system.		Unknown
R_1Lzmvc3Z6Lq6uTL	Sounds good	X	
R_sgZP7n03z1IN1jG1	Sounds good to me		
R_1Kl895Kqkat0aF	Sounds reasonable	Unknown	
R_1hz349wDb0g7MeQ	Sounds reasonable		
R_1jL9FokTKkQg9Q9	Sounds reasonable to me.		Unknown
R_1pLYFaWI5RnkJkh	Sounds reasonable.		
R_1BfJYstbyGn2KpM	Sounds reasonable.		
R_27HV4dpF2f0JJ7Q	Sounds reasonable.		
R_2ffIrbVk1GmAxYvM	Sounds reasonable.		
R_3IhyNutybIoKmP5Q3	That seems reasonable. I particular like more frequent service.		
R_2TuyIJtC05GRYVxD	The amount sounds reasonable		

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R_TmV3PvWvqbyjzK9	The fare increase is necessary, though I wish it could be accompanied by more trains arriving more often.		
R_A4bgar720fjX1bQf	The money is needed and the increase is modest. I'm fine with this.		
R_2YmENt6erbIXErf	This appears to be a reasonable amount.		
R_0GKWed9UPmHrzgt	This fare increase seems reasonable and acceptable.		
R_2XbcWmtm0vLGwzP	This increase seems reasonable.	Unknown	
R_3kRcqVuiIIhnbWEy	This is fine.		X
R_r7v4ZDudPajWCml	This seems reasonable to me.		
R_1OYJRmr9AEPpga	This seems to be a reasonable fare hike.		
R_2WY5natPVLX1C1	This small increase seems ok.	X	X
R_2WPEu4wSc1ZA1kK	This sounds fair.		
R_UzNPVXjq4lmaoY9	To keep the system from getting antiquated we need to pay for updating BART	X	
R_21EDMknNEaQyZp	Yes good idea	X	X
R_eGagTcwAaXJfh0I	Yes on increase	X	
R_0DAdcdY8Kan9Fb	没有，我觉得有道理 - *No, it think it would be good*	X	X
R_11XFQyDGLfcqgY0	5.4% increase is too much. Should be increased about 3%	X	
R_3qqIIvHB4yD5YyZI	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_3JyC5UBzepD7ntg	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_1MWMe8r5qYiAoNy	As long as the increase also goes to safety on BART. I never feel safe anymore riding on the trains.		
R_3hr0fvXe45hyq59	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_ypwWXq8KbO5xdKx	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_2RPEyZnDyq9V03	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_2ARUP3sPumDFh2	Before you do another fare increase, you need to stop fare evasion and improve the work ethic of BART employees.		Unknown
R_8KI04bCmrtl6dlv	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_Dc3p9k1UDAUkZ9v	Clean the trains first, get rid of homeless first and sanitized the whole train. Beffore train start a new route check for homeless and smell your train!	X	X
R_3RkoxfUVA5UJFdJz	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 ba caps needs to increase too.	X	
R_arYEYRccEr07cyd	Expected. Yet would like to see improvement in the number of trains available during rush hour. No plan in place for that????		Unknown
R_2TLb9UWGPSNJZkK	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_TcvuQUHUHa0bKp	Fare raises should be linked to COLA and that means that raises should be less than 5.4%.		
R_2SoFdg1IpKZkEIIy	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_2YhTz1Gqt3vtFxJI	Hopefully some of the money can be used towards more safety on stations and trains.		
R_1rqqMe95Vv8lkqJD	how about spending the money on clean bathrooms and security		
R_2YIlZ73s09R7RPO	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_3g0Nhlu7U1sHdMB	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 heath care we will all have more to add to the communal pot.		X
R_2EHkIzubrIIZRR12	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_AKCCnI5FPv0Dtng	I am opposed to it until there are more trains, most new trains are on line, and crowding is a lot LESS		
R_2WVk1sHFp2yXZQB	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. Iiut 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_3DvU0evUQhZeTex	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_1d4eseqKRSc8hJi	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_2bP3fhmiQbfbdgb	I do not mind the fare increase but BART's ability to collect fares needs improvement	X	
R_1do5SUlG1fgfXTV	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_W6T2ucxmLKTBcEN	I feel that an increase is worth it if it will result in increased frequency and quieter cars!		
R_2uXZjfXgzgf5204	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_cMv4AtI9nHdnzMZ	I get it, but it sucks since several times I've decided to lyft back home instead of bart (N. Berkeley -> 24th/Mission) because it's only a few dollars extra. Hard to compete against VC money but d*mn.		
R_A5ffUhtyfV1OwA9	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_2fjrZ0Wu0YyW5mW	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_31mlh8VvdmyV0p5a	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_2cmD7aMccVyhvgM	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_3mkQUQ8V9aNG40c	I prefer that the fare increase occurs every five years.	X	
R_3FPQNu6xzkRgS20	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_br5auxYEbI2GOwh	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_2c6nJuXTuuyI8tj	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_W2UoSCsjtzGlJr	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_2pYy35JtoYVVPa7	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_2zvuGJK0OCE9IIOv	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. 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 (Antioch, 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.		
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_pim0YPvJaRFlqvL	I think it is necessary but it also affects X people who rely on BART to get around.	X	
R_cYAaqxPRCKqyF3P	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_1bGNYD5BrodzEwt	I understand costs increase over time. Fare jumpers need to be policed more efficiently		
R_InA8jW9kH4BPkTDK	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_DO87YbwNXuTLx5	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_AjndeeCeMGpQHFT	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_31seVFFawHzjDza	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_uw9ffJrf1DJ2uFnr	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_1MNY39tWdaN74SX	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_3ERNfDILgsdN4mf	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_1rcMPXMharrG0mC	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 prices before raising transit fares		
R_1eRD80Gd73R1qs6	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_0w7kfG9kAGkiRhj	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_1lyEvaOqbHWPFTe	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_3E3gnE09WrWD7Lv7	If the new revenue if not divert to pay raises this would be acceptable.	X	
R_1ezykfEnzd06vIL	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_1ez7rh5bv9k9Rn8	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_2fEccNMP4Ts5PL2	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. IIUT, 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_2xW31Wh9Hb4wfYu	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_3e4vwMa5dTRcoPR	Increading 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_10u0i6dBtc7I2OrXV	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_sp08ulOnuVCQ0Nx	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_2TxLf7d8110qeQn6	Instead of raising all prices, raise prices during rush hour by 20% and keep other prices the same.		
R_qV1MUOjdZ3ek1j	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_0IEZ0wwgtc7pFxsJ	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_AHcPSfh4ILr7WKd	It is within a reasonable increase except for those who have X.		
R_2ysIN0R82asxENQ	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_2VPxMfanCATMyvI	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_wMIaI9KD1YTbzqN	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_2ygR1U8yO85WEZ7	It seems a little high. I think you should focus on weeding out unnecessary spending on employees or overtime		
R_stKEQhZvZLgWkVz	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_2Y4VRKEnjA8mk9s	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_2U3mupiZTxpiFyN2G	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_1Dp9d43GFJzvTQF	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_3NZYXMzGaj7t3Ve	No problem with the increase. I have had some concerns about salaries. they have been generous, so hope there is no increase.		
R_3HIT0fTGmD6rNo0	No. As long as it doesn't affect clipper card holders that are most likely locals like myself. I do hope that the fairs 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_2tkTRGFFoCVahX3	Not happy about it but I understand.		
R_3O60HLI3chiI3UI	Not sure why frequent service can't be provided now. The increase sounds quite substantial.	X	
R_12LLiD22od151ZD	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_bg7WWtx8I2Kqwvf	Okay for me, BART should look at increasing equity pricing for X riders		
R_31T0Rnc81rWO2Qz	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_p8IlhvXNswF2Xz2N	seems fair. would it be smarter to do it in smaller increments though? Increase by 2.7% on Jan 2019?		
R_I8fZ33J0qt0dv70J	Seems like an appropriate amount of change. I hope we increasing are enforcment of pay evasion as well though.		
R_2amXVPuiflY0IIkR	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_SC2KRzDsOc9Vtad	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_2eOqfGo2IIYvaVfY	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_2ceePvxkYIIqfWr9	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_2ce0fZ7Aaeyhvy6	The increase doesn't seem too drastic, however as a commuting college student the slight increase will definitely add up.	X	X
R_2U9JlvjtIzVhbfX	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_33qYJqgtcx166N2	the increase of fare is something I would agree with only if more train carts will be added during rush hour along with more police	X	
R_1j04tAcesIrb1Hi	This is a difficult question, I think that with the fare increase, BART should advertise any option available to get discounts on BART fares, like tax incentives for example.	X	
R_tPgmuYR2MsVmZ4l	This is a reasonable rationale. I'd like to see a bigger discount for daily long distant autoload 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_2qrtu6sCXp1o5Pu8l	This seems reasonable; however if you stop the fare evaders you would probably see a 1% or more increase in revenue.		
R_1gcE37K0A2x121S	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 these various goals be met? I would not like a fare increase if it won't actually end up benefitting me.	X	X
R_1hDLNF6RftfYlc5f	Too close increases together - every 2 years is too often.		
R_yUW08PJ7keg0pt4F	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_2dvJZ9eCIHGTuuR	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_1F8BMsQo4orfzPW	Worth it if trains have less homeless people sleeping in them		
R_2tKhhRrUdogetuC	Would be hard for commuters but generally tolerable for occasional Bart riders.	Unknown	
R_1QF9eIIfbVWiPgoU	No	X	
R_W6C7SJGPMESoFDH	No		X
R_Am4dIlhqoVxzet53	No		
R_RRG9gCCtChRSdUt	No	X	X
R_VVzcMKLXYWXJNcJ	No		
R_3Ib2gzT2d86ZcUP	No		
R_231UunvodRuUxK0	No		
R_2zYBQvVaZ208pvm	No		X
R_vv0I3OvEqEsPcRdn	No		
R_vD2Shae1.6lmdKSZ	No	X	
R_3tVx6VK0tKeet03	No		
R_1oFN8MIRTI8Esnf.	no	X	
R_3NvUHMXGpjyFSq8	No	X	X
R_2zT7RbTKezykpVP	No	X	
R_3fTdgmPbc5ur3sZ	NO		
R_3EPtWCgtFomd5Am	No	X	
R_2CvbeImFlt1j7gmb	No		
R_2f3OpFe6Hr6vG1l	No	X	
R_1hA1nGdBGN4mFh5	No		
R_8fZKHAMvRr7v7qx	No	X	X
R_5gyVUv6mJc2INFL	No	X	
R_8waEOgpV3DgtpJ	No comment		
R_10DCEYco31R99V0	No comments		X
R_1QLwflflInYTn4AE	No.		
R_Y5tJ2BeuvxNni0d	No.	X	
R_30cbG2noADfltAn9	No.	X	
R_1k50Amugrz0qul6	No.	X	
R_3KvtXBF2njr9jFw	none		
R_2T0b3sH5301dQ7i	None.	X	
R_1IRkOUqUBRpvv66	nope	X	
R_8e5xaZ0106fmrNXH	Nope	X	
R_ay7dmb73cQIkosp	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_3IgtcoVobIiK6tJ	Actual clipper card holders should not be penalized for the fare evaders. There should be better gates for entrance	X	
R_2QxBf9SiIf5vIXp	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_114WBmIEUvfYA9q	Always a fare increase. It gets more and more expensive just to get to work.		Unknown
R_3MaIIYIrIIPZIm0	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_3OsBmVtv22b7h3I	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_0HgOaWw08O90Dn	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_1CpBDumuFAMF9I	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 embarrassment 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_3F50eQnf2c1Qutj	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_2AGvRLFpJUomAjd	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_1r2fWqg2mWf4du1	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_eEYZI1UaNAQkKJ	Bart is already prohibitively expensive and the trains are disgusting. The fares should absolutely not increase.		X
R_1Cx0wu0UKcyV9H6	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_UX96cvpY6UIKkGl	Ilart 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. 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. 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. 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. Ilart is completely out of touch with it's ridership and seems to only care about its profits. 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.		
R_2SqdT1qA4kegwv	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_2vT87fhgaXWnfyy	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_21GfIFKBJc5U73V	Bart is expensive as it is.	X	
R_qFdp3LHeGZGBFLd	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_1QbjacPxbn0DdZy	bart is getting to expensive		X
R_PfSgvXZ4mh94pls	Bart is so expensive already. Between that and the parking cost it's cheaoer to drive		
R_2rfBao0JpPhhMjc	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_2dysXNuPCzQqqW7	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_26wsYWkSxzPvTbE	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_1I7TefGqmqN5hxp	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_2w13FxR5Fhb8dnd	Considering the crowdiness in the liart 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_2VQikTAisV9Kxts	Disappointing as Bart is my sole means of transport to work... I obly wish my wages increased 5.4% to match		
R_w1TBtfWjGcyk0WWt	Don't do it	Unknown	Unknown
R_1mrseqrfNTbcIMe	Don't do it unless it's going to extending Kharis Davis	X	
R_2vI0t4v2FBRfahn4	Don't do it	X	X
R_27pdGaSKEaYzrX0	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_3h0vfjvgq533le4ab	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_24oQwt6aVagt4vsl	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_b9Jyp8b08QUiFz	fares are too high right now, no increase is needed. Financial responsibility needs to be in place first.		
R_1NepsrUvmhuesc	Getting cheaper to drive almost		

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_2OhovjLe4m4xK13	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_3HHfyTMPcWHwRvH	I already pay 10$ a day for Bart. I feel this is getting a bit too much. Long distance should be cheaper		
R_7YnYrW0fhZ63nL	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_1IA98h0To5TmlmF	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_3g65rp8Z8CZ13ad	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_1q9QetuWId3Dy5m	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_1jIFA9a99FZIm77	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_24vfJUC8IbegKx1t2	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_ePGuaDO15ZDR3r	I can't afford any increases. The cost of living here in the bay area is already through the roof. !	X	
R_2VEuv4ecdc5oQp8V	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_8Oe6vphYY8ah4I	I don't like it, but have little choice in the matter as a commuter that depends on BART.	X	
R_eU0qvwBgvIdc5zRn	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_2xJ0w5hIlc39a0aY	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_wZsgv1K0WYStOWB	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_1JK6qQTgngr9u5E	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_2bJp9BkZTzi8L4FYg	I don't think the fare should increase at all.	X	X
R_1K2x8f7I1bQmu7GU	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_2tILRxTkWKI1Iru	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_2QSrKTxsJH1Tly6	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_1kLbKz1YI59dO9y	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_PCotOeu2N4qpFIE	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_0yl4eZI0ZVKUlh5f	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_3orJ6HEmRC8paFPQ	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_2WtC9fTo6JRhXvGVz	I hope BART doesn't increase the senior rate		
R_1G0Kse5r7TFx3qW	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_3EpbdJTbqsK1J3	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_pGJfYyq5Th1AUZa9	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_A0A47h7o0OFVX45	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_3ETlrfe6dNmvvrj	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_2v4uKUuIQlnyHo	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_2Sly1ngfkmc5WZw	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_9prvYe3dtNnJrtD	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 given Bart is not open in the early morning commutes	X	X
R_1t97Luou1Q0yy5Z	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_10PvP0fZWTwtPPQ	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_2vS6e71oaKSejcSl	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_3CDV61aRtQmcqD8	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_2YlGavYYs0M6TY8	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_3lL3HmV0QOFtyKm	I would love to see funding pulled from elsewhere instead of directly from riders. BART is already pretty pricey.	X	
R_1dMRPs81KNddQ1z	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. 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.		X
R_2TLe05fM08kRFqy	in General the BART faire increase is unfair to the Elderly, Students and Disabled. 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	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_1fkfIWD0zdWjrg9	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_p6ompf7wWcw0dG1	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_barbo5TWzN5D0aE	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_1E6SKcGJgwqzZWz	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_3NJs7S1BaR0V2aj	It should not increase as there are people for whom the existing ticket fare is too much	X	X
R_2UfIFmv5OqoMZ3I	It would be good to maintain the current price, as there was close to 30% hike in ticket price since 10 years.	X	
R_3uoS6y0yr0z6Ogx	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 junkiest of them all. Before any increase, how about getting the "fleet of the future" put that we've been promised for years now.		
R_1qG4E10TW3PYAr3	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_W29fwHIlGKZkIQR	It's already expensive	X	X

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_wYoQPM3NdS88TFT	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_116AbClq27mVysp	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_0BtLNtQOtLN8UgAV9	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_2SnarlGJ2e153cU	lots of fare evaders, yet the people who actually pays have to pay more.	X	
R_1dhSrvhbgvCla1M	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_1LdrchaSFQATWfh	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_3MDeFRqo7tLe5fr	No fare increase	X	
R_DeMuiAobhgr5MPv	No increase period !	X	
R_2VmRtIPnt9eZmvn	no no no . Are you sure these raises are not for union members'		Unknown
R_tKr75ArtJaFGZrNv	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_qCHLFjptcBjaqS	Not a fan	X	
R_xP9Y1Wn6H7GrLJn	Not cool it seems like the fare goes up every 6 months	X	X
R_1hEUO17BDZSaKJr	Not pleased about the increase which could likely be avoided if you ensured that EVERYONE who uses BART PAYS THEIR FARE.		
R_oYIhqqaMBeX7rj	Obviously, I would prefer not to have a increase. 5.4% is pretty steep.	Unknown	Unknown
R_3g6ohIznXFIWxLG	One word "greed"	Unknown	Unknown

Survey ID	(Email Invitation Survey) January 2020 Fare Increase: Public Comment	Minority	Low-Income
R_1o55TS7Mr8GkN8O	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. 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. In short I don't like the fare increase.	X	
R_3KJYv9NWndsDAKB	Please don't increase BART fare it high enough.	X	
R_231wqTg0TebdANW	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_2b0ENyiEqgCxTM5	Public transit should be publicly funded. The fare is already too high. Tax the rich to subsidize BART.		
R_2DY0krExGT4QMrj	Should not be done	X	
R_1Q005EvP2yvETVr	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.	X	
R_2QA3IIDfcEGqqB5	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_2tbNaZn6rC5MaV0	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_2OOcxW4nSOqaLLU	The current cost plus parking is already too expensive. It's cheaper to drive to work than to take Bart.	X	
R_2y3ZLMdLWhvFbZ6	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_yWvr6cBpdSdXC2x	The fare is already to high.	X	
R_bOBuf403EX1Wyyzl	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_3GgegrMtasIF5w9Z	The increases are unwarranted - just a part of BAET'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_YIQPI5Zw6DMNuAx	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_2EonGcmAfC3dfu2p	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_TnEmZ5QQnZpw0Nb	Think the fair is a lot already		
R_ryyfY7kCBGH7kYb	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_yK4mQpopgfCVQ5	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_2zu0lXvtpcVmhAdp	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_3Ec10BRtGOg7OO07	This is ridiculous. The trains are disgusting; why aren't all of the lines using the new trains yet? The stattoms 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_C2KWPlgs7hboYwx	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_2WT1I51tpk4jBIJh	Too expensive already	X	
R_7aODXRtPoDLkxoN	too high rate for people to afford	X	
R_3n0le841J07VbIof	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_2zMWRFJsE3SKNXB	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_3tO4Tn7F4f4Xxoc	We are getting less for more. I pay more to ride without an increase in services.	X	
R_3D8dIftfwonLKQnYL	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_1hZ24U7DVn09N0t	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_2v214NWflCIlF91S	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_1QBdEg3RL9cgsr7R	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_2GlmNW0QC1nkQfH	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_40G0AArCPeoGn01	why do I have to pay more just so Bart can become better? Doesn't the state fund BART?	X	X
R_1mO9NfZGEvPC13q	With all these increases, it's almost cheaper just to drive my car now.		
R_3n2dXKrFQ3UR8g	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_TpB61uWmgEvXQDn	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_1pG5ZAXDn4AbWV9	Yes, are you going to improve the service? I find it already expensive for its poor quality		
R_57H6CdCZXS85SND	Yes, because with the fare increase, there are still no improvement in terms of BART quality and arrival time.	X	X
R_10xBugI0Q1DyWtG	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_3er1H4HdEIpsqUa	Yes, the fares keep going up but have not seen any improvements on Bart.	X	Unknown
R_3FOfEBYk6xQaPsl	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 nasty which i think there is other issues that should be resolved prior to increasing rates.	X	X
R_29Dmh01oqG2fqKZ	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 at 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 Ikart tag machines around the elevators and make it easy for people who ride the elevators to pay. Muni does it, why can't hart? 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 Ikart, and increase the instance of fare evasion.	Unknown	
R_XLekn17qf5Xh05r	You are out of your mind. A fare increase when you are doing a horrible job of keeping the system free from fat evasion and safe from harm by individuals in the Ikart system who have jumped the gates? Absolutely not until you fix the whole paid area safety and well-being of paying riders!		
R_1IARPKMn2r2uc9w	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_tM5UEIGN4ujf0wF	You need to clean up the cars and have better security before you even think about charging more.	X	X
R_3ptAgUH80f7wIM	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_3tOQ6uTVgn9VY8	Your fares are to high for the service you provide and lack of safety		
R_ZNYewqf5Z3c6df	不要減高票价，多鼓励更多人搭捷运。 *Don't raise the fare and encourage more people to take BART*	X	X
R_1jCQ4.8WrIIkIIvsrG	我是工薪族, 由門徐ASANTON 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, 我們最本也沒有一年升5%, 你們就加加加. 但車內產品不偷家可給者使用, 他們一定沒交車費, 我們是受害了呢? *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_3oFu4tj5PhyGDfD	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_1DPfjNpDmuMxrTX	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_2CkJYuvx6LHwL9	Already ticket fares are more It would be good to bring monthly pass kind of in Bart	X	
R_h25sA0nt6fS1spH	Aren't the new rail cars already paid for?	Unknown	Unknown
R_3shTLL2GuouFdaG	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_2Va9L3g2D0odDHd	Bart should enforce every rider to pay their fair share	X	
R_3KMV5ddfGaowae0x	Bart should enforce people not paying for tickets.	X	X
R_2Ed9tHe0FuS7v9H	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_2WBIZVR9vNsLTmi	Can fare increase be kept under 3%. Because that is how much our salaries increase at max.	X	
R_2R4UNLXy3GC3jb0	Charging more for paper cards makes sense to encourage a dedicated user-base.	X	
R_YaIqdefxpBjShix	comment	X	
R_3HTYIeRzw6YxOMt	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_2ASZgFzfCbtnZQc	How is 5.4% less than inflation??	Unknown	
R_3Ib0IlKh59p5KJyP	How much do you need to encrease to build long urinals and stalls within the BART structure? It it pitiful to have toilets closed on BART property and to sell beverages and food on its premises.	X	X
R_3RrPLfb6SS7QDfY	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_2YkU6T0hmeq9aMO	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_3CQzNbwNYbGFEV5	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_2sciMjf4Pl0ypdJ2	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_DLXeeZzkXlvPjeV	I dont agree with the difference in fair prices between clipper and paper tickets. Prices should be left the same across the board. Increasing fairs are making causes hardship on riders who may not have the financial resources available.	X	
R_0QoTZr90Npd7fPz	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_3NFhAh28ZBat5Gl	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 oviously not worth paying money for. I feel deeply insulted buy your new trains and wish I could spray paint them		X
R_3fH0anAYVdgImsO	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_5HGKDbFimYtCm1H	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_27gmIvRSgI8J90M	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_3LjpXT3FcBjgpAX	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_2dD9WlXJZb7Nlkly	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_1LYHqK38hTv2mrf	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_3k7FAG9fT2eB801	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_svQLKh2MGUpBIdf	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_1OV1mL3Ww7nUfuM	It's dirty and too many fare jumpers.		
R_239mZsmuvFWL20f	Many of the problems with BART are systemic Its 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_1F2jhr1TBGNLQg	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_sIlwIDvQ0H4NYJLAR	Need to update stations. As well as the performance on fare kiosk . Many times the machines are not working.	X	
R_1gwQjfWTrqufbuzh	No - it will be more expensive but I don't think I have any power over it.	X	
R_1IjeaOSM6f0gdVj	No as long as the clipper prices remain at a discount i have no comments about fare increases.	X	X
R_3J07ZNEa0omvgv	no it will likely happen		
R_1DBeSucYeOhxSv	no, but thank you for finally making the Clipper card more attractive by raising cost of paper tix		
R_3I5n2zsmdIgEEo0	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_1CCozVgnaN6AV6Ij	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_2QDfUevI5JBCYQbp	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_2CIAdIIYONGoiaZ	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_3n0vf5gz0crE2c8	Sigh.		
R_3PQYMH1MsZ2hfYb	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_1flqzrCIYvIeqhv	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 transist systems are a critical part of BART's reason for existance.		
R_3IQP1w1RqQcXUP0	the clipper card increase should be less and the paper card ticket increase should be greater		
R_1KwBuG6ePwPMYII	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_UrKuYZCF6vkX1ip	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_1j9HDGHBtUnYGX	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_37wEXJHo9OALQSR	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_qEfwz1f1aGi4Alhc	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_tLK0Gg6aKuru0g1	Why every two years?		
R_2SznF5gkXKg097D	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_3QMd2pN7gkxopuC	Will any of these increases go into employee salaries?	X	X
R_1dN9dsulvZ2huQ	Will this increase apply to discounted cards, i.e. student cards that kids use to get to school.	X	
R_3KPANCrrOIKhc3U	With ridership at all time highs, perhaps a better strategy is to save money now for future capital expenses.		
R_3jUQt3UqmFvNPY	Yeah	Unknown	Unknown
R_2X7qUIJgrLIMju3	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_31yAR1Ilr3kl8wI2	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_2dIImWUtW9c9VF1U	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)

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_1ew5DyVuTk9q3a1	"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_3mkQUQNV9aNG40c	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_W6C7SJGPMI5oFDH	Anything to get more frequent trains to Dublin and Fremont		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_2OkmYTlkZlFHwf	As long as the finances are thoroughly researched and deemed appropriate, fare increases are reasonable as it benefits passengers.	X	
R_1gT1mHHHH0MZYke	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_2ZHtrYsNy4c9Bm6	BART needs to be less expensive so that less people will use it. Overcrowding is dangerous.		
R_1JRvJ8xHkC1Laq	Bart needs to improve quality		
R_1F2jRz1TBG3LQg	Bart needs upgrades		
R_1hz349wDb0z7MeQ	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_3puhVl11PFxTeF5	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_1QyZsXeNk4zibc0	can't have quality BART if there's not enough money	Unknown	
R_3QXB5gI3ObKZ4Op	Costs do go up and this seems a fair way to recover those increases over time.		
R_2cfnJjuXTuuyI3d	Costs increase. Fairs should increase with costs.		
R_1JL9FnkTSkQg9Q9	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_tqZP7n03z1BN1jG1	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_WcFQqIBwhY3Ah4_3	Everything needs maintenance and improvements over time. Funds are needed to do that.	X	
R_2dHmWTtW9c9VF1U	Gotta have money to keep things working		
R_3P7yOobsj90W0DG	I am sure it is necessary for BART to keep up.	X	
R_3CQqMeIdY6vfaWNX	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_AKCmI5FPv0Dtzj	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_21mIh8IvdmyVIpSa	I support the increase, BART needs to adopt a base price that works for daily or monthly use.	X	
R_IITC2seG31s5SaMx	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_1PdUmyIJoX60qD6	I support this because the old trains definitely got to go, and newer control systems are always needed.	X	X
R_svQLKhZMGTpHJdf	I support this increase. If you increase the cleanngness of the trains.they are very dirty and some sits are tore.	X	
R_yUUiT0nkLOg2Hrr	I think it is important to include security measures as well.	X	
R_IkRXWbuYO6AIIoC	I think it's important to continually invest in our public transit system!		
R_25SDTpg0N0310MC	I think new trains are definitely necessary. The current ones are dirty and tend to break down somewhat frequently.	X	
R_2bDXnID0d9p6qI	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_3HTYleRzw6Yx03Mt	I would still prefer kids fares stay low, or have very low increases. For families with multiple kids, any increase is multiplied.		
R_wMIaf9KD1YTbzqN	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_2xfWDQ1PIP9IUXP5	I'd like to see better trains, more security, and less people. upping prices should help all of these		
R_1rC76T9THp3CB4r	If it will make Bart more reliable I'm all for it	X	
R_8waEOqpV3Dqrtpd	If this fare increase will definately improve more frequent service and more bart trains, then this fare increase seems like a worthy cause.	X	
R_2WY5naePVLX1C1	If we know the plan of increases we can budget for it.	X	
R_2U9JlvgBrVHt0X	Increases in labor, maintenance, and security are needed; which all cost money.		
R_2XhcWmtm0vLGwzP	Inflation is inflation. Prices have to go up.		
R_TcvnQUH7Ha0bKp	It would be easier on a persons pocket.		
R_3d9zw9h61U9r5JV	It's a great service and cheap in comparison to other transportation.		
R_1eyKH4v2lf3u7g4	It's important to keep up with maintenance, technology and comfort		
R_W6T2acsmLKTBeLN	It's inflation. Obviously you have to keep up.		
R_2Tuy4kC05GRYVsD	It's needed, and you need to keep up with inflation.		
R_Pw30hDRVkCk7IvF	It's reasonable. I recognize that money is fungible, so don't make irrelevant claims about where the money will be used.	Unknown	
R_2dyf3PvHfXuruUP	Mass transit infrastructure development is critical for the Bay Area. Whatever means necessary to pay for it.		
R_2ZX0A9fyIzWY5Iv	More frequent trains would be welcome!		
R_0cNPVXjig8maoY9	More safety and improvement	X	
R_2bVj49TUdyYccJA	No objection (approve)	X	
R_2WAcBrlrmUaamqb	public transit like BART is a necessity in a sprawling urban area, and is quite affordable for many (but not all) commuters		
R_3kIIcqVuIIIhnhW3y	Public transportation is critical for the Bay Area. Definitely support.		
R_27HV4dgF2ffQJ7Q	Seems reasonable to keep up with costs, but I'm surprised it's below inflation.		
R_2rQIjcoQ24pGhp5	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_27Q2cf0ysficpzDa	Sounds fair	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_1dtLEWXQo5ZY48v	The increase seems fair, given where the SS is slated to be applied.		
R_23UlNZgs4qBzZFw	The system has become so busy, repairs and maintenance add up. This is the only way to keep on top of it.	X	
R_Ap326zzPah83ZYZ	The system is old and needs updating so a fare increase is reasonable.	X	
R_2dY1WJqvqp65P90	To offset concerns about regressive taxes, perhaps expand programs to subsidize for low-income groups.		
R_2amXVPuiIlY8IIkR	We desperately need upgrades. If you don't improve the system you will lose riders.		
R_3ptAgtTIft0T7nEM	we do need to share the burden on the end of the day.	X	
R_2THkfzuIrIfZRR12	We have to pay for the trains if we want to use them	X	
R_3tVx6VK0zKee603	We need to fund the system		
R_1ez7rh5bv9k9RaR	Well, the fares are not expensive enough to address the MAJOR problems.		
R_RRG9gCCnCh8SdUt	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_1OV1mUWw7nI0fiM	Yes I am bart rider so I like this program ,every years please add some bart and make bart ready. Thank you	X	
R_1pEYPaW5RnkJkh	You have "got to do what you got to do"?		
R_3Ib60IKbS9pSKJyP	You need new trains and to upgrade the stations. They are filthy		
R_3KPANCnr0IKhc3U	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_21EDMkaNEajPrFp	坐Bart方便了我的日常生活。 *Riding BART is convenient for my daily life*	X	X
R_2VPxMfanCATMyvI	Again, seeing improvements for passenger safety, clean and reliable trains.	X	
R_2TLe05fM08kRFqy	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_1LzmocsKI6Lq6uTL	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_2Ed9tIIe0Fu57s9IE	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_WJu2TnkgyryG17X	assuming fare increases are genuinely used to support/improve/expand service.	X	
R_5C2KRzDsOc9Viud	BART cannot ignore the reality of inflation and the fare increases are necessary.		
R_cCsmpDJ40kzpDR7	BART could be a lot better (cleaner, safer, timelier) I'm all for whatever it takes from us riders to get it there.		
R_0w7kfCfkAGktRhj	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_1hA1nGdl0GN4mFh5	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_A4fqar77ffX1bQI	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_2z0Vv21DTX0a1F6	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_3hcp0uT4CZc3coK	Fare increases are a necessary evil, until tanpayers 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_2308Wy4gEv0cL0G	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_3GBVQooQ8fYIQF2x	For continued support, we must see the improvements, especially more frequent trains		
R_V3Wn906onL4FqM1	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_2ysINQ0fSZaxxENQ	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_2IfvNntyIoKmPf5Q3	I don't want the cost of BART fares to increase, but we do need more trains and more frequent service		
R_10DCEYco31R99VH	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_vD2Shae16lm8KSZ	I hope it will help fund for better service, better train cars and extending to more cities	X	
R_12LLtD22xd151ZD	I hope we can get more funding from other sources as well but I understand increases are normal based on inflation.		
R_3fUKJt3UqmEvNPY	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_3fl07ZNEa0omwpv	I like the fact that fares would increase at less than the rate of inflation.	X	
R_2xBWuWlc2GOfIJI	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_2fEcxNMN4Tx5P12	I support extending BART's current fare increase program, if there is proper fiduciary oversight.		
R_237ic7O9NnGCEdN	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_1ezykttEnvd06vIL	I support so that can get better facility. We want Cleaner, Safe, Faster, More Frequent BART.	X	
R_0fZ33jl9qt9ldv70J	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_1TtuFMS9r1JGa4ZX	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_3fvIIDVekLxfUFYe	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_hr5auxYEbI2G0wh	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_2CqASeofWrpnPX3	I think it's needed.		
R_2ygsNbur1x4LyLT	I think it's only fair as costs rise, but I'd like to see a low income clipper card be introduced as well, so it doesn't price out certain folk, or limit the frequency of their ability to travel.		X

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3d5rc36eWL0gdLK	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 games. Those who follow the rules continues to pay more to subsidize these people.	X	Unknown
R_2yqR1UNyO0SWEZ7	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_1rqqMe95Vv0lhaJD	I understand that BARTs costs are going up, but it should consider provifing more accessibility to low-income riders.		
R_AntCp37DTIk0JJ7	I understand the need for maintenance and improvements and also feel it's already expensive for many people		
R_p5rIlqgI546FvMZgZ	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_2ceePvdkYUgWr9	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_3LXcr5ecSX06RE5	I would support as long as the trains are cleaner, and it feels safer to be in the train station and trains.	X	
R_2Bm1tnCD7GwhlqP	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_DOigu3RTnu8z1Ed	I would support this program. It is worthwhile having this transportation as long as you keep it safe and well run.		
R_bOBa603EX1Wyyz1	I'm understanding that fairs 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_0heozUGLE75h8T	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_0IMdcdY8Catv9Pb	If enforcement of payment and punishment like banning individuals from the system was actually done		
R_12aufJpqNofj7aMh	If it is for the benefit of the passengers and personnel, I support it.	X	
R_2SBI0Kqc0ys0sD05	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_2CvbeImFB1j7gmb	If the fare increase would actually result in more frequent service and possibly expanded service, then I would strongly support the increase. However I think that there should also be reduced price options available for those who cannot afford the increase.	X	
R_Wope66GYGWdSbwI	If the money goes towards improving Bart then I support	X	
R_3iO4Fn7F4f4Xcoc	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_3CQnNbwNYbGFEVS	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_2Bna3EvcE3PP5i0	It becomes expensive to even take public transportation	X	
R_8e5xuZf106fmrNXH	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_1EaQhY4hXNCqQP9	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_3s6VjeKC62uDzwI	It's expensive, but I feel like it's needed to help improve BART	X	
R_2w1gWemZk17aLMH	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_3FVWBzrtlNVkE5ro	Money is needed for improvement and I'm willing to support that as long as the increases aren't too drastic.	X	
R_2qrto6cXp1o5PoIl	See my answer to the first question		
R_pIIlhwXNswF2Xz2N	See my previous comment		
R_aeYEYRxcEr07cyd	See previous note on limiting raises to COLA		
R_2wH09wFZ58ITHBD	Seems necessary.	X	
R_1IbJYstlyGn2EpM	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_3000HLUchiEIUl	support - new cars are necessary		
R_239nZsmuv9WL20f	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_1D8e5ucYeOlux5r	The cars need upgrading and more of them		
R_3QD8Uev158CYQbp	This depends on the availability of other revenue streams and the political climate		
R_3fTdgmPx5uv3sZ	Upkeep, expansion are both necessary. Cost to commute is growing and has made finances difficult for some commuters.		
R_3Gbnuh24m2V2WAF	want to see a better effort to reduce fare jumpers		
R_1ltOt4hRLPesIIes	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_uw9fUrILDj2uFnr	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_yOx87UrSmME8mGp	You should be able to keep up with inflation to cover operating costs and future improvements	X	
R_3e4vwMa5dTRcoPR	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_3NZYXM65aj7i3Ve	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_3FPQNu4xzkRg5Z0	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_2TLM9UVGPSNJZkK	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_3RdWstPvqzyQbfb	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_1flqzzCfYvIeqlv	How are existing funds used and what hasn't a capitol reserve been in place?		
R_1eRD80GaU3R1qo6	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_3IB10ZAcQQGq4CX4	I can neither support or oppose until I can see what improvements BART attributes past fare increases to.	X	
R_2QA3BIDjcEGqqIE5	I dont see any others ways/options to get revenues for the maintenance of the bart system.	X	
R_2UfIlFmvS0qoMZ3I	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_bg7WWtsI82KqwvJ	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_0QoTZt90NptFfPz	I want to know where is all the money that Bart is making house on Bart property ok	X	
R_2cod7aMccVyhvgM	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_2bP3BsmQbJhdgh	I would like better service, but I already find it expensive to ride Bart.		
R_3NQDQIkZp7ACqrE	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_3ozJ6IEmR3paF9Q	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_2eOgGuZ8YvuVtY	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_3Nw9kEZMoH4x1tE	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_2zr9RvwrcTfL3Yv	Increase safety security and cleanliness?		X
R_1FsSGFHCjfDtwD6	Make the program more efficient	X	
R_8IZKHAMvBz7v7qx	No comment		X
R_2I03mbf1oqGDtqRZ	Not confident that Bart will manage their budget appropriately to ensure promised import will take place.		Unknown
R_1ieMPXMhazfG0nC	not sure if the actual improvement will occur.		
R_1pG5ZAXDm4AbWV9	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_3OvUOevUQhZeTex	See previous comments	X	
R_3ETbrfe6tNmxvzj	See response to first question.		
R_3KMV5x8fGzowaeOx	The increase is not necessary . People would be driving to work or carpool if less cheaper means.	X	
R_b25vA0nt6jPS1spJl	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_AjndeeCeMGpQJIVT	There needs to be better decision making on where the money is spent.	X	
R_1MWMe9rSqTiAoNy	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_eGagTcwAaXJth0I	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_AHcPSfb4IL67WKd	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_eEYZI3FutNAQkKJ	Already too high	X	
R_2WBI2VE9vNvLTnu	At some point it's just going to be too expensive	X	X
R_2U4mupiZTqq8vN2G	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_2Ck3YuvvbLJ1wL9	Bart is already expensive. Why not focusing on having everyone pay their fair share instead?	X	
R_2rBBao8pPhhMje	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_2y3ZLMdLW6oEbZ6	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_31seVFEawHzjDza	Clean trains or install the new trains and I'll support	X	
R_3qPFsX0r6ye51ro	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_1CxOwu0UKcyV9H6	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_D087YbwnNXzTLz5	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_1Negxr1ivmhuexc	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_2YnYrW0tfhZ63nL	I do not feel any positive impact of previous fare increases in service or safety.		Unknown
R_22QVgxWhSXYevt3	I feel like it would be easier to hike it all at once.	X	
R_24oQw6nVagt4vol	I get that Bart needs money. But I feel the government should finance it more as it keeps the roads clear		
R_3no56y0yr0z6Ogx	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_1t9Z1uozLQ0yy57	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_2Va9L3g2D6odDEd	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_2TsLJ7dH18qeQn6	I support funding to the BART program and understand the need to raise fair do to inflation but this is frequent and unfortunate for anyone who uses the service regularly. If BART provided discounted services for long term investors then I would feel better about this, but BART's roll out of new services, lines and cars is slow.	X	

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
R_3nOvJ5gz0crEZc8	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_2b0I8NyiEegCsTM5	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_1lasv14ekJU3yVW	I think it's too high already		
R_1Kwf8s66ePwPMYII	I think that BART needs to show and be more transparent with the money and where it is going.		
R_3GgegrMfas8Sw92	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_10PeP0l2WTwtPPQ	I want BART to have funding to make improvements but not from riders.	X	
R_2dysXNuPCr0qgWZ	I would support ONLY if real, observable, empirical changes happened from now til 2022	X	X
R_3L5RgVKE2I0I3AT	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_TnEmZ5QQm2pw0Nb	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_3JI38mVOQOFtyRm	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_DLXoeZzk3Ov9JeV	It feels like the costs are increasing at a much higher rate than BART is improving.	X	X
R_1GOKue5e7TFx3qW	It is hard to be able to afford even a small BART increase right now unless my paychecks increase as well.		
R_qEfwz1f1aGi4Alfx	It seems fair increases do not equate to better service or equipment.		
R_2E4NvSqjcTSDyV4	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_0rKuYZCF6skX1ip	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_2RF9SgZnDyqPV03	Not for capital costs. BART needs to improve cleanliness, safety (and perception of safety), and rider comfort.		
R_Dg1mkVwY7MFXd2V	Not happy with overcrowded cars	X	
R_x9H2QoLB1JG5mV	Paying more for hart makes me sad		
R_2xXe71oaKSejcSJ	Please see previous expansive answer		X
R_2xW31Wh9Hb4wPYu	Prices should rise by at least the same amount as inflation.		
R_oY0uqzq8BeX7rj	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_3rIF5uQIfTdyfnid	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_pGJfYyq5Th1AUZu9	Somewhat oppose	X	X
R_1hZ24U7DVn69N0t	The Bart is already really expensive and inconvienent I don't understand why I would have to pay to fix that. It should be their responsibility to do better	X	X
R_3KvlXIlF2njrUjFw	the Board board need to man up and make some tough decisions. Deals made with Unions are going to bankrupt the system.		
R_3E3gaL0WrWD71x7	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_3MFyyw7UMrhd2zH	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_1MwvMn0aCF3jdPz	The fev increase might make it difficult for people who struggle to use public transportation now due to the cost increase.		
R_qEdp3LHeG2GBPLd	Try to get funds from the State government instead of putting the burden on commuters.	X	
R_2zMWRFJxF3fvKNXlI	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_ypwWXq8KbO5vKx	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_3fHT0fTGmD9rNol	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_2fjrZWulfYy9W5mW	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_1Q005EvP2ysETYz	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_1dMRPxS1KSxIQ1z	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_swp4osMCrYerGTr	AGAIN...You charge WAY TOO MUCH compared to other systems throughout the country and the world.		
R_0TxrpWKQZk2W95p	alot of people get paid minimum wage so raising bart 0.5@ more will effect alot of people		X
R_2EmGcmAlC3dFu3p	Already way too expensive for what I get.	X	
R_1f9BDGHBtUnYGX	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_2zvxGKb0CK9I0v	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_2dvJ29eCIHGTuuiE	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_2YkU6T0hmeg0aMO	Bart fairs have gone up drastically and causes a hardship for riders who do not have the financial resource.	X	
R_114WBmdEUvfYA9q	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_24vfUCIBegKx1t2	Bart is dirty. People are standing. You need to increase frequency on commute hours. Your press release lady seem angry on TV.	X	
R_2vTH7fhgaXWsfyy	Bart is getting cost prohibitive		
R_3k7FAG9fT2vIIN01	Bart is not maintaining its public infrastructure.	X	
R_1DPfjNpDmuMbrTX	Bart management buckles every time the labor contracts are negotiated. Such wusses!	X	
R_yWvo6cBpd3d2XZx	Bart needed improvements. The trains are very nasty ?	X	
R_2QxB8SiBUxEXp	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_0UpMhVgHngCMAI	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_3CD9G1aRtQmcqD8	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_W2UoSCsjtjzGBJt	Because the costs keep going up and I do not see any improvement in the service. It is dirty, smelly and crowded.		X
R_1E6SKcG3ptwqpZ9Wz	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_1IRk3UqU1RpvvV6	Every two years inflation means in ten years paying almost taxi fare	X	
R_2xJ0w5hDc39x0aY	Everything is already so expensive bart shouldn't be even more expensive this is some people only means of transportation	X	X
R_barbo5TWzN5D0aI	Fare is already too expensive, stop trying to exploit the public.		
R_2thVa3hsqWh2G9d	Fares are unaffordable already. Parking fee on top of it. I will take the bus instead		
R_3erH4t6EDpzqU1a	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_57HCdCZXSNF5ND	Fix the disabled access elevators as I suggest first!		
R_2bJp8BZTz0L4JVg	For the reasons I already provided to the first question, I would oppose this. Fares are expensive, parking is absentnable 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_wN0Fk1Pb03MKgXI	Funds don't seem to improve the service or ride.	X	
R_1K2s0711bQma7GI	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_3RkwkfJVA5UJFdJr	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_2AGvRLFpJUmAjd	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 more space and seats.	Unknown	Unknown
R_2JgttcoVobkK6tJ	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_1mO9NfZGEvPC1Jq	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_2scIMjf4PI0ypJ12	I am poor and the bay area is expensive		X
R_2w13FxK5Fb9Rdsd	I can barely afford to livy here as is	X	
R_1IA9KbUTo5TmlmF	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_8OetvpbYY8aih4I	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_YalqdebqdIjShix	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_3RrPLfb655Y7QDIY	I need to see improvement before there are more increases. Services are flat since the eighties. Have you been to DC?!		
R_W29jfwHIGK2kKjR	i oppose since this would increase fare evaders	X	
R_7aOIXKIPoDUnoN	I oppose this program because as a commuter it's already very expensive to commute weekly	X	
R_1OxBuqI0Q1DyWtG	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_qy7dmb73cQfkosp	I oppose until BART is able to show improvements in service and security.	X	
R_1q54E0fTW3PYAr3	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_2Ws29Tv4UKhXvGYz	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_23qYbgqlcx166N2	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_reyfY7kCBGH7kYh	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_2Sly1ngSmc5WZw	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_1C9qN1jHvAc1yC9	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_3EpbdjThqsK1J3	I think it's unfair for students and workers to have to pay more to get where they need to go.	X	X
R_1E57TX8gvdqnbIF	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_tPgnuYfQMvYm/4l	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_2X7qUIJgr1J8ju3	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_I9IMF3CfWG2uQul1p	I would agree to fare increase if it would include more fare inspectors		X
R_3oSBtqtNfV7aFP	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_2XbsvjLe4m4vK13	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_2YIlZ73s09R7RPO	If the EPA doesn't get its act together none of us will be around in 2028.		X
R_3D8dIIfbwondJQnYL	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_2tILRcTkWKI1ru	Instead, in force payment, fine folks eating, and add cars to over crowded trains		
R_3JbvgybWdRrfRHc	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 stenchand inabtlity to sit near them.	X	
R_3FOfJRfYk6stJaPd	It used to be 1.10 to go one station now it's 2.50 that's crazy	X	
R_1DTctCqmqNG5hsp	It's already so expensive	Unknown	Unknown
R_2F50eQuZc1Qutj	It's already expensive enough.		
R_116AbCkj27mYysp	I've already explained myself.	Unknown	
R_26lmNW0QC1nkQfH	Let Bart police check rider for fair payment not riding it free !!! I am paying for increase fair and their not	X	X
R_DeMuiKebbgr5MPv	Like I said it doesn't work for me	X	X
R_eFYfjwBDf15ZDR3r	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_qC1ILFjp6cfIjaqG	Manage the money you make already better. My household spends $640 a month to ride on a nasty filthy dangerous train.	Unknown	Unknown
R_yK4mQpoqqjCVQ5	My commute is super expensive and Bart is not secure	X	
R_3tGQ6zTVgn9VYR	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_1q9QetuWhI3Dy5m	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_27gmhvRGgf8f90M	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_2VQ8iTAisV9Ksts	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_3Ec1BRtG0g70O07	Oppose until fare evasion problem is addressed.		
R_3IJpXT3Fc3IgpAX	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_3I5n2zsmdIgFEo0	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_b9JypfhD8fQIAFz	please see my first response	X	
R_1CCozVgnkN6WGLj	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_2YlGavYVx0MoTYB	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_2O0oxW4n5OqaLJJ	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_1JK0qQTgggr9u5f	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_Uyl4eZ3fZVKUlh5f	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_2ARUP3uPumDFh2	See comment prior	X	X
R_3OdhmVcc22b7hXl.	See my comments for the last question.		
R_3oFu4tj5PhyGJfD	See my previous response. Overcrowding, limited schedule, limited destinations, & highest cost.		
R_A0A47h7a0OFVX45	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_2171rUK7IH6UNqlIT	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_2OVbtQI0zMQwGLs	Some people already cannot afford taking bart every day and if it increases it ma affect them.	X	X
R_1LYHgK3IhTc2mrf	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_1mrwcpetNTbcIMc	Taking BART is a necessary evil and remains the worst part of my day	Unknown	
R_3HIIlyTMPvWHwRvH	That is all we hear from Bart fair increases. There is never a positive thing about Bart	X	
R_wYoQPM3Nd5J8TFT	That percentage is over the inflation rate.		
R_3n2dXKvFQ3UBg	The current fare is very high already.	X	
R_3g6ohIznXJ1N0LG	The fare is too high. Public transit should be free and paid for by taxes on the wealthy.		
R_1r2fWsg2mWf4ds1	The new cars suck. People do not want to pay your ridiculous prices and increases to stand for more than 15 minutes.		
R_3MallYIr9JfP7lm0	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 hass 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_21G8FKBjcUi73V	There are never enough Bart Police around and Bart still not as safe as it used to be.	X	
R_PtSgvXZ4mb94pIs	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_1jO4tAcesIrb1Ii	Too close. Every 2 years is too often.		
R_2Scp8TxA4kegxs	Too expensive now		X
R_2DY0kf3xGT4QMrj	Too expensive to take Bart & parking.	X	
R_2XojwfswUy1XMN5o	Too much for a system that's late, dirty and doesn't stop fare jumpers.		
R_2SrarlGJ2e153cD	Top heavy management reduce that first.	X	
R_2QSrKTsdH1TJy6	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_3g0NhluZU1cHdMB	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_11XEQyDGLRqgYO	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_2WT1I51qpk4j0Lh	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_1dhKrvbhgvCla1M	why must there be increases every year		Unknown
R_3H0smAYVdqImuO	YOU GUY'S SUPPOSEDLY JUST GOT NEW CARS MORE SMOKING MIRRORS	X	
R_3dhTLL2GuuaEdaG	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_2R4UNIXy3GC3jb0	You've been raking in money since the 70s while letting your infrastructure fall apart and now riders have to make up for it? Balls**t.	Unknown	
R_11ARPKMn2v2ux9w	对中低收入家庭不好 - *Not good for low and middle-income families.*	X	X
R_tM5UEKFN4ujJ0wF	有人會支持加價的嗎? *Does anyone support the fare increase?*	X	
R_3IQP1w1RqQcXUP0	I'm not sure how to make this decision without understanding what happens if we DONT vote to extend the fare increase program. The upgrades sound great, sure, but what's the downside of not extending? Do we lose out on getting the train control system? How does BART prioritize what gets paid for in that		

Survey ID	(Email Invitation Survey) Fare Increase Program: Public Comments	Minority	Low-Income
	scenario? Are there other avenues to getting funding?		
R_27khBFmMRVEs3Dq	I'm still giving it some thought	X	
R_10uX6dRG7E2OrXV	Is there a different fare increase schedule that gets put in place if customers oppose?	X	Unknown
R_eUQvwBgvIdz5zRn	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_2tKhhRrUdogriuC	It seems that fare increases go to BART labor forces. They get raises much larger and more often than the vast majority of working people who use BART to get to work. We pay more so they get more; we take home less pay and don't have much to show for it.		Unknown
R_3KJYr9NWndsDAKB	You ask us this question but you will still increase the price.	X	

Appendix PP-H(d):
E-Mail Invitation Survey Public Comments- Paper Ticket Surcharge Increase (For Information)

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

Note on "Unknown" categorization for the following columns:

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

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_sssSfEtrHLDj2uFne	Absolutely support. BART should be doing everything possible to get away from paper tickets and promote clipper cards		
R_2YHZ73s09R7RPO	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-lasting card.		X
R_2EHkfzalrI0ZBR12	Anyone with rides BART can easily use Clipper	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_1C1K8NgFkXs0tUL3	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_sIlwfwQ0H4NYJAR	Clipper cards are easier to deal with	X	X
R_1eyKH4v2IOwZg4	Clipper cards are so easy!		
R_p6onpf7wWcw0dG1	Definitely helps to save some paper and reduces cost.	X	
R_3CQgMehYSvJaWNX	Everyone should be using a clipper card.	X	X
R_1lt044h8LPesHes	Everyone should be using Clipper by now.		
R_ugZP7n0Ozl0N1JG1	Everyone should just be using clipper already anyways, its far superior. I would evem 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_23UlSZgv4qIlzZIw	Everyone should own a card! Especially those who ride frequently.	X	
R_pSrBxgI548VvMZgZ	Fully support. It's a green initiative and the burden of the fare increase will fall on tourists.	X	
R_2w1gWrmZk17aLM0	Go for it ... I think people should be charged more for crossing bridges without FastTrak too.		
R_37wDQBog0AUQSR	Good for the environment	X	X
R_2ZQVgoWhSXYevt3	Good idea because then people without Clipper Cards are wasting paper anyway, so they might as well pay.	X	
R_b0Ihu6OfiX1Wyyz1	I agree because paper tickets are used by visitors		
R_2ygvNbur1x4LyLT	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_2Ed9ttIe0Fu67v9H	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_DOlgaTRTnaBz1Ed	I have a Clipper Card		
R_2rQIjcv6Q24qI2hg5	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_C3TTvBzmNG0pXP	I have noticed that systems in other cities are going this route, e.g. tap card in LA.		Unknown
R_3P7yOubvJ90W0DG	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_8QP1w1RqQcXU7P0	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_3mkQUQNV9aNG46c	I support incentivizing people to use the clipper cards.		
R_3pukYi11PFxTeF5	I support this because printing paper wastes resources and BART could save money from not having to purchase paper for these tickets.	X	
R_2dI9WlXJ2h7Nlkiy	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_2fEcxNMP4Tr5PL2	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_2QD5vFC9IlkFxRW	I think BART should use one system only.		
R_1ofWwTka1eCfyNg	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_1hZ24fI7DVn69N0t	I think getting rid of the paper clipper card would be a great idea. I just worry how it will inconvience others. I work at a school and we give paper BART cards to low income students. Ikow would that change with this new policy?	X	X
R_3EpbdfThqcK113	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_0sheuzUGLE75hBT	I think it's a good idea.		
R_2SSIITpg0N0O10MC	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_2xW31Wb9Hb4w8Yu	I think you should get rid of paper tickets entirely. They cost BART money by jamming the machines when wet.		
R_2w13Fxd5Fh9Rdod	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_2xfWDQ1PJP9IUX8S	I'm all for prioritizing locals and commuters		
R_2pYy35jtoYVVPa7	It should help cut down the paper consumption.	X	
R_3d5ta9h6LUtk50V	It will encourage clipper cards		
R_3fH0anAYVdgImsO	IT WILL GET RID OF THE SCAMMERS AS WELL, ALL FOR IT	X	
R_C2lOWPkjc7bboYwx	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_3qqHyH84yD5Yy2I	Less frequent riders should pay more.		
R_sK4nsQpsqqZCVQ5	Less paper use	X	
R_3FQpw4nV5ywvvdKn	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_2bfXnIDOd9ptkql	Local people who transit everyday with clipper should get preferential pricing	X	
R_3kBcqVuHHmhWEy	Love the Clipper card.		
R_3I5n2rsnsBgEEe0	Make it $10. And make clipper cards free.	X	

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_TmV7IPsWyqbyJz3O9	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_1DPfi9qDmoMxrTX	Many cities require plastic cards.	X	
R_2U9JlvjflrVhh0X	more control of ticket revenue, and the ability to cancel the clipper card make this ideal.		
R_3HTYleRzw67xOMt	More impact to tourists, so please.		
R_1PdUmyIJoX63qD6	Need the extra money, plus as stated it would benefit everyone if more people switched to clipper.	X	X
R_eGagTrwAa3Bhtit	No	X	
R_RBG9gCCsChR5dDi	No		X
R_Z39mZxmuvFWLZ0I	No problem...already use Clipper		X
R_2xWvh1dwtGPqhZ0	Non regular and tourist are mainly the ones using paper tickets. It's only logical they are charged more.	X	
R_2ygR1U8yO85WEZ7	Only comment is why in the world would any commuter NOT use a clipper card even if they commute infrequently.		
R_2c6nJuXTuuy1Bfj	Paper tickets are dumb. Move everyone to hart cards or touchless. Why can't I just pass my iphone over the scanner thing?		
R_eU0vw8gvIdz5zRn	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_3O1v4eKrPgKT0fW	Paper tickets are frustrating for everyone - especially when leaving the train. Please incentivize everyone to use Clipper.		
R_2311UamvodRisI7xK0	Paper tickets slow the system		
R_3g65rpK2tCZ13ad	People paying in advance deserve a little break. Thank you!	X	
R_1ez7xh5hv9k9Rn8	same.		
R_2JTVkMCKEef4ocF	Saves paper too	X	
R_31T0Rnc81rW02Qz	Screw the tourists...		

Survey ID	(Email Invitation Survey) Paper Ticket Surcharge Increase: Public Comments	Minority	Low-Income
R_2 8BWy4gEv9cLOG	So long as discounts for youth and elderly still exist.		
R_2xIFWuWlc2GOfIJI	Sounds good.		
R_A5BfLbtg4Y1OscA9	Sounds like a good way to incentivize using Clipper cards		
R_2Bm1tnCD7GwhlngP	Sounds like tourists would be using paper tickets, which would provide additional funds for BART	X	
R_1IRkIUqUBIpvv66	Sounds reasonable and save papers, trees	X	
R_3O00IHUchtEJUI	sustainability - it makes sense.		
R_1GrbZn4FV004swP	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_3PQYMH1MvZ2hfYb	There isn't any reason for riders who use BART often to not switch to using the Clipper Card program. For those who ride BART infrequently, they may find the Clipper Card inconvenient or easy to loose. Instead of misplacing the Clipper Card, they may have to spend more per ride using the paper method.		
R_2uTbnvr0BMwO0ZvT	This is a good idea because it encourages people to use less paper.	X	X
R_0i0ZU3jlqtmdv70j	Totally agree. It is also more environmentally friendly.	X	
R_xPfY1Wn6H7Gr1Jn	Unfair for out of town visitors.	X	
R_0QoTZP9JNp6FPy	We already paying to much on Bart train with no police protection	X	
R_2TOhJxIE3OsKQ7t	Yes	X	X
R_UzNPVXjtgBmuoY9	Yes on increase	X	
R_26mNW0QC1nkQf0	Yes so riders will use clipper card!!!	X	X
R_3o5BrtpzhDV7aEP	Yes, please make it easier to purchase clipper cards though, because people from out of town don't get easy access.	X	
R_3KFANCrrOBkbc3U	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_1dN9dsudvZ2huQ	You should make sure that lower income people have access to clipper cards without Paying the surcharge		
R_21ED9BaNEqPzEp	支持一下Bart. 因为我在上学了 - *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_33qYIqgtlcs166N2	$1.00 surcharge seems high, but I think it's worth it to incentivize using a Clipper card.	X	X
R_2ZX0A96ytzWY5dv	$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_2dvg29eC3HGTuuR	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_3hcp0uT4CZc3coK	BART should just get rid of paper tickets altogether, after a suitable notice period.		
R_1F2jlrz1TBGNLQq	Does not work for tourists		
R_1q9QetuWBd3Dy5m	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_1duy3N6MYs543JV	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_5gyVDv6mJs2INFL	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_24vfJUC8begKx1t2	How about an app?	X	
R_2TxLJ7dB1I8qeQn6	I agree that reducing paper use is essential. It is a high increase but I agree with the idea.	X	
R_2IlfIlFmv50goMZ3I	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_bg7WWtoR23KqwvJ	I clipper		
R_2rIIIaofIjcPhhMjc	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_stKEQhZvZLgWkVz	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_1QFNeIIfbVWiPpoU	I support the use of clipper cards but tourists are going to be the most hurt by paper ticket increases		
R_2xXe71oaKSejcSJ	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_2cod7aMccVyfvgM	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_1kFdE7OyfFZY9Cw	I think it makes sense for paper tickets to cost more. Cut down on waste!		X
R_2bJpMkZTzIlL4FYg	I think this is a good idea. Just like everyone should have Fastrak on the freeway, everyone should use clipper cards.		
R_3MFvvw7UMrhd2zH	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_1r97LuozLQ0yy5Z	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_10PeP0KfWTwtPPQ	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_2zfPVz1DTXba1F6	If you can buy Clipper in all stations, otherwise unfair to visitors.	X	
R_2tbNaZn5rC5MuVO	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_2thVa3huqWh2G9d	It's going to hurt tourists. But I guess it's fair		
R_27Q2cf0ydfcpvDa	It's good, ecologically, but overrating them could have a negative impact for out of town visitors	X	
R_116AhClq27mFysp	It's a good idea to get rid of paper tickets.	Unknown	
R_3ERNUDlLgsdN4mf	Just do away with paper Bart tickets	X	X
R_a043Z58yYSpQ4xz	Make it clearer to paper ticket users how to obtain Clipper Cards.	X	
R_3PFBBEJhzjBRMpL	Make it easier to buy clipper cards	X	
R_V3Wn906mL4FqM1	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_3b0e6RfBodIrXFo1	Makes it hard on tourists		
R_1kxcv14ekfU3yVW	Makes sense, doesn't hurt the every day rider		
R_ePYdmfX015ZDR3r	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_3uoS6y0yrBz6Oqs	Only that for homeless and folks without internet access make sure it's easy and not internet based to get a clipper.		
R_x9H2QoLBLBG5mV	Paper tickets slow everyone down		
R_W6T2ucsmLKTIeEN	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_A46qar7J0JX1bQI	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_ypwWXqI8KfvO5xKx	This will make it more expensive for visitors, but seems like a way to get bay area users to get clipper.	X	
R_brSaunYRhI2G0wh	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_2amXVPuiIlY8BkR	This would really hit tourists and new riders of BART hard.		
R_1MwvMu0aCE3gJPz	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_3nAfyW9d4BP8TD8K	Would it be possible to just make ALL tickets reusable? Paper and Clipper card?	X	
R_10u8l6dBIc7I2OrXV	You can't completely eliminate since tourist and occassional riders use a paper ticket. If 15% is your goal then I wouldnt raise the surcharge.	X	Unknown
R_2CQwaAUK3Dv0yZx	Again if you can keep fare invaders out then sure		
R_ROetvphYY8aih4I	Clipper card dispenser should be avaible at all bart stations to encourage those with out or tourist to choose to buy a clipper card to avoid excess charges	Unknown	
R_3J38mV0QOFtyRm	Clipper cards should be free then.	X	
R_WcFQqIlwhY3AbL3	Everyone may not have the means to get a clipper.	X	
R_2wIRP9wFZ5tRTHRD	Go for it.	X	
R_2X7gU1JgrLJMju3	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_1Negxr1ivmhuesc	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_wM1aI9KD1YTbzqN	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_2SrarfGd2e153cU	I believe in less waste	X	
R_1JKQqQTzngr9uSE	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_3JhwgybVdRrtRHc	I have no opinion on this matter since I have and use a clipper card.	X	
R_1gT1mIIIIIIIMZYkc	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_qEdp3LHeGZGlPEd	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_1DBeSucYeOhnSv	It may adversely affect those on minimum wage.		
R_1EaQhY4hXNCqQ09	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_wQLKh2MGUpHbdf	Many times the users of bart. Are not permanent user. It seams like they are	X	

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	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_2WArBrlrnUaumqb	Maybe not such a great choice without an advertising campaign that pushes Clipper...		
R_TpB61uVmgUeXQDn	Mixed feelings	X	Unknown
R_eY8ugagbfBeX7rj	My concern is those who for whatever reason can not have a clipper card ... low income people maybe impacted more by this	X	
R_1KwBs66eIWPMYlI	No		
R_pGffYyq5Th1AU7a9	No problem since I have a clipper card	X	X
R_3ll07ZNEa0omwpv	No.	X	
R_Z31wuTg0TehdANW	Seems a bit pricey, but I use Clipper, so it wouldn't affect me	X	
R_2s4uKUu1QInyBo	Some people can't afford to keep a clipper card.	X	X
R_3QDlUevI5IICYQbp	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_2WBlZVE9vNsLTmi	This is understandable. Trying to get less people to use paper tickets and more to get clipper cards	X	X
R_1MWMc0rSqYiAoNy	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_2CkomYFIk2IFHwf	Tourists would suffer as they have no need for a clipper card	X	
R_2yxIN0l8S2axrENQ	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 autoload. Maybe make it a $65 autoload?		
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_24oQw6nVagi4vol	Won't change anything. Just more money from tourist		
R_2y3ZLMdLWbEbZ6	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_2XhcWmtm0rLGwzP	$.50 is enough to incentivize most people, but and $1 is very inconvenient if I lose my clipper card or forget it.		
R_qV1MUOjdEZlek1j	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_2GBVQsoQ8fY8QF2s	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_1QyQcZUPysLXEwOVJ	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_cYAuqxlPRCKqyF3P	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_A0A47h7o0OEVX45	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_12anUgqNofJ7aMh	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_1dtLEW0QuSQY48v	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_27gmlvR5gBJ90M	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_1GN8bSS13vw4keh	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_3ETlrfe6tNmovzj	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.		

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R_8IfZ0wwgtc7pFxsJ	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_1QLwfIfIInYTm4AE	I think this is unfair to tourists and people visiting for a few days.		
R_2qrto6cXp1o5Po8I	I think this penalizes the occasional rider and tourists and does not incentivize them to use BART		
R_2SBIEKqcOys0sDI5	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_1kRXWhavY0tAHoC	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_8e5xuaZU06fmrNXH	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_1flqzrCIVvIeqhv	If you make it too expensive, folks will use Uber or Lyft		
R_237ic7O9NnGCEdN	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_33pYZZS1kRYbuYe	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_1mO9WNfZGEv4PCU3q	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_pIIIhsvXNsswF2Xz2N	Instead of penalizing paper tickets, make clipper more attractive by letting clipper users spend the $3 clipper card cost on fare		
R_spO0loIOnuVCQ0Mx	It is not a good source for sustainable funding for public transportation.		
R_3FPQNu4rzxkRgS20	It is penalty for people without credit cards and bank accounts.		
R_0fZIOIAMvflz7v7qx	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_0c3pbkI1J7DAI7kZ9v	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_2CsfYD0v6NHJkgx	It's nice to have paper tocket backup since sometimes Clipped card doesn't work	X	
R_1r6pcbv5i08I1rtj	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_2ulF1X7d9CGmtSO	might affect lower income travelers, who cannot/don't know how to get clipper		
R_3Hv9ntty6oKmP5Q3	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_2QA338DfcEGqqB5	No.	X	
R_3ozJ6BEmR3paFfQ	Not fair to those that have to use the paper ones, usually lower income.	X	
R_Dw30hDRVkCk7hvF	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_1Q8tUgC0L9cgsr7R	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_3JgtcoVobIiK6tJ	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_1OxHuqI0Q1DyWtG	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_3pnfvisoZagc1Mq	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_r7v47DwdPajWCml	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_TnEmZ5QQni2pw0Nb	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_1CCorVgnNfiWGLj	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_slipd4TeGpolEs5r	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_2CvbeImFB1J7gmb	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_YRHOCD1c1QdZdSp	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_8waE0qgV3I3gtpd	Visitors or tourists might not want to buy clipper cards and this would be a deterrent to them using bart	X	
R_3fTdgmPbt5ucJsZ	Visitors to the area are penalized		
R_3tO4Fn7F4f4Xcoc	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_xEI9YK7YUQIlVWh	Why not use digital card?	X	
R_3D8dItfwonLKQnVL	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_2Yuf5lR7euFqGRK	Why penalize ticket holders?	X	
R_1hDLNF6RftfYk5f	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_WjuZTnkjyry5z17E	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_2VIWP5j3pcQZ1pp	you shouldnt have to pay just cause you bought a paper ticket	X	X
R_1eRD80Gd73R1qp6	A $1.00 increase will hurt the pocket of people who are not frequent riders of Bart. Please be considerate about it.	X	
R_3CQnNbwNYbGFEV5	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_3er1H4ttdEIpzqUa	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_114WBmlEUvfYA9q	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_1BdYxthyGnZKpM	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 foreward 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_2fjrZiWuIFYy9W5mW	Consider your client. The Bay Area attracts many tourists. Your "15% of riders" statistic will not be reduced with this increase.	X	
R_2dyxXNuPCr2qg6WZ	Disadvantages poor & low income	X	X
R_2VQ8kTAtsV9Ksts	Disgusting!	Unknown	
R_PI0NLjP3VAcgtKS4	Does this mean that tourists who don't have a clipper card will pay more? Go to Europe and ride the train!	X	
R_fzrolooyWyZ0SYFJ	Don't make it harder on people		
R_2WO5bY1aNd31AWB	Elderly are not as able to figure out how to maintain clipper card		
R_qCHLFjptvEljaqG	Eliminate them....simple. But everything's always purposefully made difficult on that system.	Unknown	Unknown
R_barbo5TWzNSDtod	FARE IS ALREADY TOO HIGH		
R_57HCdCZXSNF5ND	Fix the disabled access elevators as I suggest first		
R_rkaJg0LwVy3k57b	Get rid of the ticket surcharge. 50 cents is too much.	X	
R_2RPSgZnDygPV03	Harder on people with limited incomes.		
R_1dMEPs81KNdQ1z	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_3Ib08Rh59p5KJyP	I don't want to have to keep track of yet another card that I will only use occasionally		
R_3lVn6VK0zKeet03	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_2CqASeofWrpnPX3	I find the extra fee punitive. Especially at $1.00 per trip.		
R_W2Un5CsjjrsGBJt	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_2b0I8NyiCegCxTM5	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_0tXeeZrk3QvPJeV	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_2vTH7fhgaXWsfyy	I think it's crazy to charge for paper tickets.		
R_qKqlCDmjgra1D5T	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_10YJRuuJAI3ypga	I would like the paper ticket to continue to exist as an option, and not be penalized for using it.		
R_1hz349wOb0g7MeQ	In my opinion it is usually the infrequent rider who uses paper tickets, so perhaps unfair to add this "tax".		
R_2Sly1ngfkmc5WZw	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_5C2KRrDvOc9Vmd	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_3L5RgVKE2K0l3AT	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_2xI9b6Z8IIRfahn4	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_3gGohJznXF1NxLG	It's a tax on people who don't have money or tech knowhow.		
R_3oFu4tjS3PyGI0D	It's not a fair practice, especially to out of towners.		
R_2WT1151ipk4jIILh	Its not fair to casual riders	X	
R_11XEQyI3GLfogYO	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_2tKbbRrUdegriuC	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_3iOQ6rTVgn9VYB	need more supervision to the people that never pay	X	
R_DeMuGKabbgr5MPv	No	X	X
R_27kh8EmMRVEs3Dq	No I don't	X	
R_ApX26zzPah8LZY7	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_3n0vI5gz0cr8Zc9	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_ZZJjl0ytMqJ6ryu3	Not everyone has a clipper card!!		
R_1dhKrvbbgvCla1M	not realistic for visitors to bart		Unknown
R_1DgSd4XZFJrxTQF	Not sure why the reason.	X	
R_30dhmVsx22b7h3I	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_1jCQ43fWrIIk0vsrG	Paper ticket users should not be penalized. They are still paying to ride Bart.	Unknown	Unknown
R_1rKuYZCF6skX1ig	Penalizes the impoverished		
R_A8CCnI5FPvODtzg	People may have multiple reasons to not use Clipper. The surcharge should not discriminate on that. c'50 is high enough.	X	
R_1pEYPaW15RnkJkh	People purchasing paper tickets (ex: visitors to the area) most likely ride the system only occasionally and the increase would be punitive.		
R_1rqgMe95Vv8hqD	People who are visiting the city shouldn't be penalized		
R_2dHmWUsW9c9WF1U	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_3MadlYIr9JtfY2lm0	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_3KvtXBF2njrUjFw	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_1LzmosKDtLq6uTL	Puts burden on casual riders and on my out of town visitors. SF is expensive enough without this	Unknown	
R_2TLe0f5tM0HkRFqy	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_1r2fWsg2mWH4ds1	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_2AGxRLFp3f1mAj4	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_3n2dXKcrFQ3URIg	That is additional burden on the current transit expense.	X	
R_TcvuQUtRTBsHbKp	That is far too much to increase by.		
R_0y14eZ3iVVKf1h5J	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_tPgmtY02MsYm2Al	That's going to have a negative impact on poorer communities.	X	
R_2ceePvxkYUqfWr9	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_yOs0l7UrSmME0mGp	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_1f9f8DGIfhUnYGX	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_2OVhtQI0zMQwGLs	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_3KMV5o8fGawae0x	The increase is too soon for next year. Wait for another 2 years.	X	
R_2C1AdBYUfNGstaZ	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_2uX2JfXgzgfVQ04	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_Dg1mkVwY7MFXdZV	There are people who rarely use Bart and it will be cruel to them.	X	
R_1hAImGdBGN4mFb5	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_2zMWRFJxE8SKNXB	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_2XbvejLe4m4tsK13	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. Santrans 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_YaIq6ebgdIjShix	These encreases 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_3HTI9TGmD9rNoI7	This is an anti-Equity pricing strategy that would most impact the lowest income riders		
R_2Wv7ITuUBhXvGVz	This is NOT fair to those who still do paper. NO NO NO.		
R_2FmGcmAIC3dfu7p	This is not right!!!	X	
R_1hG3YD5BoukzEwt	This isn't an incentive, it's punitive. Clipper doesn't work for everyone.		
R_3k7FAG9IT2vI8N01	This seems illegal and I'm surprised it hasn't been challenged in court.	X	
R_1CxOwuiOUKeyV9H6	This will disproportionately hurt low income folks who can't get a clipper card in the first place.	X	
R_1gO4tAcesIrb1Hi	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_YKjPB5Zw6DMNsAx	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_b9Jyg0h0fQIAFr	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_3KJYr9NWndsI3AKB	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_yWvr6cBpdxDOC2x	Why even charge a surcharge? Ppl can barley afford the fare	X	
R_IIA9Oh0To5TmlmF	Why punish people for not using clipper? Why should people be forced to use this card?		
R_3NvUHMGpjyF5q0	Would unfairly impact low income people who aren't able to get a clipper card.		
R_2vcI8ff4Pl0yp02	You are bastards		X
R_1K2x0f7I1bQmu7G0	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_3FO8JRfYkn6QaPd	You charge 3 dollars to get a clipper card if you want everyone to use it pass them out for free	X	
R_3RhnoUVA5UJFdJz	You keep focusing on the wrong problems with your system.	X	X
R_1LYI5gK30bTv2nrf	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_1IARPlCMn2z2us9w	解決方法問題，但相當大幅不公平。*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 households.	X	

B. Proposed 2022 Productivity-Adjusted Inflation-Based Fare Increase Equity Analysis

Title VI Fare Equity Analysis for the Proposed 2022 Productivity-Adjusted Inflation-Based Fare Increase

Prepared by:

San Francisco Bay Area Rapid Transit District

Office of Civil Rights

May 4, 2022

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II. **Appendices**

Appendix A: Methodology Used to Assess the Effects of an Across-the-Board Fare Change

Appendix B: Public Participation Report

EXECUTIVE SUMMARY

This report summarizes the results of the Title VI Fare Equity Analysis of a proposed fare increase of 3.4% scheduled to go into effect July 1, 2022, the first in BART's third series of productivity-adjusted inflation-based fare increases.

To meet its strategic goal of providing equitable delivery of transit service, policies, and programs and 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 evaluates whether proposed fare changes are likely to have disproportionate impacts on people of color (POC)[1]/minority and low-income riders compared to overall riders. A disproportionate impact exists if the change to protected riders' fares is 5% more than the change to non-protected riders' fares as defined in BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy)[2] for across-the-board fare changes.

BART used established information outlets to engage stakeholders who would be directly affected by the proposed fare increase under consideration, providing information about the potential increase and opportunities to provide comments via paper and online surveys. The outreach was designed to ensure equal opportunities for engagement for POC/minority, low-income, and limited English proficiency (LEP) riders.

BART makes an equity finding regarding any fare change by considering both the results of the disproportionate impact analysis and public input from protected riders.

A. Implement a Productivity-Adjusted Inflation-Based Fare Increase of 3.4%

In 2003, the BART Board approved the initial Productivity-Adjusted Inflation-Based Fare Increase Program that increased fares by less-than-inflation-based amounts

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[1] BART acknowledges that the use of the term 'minority' is a misnomer and may feel pejorative in the BART service area, where there are no racial or ethnic majorities. As the District builds on its commitment to providing more equitable transit service, staff have researched the most appropriate term for 'minority' populations, as required by this report. At this time, the term 'people of color (POC)' is the most accepted and inclusive term to refer to 'minority' communities who have been historically marginalized. As a result, BART will opt to use the term 'POC' throughout this report, using 'POC/minority' for clarity where Title VI regulations, FTA Circular 4702.1B, BART policy, or existing reports/surveys use the term 'minority.' Similarly, this report will use the term 'non-POC/non-minority' where the term 'non-minority' has previously been used. The Office of Civil Rights will continue to research and use the appropriate language to foster a sense of belonging for the BART community and to promote more equitable transit service.

[2] Adopted by the BART Board on July 11, 2013.

every two years. In February 2013 the Board approved extending the Program for an additional four, two-year increases. On June 13, 2019, the Board considered a motion to approve the third series of four, two-year increases from 2022-2028, but amended the original motion to drop the fourth increase in the series and approved the Series 3, 2022-2026 Productivity-Adjusted Inflation-Based Fare Increase Program.

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 third series of increases (2022-2026) was earmarked to provide $200M in local match funds for FTA funding for BART's Transbay Corridor Core Capacity Project; the procurement of 306 new rail cars; expanded rail car storage facilities; new traction power infrastructure to support more frequent service; as well as BART operations.

BART staff originally used estimated future inflation-based percentage increases to determine if any of the increases were likely to have a disparate impact on POC/minority riders or place a disproportionate burden on low-income riders. The preliminary analyses, which assumed a biannual increase of 3.9%, showed that the four initially proposed fare increases would likely not result in a disproportionate impact on POC/minority or low-income riders under BART's DI/DB Policy. Board Resolution 5405 required subsequent analyses for each of the three fare increases once the official inflation rates were known and public input solicited, subject to Board approval.

The proposed 3.4% fare change, scheduled for implementation on July 1, 2022, is the first in the current series of increases and is based on the real 2018-2020 inflation numbers. It was originally scheduled for January 1, 2022, but was delayed while staff assessed ridership trends during the COVID-19 pandemic.

DI/DB Analysis Findings. Calculations of weighted average, full price fares for protected and non-protected riders show that the increases are almost equally proportional and thus the difference does not exceed the 5% DI/DB threshold for either POC/minority or low-income riders.

In addition, the cumulative effect of fare increases from 2017 through the proposed increase in 2022 is not expected to result in a disproportionate impact on protected riders as summarized in Table ES-1.

Table ES-1

	% Difference (POC/ Minority vs. non-POC/Non-Minority) Average Fare Change	**POC / Minority Disparate Impact**	% Difference (Low Income vs. Non-Low Income) Average Fare Change	**Low-Income Disproportionate Burden**
Proposed 3.4% Fare Increase	0.00%	No	-0.02%	No
Cumulative Impact (2017-2022)	-0.02%	No	-0.01%	No

Public Outreach. Survey respondents were asked to identify their level of support for the proposed fare increase (strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know). They were also provided with an open-ended question about how the increase would affect them. Staff grouped responses to this second question into five categories based on the type and level of impact discussed: personal impacts, impacts to others/general impacts, no impacts, general comments about BART/fares, and did not comment.

Of the POC/minority respondents, 67% oppose, 20% support, and approximately 12% were neutral on the proposed fare increase. The majority of POC/minority respondents (72%) provided open-ended comments in response to the question, "Do you have any comments about how this proposed fare increase would impact you." Among POC/minority respondents who chose to answer Question 2, 38% of indicated that they would be personally impacted by the proposed increase, 17% identified impacts to others, 7% indicated they would not be impacted, and 38% provided general comments about BART/fares.

Of the low-income respondents, 62% oppose, 25% support, and 12% were neutral on the proposed fare increase. The majority of low-income respondents (71%) provided open-ended comments to Question 2. Among the low-income respondents who chose to answer this question, 45% indicated that they would be personally impacted by the proposed increase, 12% identified impacts to others, 12% indicated they would not be impacted, and 31% provided general comments about BART/fares.

Equity Finding. The fare increase DI/DB analysis found no disproportionate impact on protected riders. While the results of the public input received indicate that both POC/minority and low-income survey respondents may be more concerned about the impacts of the proposed fare increase on them than non-POC and non-low income respondents, the fare revenue will be used to fund critical BART capital and operational needs.

The equity finding, therefore, is that this proposed fare increase would not have a

disparate impact on POC/minority riders or place a disproportionate burden on low-income riders.

Section 1: Introduction

This report summarizes the results of the Title VI Fare Equity Analysis on a proposed fare increase of 3.4% scheduled to go into effect July 1, 2022, the first in BART's third series of productivity-adjusted inflation-based fare increases.

1.1 Background

To meet its strategic goal of providing equitable delivery of transit service, policies, and programs and 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 evaluates whether proposed fare changes are likely to have disproportionate impacts on people of color (POC)[1]/minority and low-income riders when compared to overall riders. Consistent with the FTA's Title VI Circular, a disproportionate impact exists if the change to protected riders' fares exceeds the threshold defined in BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy)[2]; in this case, there is likely to be a disproportionate impact if the new average fare of a low-income rider or POC/minority rider is more than 5% higher than the new average fare for a non-POC or non-low income rider. The results of this DI/DB analysis can be found in Section 2 of this report.

To better understand the overall impacts of the proposed increase, staff evaluates whether there are available transit and fare payment alternatives for protected riders. The results of this evaluation can be found in Section 3 of this report.

BART conducts public outreach to provide information to the public about potential fare changes and to hear from riders how the proposed changes may impact them. As outlined in the Title VI Circular, this outreach is designed to ensure equal opportunities for feedback and comments from POC/minority, low-income, and

[1] BART acknowledges that the use of the term 'minority' is a misnomer and may feel pejorative in the BART service area, where there are no racial or ethnic majorities. As the BART District builds on its commitment to providing more equitable transit service, staff have researched the most appropriate term for 'minority' populations, as required by this report. At this time, the term 'people of color (POC)' is the most accepted term to refer to 'minority' communities who have been historically marginalized. As a result, BART will opt to use the term 'POC' throughout this report, using 'POC/minority' for clarity where Title VI regulations, FTA Circular 4702.1B, BART policy, or existing reports/surveys use the term 'minority.' Similarly, this report will use the term 'non-POC/non-minority' where the term 'non-minority' has previously been used.

[2] Adopted by the BART Board on July 11, 2013.

limited English proficiency (LEP) riders. Consistent with BART's Public Participation Plan (2011), BART uses established information outlets to engage stakeholders who would be directly affected by the proposed fare increase under consideration. The public outreach process and results of public input received are described in Section 4 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 from protected riders. The results of this equity finding can be found in Section 5.

1.2 Implement a Productivity-Adjusted Inflation-Based Fare Increase of 3.4%

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, the Board approved extending the Productivity-Adjusted Inflation-Based Fare Increase Program for an additional four, two-year increases between 2014 and 2020. In 2019, the Board initially considered a motion to approve the third series of four, two-year Productivity-Adjusted Inflation-Based Fare Increases from 2022-2028 but failed to secure the needed two-thirds vote. With Resolution 5405, the Board amended the original motion to drop the fourth increase in the series and approved the Series 3, 2022-2026 Productivity-Adjusted Inflation-Based Fare Increase Program.

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 2022-2026 series of increases was earmarked to provide $200M in local match funds for FTA funding for BART's Transbay Corridor Core Capacity Project; the procurement of 306 new rail cars; expanded rail car storage facilities; new traction power infrastructure to support more frequent service; as well as BART operations.

BART staff used estimated future inflation-based percentage increases to perform the preliminary analyses of the third series of fare increases to determine if any of the increases were likely to have a disparate impact on POC/minority riders or place a disproportionate burden on low-income riders. These analyses and public comment are documented in the May 2019 report, "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." The preliminary analyses showed that the four initially proposed biennial inflation-based fare increases would not likely result in a disproportionate impact on POC/minority or low-income riders under BART's DI/DB Policy since the proposed changes would increase fares by similar amounts for protected and non-protected riders. These original findings were subject to the

application of thresholds contained in the District's DI/DB Policy. As stated in Resolution 5405, "Title VI analyses for the three fare increases of Series 3 will be updated and finalized, once the inflation percentage increase is known for those years and after public input is solicited. Implementation of each of these fare increases will be subject to Board approval of the corresponding and finalized Title VI Fare Equity Analysis, which will be in compliance with federal and state law in effect at the time."

The fare change discussed in this report is the first in the current series of three productivity-adjusted inflation-based fare increases. It was originally scheduled for January 1, 2022, but was delayed while staff assessed ridership trends during the COVID-19 pandemic. It is currently scheduled for implementation on July 1, 2022.

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

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 POC/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 POC/minority users and non-POC/non-minority users; and

iv. Compare the differences for each particular fare media between low-income users and non-low-income users.

For purposes of **across-the-board fare changes**, BART will compare the percent changes in the average fare for protected riders and non-protected riders. A fare change will be considered to have a disproportionate impact when the difference between the changes for protected riders and non-protected riders is equal to or greater than 5%.

For the 2020 Customer Satisfaction Survey, POC/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 2020 Customer Satisfaction Survey, 75% of BART riders are POC/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 2020 Customer Satisfaction Survey. The household size and household income combinations that comprise "low-income" are as follows:

Table 2-1

LOW INCOME	
Household Size	Household Income
1+	Under $25k
2+	Under $35k
3+	Under $45k
4+	Under $50k
5+	Under $60k
6+	Under $75k

For example, a household of two or more people with an income of $33,000 would be considered low-income. According to 2020 Customer Satisfaction Survey responses, 41% of BART riders are considered low income.

Should BART find that POC/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 POC/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 POC/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 POC/minority and low-income riders, then BART shall follow the requirements as described above for addressing a finding of disparate impact on POC/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 DI/DB analysis findings for the proposed fare increase.

2.2 Productivity-Adjusted Inflation-Based Fare Increase of 3.4%

2.2.1 Data Sources

The primary data used to analyze the proposed across-the-board productivity-adjusted inflation-based fare increase of 3.4% are the following:

- 2020 BART Customer Satisfaction Study. Conducted every other fall, the Customer Satisfaction Study allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2020 study had a sample size of 2,969, including weekday peak, off-peak, and weekend riders.[5]
- The 2016 baseline fare table[6], current, and projected BART fares. The projected fares are based on an actual less-than-inflation-based increase of 3.4% in 2022;[7] these are the full Clipper fares and do not reflect the various discounts available to riders. Approximately 99% of BART riders use Clipper to pay their fares with 76.3% paying a full Clipper Adult Fare.
- Actual April 2021-March 2022 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. In addition, pursuant to the DI/DB Policy, staff evaluates the cumulative impacts beginning with the last three-year triennial reporting period through the current three-year triennial reporting period.[8]

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[5] The 2020 Customer Satisfaction Survey was completed in October 2020 when Bay Area residents were being encouraged to avoid non-essential travel and many employers were allowing employees to work from home if feasible. BART ridership was at 12% of typical levels, resulting in a smaller overall sample size compared to the 2018 Survey. There was also a significant shift in demographic composition, with 75.2% of riders identifying as POC/minority in 2020 compared to 64.5% in 2018 and 40.9% identifying as low-income in 2020 compared to 20.2% in 2018. While BART anticipates that these numbers may have changed since the 2020 Survey with an increase in ridership over the last year and a half, it is the most current ridership data available and the most accurate depiction of the socioeconomic impact of the COVID-19 pandemic on BART riders.

[6] In 2016, fares had not been set for Warm Springs, Pittsburg Center, Antioch, Milpitas, or Berryessa stations which were not yet opened. To ensure an accurate comparison of average fares between the 2016 fare table and the 2022 proposed fare increase, staff created a 2016 fare table including the unopened extension stations to be used as a baseline.

[7] The proposed fare increase is based on the average cumulative local (CPI-W) and national (CPI-U) inflation rates from 2018 through 2020 published by the Bureau of Labor Statistics. This calculation resulted in overall inflation of 3.9% over two years. After subtracting the 0.5% productivity factor, the actual proposed fare increase for July 2022 is 3.4%.

[8] BART's last reporting period, approved by FTA, includes changes for the period from January 1, 2017,

Actual 2020 Customer Satisfaction Survey responses are used to determine the percent of riders at each station who are POC/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. Due to the lower ridership and, therefore, smaller 2020 Customer Satisfaction Survey sample size, several stations had small sample sizes of 30 or fewer riders, which is generally considered too few to be able to accurately determine the percentage of the station's riders who are POC/minority[9] or low-income.[10] Despite these data limitations, staff still opted to use the 2020 Survey results and ridership data as they better reflect the shifts in both ridership patterns and demographic composition resulting from the COVID-19 pandemic.

2.2.3 DI/DB Analysis Findings

Systemwide weighted average fares for (a) POC/minority and non-POC/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 POC/minority riders or result in a disproportionate burden on low-income riders. The proposed, inflation-based fare increase of 3.4% is an across-the-board fare increase, which means it will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and non-protected riders is equal to or greater than 5%.

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through December 31, 2019. BART's current triennial reporting period includes all changes from January 1, 2020, through December 31, 2022.

[9] Millbrae, Milpitas, Oakland International Airport, Orinda, Pittsburg Center, South San Francisco, Warm Springs, and West Dublin/Pleasanton all had less than 30 respondents to the question about race and ethnicity.

[10] Millbrae, Milpitas, North Concord, Oakland International Airport, Orinda, Pittsburg Center, San Bruno, South San Francisco, Warm Springs, and Dublin/Pleasanton all had less than 30 respondents to the two questions required to calculate income status: household income and household size.

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.

2.2.4 POC/Minority Disparate Impact Analysis Finding

Table 2-2 presents the results for POC/minority riders of the disparate impact analysis. This report finds that the proposed increase would not result in a disparate impact on POC/minority riders because the analysis methodology found there is no difference in the increase for POC/minority riders and non-POC/non-minority riders. In addition, the cumulative effect of fare increases from 2017 through the proposed increase in July 2022 would not result in a disparate impact on POC/minority riders because the difference in the percent increase between POC/minority and non-POC/non-minority riders is -0.01%.

Table 2-2: Disparate Impact Analysis – 2022 Inflation-Based Fare Increase

Fare Increase %	2017 Fares[1]	Current 2020 fares	Proposed 2022 fares +3.4%	Cumulative Change 2017 to 2020[1,2]
POC/Minority	$ 4.065	$ 4.390	$ 4.535	$ 0.470
Non-POC/Non-Minority	$ 4.023	$ 4.540	$ 4.690	$ 0.487
Overall	$ 4.101	$ 4.430	$ 4.575	$ 0.474
POC/Minority		$ Change	$ 0.144	$ 0.602
Non-POC/Non-Minority		$ Change	$ 0.149	$ 0.694
Overall		$ Change	$ 0.146	$ 0.612
POC/Minority		% Change	3.29%	11.56%
Non-POC/Non-Minority		% Change	3.29%	11.57%
		DIFFERENCE	**0.00%**	**-0.01%**
		Disparate Impact?	**No**	**No**

[1] FTA Triennial Audit reporting periods are used to set the baseline of assessing cumulative fare impacts. Due to pandemic-related deferrals, 2017 was the last base year for BART, during which time 2016 fare tables were in effect. In 2016, fares had not been set for Warm Springs, Pittsburg Center, Antioch, Milpitas, or Berryessa stations which were not yet opened. To ensure an accurate comparison of average fares between the 2016 fare table and the 2022 proposed fare increase, staff created a 2016 fare table including the unopened extension stations to be used as a baseline.

[2] To ensure consistency in calculating cumulative impact, the 2021-22 average weekday trip table was used to calculate 2016, 2020, and 2022 weighted fares. Recent Customer Satisfaction Survey data were also applied to all fare years.

2.2.5 Low-Income Disproportionate Burden Analysis Finding

Table 2-3 presents the results for low-income riders of the disproportionate burden analysis. 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 -0.02%, which is less than the 5% threshold. In addition, the cumulative effect of fare increases from 2017 through the proposed increase in July 2022 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 -0.01%.

Table 2-3: Disproportionate Burden Analysis – 2022 Inflation-based Fare Increase

Fare Increase %	2017 Fares[1]	Current 2020 fares	Proposed 2022 fares +3.4%	Cumulative Change 2017 to 2020[1,2]
Low Income	$ 4.023	$ 4.346	$ 4.488	$ 0.465
Non-Low Income	$ 4.152	$ 4.484	$ 4.632	$ 0.480
Overall	$ 4.101	$ 4.430	$ 4.575	$ 0.474
Low Income		$ Change	$ 0.143	$ 0.465
Non-Low Income		$ Change	$ 0.148	$ 0.480
Overall		$ Change	$ 0.146	$ 0.474
Low Income		% Change	3.28%	11.56%
Non-Low Income		% Change	3.30%	11.57%
		DIFFERENCE	-0.02%	-0.01%
		Disproportionate Burden?	No	No

[1] FTA Triennial Audit reporting periods are used to set the baseline of assessing cumulative fare impacts. Due to pandemic-related deferrals, 2017 was the last base year for BART, during which time 2016 fare tables were in effect. In 2016, fares had not been set for Warm Springs, Pittsburg Center, Antioch, Milpitas, or Berryessa stations which were not yet opened. To ensure an accurate comparison of average fares between the 2016 fare table and the 2022 proposed fare increase, staff created a 2016 fare table including the unopened extension stations to be used as a baseline.

[2] To ensure consistency in calculating cumulative impact, the 2021-22 average weekday trip table was used to calculate 2016, 2020, and 2022 weighted fares. Recent Customer Satisfaction Survey data were also applied to all fare years.

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

3.1 Overview

This section analyzes alternative transit modes and fare options for people who could be affected by the proposed fare increase, comparing the potential increased fares to available alternative fares. The section also includes a demographic profile of users of BART's fare payment types.

3.2 Alternative Transit Modes including Fare Payment Types

BART operates a heavy rail system in Alameda, Contra Costa, Santa Clara, San Francisco, and San Mateo counties. There are four major operators in the BART service area that provide parallel service to some segments of the BART system:

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

The table below compares BART fares with the fares of these alternative operators.

Table 3-1

BART	Clipper Adult					
	Min	Avg	Max[1]	Transbay[2]		
Current	$ 2.10	$4.43	$ 9.25	$ 4.20		
3.4% Increase	$ 2.15	$4.56	$ 9.55	$ 4.35		
Other Operator Fares	**Adult Local**				**Adult Pass Price**	
	Clipper	**Cash**		**Transbay**	**Clipper (Monthly)**	**Cash (Day Pass)**
AC Transit	$ 2.25	$ 2.50		$ 6.00	$84.60	$5.50
Caltrain (zone-based)	$3.20 - $14.45	$3.75 - $15			$96 - $433.50	$7.50 - $30
SamTrans	$ 2.05	$ 2.25			$65.60	$4.50
San Francisco Muni	$ 2.50	$ 3.00			$81-$98	$5

[1] The maximum fare is from Antioch to Millbrae, representing the longest ride in 2020 prior to the opening of the Milpitas and Berryessa/Warm Springs Stations. It does not include fares to either of the airports, as these trips include an airport fare premium.
[2] This is the average Transbay fare from all locations with an alternative Transbay AC Transit bus route.

3.2.1 Transit Alternatives Information

Transit alternatives do exist for riders impacted by the proposed fare increase. While BART's minimum fare remains less than the minimum fare of three of the four other operators and only 10 cents higher than the fourth operator, most of these operators use a flat fare structure. BART's current average fare and anticipated average fare with the proposed increase are both more expensive than the flat fares on three of the four providers; given Caltrain's variable, zone-based fare schedule, the average fare on Caltrain is not known at this time.

BART's proposed maximum fare of $9.55[11] is less than Caltrain's farthest zone-based fare. BART's average Transbay fare remains less than AC Transit's Transbay fare.

While BART does not offer a monthly pass, a rider's fares would be less expensive if they rode another operator's service and purchased a monthly pass under the following circumstances (based on BART's minimum fare):

- 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.
- SF Muni: Rider takes more than 38 trips per month (based on $81 pass).

3.2.2 BART Fare Payment Types, Fare Media and Payment Method by Protected Group

BART's 2020 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 Table 3-2 below. BART discontinued the sale of all magnetic-stripe tickets from station vending machines in 2020; it continued to sell discounted magnetic-stripe tickets from its Customer Services Center at the Lake Merritt Station until December 31, 2021, but has since discontinued all magnetic-stripe ticket sales. As a result, while Table 3-2 below reports the demographics of magnetic stripe ticket users from the 2020 Customer Satisfaction Survey, Table 3-3 does not report a new average magnetic-stripe ticket fare for the proposed increase.

The data show POC/minority riders were similar to overall riders in their usage of fare types and fare media, although POC/minority riders were somewhat less likely to use the 62.5% discounted fare media for seniors and somewhat more likely to use a fare type categorized as "Other", including potentially the Clipper START regional means-based discount fare program. Low-income riders compared to overall riders were

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[11] The maximum fare is from Antioch to Millbrae, representing the longest ride in 2020 prior to the opening of the Milpitas and Berryessa/Warm Springs Stations. It does not include fares to either of the airports, as these trips include an airport fare premium.

more likely to use the regular fare magnetic-stripe ticket in 2020, the discounted fare for people with disabilities, or a fare type categorized as "Other", while they are less likely to use the high-value 6.25% discount (HVD) fare product.

Table 3-2

			% Using Fare Type		
Fare type	**Fare media**	**Payment Method**	**POC / Minority riders**	**Low income riders**	**All riders**
Clipper reg fare	Clipper Smart Card	Cash, credit/debit, check, transit benefit payments	72.6%	69.8%	72.1%
Mag stripe reg fare	Paper Ticket		3.7%	5.0%	3.7%
High Value Discount	Clipper or mag stripe		6.2%	3.1%	6.3%
Senior	Clipper or mag stripe		4.9%	6.2%	6.3%
Disabled	Clipper or mag stripe		3.9%	5.7%	4.0%
Youth[1]	Clipper or mag stripe		0.5%	0.4%	0.5%
"A" Muni Fast Pass	Clipper only		0.8%	0.7%	0.7%
Other[2]	Any fare media		7.4%	9.0%	6.3%
			100.0%	100.0%	100.0%

[1] Although BART offers the youth discount to riders aged 5-18, BART does not survey riders under the age of 13. [2] Note that the Clipper START program is included in "Other" as there appeared to be some confusion among survey respondents who chose Clipper START who may have confused it with a regular Clipper card.

The next table details the percentages and values by fare type of the proposed 3.4% less-than-inflation increase. This change does not apply to the Muni Fast Pass, a fare instrument administered by the San Francisco Municipal Transportation Agency. The proposed 3.4% fare change applies equally to all BART fares and fare types and so the fare types are projected to increase proportionally.

Table 3-3

	Average Fare			
	Current	+ 3.4% as of July 2022	Change from Current	
Fare type			%	$
Clipper reg fare	$4.43	$4.58	3.4%	$0.15
High Value Discount (6.25%)	$4.15	$4.29	3.4%	$0.14
Senior (62.5%)	$1.66	$1.72	3.4%	$0.06
Disabled (62.5%)	$1.66	$1.72	3.4%	$0.06
Youth (50%)	$2.22	$2.29	3.4%	$0.08
Clipper START (20%)	$3.54	$3.66	3.4%	$0.12

Section 4: Public Participation

Consistent with BART's Public Participation Plan, BART conducted outreach to inform the public and solicit feedback on the proposed fare increase. For the full Public Participation Plan, see Appendix B.

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 increase and any potential effects it may have on low-income and/or POC/minority riders.

The public was able to complete a BART survey in person or online at www.bart.gov/faresurvey. Riders were handed informational, double-sided postcards with English on one side, Spanish and Chinese on the other, with information about the proposed increase, the in-station outreach events, and a QR code and hyperlink to take the survey online.

BART advertised the survey and outreach events via ethnic newspapers, a BART news alert, and via emails from BART's Title VI/Environmental Justice (EJ) and LEP Advisory Committee members to their respective organizations. Staff presented details on the proposed increase at a joint meeting of the Title VI/EJ and LEP Advisory Committees on Tuesday, April 5th, 2022.

The survey period began Monday, March 14th, 2022, and ended Sunday, April 3rd, 2022. Digital and hardcopy surveys were available in English, Spanish, and Chinese. The survey included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.[12] A $120 Clipper card was offered as a prize in a drawing for those who completed either an online or paper survey and opted to participate.

The survey was designed as a qualitative input survey to hear from community members, particularly protected riders. It was open to everyone to complete and did not rely on 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.

[12] Spanish, Chinese (Cantonese and Mandarin), Tagalog, Vietnamese and Korean are the top five languages in BART's five-county service area (BART Title VI Language Assistance Plan, January 2020).

4.2 Survey Responses and Public Comments

The outreach resulted in a total of 591 surveys completed. Survey respondents were asked to provide feedback regarding this biennial increase by identifying their level of support (strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know) to survey Question 1: "Would you support or oppose this proposed fare increase (3.4%) to keep up with the cost of providing BART service?" Nearly everyone (590 out of 591 respondents) Provided a response to this question.

Survey participants were also provided with an open-ended question about how the increase would affect them in Question 2: "Do you have any comments about how this proposed fare increase would impact you?" Staff grouped responses to this question into five categories based on the type and level of impact discussed: personal impacts, impacts to others/general impacts, no impacts, general comments about BART/fares, and did not comment. 437 survey respondents provided responses to this question.

Of the 591 survey respondents, 533 indicated their racial or ethnic identification; 67% (357 respondents) identified as POC/minority. Of the 591 survey respondents, 541 provided their income level and household size needed to calculate their income status; 22% (121) were identified as low-income.

Of POC/minority respondents, 67% oppose, 20% support, and approximately 12% were neutral on the proposed fare increase. Of the 357 POC/minority survey respondents, 257 responded to Question 2; 38% of those who responded indicated that they would be personally impacted by the proposed increase, 17% identified impacts to others, 7% indicated they would not be impacted, and 38% provided general comments about BART or comments on fare increases[12].

Of the low-income respondents, 62% oppose, 25% support, and 12% were neutral on the proposed fare increase. Of the 121 low-income survey respondents, 86 responded to Question 2; 45% of whom indicated that they would be personally impacted by the proposed increase, 12% identified impacts to others, 12% indicated they would not be impacted, and 31% provided general comments about BART or comments on fare increases.

Those who cited they would be personally impacted by the increase discussed current inflation rates and the ongoing financial impacts of COVID-19, in addition to the high cost of living in the Bay Area, stagnant or low wages, and unemployment and

[12] While these are smaller percentages of both POC/minority and low-income respondents than in the 2020 Customer Satisfaction Survey, they are consistent with pre-COVID demographics from the 2018 Customer Satisfaction Survey demographics, which were 65% POC/minority and 20% low-income.

underemployment. Many commenters expressed concern that more expensive public transportation would push people to drive, contributing to high greenhouse gas emissions and climate change.

Further information on the levels of support and comments provided are included in the Public Participation Report (Appendix B).

Section 5: Equity Findings

5.1 Overview

BART makes an equity finding by considering both the results of the disproportionate impact analysis and public input. Analysis results, public input received, and the resulting equity findings are presented below.

5.2 Productivity-Adjusted Inflation-Based Fare Increase of 3.4%

This fare change would be the first in BART's third series of productivity-adjusted, inflation-based fare increases and would generate revenue that goes into a separate account dedicated to funding BART's highest priority capital reinvestment projects and operational needs. The proposed increase was originally scheduled for January 2022 but was delayed as staff assessed ridership during the COVID-19 pandemic.

The proposed increase is based on the average cumulative local and national inflation rates from 2018 through 2020. This calculation resulted in overall inflation of 3.9% over two years. After subtracting the 0.5% productivity factor, the actual proposed fare increase for July 2022 is 3.4%.

5.2.1 DI/DB Analysis Findings

As discussed in detail in Section 2, the calculations of weighted average, full price fares for protected and non-protected riders performed for the DI/DB analysis show that the increases are almost equally proportional and thus do not exceed the 5% threshold for either POC/minority or low-income riders.

In addition, the cumulative effect of fare increases from 2017 through the proposed increase in 2022 is also not expected to result in a disproportionate impact on protected riders. Table 5-1 summarizes the findings.

Table 5-1: DI/DB Analysis Findings

	% Difference (POC / minority vs. Non-POC)	**POC / Minority Disparate Impact**	% Difference (Low Income vs. Non-Low Income)	**Low-Income Disproportionate Burden**
Proposed 3.4% Fare Increase	0.00%	No	-0.02%	No
Cumulative Impact	-0.02%	No	-0.01%	No

5.2.2 Public Input Received

Survey respondents were asked to identify their level of support for the proposed fare increase. Overall, 68% of survey respondents oppose the proposed increase (52% strongly oppose, 15% somewhat oppose); 21% support the proposed increase (8% strongly support, 13% somewhat support); and 11% were neutral.

437 of the 591 survey respondents (74%) chose to answer Question 2 regarding how the proposed increase would impact them. Overall, 32% of respondents to Question 2 indicated that they would be personally impacted, 13% identified a potential impact to others, 8% indicated that they would not be impacted, and 46% provided general comments about BART or fare increases (e.g., it may lead to more people choosing to drive).

Public Input Received by POC/Minority Status

Tables 5-2 and 5-3 below summarize responses to Questions 1 and 2 by POC/minority status.

POC survey respondents appeared to be more likely to oppose the proposed increase (67%) than non-POC/non-minority respondents (61%).

Table 5-2: Summary of Responses to Question 1 by POC/Minority Status

	Strongly Oppose	Somewhat Oppose	Neutral	Somewhat Support	Strongly Support	Don't Know	Total
POC / Minority	180	59	42	40	25	2	357
%	50%	17%	12%	11%	7%	1%	100%
	TOTAL OPPOSE	239		**TOTAL SUPPORT**	73		
		67%			20%		
non-POC / Non-Minority	81	26	20	26	22	1	176
%	46%	15%	11%	15%	13%	1%	100%
	TOTAL OPPOSE	107		**TOTAL SUPPORT**	48		
		61%			27%		
Unknown[1]	48	5	1	1	3	0	58
%	83%	9%	2%	2%	5%	0%	100%
	TOTAL OPPOSE	53		**TOTAL SUPPORT**	4		
		91%			7%		
TOTAL	**309**	**90**	**63**	**75**	**50**	**3**	***591***
%	52%	15%	11%	13%	8%	1%	**100%**
	TOTAL OPPOSE	399		**TOTAL SUPPORT**	125		
		68%			21%		

[1] "Unknown" are those respondents who left the race/ethnicity question blank.

POC/minority respondents to Question 2 were more likely to indicate that they would be personally impacted (38%) than non-POC respondents (21%). Similarly, POC/minority respondents were more likely to identify potential impacts to others (17%) than non-POC/non-minority respondents (7%). They were also less likely to say that they would not be impacted by the proposed increase (7%) or to provide general comments on BART/fares (38%). This may indicate that POC/minority riders are more concerned about the impacts of this proposed increase than other rider groups.

Table 5-3: Summary of Responses to Question 2 by POC/Minority Status

	Personally Impacted	Impacts to Others /General Impacts	Not Impacted	General BART / Fares	Total
POC/Minority	**98**	**44**	**17**	**98**	**257**
%	**38%**	**17%**	**7%**	**38%**	***100%***
non-POC/Non-Minority	29	10	19	78	136
%	21%	7%	14%	57%	*100%*
Unknown*	14	3	0	27	44
%	32%	7%	0%	61%	*100%*
TOTAL	**141**	**57**	**36**	**203**	**437**
%	**32%**	**13%**	**8%**	**46%**	***100%***

Respondents who identified personal impacts often cited the economic impacts of COVID-19, including unemployment, underemployment, and wage stagnation, as well as current high inflation rates.

Public Input Received by Income Status

Tables 5-4 and 5-5 below show the summary of responses to Questions 1 and 2 by income status.

Low-income respondents had similar levels of opposition (62%) as non-low income respondents (66%) They were also similarly likely to support the proposed increase (25%) as non-low income respondents (22%).

Table 5-4: Summary of Responses to Question 1 by Income Status

	Strongly Oppose	Somewhat Oppose	Neutral	Somewhat Support	Strongly Support	Don't Know	Total
Low-Income	57	18	15	16	14	1	121
%	47%	15%	12%	13%	12%	1%	100%
	TOTAL OPPOSE	75		TOTAL SUPPORT	30		
		62%			25%		
Non-Low Income	211	68	47	56	35	2	420
%	50%	16%	11%	13%	8%	0%	100%
	TOTAL OPPOSE	279		TOTAL SUPPORT	91		
		66%			22%		
Unknown*	41	4	1	3	1	0	50
%	82%	8%	2%	6%	2%	0%	100%
	TOTAL OPPOSE	45		TOTAL SUPPORT	4		
		90%			8%		
TOTAL	**309**	**90**	**63**	**75**	**50**	***3***	***591***
%	52%	15%	11%	13%	8%	*1%*	*100%*
	TOTAL OPPOSE	399		TOTAL SUPPORT	125		
		68%			21%		

Despite their similar levels of support, low-income respondents were more likely to indicate that they would be personally impacted by the proposed fare increase (45%) than non-low income respondents (38%). They were less likely to identify impacts to others, however, and slightly more likely to say they would not be impacted by the increase. Note that most low-income respondents qualify for the Clipper START Program, which provides a 20% discount on BART fares for qualified low-income riders.

Table 5-5: Summary of Responses to Question 2 by Income Status

	Personally Impacted	Impacts to Others / General Impacts	Not Impacted	General BART / Fares	Total
Low-Income	39	10	10	27	86
%	*45%*	*12%*	*12%*	*31%*	*100%*
Non-Low Income	91	44	25	78	238
%	*38%*	*18%*	*11%*	*33%*	*100%*
Unknown*	11	3	1	23	38
%	*29%*	*8%*	*3%*	*61%*	*100%*
TOTAL	141	57	36	128	362
%	*39%*	*16%*	*10%*	*35%*	*100%*

5.2.3 Equity Finding

The fare increase DI/DB analysis found no disproportionate impact on protected riders. While the results of the public input received indicate that both POC/minority and low-income survey respondents may be more concerned about the impacts of the proposed fare increase on them than non-POC and non-low income respondents, the fare revenue will be used to fund critical BART capital and operational needs.

The equity finding, therefore, is that this proposed fare increase would not have a disparate impact on POC/minority riders or place a disproportionate burden on low-income riders.

Appendix A

APPENDIX A: Methodology Used to Assess the Effects of an Across-the-Board Fare Change

The following steps outline the methodology BART uses to assess the effects of an across-the-board fare change, in this case, the proposed 3.4% productivity-adjusted inflation-based fare increase scheduled for July 1, 2022.

Step 1: For the proposed 3.4% 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 50 stations is estimated. While a number of stations[1] had 30 or fewer riders who responded to either the race/ethnicity or income status questions (or both) in the 2020 Customer Satisfaction Survey, these numbers were still used to determine the percentage of the station's riders who are People of Color (POC)/minority or low-income, as this was the most reflective data available at that time. 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 Phase 2, 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 "2020 Fares" reflecting BART's current fares and the "2022 Fares" reflecting the proposed 3.4% inflation-based fare increase.

Sample of Weighted Average Fare Data for Proposed 2022 3.4% Increase

Origin Station	2020 Fares	2022 Fares
Balboa Park	$2.76	$2.84
Antioch	$7.34	$7.59
Montgomery	$5.27	$5.44
South Hayward	$4.25	$4.39

For each station, a station-to-station fare table is multiplied by the April 2021 –

[1] Millbrae, Milpitas, Oakland International Airport, Orinda, Pittsburg Center, South San Francisco, Warm Springs, West Dublin/Pleasanton, North Concord, and San Bruno

March 2022[2] 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 3.4% fare increase.

Fare Table used in "Before Fare Increase" Calculation	Fare Table used in "After Fare Increase" Calculation
Actual 2020 Fare Table	2020 Fare Table increased by 3.4% ("2022 Fare Table")

Step 2: Estimate weighted average fares for POC/minority, White/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 2020 Customer Satisfaction Survey. These percentages are then multiplied by the April 2021 – March 2022 actual station-specific entries to estimate the number of POC/minority and low-income riders at each station. A weighted average fare for POC/minority riders systemwide is then calculated by multiplying, at the station level, the POC/minority riders times the average fare, summing the total and dividing by the number of POC/minority riders. This same step is repeated to calculate the average weighted fare for low-income riders and for White/non-minority and non-low income riders.

Step 3: Calculate the percent increase paid by POC/minority riders, White/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 POC/minority riders, White/non-minority riders, low-income riders, non-low income riders, and overall riders is calculated "before" and "after" each proposed fare increase.

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[2] Given high rates of variation in ridership levels due to the COVID-19 pandemic, the most recent full year of weekday trips was used to determine the most current average fares.

Step 4: To determine if the fare increase would have a disparate impact on POC/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) POC/minority riders compared to White/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.

Step 5: To ensure that that there are no cumulative impacts from the proposed fare increase, a cumulative impact analysis is performed to assess the overall impact of similar fare changes since the start of the previous triennial reporting period. The analysis follows Steps 3 to 5 above, except the fares in place at the start of the reporting period are used as the "Before Fare Increase" baseline.

The weighted average fare paid by riders boarding at each of BART's existing 50 stations is estimated using the same average weekday trip table used for all fare calculations. Similarly, the same Customer Satisfaction Survey demographics are used to calculate weighted fares. Due to pandemic-related deferrals, 2017 was the last base year for BART, during which time 2016 fare tables were in effect. In 2016, fares had not been set for Pittsburg Center, Antioch, Milpitas, or Berryessa stations which were not yet opened. To ensure an accurate comparison of average fares between the 2016 fare table and the 2022 proposed fare increase, staff created a 2016 fare table including the unopened extension stations to be used as a baseline. Similarly, Warm Springs station's fares were set for the 2016 fare table despite the fact that the station did not open until 2017.

Title VI Fare Equity Analysis for the Proposed July 2022 Productivity-Adjusted Inflation-Based Fare Increase

Appendix B: PUBLIC PARTICIPATION REPORT

May 2022

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Section 1: Public Participation Purpose

1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted outreach to provide the public with information about the proposed fare increase and to solicit rider feedback. A key component of Title VI outreach is to seek input on fare changes from people of color (POC)/minority, low-income, and limited English proficient (LEP) riders. BART used established information outlets to engage the stakeholders who would be directly affected by the proposed fare increase. By doing so, BART ensures consistency with its Public Participation Plan (2011).

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 the proposed productivity-adjusted inflation-based 3.4% fare increase scheduled for July 2022 would have a disproportionate impact on protected populations.

The next sections describe the outreach and community engagement conducted by BART staff, followed by an 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.

Section 2: Public Participation Process

2.1 Outreach Events

BART hosted a series of in-station outreach events with information tables where staff could speak directly with riders about the proposed fare increase and any potential effects it may have on low-income and/or POC/minority riders.

The public was 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 with English on one side, Spanish and Chinese on the other, with a QR code and the hyperlink for the online survey: www.bart.gov/faresurvey.

The survey period began Monday, March 14th, 2022, and ended Sunday, April 3rd, 2022. Digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. The survey included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.[1] 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, Times, and Language Assistance Availability

Station	Date	Time	Language Assistance
Fruitvale	Wednesday, March 16, 2022	7am-9am	Spanish
Balboa Park	Thursday, March 17, 2022	5pm-7pm	Spanish, Chinese
Antioch	Tuesday, March 22, 2022	5pm-7pm	Spanish
El Cerrito del Norte	Wednesday, March 23, 2022	7am-9am	Spanish
Montgomery	Thursday, March 24, 2022	7am-9am	Spanish, Chinese
South Hayward	Tuesday, March 29, 2022	5pm-7pm	Spanish

Interpreters were available as necessary based on a station catchment area demographic and frequency of contacts-at-stations analysis.

[1] Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART's five-county service area (BART Title VI Language Assistance Plan, January 2020).

South Hayward Station Outreach: March 16, 2022

2.2 Publicity

The outreach events and survey were publicized through print and digital methods. BART staff worked to ensure all available information related to the proposed fare increase 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 several times (depending on the newspaper's publication schedule) and advertised the upcoming in-station outreach events and a QR code and hyperlink to the BART survey. The following newspaper publications had ads placed. Copies of some ads can be found in Appendix PP-D.

- 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 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 BART information. Throughout the survey period (March 14-April 3, 2022), the DSS regularly displayed the www.bart.gov/fare survey link to alert riders to take the survey.

2.2.3 BART Advisory Committees

BART also distributed information on the outreach events and survey link, which was available online in English, Spanish, and Chinese, to the Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees to distribute to the communities they serve.

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

BART staff presented the proposed fare increase to BART's Title VI/EJ and LEP Advisory Committees. The joint meeting was held Tuesday, April 5, 2022 from 2PM – 4:30PM via Zoom. 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 community-based organizations (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, assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability.

At the meeting, Committee members expressed concerns about the 2022 CPI-based fare increase. They expressed particular concern over the timing of this proposed increase given current high rates of inflation and the ongoing economic impacts of COVID-19, citing that not only low-income, but also moderate-income BART riders are likely to be impacted. In addition, committee members were concerned that the increase would deter a return to BART for some commuters and that BART may be missing an opportunity to capture increased ridership by delaying a fare increase. They encouraged staff to continue to explore both discount and promotional opportunities to attract community members back to BART.

In addition, staff presented the proposed increase at the BART Accessibility Task Force on March 24, 2022 at 2PM. Task Force members asked for more information on the proposed July 2022 fare table, including details on the full adult Clipper fare and the Regional Transit Connection (RTC) Discount fares (or Clipper fares for people with disabilities).

Section 3: Outreach Results

3.1 Title VI Outreach Surveys

These public outreach efforts resulted in 591 survey responses. This survey serves as the dataset for this analysis and all uses of the generic term "survey" in this report refers to the July 2022 Fare Increase Title VI Outreach Survey. The survey was designed as a qualitative input survey to hear from community members, particularly protected riders. It was open to everyone to complete and did not rely on 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.

80% of the 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
Montgomery (paper)	48
Balboa Park (paper)	36
Fruitvale (paper)	30
South Hayward (paper)	3
El Cerrito del Norte (paper)	2
Online	472
Total Surveys Received	**591**

3.2 Survey Demographic Data

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

3.2.1 POC/Minority

A "non-POC/non-minority" classification refers to those respondents who self-identified as "White." A "POC/minority" classification includes the combined responses from all other races or ethnic identities including those identifying as other or multi-racial. According to the 2020 Customer Satisfaction Survey, 75% of BART riders identified as "POC/minority."

3.2.2 Income

Consistent with BART's Title VI Triennial Program, low-income is defined as 200% of the federal poverty level. This definition accounts for the region's higher cost of living when compared to other areas. This level is approximated by considering both household size and household income of respondents to the 2020 Customer Satisfaction Survey. The combinations that comprise "low-income" are outlined in Table 3-2 below.

Table 3-2

LOW INCOME	
Household Size	Household Income
1+	Under $25k
2+	Under $35k
3+	Under $50k
4+	Under $45k
5+	Under $60k
6+	Under $75k

For example, a household of two people with an income of $33,000 would be considered low-income. According to 2020 Customer Satisfaction Survey responses, 41% of BART riders identified as low income.

Table 3-3 Survey Demographic Summary: All Respondents (N=591)

POC/Minority Status	89% of survey respondents answered this question	Sample Size
POC/Minority	67%	357
Non-POC/Non-Minority	33%	176
Total responses		533
Ethnicity	**89% of survey respondents answered this question**	**Sample Size**
White	33%	176
Black/African American	10%	52
Asian or Pacific Islander	33%	176
American Indian	0%	2
Hispanic, Latino, or Spanish	17%	88
Other or multi-racial, non-Hispanic	7%	39
Total responses		533
Low-income Status	**91% of survey respondents answered this question**	**Sample Size**
Low-income	22%	121
Non-low-income	78%	420
Total responses		541
Annual household income		**Sample Size**
Under $25,000	11%	59
$25,000 - $34,999	8%	42
$35,000 - $44,999	8%	43
$45,000 - $49,999	5%	26
$50,000 - $59,999	10%	53
$60,000 - $74,999	12%	63
$75,000 - $99,999	13%	73
$100,000 - $149,999	14%	74
$150,000 - $199,999	8%	42
$200,000 or more	13%	68
Total responses		553

*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.
***The sample size for annual household income exceeds the sample size for income status due to the fact that both household size and annual household income are required to determine income status and, therefore, there were fewer surveys that responded to both of these questions.

Section 4: Public Comment Overview

4.1 Overview

By reaching out to the public via in-station events, newspaper advertisements in other languages, and via the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees meetings and email blasts, BART received 591 survey responses. The survey asked respondents about the proposed fare increase, including their level of support (strongly support, somewhat support, neutral, somewhat oppose, strongly oppose, and don't know) for the increase and an open-ended question about how the increase would affect them. All open-ended comments have been categorized, sorted, and color-coded by general theme in Appendices PP-B.

4.2 Public Comment Grouping Analysis: General Methodology

While comments can be generally categorized and reviewed for popular themes, any numerical analysis or reporting should be done with caution as the Title VI Outreach survey does not employ a random sampling methodology and comment grouping is subjective. Categorizing the comments, however, provides a general understanding of the points survey respondents wished to communicate. See Sections 5-7 for more detailed information on the grouping methodology.

Section 5: Proposed July 2022 CPI-Based Fare Increase: Public Comments

5.1 Proposed July 2022 CPI-Based Fare Increase Survey Questions

Questions 2 and 3 of the July 2022 Fare Increase Survey asked respondents to choose a level of support for the proposed fare increase and provide comments on how the increase would impact them.

Question 1: Would you support or this proposed fare increase (3.4%) to keep up with the cost of providing BART service?

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

Of the 591 surveys received, 590 survey respondents chose to answer this question, which is approximately 98% of all respondents.

Question 2: Do you have any comments about how this proposed fare increase would impact you?

442 respondents, or approximately 74%, provided a comment on how this proposed increase would impact them. The grouping methodology for this second question is described in Section 5.3 below.

5.2 Question 1: Summary of Levels of Support

5.2.1 Summary of Responses by POC/Minority Status

Table 5-1 shows that significantly fewer POC respondents (20%) supported the fare increase compared to those who opposed it (67%). Of the remaining POC respondents, 12% were neutral and 1% selected "Don't know." While this outreach survey did not use a randomized sampling methodology needed to accurately report out population-level findings, a higher proportion of POC respondents oppose the proposed increase (67%) than non-POC respondents (61%), and a smaller proportion support it (20%) compared to non-POC respondents (27%).

Table 5-1 Summary of Responses by POC/Minority Status (n=591)

	Strongly Oppose	Somewhat Oppose	Neutral	Somewhat Support	Strongly Support	Don't Know	Total
POC / Minority	180	59	42	48	25	2	357
%	*50%*	*17%*	*12%*	*13%*	*7%*	*1%*	*100%*
	TOTAL OPPOSE	**239**		**TOTAL SUPPORT**	**73**		
		67%			**20%**		
Non-POC / Non-Minority	81	26	20	26	22	1	176
%	*46%*	*15%*	*11%*	*15%*	*13%*	*1%*	*100%*
	TOTAL OPPOSE	107		**TOTAL SUPPORT**	48		
		61%			**27%**		
Unknown[1]	48	5	1	1	3	0	58
%	*83%*	*9%*	*2%*	*2%*	*5%*	*0%*	*100%*
	TOTAL OPPOSE	**53**		**TOTAL SUPPORT**	**4**		
		91%			**7%**		
TOTAL	**309**	**90**	**63**	**75**	**50**	**3**	***591***
%	**52%**	**15%**	**11%**	**13%**	**8%**	**1%**	**100%**
	TOTAL OPPOSE	**399**		**TOTAL SUPPORT**	**125**		
		68%			**21%**		

[1] "Unknown" are those respondents who left the race/ethnicity question blank.

5.2.2 Summary of Responses by Income Status

Table 5-2 shows that significantly fewer low-income respondents (25%) supported the fare increase than opposed it (62%). Of the remaining low-income respondents, 12% were neutral. Interestingly, a slightly smaller proportion of low-income survey respondents oppose the proposed increase (62%) than those who identified as not low-income (66%), and a slightly higher proportion support it (25%) compared to non-low income (22%).

Table 5-2 Summary of Responses by Income Status (n=591)

	Strongly Oppose	Somewhat Oppose	Neutral	Somewhat Support	Strongly Support	Don't Know	Total
Low-Income	57	18	15	16	14	1	121
%	*47%*	*15%*	*12%*	*13%*	*12%*	*1%*	*100%*
	TOTAL OPPOSE	75		**TOTAL SUPPORT**	30		
		62%			*25%*		
Non-Low Income	211	68	47	56	35	2	420
%	*50%*	*16%*	*11%*	*13%*	*8%*	*0%*	*100%*
	TOTAL OPPOSE	279		**TOTAL SUPPORT**	91		
		66%			22%		
Unknown*	41	4	1	3	1	0	50
%	*82%*	*8%*	*2%*	*6%*	*2%*	*0%*	*100%*
	TOTAL OPPOSE	45		**TOTAL SUPPORT**	4		
		90%			8%		
TOTAL	**309**	**90**	**63**	**75**	**50**	**3**	***591***
%	**52%**	**15%**	**11%**	**13%**	**8%**	***1%***	***100%***
	TOTAL OPPOSE	399		**TOTAL SUPPORT**	125		
		68%			21%		

*"Unknown" are those respondents who provided comment but did not provide complete income information (household size or household income level).

5.3 Question 2: Summary of Impacts (Public Comments)

5.3.1 Methodology

As noted above, the second question designed to evaluate the impacts of the proposed fare increase was an open-ended question that asked respondents if they had any comments on how the proposed fare increase would impact them. Staff reviewed these responses for their indicated level of impact and grouped them into the following categories:

Table 5-3 Question 2 Grouping Methodology

Personal Impacts	Survey respondent indicated they would be personally negatively impacted by the proposed fare increase.
Impacts to Others / General Impacts	Survey respondent indicated they were concerned that the proposed fare increase would negatively impact other riders or that there would be general impacts.
No Impacts	Survey respondent indicated that they would not be personally impacted by the proposed fare increase.
General Comments about BART/fares	Survey respondent provided general comments about BART operations or service, or comments on fare increases.
Did Not Comment	Survey respondent did not respond to Question 2 or responded with "No comment."

442 out of 591 survey respondents answered Question 2; five of these respondents either stated that they have no comment or the comment was illegible, so for the purposes of comment sorting and review, 437 out of 591 survey respondents answered Question 2. Tables 5-4 and 5-5 shows the breakdown of those who chose to comment.

5.3.2 Summary of Impact Responses by POC/Minority Status

Table 5-4 Summary of Responses by POC/Minority Status (Public Comments, n=437)

	Personally Impacted	Impacts to Others / General Impacts	Not Impacted	General BART / Fares	Total
POC/Minority	**98**	**44**	**17**	**98**	**257**
%	**38%**	**17%**	**7%**	**38%**	***100%***
Non-POC/Non-Minority	29	10	19	78	136
%	21%	7%	14%	57%	*100%*
Unknown*	14	3	0	27	44
%	32%	7%	0%	61%	*100%*
TOTAL	**141**	**57**	**36**	**203**	**437**
%	**32%**	**13%**	**8%**	**46%**	***100%***

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

Table 5-4 shows that, of those POC respondents who chose to comment on the impacts of the fare increase, the largest proportions indicated that they would be personally impacted by the proposed fare increase (38%) or they provided a general comment about BART or general impacts of a fare increase (38%). An additional 17% cited potential impacts to others, while only 7% indicated that there would be no impacts from the proposed fare increase. Non-POC respondents were significantly more likely to provide general comments on BART or fares (57%).

5.3.3 Summary of Impact Responses by Income Status

Table 5-5 Summary of Responses by Income Status (Public Comments, n=362)

	Personally Impacted	Impacts to Others / General Impacts	Not Impacted	General BART / Fares	Total
Low-Income	**39**	**10**	**10**	**27**	86
%	***45%***	***12%***	***12%***	***31%***	**100%**
Non-Low Income	91	44	25	78	238
%	***38%***	***18%***	***11%***	***33%***	**100%**
Unknown*	11	3	1	23	38
%	***29%***	***8%***	***3%***	***61%***	**100%**
TOTAL	**141**	**57**	**36**	**128**	**362**
%	***39%***	***16%***	***10%***	***35%***	**100%**

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

Table 5-5 shows that of those low-income respondents who chose to comment on the impacts of the fare increase, the majority indicated that they would be personally impacted by the increase (45%). An additional 31% opted to provide general comments on BART or fares. A large proportion of respondents who did not identify as low-income opted not to respond to this question; of those that did, the majority cited personal impacts from the proposed increase (38%) or general comments about BART (33%). A small proportion of those who identified as low-income and those that didn't cited that they would not be impacted by the increase (12% and 11% respectively).

5.4 Question 2: Public Comments

The next sections provide sample comments on the impacts of the proposed increase by level of support from protected respondents. Appendix PP-8 contains all comments received.

5.4.1 Oppose

POC/Minority Respondents

- *Yes. Most people who take Bart, myself included, take Bart bc we cannot afford alternative transportation. This is the how I get to work. If I am priced out of Bart I won't be able to get to work. There may be people out there that can afford a price hike, but there are more who can't and a broad price hike would hurt most riders. 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.*
- *With everything at an all time high, and bart is just getting ridership back, why would you want to increase fares even slightly? Plus the Federal government just gave Bart $271 million dollars.*
- *As minimum wage and the cost of living in the Bay Area steadily increases, it's becoming harder to live and thrive here. Continuing this steady increase not only ostracizes those who are from lower socioeconomic communities (even those that make to much to qualify for discounts, but can't afford the ride every now and then), but it acts as another reminder that the communities that made the Bay Area as beautiful as it is, will be pushed out.*

Low-Income Respondents

- *While I get a partial transit subsidy through my employer and I qualify for the clipper start card for now, I'm still paying a bit for transit to work out of pocket. I'm anticipating that I won't qualify for clipper start next year because I think I'll be above the threshold by a little bit and even a small increase in fares will be a lot to take on in addition to paying full fare price.*

- *May people are still impacted due to the pandemic and the increased inflation on every day products, this will negatively affect us severely*
- *I love riding bart, but usually I can't justify the cost over Muni. I also see public transit as a public utility. I understand that in order to accomplish that, more funding is needed. However, that burden should not be put on riders, who already struggle to pay fares. Higher taxes are needed instead of a fare increase.*

5.4.3 Support

POC/Minority Respondents

- *TRANSLATED: If the objective is to protect the user and reduce the risk of interruptions and improve the service, the increase would be worth it*
- *A 3.4% increase is not a bad exchange to see the Bart more efficient and see less delays.*

Low-Income Respondents

- *Yes, sure, fare increase surely affect me as Bart user every work day, as it would be an additional expense to our already tight budget. But I have no choice, isn't it? So, we will just just have to help and support each another.*
- *It would help fund BART and hopefully make service and operations more robust and more reliable.*
- *I am on clipper start program, so I am already having trouble affording Bart. I want to support bart as much as possible, but I don't really have funds to.*

5.4.4 General Comments about BART/Fares

POC/Minority Respondents

- *You are not providing full service, and you have come to the well too many times. The farebox is not the only source of revenue, and the government has given a lot of money out lately. The next budget has more. Hiking fares all the time creates fare jumpers and raises the stress and anger on the system because we know we are indirectly subsidizing the cars. Driving is cheaper than BART. And the pandemic has driven people back into their cars. You will never get them back on a system with dirty cars, the risk of assault, the constant noise of music played out loud on phones, and the back seats filled with angry men smoking cannabis openly in the cars. Stop balancing your budget on the backs of those of us who have no other viable ways to get to work.*
- *It's already too expensive especially when trains go out of service and come late. It already doesn't feel like I get my money's worth when that happens.*

Low-Income Respondents

- *What impacts me is lousy service. If the fare increase improves reliability and puts more trains in service, I would be more supportive. I went from Ashby to Civic Center and back on Sunday, March 20th and it was a terrible day on BART!*

- *There has many cancellations and maintenance that has been disrupting service lately. If any fare increase were to happen, those issues need to be fixed as well. As someone who relies heavily on BART for transportation, I expect better reliability if a fare increases.*

5.4 Comments Summary

The majority of respondents do not support the proposed increase and cited anticipated personal impacts if it were to take effect. Respondents cite the financial impacts of the COVID-19 pandemic and the recent spike in inflation as worsening the impacts of the proposed increase, while also noting that BART already feels expensive. In addition, respondents are concerned about the current level of service on BART, particularly safety, cleanliness, fare evasion, and reliability. Those who support the fare increase responded that they understand the need to increase fares to cover the rising costs in providing service; many respondents who support the increase hope to see service and operational improvements. Some respondents mentioned that it was unfortunate BART revenue couldn't come from other sources, such as property taxes.

Appendix PP-A:
July 2022 Fare Increase Survey

July 2022 Fare Increase Survey

Please complete this survey to provide your input on the proposed July 2022 less-than-inflation fare increase. To thank you for your time, you can also enter to win a $100 Clipper card at the end of this survey.

July 2022 Proposed Fare Increase

1 Would you support or oppose this proposed fare increase (3.4%) to keep up with the cost of providing BART service?

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

2 Do you have any comments about how this proposed fare increase would impact you?

Regional Low-Income Discount Program for Eligible Riders

3 Could the Clipper START discount program reduce the impact of the proposed fare increase on you?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Prefer not to answer

4 If "No" or "Don't know", please explain.

BART | July 2022 Fare Increase Survey

OVER

Please tell us about yourself.

Your responses will be used for statistical purposes only and will be treated confidentially. Note that BART asks questions about race and household income/household size in order to comply with Title VI of the Civil Rights Act and to help ensure that we are getting feedback from all the communities that we serve.

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

- ☐ 5 or more days a week
- ☐ 3 – 4 days a week
- ☐ 1 – 2 days a week
- ☐ A few days a month
- ☐ Less than once a month, but at least once in the past year
- ☐ Did not ride BART at all in the past year

6 **Now thinking ahead to when things are back to "normal," about how often do you think you will ride BART?**

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

7 **Which BART station is your "home" station (the station you typically use when coming from home)?**

_____

8 **What is your race or ethnic identification?**
(Check all that apply.)

- ☐ American Indian or Alaska Native
- ☐ Asian or Pacific Islander
- ☐ Black/African American
- ☐ Hispanic, Latino, or Spanish origin
- ☐ White
- ☐ Other (please specify) _____

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

- ☐ Under $25,000
- ☐ $25,000 - $34,999
- ☐ $35,000 - $44,999
- ☐ $45,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000 - $149,999
- ☐ $150,000 - $199,999
- ☐ $200,000+

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

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6+

11 **OPTIONAL: Please provide your email address if you would like to enter for a chance to win a $100 Clipper card.**

_____

Rules:
Drawing eligibility: Must be 18 years or older and a resident of California. BART employees/contractors and their immediate family/household members are not eligible. Winner will be chosen in a random drawing on or about April 29, 2022. Winner will be notified via email and must respond within 7 business days to claim prize.

Thank you for your participation in this survey!

BART | July 2022 Fare Increase Survey

Encuesta sobre el aumento en las tarifas en julio de 2022

Por favor responda esta encuesta para brindarnos su opinión acerca del aumento de tarifas propuesto, inferior a la inflación, planificado para julio de 2022. 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 $100.

Aumento de tarifas propuesto para julio de 2022

Con el objetivo de ayudar a mantenerse a la par con los costos de brindar un servicio seguro y confiable, BART ha desarrollado un programa de pequeños aumentos en las tarifas, referidos a la inflación, aplicados cada dos años, y tiene programado el próximo aumento del 3.4% para el 1º de julio de 2022. Para un viaje corto como de Downtown Berkeley a 19th St/Oakland, el aumento estimado de la tarifa estándar es de 5¢, y para un viaje más largo, como de Antioch en el este del Condado de Contra Costa a la estación de Montgomery Street en el centro de San Francisco, el aumento estimado es de 30¢.

Las tarifas son una fuente importante de financiación para seguir cumpliendo con las necesidades de los pasajeros que dependen de BART. Este aumento propuesto ayudará a BART a financiar operaciones, reduciendo el riesgo de interrupciones en el servicio que afectan a los trabajadores esenciales y a los pasajeros que dependen del transporte.

1 **¿Estaría usted a favor o en contra de este aumento de tarifas propuesto (3.4%) para poder mantenerse a la par con el costo de brindar el servicio de BART?**

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

2 **¿Tiene usted algún comentario acerca de cómo le impactará este aumento de tarifas propuesto?**

Programa regional de descuento por bajos ingresos para pasajeros elegibles

Los pasajeros con bajos ingresos pueden cumplir los requisitos del programa Clipper START de la Comisión de Transporte Metropolitano, que ofrece un descuento del 20% en todas las tarifas* de BART.

3 **¿Cree que el programa de descuento Clipper START podría reducir el impacto del aumento de tarifas propuesto sobre usted?**

- ☐ Sí
- ☐ No
- ☐ No sé
- ☐ Prefiero no responder

4 **Si respondió "No" o "No sé", por favor explique por qué.**

*Como ejemplo, una familia de cuatro personas con un ingreso familiar de $55,500 o menos se consideraría de bajos ingresos y podría calificar para el programa. Para obtener más información, visite **www.clipperstartcard.com**.*

CONTINÚA EN EL REVERSO

Por favor, háblenos acerca de usted.
Sus respuestas se utilizarán únicamente con fines estadísticos y ayudarán a garantizar que obtengamos información de una variedad de personas. Tenga en cuenta que BART hace preguntas sobre raza y nivel de ingresos/tamaño del hogar con el objetivo de cumplir con el Título VI de la Ley de Derechos Civiles y ayudar a asegurarnos que recibimos comentarios de todas las comunidades a las que servimos.

5 **¿Con qué frecuencia viaja usted en BART actualmente?**
- ☐ 5 días a la semana o más
- ☐ 3 a 4 días a la semana
- ☐ 1 a 2 días a la semana
- ☐ Unos cuantos días al mes
- ☐ Menos de una vez al mes, pero por lo menos una vez en el último año
- ☐ No viajé con BART en el último año

6 **Cuando las cosas vuelvan a la "normalidad", ¿con qué frecuencia cree que usará BART?**
- ☐ 5 días a la semana o más
- ☐ 3 a 4 días a la semana
- ☐ 1 a 2 días a la semana
- ☐ Unos cuantos días al mes
- ☐ Menos de una vez al mes, pero por lo menos una vez al año
- ☐ Menos de una vez al año o nunca

7 **¿Qué estación de BART es su estación "de origen" (la estación que generalmente usa cuando sale de su casa)?**

_____

8 **¿Cuál es su raza o identificación étnica?**
(Marque todas las respuestas que correspondan)
- ☐ Indígena norteamericano o nativo de Alaska
- ☐ Asiático o de las Islas del Pacífico
- ☐ Negro/afroamericano
- ☐ Hispano, latino o español
- ☐ Blanco
- ☐ Otro (favor de especificar): _____

9 **¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?**
- ☐ Menos de $25,000
- ☐ $25,000 a $34,999
- ☐ $35,000 a $44,999
- ☐ $45,000 a $49,999
- ☐ $50,000 a $59,999
- ☐ $60,000 a $74,999
- ☐ $75,000 a $99,999
- ☐ $100,000 a $149,999
- ☐ $150,000 a $199,999
- ☐ $200,000 o más

10 **Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar?**
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 o más

11 **OPCIONAL: Por favor, escriba su dirección de email si quiere participar en el sorteo para ganar una tarjeta Clipper Card de $100.**

_____

Reglas:
[illegible] elegirán mediante un sorteo al azar el 29 de abril de 2022 o alrededor de esa fecha. Se notificará al ganador por correo electrónico y este debe responder dentro de 7 días hábiles para reclamar el premio.

¡Muchas gracias por participar en esta encuesta!

BART | Encuesta sobre el aumento en las tarifas en el año de 2022

2022 年 7 月車費調漲問卷調查

請填寫這項問卷調查，提供您對 2022 年 7 月低於通貨膨脹率幅度的車費調漲提議的意見。為感謝您抽空接受調查，您還可參加問卷最後的抽獎活動，有機會贏得一張價值 $100 的 Clipper 卡。

提議的 2022 年 7 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 2022 年 7 月 1 日調漲 3.4%。一般短程車費 (如在某市區到鄰近市區) 預計會增加 5 美分，較長程車費 (如從舊金山市區到 Antioch 東灣社區或舊金山市區到 Montgomery 街車站，估計會增加 10 美分。

票價策略團隊正在檢討 BART 的車費架構的整體社會平等，此項提議的調漲將有助於為 BART 營運提供資金，降低只能靠駕駛必要工作者和維護公共交通的乘客之服務的風險。

1 您會支持還是反對這項提議的車費調漲 (3.4%) 以資上提供 BART 服務的支出？

- ☐ 強烈支持
- ☐ 有些支持
- ☐ 沒意見
- ☐ 有些反對
- ☐ 強烈反對
- ☐ 不知道

2 關於提議的車費調漲對您使用 BART 服務的影響，您有任何意見嗎？

針對符合條件的乘客的區域低收入折扣計劃

低收入乘客可能有資格參加即將成立通勤券會的 Clipper START 計劃，該計劃為所有 BART 票價提供 20% 的折扣*。

3 Clipper START 折扣計劃能否減低提議的車費調漲對您的影響？

- ☐ 是
- ☐ 否
- ☐ 不知道
- ☐ 不想回答

4 若回答「否」或「不知道」，請說明理由。

*例如，家庭收入為 55,500 美元或以下的四口之家將被視為低收入家庭。可查看資格參加該計劃，詳知詳情，請瀏覽網站 www.clipperstartcard.com。

BART | 2022 年 7 月車費調漲問卷調查

背面還有 ➔

請告訴我們關於您的訊息。

您的回答僅會作為統計用途，並將被保密處理。請注意 BART 會詢問有關族裔和家庭收入／家庭規模的問題，以遵循民權法案第六章的規定，並幫助確保我們能所提供服務的所有社區獲得公平。

5 您目前有多常搭乘 BART？

- ☐ 每週 5 天或更頻繁
- ☐ 每週 3 - 4 天
- ☐ 每週 1 - 2 天
- ☐ 每個月數天
- ☐ 每個月不到一次，但
  過去一年至少一次
- ☐ 過去一年根本沒有乘坐過

6 當一切都恢復「正常」後，您認為自己會多常搭乘 BART 捷運？

- ☐ 每週 5 天或更頻繁
- ☐ 每週 3 - 4 天
- ☐ 每週 1 - 2 天
- ☐ 每個月數天
- ☐ 每個月不到一次，但一年至少一次
- ☐ 每年不到一次或完全沒有

7 您的「出發地」是在哪個 BART 捷運站 (平常從住家出發通常最的捷運站)？

_____

8 您認為自己屬於哪個種族或族裔？
(請勾選所有符合項目。)

- ☐ 美洲印第安人或阿拉斯加原住民
- ☐ 亞裔或太平洋島裔
- ☐ 黑人/非裔美國人
- ☐ 西班牙裔/拉丁美洲裔或西班牙裔
- ☐ 白人
- ☐ 其他 請說明：_____

9 您的稅前家庭總年收入是多少？

- ☐ $25,000 以下
- ☐ $25,000 - $34,999
- ☐ $35,000 - $44,999
- ☐ $45,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000 - $149,999
- ☐ $150,000 - $199,999
- ☐ $200,000 美元以上

10 包括您自己在內，您家裡住了多少人？

- ☐ 1 人
- ☐ 2 人
- ☐ 3 人
- ☐ 4 人
- ☐ 5 人
- ☐ 6 人或以上

11 選填項目：如果您希望參加抽獎並且有機會贏得價值 $100 的 Clipper 卡，請提供您的電子郵件地址。

_____

規則：
參加抽獎的資格：必須年滿 18 歲的加州居民，BART 員工/家庭成員及其4親等以內成員不得參加抽獎。得獎者將於 2022 年 9 月 20 日前收到電郵中的通知。得獎者將以電子禮卡兌現獎項，並且必須於 10 個工作日內回覆才可領取獎項。

感謝您參與這項調查！

BART | 2022 年 7 月舉辦虛擬開放論壇

Appendix PP-B:
Public Comments

	Personal Impacts	Survey respondent indicated they would be personally negatively impacted by the proposed fare increase
	Impacts to Others	Survey respondent indicated they were concerned that the proposed fare increase would negatively impact other riders
	No Impacts	Survey respondent indicated that they would not be personally impacted by the proposed fare increase
	Miscellaneous / General Comments about BART	Survey respondent provided general comments about BART operations or service, or miscellaneous comments on fare increases.
	Did Not Comment	Survey respondent did not respond to Question 2 or responded with "No comment."

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.

ResponseId	Question 1	Question 2	Minority Status	Income Status
R_3RfnveQmuVERkgO	Somewhat oppose	Yo entiendo la subida al bart pero entiendan ustedes q a nosotros no nos suben el sueldo. TRANSLATED: I understand the increase for BART but what you need to understand is that we do not get a raise in our wages	Minority	Not low income
R_1qWHOvHm166XzkK	Strongly oppose	Yes. Most people who take Bart, myself included, take Bart bc we cannot afford alternative transportation. This is the how I get to work. If I am priced out of Bart I won't be able to get to work. There may be people out there that can afford a price hike, but there are more who can't and a broad price hike would hurt most riders.	Minority	Not low income

R_2qwq5P6NwWsRCG	Somewhat support	Yes, sure, fare increase surely affect me as Bart user every work day, as it would be an additional expense to our already tight budget. But I have no choice, isn't it? So, we will just just have to help and support each another.	Minority	Low income
R_1b0L84EvoRHL7u	Strongly oppose	Yes, a 30 cent increase both ways for me would make my round trip $11.60 a day= $232.00 a month. so, it may seems a little increase to you but it's a big increase for me.	Minority	Not low income
R_3iq59zoJVMobfVc	Neutral	yes ,bc we have no salary increase too and the bart fare will go up. And I know everything are going up. Thanks	Minority	Not low income
R_3Od30C06kUo6HOaw	Strongly oppose	Would be harder on my financially as I take BART daily.	Minority	Low income
R_1joHmrMqMf2wsHT	Somewhat oppose	With food and rent going up this makes it hard for me. I would agree if the Bart trains could be cleaner. And it makes me made to see people that don't pay to ride Bart and the agents just look at them walk through. While I'm playing .This is not fare. and when they put you off Bart and made you catch bus that you had to wait for two hours before you could get a bus.	Minority	Not low income
R_3fC94z7TVeNHx4R	Strongly oppose	While I get a partial transit subsidy through my employer and I qualify for the clipper start card for now, I'm still paying a bit for transit to work out of pocket. I'm anticipating that I won't qualify for clipper start next year because I think I'll be above the threshold by a little bit and even a small increase in fares will be a lot to take on in addition to paying full fare price.	Minority	Low income
R_3HGoklaFZ99y9vm	Somewhat oppose	We use daily and our wage hasn't increased	Minority	Low income
R_2tyFgIokUoKndsH	Strongly oppose	We are still in a pandemic and wages aren't catching up. It would be a financial hardship	Minority	Not low income
R_2tLGXrekG4hd5C7	Strongly oppose	We already pay enough to community within and outside the city. Plus with high increase of gas prices we need affordable and convenient public transportation for all	Minority	Low income
R_3kh6WQYWM4ASqV9	Strongly oppose	TRANSLATED: On one's finances	Minority	Low income
R_3hucnNv1NJ9qaK1	Somewhat oppose	TRANSLATED: My financial situation, my wallet	Minority	Low income

R_1P2gAAAbv1fn1Ig	Strongly oppose	TRANSLATED: It's too burdensome.	Minority	Not low income
R_3OcaCGtq1cKQA8u	Strongly oppose	TRANSLATED: It's significant, but over the long term (end of the month), you feel the increase.	Minority	Low income
R_2nAuu18uZkHuAhs0	Neutral	TRANSLATED: It's not good for me because I still don't work every day	Minority	Not low income
R_2pXZDHKJzOCuImb	Strongly oppose	TRANSLATED: It's heavy	Minority	Not low income
R_1EcZb34TYh6vH0q	Somewhat oppose	TRANSLATED: It's already expensive	Minority	Low income
R_aNh0RLYzwhANRJL	Somewhat oppose	TRANSLATED: It will increase the burden on me.	Minority	Low income
R_2SBHK5LdsuAZDvm	Strongly oppose	TRANSLATED: It will increase my expenditure.	Minority	Low income
R_31T0v2OeFrBLCCJ	Neutral	TRANSLATED: If they increase it and with no work, the cost would have a really negative impact on me.	Minority	Low income
R_3QL6GXKJWGAQQq1	Somewhat oppose	TRANSLATED: If the price goes up, I think it will be too expensive.	Minority	Not low income
R_1Lr9O3EvDggvP80	Strongly oppose	TRANSLATED: I'm against the price hike.	Minority	Low income
R_3DHi0zTHpTi5hO4	Strongly oppose	This would greatly impact me as I have a daily round-trip commute from Antioch to Daly City for work.	Minority	Not low income
R_TjtgTn6tAGfmJ0Z	Strongly support	This increase would increase my commute budget.	Minority	Not low income
R_V2pXGnmLzCVy8PH	Strongly oppose	This fare increase will lead me to take the bus everyday. It may also lead me to take uber or coriding with other people. This fare increase will destroy BART market share since people will look for other affordable ways of transportation.	Minority	Not low income
R_1GNyHt9OwCIZiB4	Strongly oppose	This economy is hurting the middle class and specifically my family. Every penny saved from fare increases will help in other ways.	Minority	Not low income
R_2wbFH2rkgtY6G3fn	Somewhat oppose	The reason i'm riding BART right now i'd because I don't have enough money to get a car. So this would hurt my pockets, as well as other people who take public transportation.	Minority	Low income
R_3n1MgK5UiYmHaE	Strongly oppose	The prices have increased for a lot of stuff, so the price increase for BART as well would impact me because I'm already on a tight budget.	Minority	Not low income

R_2cvzw5SI4tBzIg3	Somewhat oppose	The increase would create a $150 increase for transportation costs a year which would compound with additional increases you plan every 2 years. With the current cost taking public transportation only saves $15 dollars a month including parking in San Francisco or parking at a Bart station. For the amount of times Bart is delayed or trains are pulled out of service, with no care to patrons, additional increases to cost will lead me to choosing to drive which if done consistently with a carpool could reduce my costs overall.	Minority	Not low income
R_3HnaHrg1swJoYrk	Strongly oppose	The fare is already pretty high, and as someone who lives in SF and visits family in Hayward often, it adds up.	Minority	Not low income
R_2QGJIowqueqoCl8c	Strongly oppose	The bart parking fee is already a lot for me. With me working in SF at $22/hr 8 hours Monday thru Friday 1/4 of my salary goes to bart already. Even if I take the 45 minutes early train making sure I'm not late but there are times that I am still because of major delays from time to time. I don't think it's the right time to increase the fare. Wait until next year please. :'(	Minority	Low income
R_2TIMvnLACIZ4ZBH	Strongly oppose	that's way to high	Non-Minority	Not low income
R_pclCHKYQCkCTkdpn	Strongly oppose	Seriously I will be unable to afford taking Bart to work if the fare increases. The fares are already too high after the last few hike. Raise the parking fee, but leave the fares unchanged.	Minority	Unknown
R_2CCNE9hjx5QgFyC	Neutral	Right now is not the time. With all other costs going up and personally still only working 20 hours a week because of the pandemic I am already living on credit cards!	Non-Minority	Not low income
R_1Ft6unYKkPOkRd7	Neutral	Person with disabilities & on fixed income, fare increase is a hardship.	Minority	Not low income
R_22FaxvoSwPstr2I	Strongly oppose	Only means of trAvel and i dont make that much My job is in the city	Minority	Not low income
R_2ZNyUeiFvJHGB4O	Strongly oppose	On top of paying more for every other daily expenses such as Shelter & Food it takes a hit especially with the multiple issues BART has on the daily!!		Not low income
R_1lmBgEnHLqJFQx	Strongly oppose	Not only me would be strongly impacted but also those minimum wage earners		Unknown

R_dhGIF6AFQFQF6ZK	Neutral	Not agree	Minority	Low income
R_3IpBJ87ZIDr4x9f	Strongly oppose	No money	Minority	Not low income
R_24ZK1FBBn0phO8P	Neutral	My monthly fare for Bart would go up.	Minority	Not low income
R_3ix6vz1hnRH4wjv	Strongly oppose	My income isn't increasing	Minority	Not low income
R_2OZbsCaRcyH8l1	Somewhat support	My income has not kept up w/ inflation, so any fare increase would mean I would use Bart strictly to commute to work. I would no longer use it for pleasure.	Minority	Not low income
R_3ennc2YAoI4oEFb	Somewhat oppose	My daily commute is already $6.65 and the pass fares are not affordable	Minority	Not low income
R_2tEjgxl0rmOYpiw	Somewhat oppose	My commute is astronomically expensive (MUNI, BART, and Ac transit) and my pay has not increased to keep up	Non-Minority	Not low income
R_3MKbm4X2otuXf3X	Neutral	Minor impact currently, large amount of $ saved to my Clipper; when I was a teacher, BART costs were prohibitive/ a significant portion of my budget, and this would have been a burden.	Minority	Not low income
R_1dyI2gOsRotUyxV	Strongly oppose	Low income. I use BART to get everywhere so a 3.4% increase would negatively impact the people who take BART because it's affordable.	Minority	Low income
R_31WPPaT4oF2LK7Y	Strongly oppose	Low income individual who can barely afford transportation		Unknown
R_2c7Kw8j61md5f2d	Strongly oppose	Life is already hard with rent being so high. Paying more just to get to work would not help anyone that's barely making ends	Minority	Low income
R_1dcUzg5YRGIwrd	Strongly oppose	Less money for me, more money for government bureaucrats.	Minority	Not low income
R_3Gn56Y1m6LXR6GG	Strongly oppose	Just coming out of this 2-year pandemic to a job paying less than what I was making 2 years ago...what makes BART think people can afford a fare increase? Didn't Bart just receive $270M in additional federal pandemic relief?	Minority	Not low income
R_9Y7EdNx3HgoIaI3	Somewhat oppose	It's already quite expensive, this would impact my commute	Minority	Not low income
R_D9PGlsqcIP1T33P	Strongly oppose	It's meaning a few hundred dollars of increase on expense.	Minority	Not low income

R_10NrzlNqK7fv4d9	Strongly oppose	It would take bread out of my mouth - paying Bart fares is a larger expense for me each month than groceries. And the service we get for how expensive the fares are is terrible - filthy cars, constant delays, schedules that do not run often enough, dangerous, unstable people on the trains who also smoke cigarettes and marijuana in the cars. How can you charge more for this!? You should be REDUCING our fares for how pitifully retrograde and dysfunctional this system is for a supposedly high tech city.	Non-Minority	Low income
R_31MIBhQhpOfPZq	Somewhat oppose	It would raise the costs for working in the city. I'd look for a job where I would not have to travel.	Non-Minority	Not low income
R_1pWkoswG5TRI3Zh	Strongly oppose	It would raise my monthly out of pocket expenses and when gas prices go down, consider driving.		Unknown
R_d5PnxlQ71KYhVF7	Strongly oppose	it would mean that i have to allocate more money to transportation costs		Unknown
R_3HRhucYWa48Lw6X	Strongly oppose	It would make it more likely that I would choose to buy a car and commute via car rather than via BART.	Non-Minority	Not low income
R_2uy5zWWIIOw4L3	Strongly oppose	It would make it harder to ride BART. Tax the hyper rich who live in the area like Elon Musk instead of hurting the poor and working class who rely on public transit.	Non-Minority	Not low income
R_1mP1UCbvm0zG4Ru	Strongly support	It would make commuting a little more difficult but overall it would still be cheaper than Uber.	Minority	Not low income
R_3qyTpbtI7fsDFQI	Neutral	It would increase my commute cost a little.	Non-Minority	Not low income
R_3H2guVmsMASO3N	Strongly support	It would impact my monthly budget. Everything is getting expensive and this is one of the essentials. I just hope BART also cleans and maintains trains better	Minority	Not low income
R_3oMc9mIx2f5GmaD	Strongly oppose	It would impact my ability to get to work extremely.	Minority	Not low income
R_uy354uzX9Hq8aat	Neutral	It would cost more for me to get to school everyday and I don't really like that.	Minority	Low income
R_10TNuaOxh2LofJp	Strongly oppose	It will eat more into my finances I'm already poor	Minority	Not low income
R_2frRJt8Edea4E15	Strongly oppose	It is already too expensive to commute - please do not do this.		Not low income

R_2R364QnMqiKOmaz	Strongly oppose	It is already $8.80 each day for me to take bart. As a teacher I'm impacted by high inflation that is making everything more expensive. I'd be less likely to take bart when I'm asked to pay more while many people just hop the turnstiles and homeless and mentally ill hang out on trains and make them pretty disgusting	Non-Minority	Not low income
R_2OlenTOt1gTuJBr	Strongly support	It all adds up - gas, utilities, food has to do with transportation on all levels.	Non-Minority	Low income
R_2OVEZ5deNUm9tJk	Strongly oppose	Inflation is already killing us and now you want to raise Bart prices really !?	Minority	Not low income
R_3NyzWYkMPBDs0qy	Strongly oppose	Increasing the fare would make a bigger impact on my commuting expenses. It's already expensive enough to live in the Bay Area and given the effects of the pandemic, it does not make sense to increase fares by 3.4% . Couple that with the increasing train interruptions and longer wait times, where would this new money go to? How would this improve service? Would you create better and more equitable fares for people with lower incomes?	Minority	Not low income
R_pxXoNw7iOvWUWr3	Strongly oppose	Increases commute cost.		Unknown
R_2wcOyncpdBmH0LB	Somewhat oppose	Increase the cost to come to work.	Minority	Not low income
R_3D1LnMKw3tD818v	Strongly oppose	Increase my daily costs for no benefit	Minority	Not low income
R_1meuDxcTYaTdr	Somewhat oppose	impact me financially go back and debate on driving		Not low income
R_2WVDqnIknmVZ00O	Strongly oppose	I'm poor I don't want to get any poorer	Minority	Not low income

R_WBQOUZ7Lu0CX0zLr	Strongly oppose	I'm assuming the Bart is down on revenue due to the pandemic. Your citizens are hurting too. You shouldn't punish regular riders due to a lower revenue stream. We're already taxed at ridiculously high rates—how does that possibly not cover public transportation during a time like this? This is the most expensive train I've ever commuted on with some of the worst service I've seen. Do better, don't just raise prices and assume that will fix the problems. If fares are increasing, then I'm wondering what's the difference in price between just taking my car to work every day, which feels a lot safer than having to exit at civic center to get to work every day. This pushes me out of public transit and back into a car.		Not low income
R_6gTdlvHhZh0dFLP	Strongly oppose	I'm a teacher so I'm not rich and I commute every day. This would make life more difficult for me. Bart should be subsidized through taxes and fares REDUCED! Riders who can't afford cars shouldn't be made to pay more!	Non-Minority	Not low income
R_pc5FeGgxwuCC2Hf	Strongly oppose	I'd use it less to commute	Minority	Not low income
R_31cGBt0tsVbaO9S	Strongly oppose	I'd drive more	Non-Minority	Not low income
R_282Mp3nTJfS75Ph	Strongly oppose	I'm poor. It's going to make people like me struggle.	Non-Minority	Not low income
R_BKAOMaSGPMesSr	Somewhat oppose	I'm disabled and not working, this is going to cut more into what little money I have.	Minority	Low income
R_3MxpI3cF4aqsqKL	Strongly oppose	I'm already low income & can NOT afford another increase. I use the BART/Muni pass which is $98.00. I can barely afford that.	Minority	Low income
R_1I6aVuONFyr0Ii	Strongly oppose	I'm a worker who takes BART to & from work. I catch BART from Montgomery Station and exit at 12th St Oakland station daily. I need to be at work 5 days a week. I believe BART should delay the increase sometime next year in 2023. My income is in the 53IK level so I'm in the working class category.	Minority	Not low income
R_1cYt7tWrFEbqduE	Strongly oppose	I would take the Muni.	Minority	Not low income
R_AHIkTlhTvr4Oys1	Strongly oppose	I would probably stop riding bart. The price is already too high given the low quality service.	Non-Minority	Not low income

R_ylk628RquHrUBKt	Strongly support	I would have to allocate more money in my budget (personal) for the increase.	Minority	Low income
R_eh8nDIEDb8Qd9f45	Somewhat oppose	I would be less likely to take BART, especially when it would be slower than driving myself.	Non-Minority	Not low income
R_0tX7gmERJeZmNvb	Strongly oppose	I will try to find cheaper alternatives	Minority	Not low income
R_3NxKqCF6Z5R0KQu	Strongly oppose	I will have less money for food and home	Minority	Not low income
R_2OLRwfkqrnNMM0Aj	Strongly oppose	I use BART to get from SF to Fremont 5 days a week for work. This would drive up my costs too much, especially with the spotty service on BART. NO!	Minority	Not low income
R_2QYaWCFw7jCgUfl	Neutral	I use BART every day so it would impact me.	Non-Minority	Not low income
R_2w5E7hEv5faGaVy	Strongly support	I use BART & Muni daily for work. Sometimes I can barely afford transportation as it is.		Unknown
R_UrWhJ8Pm8cAkQqR	Somewhat oppose	I understand the need for a fare increase, but as a college student and lifelong Bay Area resident and BART rider, I think the fare is already expensive enough. Other cities have cheaper public transport fares.		Unknown
R_1rljnb7l_7XBzoT	Strongly oppose	I traveled everyday from Antioch to San Francisco and this will affect my pocket a lot. Anyway that there could be a monthly pass like the one in San Francisco?	Minority	Not low income
R_2uOEVlqJMVemWVu	Strongly oppose	I take the Bart twice a day , five days a week. I have a family of 4. The increase does not align with my current job where I have not received any raise to count for inflation.	Minority	Low income
R_2WZ7krywEmnAd0k	Somewhat oppose	I take the bart berryessa to Berkley daily and the cost already feels quite steep since there is no discount for frequent commuters.	Non-Minority	Low income
R_3HYvm4gwHO5WP7g	Neutral	I take Bart five times a week, so even a small increase in fare can easily accumulate and become too costly on a weekly basis. At that point I would most likely get a monthly pass since it would be cheaper that way.	Minority	Low income
R_1OxUo1f85d0j4DPb	Strongly oppose	I take bart everyday back and forth from Oakland fruitvale to Mission 24th. It costs already a lot! If it continues I am going to find another way to go to work. Why not a monthly pass????	Non-Minority	Not low income

R_3IFY754zJmiUwN5	Somewhat oppose	I take BART 6 times a week and I'm on a very tight budget as are many other Bay Area students, so a fare increase would affect negatively impact myself and many other riders.	Non-Minority	Low income
R_1Pcl642yCYODmrU3I9	Strongly oppose	I require BART to get to work. I work in the nonprofit industry, so already have a lower salary. I can barely manage as is. I have a car but choose BART to save money and be more environmentally friendly. If this changes I'll consider full time WFH which I'd hate to do and would impact my work	Non-Minority	Not low income
R_bpI72hGlRdBloQp	Strongly oppose	I need BART to get to work, this would increase the strain on my tight budget. A thirty cent increase adds up. The pandemic sounds more like an excuse than a reason.	Minority	Low income
R_d6yLzvu1N7gu1Lr	Strongly oppose	I have to keep moving farther away from SF(work) b/c rent so expensive. Farther you go - more you pay. Can't make it as is.	Minority	Not low income
R_1O3RYkIDOYG5m6n	Strongly oppose	I don't receive any kind of commuter incentive from my employer so this fare increase would raise my commute cost to get to work every day.	Non-Minority	Not low income
R_12GRGQ5aR5Z1zM	Somewhat oppose	I commute from Balboa Park to 19th Street, Oakland. Bart is my only viable option for getting to and from work. Riding Bart cost me almost $9 a day which adds up on a monthly basis. If anything, I'd prefer a flat rate increase so as to not tax those who don't have other options and/or a long commute.	Non-Minority	Not low income
R_bjQrFdqPZlkI9XD	Strongly oppose	I commute by Bart regularly and an increase would have a negative impact on me	Minority	Not low income
R_2f88jRCaIJkZMqJ	Strongly oppose	i can't afford 5%&+	Non-Minority	Low income
R_3Es86f8bkk7cruKk	Strongly oppose	I can't currently consistently catch a train at the current price model. I have no interest in paying more to potentially not be on time.		Unknown
R_3D84WG5nOuRBRej	Strongly oppose	I can't afford it.	Minority	Unknown

R_3eqiBaBNf9tyEfi	Strongly oppose	I bring my own lunch to work and drink coffee at home to save money, we don't even eat out as a family - maybe once a month This fare increase will further make us cut our daily expenses, and not even go out on weekends MAKE THE FARE CHEATS PAY! FINE THEM, GO AFTER THEIR TAX REFUNDS, ETC. I see a lot of people everyday not paying their fare, acting entitled	Minority	Not low income
R_251ZWx9227SoyxB	Strongly oppose	I am student and often travel to college, as the Covid has impacted me and my family a lot. Due to which our financial situation is not stable hope the committee understands this situation all over the country. The inflation is high in San Francisco and the cost of living is also high	Minority	Low income
R_sRwpQ7CmVPTfRNoR	Somewhat support	I am on clipper start program, so I am already having trouble affording Bart. I want to support bart as much as possible, but I don't really have funds to.	Non-Minority	Low income
R_5bRmPHIAPGu41d7	Neutral	I am just getting by with all of these cost.	Non-Minority	Low income
R_1H07dIjbcVBgH+Q	Strongly oppose	I am a senior living on a fixed income. An increase of any kind would impact me. I take Bart to work 5 days a week.	Minority	Not low income
R_1dh72fDCYlAHvMWn	Somewhat oppose	I am a full time student who relies on BART to go too and from school. While I understand the need to increase the fares, it becomes hard to pay for my fare when I am currently unemployed. The majority of my expenses goes to my transit expenses. When the fares do go up, I think it would be helpful to increase the percentage Clipper START and other discount clipper cards cover. for example, clipper START giving a 25% fare discount.	Non-Minority	Low income
R_b0h5YuevgchTNaV	Somewhat oppose	I already commute long distance, at times trains are not reliable, and the added cost will not be covered in my commuter benefits.	Minority	Not low income
R_3MPttiYuupwzmgg	Strongly oppose	Higher cost getting to and from work. Especially with increased back to office return. Increasing my monthly expenses	Non-Minority	Not low income

R_ONkOpUyygsIoqI	Strongly oppose	Haven't seen a pay increase, this fare increase would eat into my earnings	Minority	Low income
R_pgz1OmgyRHxzbrr	Strongly oppose	Given inflation, the rise in gas and tolls, it would discourage riders from taking public transportation as a cheaper option. It would cut greatly into my income and it would discourage me from going into work.	Minority	Not low income
R_3oTsckhWf15M9KL	Somewhat oppose	Financially	Minority	Low income
R_erCrjoTaPPiaIqI	Strongly oppose	Financial impact.	Minority	Not low income
R_1OPMrPpbdVn2uBQ	Strongly oppose	Financial Hardship	Minority	Not low income
R_3HFE3bWyDx73UFq	Somewhat support	Fair increase should not be more than a 15-20 cent increase. In addition to taking Bart to work, I have to also take muni which is an additional fare. More than half my hour pay goes to just commuting to work.	Minority	Not low income
R_2435kxL637q8YK8	Strongly oppose	Everything is expensive and I cannot take this fare hike.	Minority	Not low income
R_3CVI0WyIghj23bG	Strongly oppose	Currently struggling to pay bills with all of the other cost increases. BART employees should have to give up some of the excessive amount of paid days off they receive first to help balance your budget before raising customer rates. The amount of paid days off BART employees receive is NOT typical for any business.	Non-Minority	Not low income
R_2WwfdOSi2hbZLMe	Strongly oppose	Cost of everything is increasing; no need for another unnecessary increase.	Minority	Not low income
R_1rpIqDZenvrsTcL	Strongly oppose	Cost more to get to work with no extra service	Minority	Not low income
R_26aV1oiEnZf1QIH	Strongly oppose	Commuting daily is already very expensive. Even with high gas prices it would be cheaper to drive. I will drive to work if the fares go higher		Not low income
R_1n8jhWXUjho45H3	Strongly oppose	Cannot afford anymore	Minority	Low income
R_3QFuiepCBjNLow6	Strongly oppose	Bart is a public service and should be more affordable for commuters like me and my loved ones. It already costs a whole hours pay just to get to and from work.	Minority	Not low income

R_2YyTSnGnGuaSuaf	Strongly oppose	Bart fees take up over 1/4 of my take home pay. With the proposed hike, it will impact access to necessities like food, utilities & medications	Minority	Unknown
R_3PRmtt2IMraHoyu	Strongly oppose	Bart fares are already expensive as is. I would be discouraged from taking Bart further.	Minority	Not low income
R_3HYcpVPfFzaIkx5	Strongly oppose	Bad timing. Jobless.	Minority	Not low income
R_3fSlon5yyhCsouO	Somewhat oppose	As someone who travels to and from work everyday, the cost would impact me. I already don't get cost of living increases :\ Also it is sad when I see fair evaders basically everyday, but I pay for it twice a day.		Not low income
R_3l3410bHngt5Oefr	Somewhat oppose	As a working class person who is trying to stretch my budget, what you consider a modest increase would eat into my other expenses like food and rent. I will be going in the office more and will not longer be WFH.	Minority	Not low income
R_T1px70K2Oyv6rv	Somewhat support	As a student that has to use BART to commute frequently, an increase of this kind would definitely leave a noticeable impact on my monthly costs which are already difficult enough as is.	Minority	Low income
R_2c582l1l6Dv5AM8W	Strongly oppose	As a daily cross-bay commuter, cost of riding Bart already feels high to me. I also do not receive any kind of tax break or stipend from my employers.	Non-Minority	Not low income
R_1UN5cqeUE3ZNZl	Strongly oppose	Any increase would impact my budget severely.	Minority	Not low income
R_3JCu8aYmWolJyuKD	Somewhat oppose	Although I would keep using BART even with a fare increase, it would be very frustrating to see this cost add up to my every day commute.	Minority	Not low income
R_2zb8ga70TIxk8zT	Somewhat oppose	Already paying prime rate per week costing me $300.00 per month from El Cerrito del Norte Station to Embarcadero in San Francisco	Minority	Not low income
R_3lUu1ekMtwAumOWR	Somewhat support	Already expensive for me . Employer doesn't compensate	Minority	Low income
R_1E82LGpagOP1De	Somewhat support	Yes, I currently make $30,000 a year after taxes, which means I am very low income by the standards of this area. I also take an express bus after BART, which pushes my commute cost to a total of $26 per day. I'm also disabled so I'm currently in the process of applying for a discount clipper card. I hope that won't be too expensive if I'm approved. I'd say a fare increase is a risky	Minority	Not low income

		move because if you increase fares too much it could push away the lowest income riders, but if you don't increase the fare enough it could also cause financial losses. I still think another big problem is fare evasion. Installing gates like you did at Richmond station to crack down on date evaders is a good idea so the fare increase won't have to be as big. My vote is yes to increase fares if you have evidence that is the most effective solution, but it should not be so big an increase it pushes away low income riders like me. If you can still provide a less expensive alternative to driving and paying for gas, that's great.		
R_22Yf5BrqWqDk8efv	Somewhat support	Yes it will impact the passengers, for fare increase but people's salary not. Anyway we need good service of BART.	Minority	Low income
R_2l7ouIRoBLvhfil	Strongly oppose	We are just getting back on our feet and an increase would hurt the people who ride. Might as well just drive.		Unknown
R_T122QE7CQ6pF5eh	Strongly oppose	We are coming back from the pandemic and we are already financially constrained. Please this will frustrate the already frustrated people	Minority	Not low income
R_u9RC9vOQLRPSNWkp	Strongly oppose	TRANSLATED: it doesn't impact me a lot, but for people with limited resources, it will have a big impart.	Non-Minority	Not low income
R_3nAFrjQHf56rX0h	Strongly support	TRANSLATED: Any increase effect's the consumer's wallet	Minority	Not low income
R_325SGvYBBbnRa6H	Strongly oppose	Times are hard and people already drive to BART.	Minority	Low income
R_sxekXcAKC3fM32dL	Strongly oppose	This will disproportionately effects workers who still need to communicate Everyday to conduct essential works while other work from home . The inflation rate has already hit workers. The cost of living in Bay Area is already very high , especially when you have kid or elders . I think Fare Bart charge is already very high now given the train is so full with no seats available for my commuting time. Not to mention social distancing and hygiene.	Minority	Not low income
R_2aez3hcp8gDQ8vT	Somewhat oppose	The fares are already high enough. Raising fares would severely impact people's already fragile economic state.	Minority	Not low income
R_3sTNIRktKzNmw99	Strongly oppose	The fare increase would make Bart even more inaccessible than it already is.	Non-Minority	Low income
R_3g6JcrgIYeF6QZR	Strongly oppose	The commute would be unaffordable	Non-Minority	Not low income

R_5gKRSKsGzwyyuSr	Strongly oppose	Some people have to come from places that don't have Bart such as Vallejo spending more money on Bart would be hard for some people	Minority	Low income
R_DirT69aaUZqpwnO	Strongly oppose	Public transportation is already unreasonably expensive, especially for low income riders like myself. Other cities have proved that lower fares result in better service and therefore higher ridership. Increasing fares will make me use Bart less frequently.	Non-Minority	Not low income
R_10pgEHA7B9H06vi	Neutral	Not me directly but will impact a lot of people I know.	Minority	Not low income
R_1Ok3IZUJsAuRyte	Neutral	Not me but concerned about others.	Non-Minority	Not low income
R_1q8qIZI4CoM6vdX	Strongly oppose	No fare increases. Inflation is hurting everyone. Not a good time to raise the fares.	Minority	Not low income
R_22np0nsVKfE3Hiq	Strongly oppose	More money = less customers	Minority	Not low income
R_1f19AIZ3YcFDIK	Strongly oppose	More increases make public transportation less affordable.	Minority	Not low income
R_dcfCoYB1O204GOd	Neutral	More expensive.	Minority	Not low income
R_3GcRVnFpWcNGiX	Strongly oppose	May people are still impacted due to the pandemic and the increased inflation on every day products, this will negatively affect us severely	Minority	Low income
R_1HjZOM9RnHv9t61	Strongly oppose	It's already so expensive to commute, especially when you need to take MUNI as well. A $0.30 per ride increase amounts to an extra $3 per week and $12 per month. How are people who work hard but earn minimum wage be able to afford an extra $12, especially when they are paying close to $200 just to get their job?	Minority	Unknown
R_2ePsZFKqPsOfN9	Neutral	It's unlikely to affect me personally, since I primarily commute with a company Clipper card, but I'm worried that raising fairs will discourage ridership	Non-Minority	Not low income
R_3ytfL1OPmRqkV7	Neutral	It wouldn't impact me tremendously in a personal sense, but I'd be concerned about those of more limited means who use it on every workday	Non-Minority	Not low income
R_3oXehVCkOTL6v6F	Neutral	It would not impact me but would impact countless others.	Minority	Not low income
R_RluDIR9dMi6NUINX	Strongly oppose	it would definitely impact the poor, who rely on this transit service. increase taxes on the wealthy to provide upkeep, don't push the burden to the poor at the entry gate	Non-Minority	Not low income

R_3fCaiPmpRvnsUKmd	Strongly oppose	It will hardship for most communities!	Minority	Not low income
R_yKLWPUaGM5xBdp7	Strongly oppose	It impacts not only met but the rest of the ridership. In an economy of where extreme inflation everywhere, people incomes aren't rising and are having a hard time making ends meet already.	Minority	Not low income
R_1rvHolDKtpT1NrQ	Strongly oppose	Inflation is already impacting the working class. This is another burden.	Minority	Not low income
R_1DCNt0bP80HK1c9g	Somewhat support	Impact the paying passengers, not the everyday evaders.	Minority	Low income
R_3uv95JJPbAYNPgM	Strongly oppose	I'd be fine personally, but it's already more expensive for me to BART than drive - doesn't seem fair - tax me instead.	Non-Minority	Not low income
R_3wVILTRKotwRABP	Neutral	I understand the need to balance a budget on the one hand. On the other, price increases will push people away from using BART as soon as gasoline prices come down from $5+/gal. Ridership is still quite low compared with pre-Covid levels despite many freeways returning to heavy commute slowdowns.	Minority	Not low income
R_ve1qcNPP7bNKMf1	Somewhat support	I go into my office 3-5 days per week and rely on BART to get there (Macarthur to Walnut Creek: Emery-Go-Round, BART, and 4 bus/walking). With an increase in cost, I don't think I would decrease the amount of trips I'd make. I use Clipper on autopay and for me, since I don't have a car, the cost is what it is. This is still cheaper than a car. I am more worried for the people who are living paycheck to paycheck where this increase will hit them especially hard. I am your average office worker commuter.	Minority	Not low income
R_p49jDRi7NqC9xKfj	Somewhat support	I commute from South Hayward to San Francisco (Montgomery/Embarcadero depending on the day). Formerly this was 5 days a week, now it is 2-3 days per week given my company's hybrid work approach. I personally think that a fare increase is fine given my own salary and only partial reliance on BART to get to work. However, this jump of something like 30-40 cents per ride x2 given a round trip, could impact folks who make far less than I do. I can't comment on their needs, but it is a consideration that should be taken into account.	Non-Minority	Not low income
R_3jVAkmakaDo5fey	Strongly oppose	I can afford this, but the vast majority of people cannot. BART is already so expensive!	Minority	Not low income

R_3lUr2gghkp1Mu6x	Somewhat support	I am worried about what this might mean for folks who rely on public transit but do not have much disposable income.	Minority	Not low income
R_27HCOQjpOwGpGb	Somewhat oppose	Having a fare increase in January 2022 and then have it increase in July 2022 is difficult for people who just returned back to work from being furloughed and having decreased hours upon return	Minority	Not low income
R_3HjkqTaThZRFLs7	Strongly oppose	Gasoline is already too high, and now you want to increase Bart fare, that is not good for people that take Bart every day	Minority	Not low income
R_3F2wYVFpDNxxumX	Strongly oppose	Gas costs are already quite high and many people rely on public transport because of this reason. Raising fares might make it more difficult for people to afford public transit.	Minority	Low income
R_3harzLiapILp00K	Somewhat oppose	For workers where their jobs do not subsidy for transportation this will be challenging especially among the many other increases in cost of living expenses.	Minority	Not low income
R_XQjsWIid0KcThg5	Somewhat oppose	fare increase during or right after a pandemic is not smart, as many people are struggling with salaries cuts.	Minority	Not low income
R_271dlUmOFLHjOr1G	Strongly oppose	Everything is good up, Food, gas and Bart but our paychecks remain the same. I know a couple of people who had to take a pay cut to keep their jobs at the Giants. Come the average person get a break	Minority	Not low income
R_12Q258b3KS7hlly1	Strongly oppose	Everything going up but salaries keep it the same price so it's actually affordable to go to work please and thank you.	Minority	Not low income
R_2ClaquF7tfH9T4l	Strongly oppose	Economically. People with low income + gas prices high + high prices in BART= NO ALTERNATIVE.	Minority	Not low income
R_1l5tDKZMoloqhN	Strongly oppose	Due to COVID, not the right time.	Minority	Not low income
R_3fOvt3nczsygvMA	Strongly oppose	Cuando una persona trabaja con el sueldo mínimo y tiene gastos de renta luz agua y más aparte pagar más por aumento de transporte público es muy injusto que se aumente cada año no estoy de acuerdo... TRANSLATED: When a person is working on the minimum wage and has to pay their rent, electricity, water and then on top of that pay for an increase in the cost of public transport... I think it is very unfair that it is increased every year, I don't think that it is acceptable...	Minority	Low income

R_OPwKL8pULbHNcZ	Strongly oppose	Covid has challenged many Bay Area residents financially. I strongly oppose!	Minority	Not low income
R_2ZyICRksF2f9WqZ	Strongly oppose	Cost of living is too high for anyone to survive.	Minority	Low income
R_21AjKw8UNV29THy	Strongly oppose	Cost of living is so high in the bay area, everything counts	Minority	Not low income
R_1omYzmZTakrtaDz	Strongly oppose	Cost of living in the bay area is already high. This added expense for someone like me wgo relies on public transportation will cause more of a financial burden.	Minority	Not low income
R_1pFhM1NmUwen7Ox	Strongly oppose	Cost of living	Minority	Not low income
R_2hOkmJAbxdx59	Strongly oppose	Come on now, really, we just trying to get by. We know BART gets funds from taxes & bail out. Don't take it out on us riders , we going all we can to get by, with inflat.	Minority	Not low income
R_3RsUUMPv5XakzDQ	Strongly oppose	Come on not now people don't have extra money		Unknown
R_88q5GoPZUB8qH8	Somewhat support	BART fares are already high compared w/other systems. I can afford it, but I worry about low/mod income folks. Is BART being efficient w/it's funds?	Minority	Not low income
R_9ALO1KGZoPvyOnn	Strongly oppose	As minimum wage and the cost of living in the Bay Area steadily increases, it's becoming harder to live and thrive here. Continuing this steady increase not only ostracizes those who are from lower socioeconomic communities (even those that make to much to qualify for discounts, but can't afford the ride every now and then), but it acts as another reminder that the communities that made the Bay Area as beautiful as it is, will be pushed out.	Minority	Not low income
R_Pwj2G8hvuUrf0b	Strongly oppose	A lot of the people relying on BART and who continued to support and ride BART during the pandemic when tech workers got the ability to work from home are low income service workers. It's already expensive enough to make the round trip for work when you don't make a lot of money.		Not low income
R_3F4A6RfAJd5TggO	Strongly oppose	A lot of people taking public transportation are low income. If they increase fare they will also increase the chances of maintaining a job or getting places.	Minority	Low income
R_1fObLuRZtCUNIB	Strongly oppose	I personally do not have an issue with a fare increase, however, I worry about my hourly employees traveling to work from the East bay to	Minority	Not low income

		Embarcadero and having to pay extra when they do not make that much		
R_UVZN3FjD7TsBfr	Strongly support	Wouldn't impact me	Non-Minority	Not low income
R_5ouC5LsQ2PWmE3n	Somewhat support	TRANSLATED: None.	Minority	Low income
R_3IPEcM0VzgD3KN8	Strongly oppose	TRANSLATED: No, but as BART makes it convenient for me to travel to work, I'll still choose to use it.	Minority	Not low income
R_1zQs7O5D0tdeAvO	Somewhat support	TRANSLATED: If the objective is to protect the user and reduce the risk of interruptions and improve the service, the increase would be worth it	Minority	Low income
R_3e2FwsfNwxp1Jt6	Somewhat support	TRANSLATED: I understand. It's the inflation.	Minority	Low income
R_ApR4ZiaKeGBa4ux	Somewhat support	The increase is not a hardship for me personally and with inflation and labor costs going up it makes sense that fares increase	Non-Minority	Not low income
R_2xEkgtAOUK89Oiu	Neutral	Since gas prices have risen, I have been more reliant on public transportation, specifically Bart and ac transit. I think the fare raise is reasonable if it is going to keep providing safe and reliable safe service.	Minority	Not low income
R_2rgUOQ6Lo6X14NR	Strongly support	Only makes sense. Although I think we should do a half off fare to students, seniors and low income individuals.	Minority	Not low income
R_UWol8zfFPzAjFhD	Neutral	Not really	Non-Minority	Low income
R_3suWAOwdpwMOc6	Strongly support	Not really, my job pays for my Bart trips.	Minority	Low income
R_3iNtfoVeqBgRQy	Neutral	Not much of an impact as I am eligible and use a senior pass.	Minority	Not low income
R_1FtdXGPvKmkuz2B	Strongly support	Not impacted too much. It's a small price to pay for upgraded services.	Minority	Low income
R_r3yFk4TtqO8ryTL	Neutral	none. but if wage increases that is fune	Minority	Not low income
R_3rP3OrdQPqLN2P	Strongly support	None at this time.	Non-Minority	Not low income
R_D1WWv9UQ9CZR2bn	Neutral	No.	Minority	Not low income
R_0tV9OnuI68gOVNL	Strongly support	No.	Minority	Low income
R_3nlJ5uVRCMDm5ag	Neutral	No.	Minority	Low income

R_3n9jALio9WU7oF24	Strongly support	No impact.	Non-Minority	Not low income
R_3PSH5t6nyGOM1CJ	Neutral	No impact but want to make sure funds are used well	Non-Minority	Not low income
R_2wjObhShZW8vyl	Strongly oppose	No	Minority	Not low income
R_2fNRpsf3AL4re0N	Somewhat oppose	It would not impact me personally.	Non-Minority	Not low income
R_2lc9Cv8tzSnV1z4	Somewhat support	It would not impact me financially at the proposed percentage.	Non-Minority	Not low income
R_2CV75ZLwkX2RgGd	Strongly support	It would help fund BART and hopefully make service and operations more robust and more reliable.	Minority	Low income
R_cSDIP34GVx7gl4l	Somewhat support	It would be a little more but still a reasonable amount	Non-Minority	Not low income
R_3OewCsiRpkoC1dH	Neutral	In certain areas. I am retired and mostly living like a 1%er and the fare increase will not and would not impact me. P.S. I have 24/7 bus service at the door with A.C. Transit!!!	Non-Minority	Not low income
R_2rTMwbtnUhfQlKs	Somewhat support	I'm an occasional rider and would ok with paying little more if it means the service is reliable	Non-Minority	Not low income
R_1mgezrtJ2vacexhl	Somewhat support	I'm lucky, it won't affect me much.	Non-Minority	Unknown
R_2fsVWOq3Pa3LnNf	Somewhat support	I'm fortunate enough to be in a position that this fare increase would not impact me significantly and would not change how often I use BART.	Non-Minority	Not low income
R_1Nkn2R84WsTp4	Strongly support	I would pay about $1/day to ride BART but this is okay.	Non-Minority	Not low income
R_dbS7Nv8yjK1OWox	Strongly support	I would deal with it. Better than 880.	Non-Minority	Not low income
R_1oBUWefop7wel1s	Somewhat oppose	I will pay more money.	Minority	Low income
R_1UHvKmq5ZCPjtR9	Strongly support	I will be gone, but BART is worth paying for.	Non-Minority	Not low income
R_sSDjtCrtXKOy87f	Strongly support	I ride BART 3 times a week. I already get the senior discount, so I am paying much less than other riders. I would support a 3.4% increase	Non-Minority	Not low income
R_PAIVI1UunCI2f1KN	Somewhat support	I hate it but i understand	Minority	Not low income
R_UN4pd6EpiqdWGhb	Somewhat support	I could probably afford it.	Non-Minority	Not low income
R_28MBHG3brZICaf	Strongly support	BART is so cheap compared to driving. I am also fortunate that it's a small part of my budget. A	Non-Minority	Not low income

		small fare increase wouldn't affect my decisions to take transit.		
R_1LXNZQ68GwarcOo	Strongly oppose	Your job is supposed to provide an alternative to driving. Your service quality is bad and increasing your costs further only encourages even more driving.	Non-Minority	Not low income
R_3OO9dyuhPChhOob	Strongly oppose	Your affairs is already too high for the trains never to be clean drug addicts and crimes and you never see a police officer on your trains I see them on the street driving more than I see them on the train and for that why would I pay more money when I can have the convenience of my own car	Minority	Not low income
R_3zTkScaKwBFKKK	Strongly oppose	You think an increase in cost is going to make people trust that you'll do your job better? You can't even provide consistent service now!	Non-Minority	Not low income
R_2fplzv5KejL8m93	Strongly oppose	You people are insane. You collect enough money but there is nothing but insane drug addict bums smoking crack inside the cars. Feral $%&**! roam the trains stealing anything they can touch after jumping on BART without paying. Get your fair from the lazy black animals who evade fare.		Not low income
R_1LZrGbTokmEuHHA	Strongly oppose	You are too expensive as it is.... Fare jumping everyday... which you do NOTHING about. Do something about this, and there's your raised fare. Most of my co workers have returned to driving because it's cheaper, safer and cleaner. Get rid of your endemic graft and corruption instead of victimizing your riders.	Minority	Not low income
R_1rvDEeA5zRDqrnP	Strongly oppose	You are not providing full service, and you have come to the well too many times. The farebox is not the only source of revenue, and the government has given a lot of money out lately. The next budget has more. Hiking fares all the time creates fare jumpers and raises the stress and anger on the system because we know we are indirectly subsidizing the cars. Driving is cheaper than BART. And the pandemic has driven people back into their cars. You will never get them back on a system with dirty cars, the risk of assault, the constant noise of music played out loud on phones, and the back seats filled with angry men smoking cannabis openly in the cars. Stop balancing your budget on the backs of those of us who have no other viable ways to get to work.	Minority	Not low income
R_1PUDZvB4rvbd6d7	Strongly oppose	Yes, I propose a fare decrease for all.	Minority	Not low income

R_1jPLtTJopVc7XMk	Neutral	With the pandemic, prices keep going up. If the fare increase keeps Bart running consistently or even faster then I'm all for it. I take Bart to work daily so the increase would add up but life goes on. I would prefer if the bart could get some funding so they don't pass on the cost to riders. Some riders can afford it some can't.	Minority	Not low income
R_3IWPsDhOBjrh4tW	Strongly oppose	With the current state of most Bart trains, I do not think that a fare increase is justified. Most of the trains are outdated and feel very dirty. This plus inflation make it more difficult to get a monthly pass.	Non-Minority	Not low income
R_2tFEGfc2dolsDuu	Strongly oppose	With reliabkity at a worst most recently- I think it's fair to say that this seems ridiculous without, first seeing the changes you speak of, implemented and actively, positively working for the public.		Unknown
R_1jNwOoHbm5fc2uJ	Strongly oppose	With gas and inflation at an all time high it is getting harder and harder to pay to get to work. Bart has been one of the easiest and cheaper methods to get to work. Bart is here to help the people. The best way to do that is to keep prices reasonable. My trip cost 9.80 a day. An increase of 3.4% would increase my yearly budget by $86.	Non-Minority	Unknown
R_DAWGzrAGZlv1C0l	Strongly oppose	With fuel transportation prices and other cost of living increases due to inflation this increase comes at a really bad time.	Non-Minority	Not low income
R_3g1MlqwUMv1whr	Strongly oppose	With everything at an all time high, and bart is just getting ridership back, why would you want to increase fares even slightly? Plus the Federal government just gave Bart $271 million dollars.	Minority	Not low income
R_1fRAqppVBvQlcO4	Strongly oppose	Why should we pay more? Service hasn't gotten any better AND there are less Bart Trains. Bay Area pays the most for transportation in the entire countrty!!! You need to restructure and move existing funds for more POLICE.	Minority	Unknown
R_WD1JO8kqmLP3cIJ	Strongly oppose	Why do I have to pay more when so many ride for free?		Unknown
R_2fMss2jSgEiemr	Somewhat oppose	While the fare increase wouldn't impact me very much, I am a bit surprised that this is being considered when the system continues to lose revenue due to fare evasion. It's both disappointing that nothing seems to be done about it and annoying because as a law abiding rider, I feel like not only am I paying my fare to use the system, but I'm also paying for the fare evader through these increases.	Minority	Not low income

R_2t59BGWJrI5.2F5	Neutral	While I understand that with inflation things cost more I do think that the enforcement of fares could be made stronger, which would probably bring in more revenue	Non-Minority	Not low income
R_3fxhaMgasWvOsCt	Strongly oppose	Where's the oversight on how the higher fares from the last increase were spent? Where are the social workers to walk the trains to assist/disembark the untreated mentally ill and fare jumpers? How much more are the higher-ups' bonuses?	Non-Minority	Not low income
R_1g5YZS4ar1z8OCe	Neutral	What impacts me is lousy service. If the fare increase improves reliability and puts more trains in service, I would be more supportive. I went from Ashby to Civic Center and back on Sunday, March 20th and it was a terrible day on BART!	Non-Minority	Low income
R_2dPT8ESWPIbqSms	Strongly oppose	We're paying a lot for dirty trains and next to no security. You have got to stop letting the bums on the trains. Civic Center is the worse. No security. Druggies doing drugs in the staircases. It's disgusting	Minority	Not low income
R_1fs8yRsbqPv39eL	Neutral	We need to ENCOURAGE people like me to once again ride public transit!! Why not offer free days for awhile to get people back on BART?? Then later raise fares if necessary! Most people I know have avoided BART using cars. We need to reverse this trend through incentives	Non-Minority	Not low income
R_1rO7JyNaIO7Eazl	Strongly oppose	We are just returning to work from living disaster		Unknown
R_27NgGMw62A8FMMG	Strongly oppose	UNTIL BART CLEANS UP THE FILTH & CRIME PLAGUING THE CARS, ASKING FOR AN INCREASE IN FARES IS ABSOLUTELY RIDICULOUS. I am not a commuter but take BART to get to SF. I rode a month ago and I will not only NEVER ride it again, I will not allow my grown children, friends, family members, & out of town guests to get on BART to go anywhere. BART should be embarrassed - it's absolutely DISGUSTING.	Non-Minority	Unknown
R_1GZIswgbgQfsR7x	Strongly oppose	Trim back the fat of your high paid workforce first		Not low income
R_xesZ4aQwyVKhpPH	Neutral	什么东西都涨价，车票也涨价吧。 TRANSLATED: Everything has gone up in price, and so does the fare.	Minority	Low income
R_tWCTKlg2ad2xe1j	Somewhat oppose	TRANSLATED: Improve services	Minority	Not low income

R_yWlgCCs4Af7RQ7T	Somewhat oppose	Deberian primero, arreglar varias estaciones, uso bart por toda la bahia, casi todas las estaciones, arreglar : bombillas, lámparas, limpieza, moletines, sillones del bart, telarañas, pintura, hay personas enfermas de la mente que tienen mal olor muy fuerte y lo dejan en los asientos etc etc etc TRANSLATED: They should first, fix several stations, I use bart throughout the bay, almost all stations, fix: light bulbs, lamps, cleaning, moletines [sic], bart chairs, cobwebs, paint. There are mentally ill people who have a very strong bad smell and they leave it on the seats etc etc etc.	Minority	Low income
R_svCyFV0rpN6DVlt	Somewhat support	Totally for the fare increases, but they rarely if ever bring an increase in the ridership quality.		Not low income
R_2ckF4NcWOIDfNxD	Strongly oppose	Too many fare evaders pay nothing while Bart executives making six figures sock it to is honest fare paying citizens. The focus should be on getting everyone to pay their fare share and crack down on the gate cheaters not sock it to honest hard working fare payers.	Non-Minority	Not low income
R_2zjIDFAjzCIHOFg	Somewhat oppose	Too expensive	Non-Minority	Not low income
R_2jhw0TIUtlaZ5KP	Strongly oppose	Too expensive	Minority	Not low income
R_1K1HZKamZNpbo5N	Somewhat oppose	Timing is not great given the high inflation in other goods. Would prefer this is deferred to when general inflation has calmed down.	Non-Minority	Not low income
R_8vRI48JXcZjUpb	Somewhat oppose	This increase may 'be less than inflation' but raises are not usually meeting this rate. Bart has a lot of problems so I understand the need for improvements but I feel like we pay a lot already for not great reliability and dirty trains full of homeless individuals using many seats while not paying any fare.	Non-Minority	Not low income
R_2YKcbqG1fa5fr6X	Strongly oppose	This doesn't impact me much however there are people who jump the gates all the time and it's not fair for those who actually pay	Non-Minority	Not low income
R_wWWgREahsZiMrwl	Strongly oppose	Think of how much other transit systems cost(i.e. the subway - which is $2.75) and at BART. It is unreasonable to pay so much and get slow and unreliable transit. Such a disappointment	Non-Minority	Not low income
R_3g1PBRQWUZvQ8M9	Somewhat oppose	There should be no increase within San Francisco from Balboa to Embarcadero stations.	Minority	Not low income

R_3ow3aRCVG8Bg3mh	Somewhat oppose	There has many cancellations and maintenance that has been disrupting service lately. If any fare increase were to happen, those issues need to be fixed as well. As someone who relies heavily on BART for transportation, I expect better reliability if a fare increases.	Minority	Low income
R_6gpwAgDMneya1nb	Somewhat oppose	There are too many riders that don't pay and it's filthy! It's unfair to the rest of us good citizens and the train operators shouldn't have to deal with the homeless or those who suffer from mental health issues	Minority	Not low income
R_12GAedSzmfaxwdb	Strongly oppose	There are always multiple delays, the trains are not taken care of, and the hours are limited. Address these concerns.		Unknown
R_77DcELjmza7r4u5	Somewhat oppose	The trains aren't clean or that safe so making it more expensive for folks who pay doesn't make sense when others just hop the turnstile.		Not low income
R_1eOV5Q2LBUpO2Kh	Strongly oppose	The service on BART has deteriorated steadily over the past 5 or more years. Another fare increase would just add insult to injury. We waited over an hour to travel from West Oakland to Downtown Berkeley yesterday while an announcement repeatedly said that trains were running every 15 minutes. The trains are filthy, people are not wearing masks, people are playing loud music on the trains. No rules are enforced. How can you raise rates and never make the transit system more efficient or humane?	Non-Minority	Not low income
R_29h5xcl880frO1nh	Strongly oppose	the service is terrible! the trains are always late, the security is bad, the trains are always dirty. why I will pay more for a service that doesn't provide what I need. The service keeps getting bad and bad so I ak thinking to do share ride with my coworkers instead.	Minority	Not low income
R_3hCQezOWsZSnIlu	Strongly oppose	The reason we take Bart is because it's cheaper than gas.	Minority	Not low income
R_1oo2BKDLA9gUfUF	Strongly oppose	The level and quality of service of Bart is already very bad, infrequent, not on time, and unable to keep homelessness out of train or station. I am not sure why Bart still asks for fare increase. Not sure where the extra goes to if the current funds is not looking keeping a quality service	Minority	Not low income
R_6uoon1t7T0XryGR	Somewhat oppose	The increases promise this and that but the trains are still dirty, even the new trains. The technology at the stations are dated.	Minority	Not low income

R_3qX14XI7EEYybDI	Somewhat oppose	The increase will not impact me, however when I see spending that is not reasonable will impact me.	Non-Minority	Not low income
R_2tWLBwCnFZafrv1	Somewhat oppose	The increase has not yet occurred, and already seeing the impact, now that ridership has gone up. Trains with less amount of cars, both in the AM, and in the PM. Some people with carts and bags taking up (and stinking up) about four seats. But, the two things that bother me more: people jumping the fare gates and not paying; people smoking, drinking and who knows what else.	Minority	Not low income
R_1pVG56eBj4kTafl	Strongly oppose	The fares are already extremely expensive an increase is borderline ridiculous.	Minority	Not low income
R_2f6XDX7uZLQovr5R	Somewhat support	The fare will not really impact me but service Needs to be improved. There are too many cancellations of trains and the Red line being down for this long is Ridiculous!!	Non-Minority	Not low income
R_3uaEX2rwAmagKPE	Strongly oppose	The fare increase is outrageous. If Bart wants to increase revenue, clean the filthy trains. I used to be an avid Bart rider. But I rarely use Bart now because they are dirtier than ever and smell bad. Embarrassing!	Non-Minority	Not low income
R_ygSNNaCD8REOGZX	Strongly oppose	the cost of commute will be much higher, i strongly believe that the exceed city budget should be spent on public transportation rather than spending on drug injections	Minority	Not low income
R_1q3UCCmOGZ6Htlz9	Strongly oppose	The average commuter is being negatively impacted by all of these fare hikes. It is already expensive to ride BART to and from work. It is not pleasant to ride on BART for the last few years due to the homeless population and the fare evaders who like to cause problems on the trains.	Minority	Not low income
R_3dOIDwGKO9zr5Gc	Strongly oppose	Terrible conditions on BART. Dirty, not safe! People not paying, drugs, homeless.	Minority	Low income
R_1dgLxK3sLWmwXLG	Somewhat support	Strongly approve only if it keeps more riff raff off the trains. Please use funds increase to invest in greater security, cleanliness, enforcement of fares and crime on BART.	Minority	Not low income
R_BunMExYdqCJJ12h	Strongly oppose	Service cuts, late trains (or no trains) are already in effect. Nice that your company still hasn't been able to pay off it's debt from either which is disturbing	Non-Minority	Not low income
R_3HzaOgQZfC7SSU3	Strongly oppose	Rent too high.	Minority	Low income
R_1nTT9cysieBN5WJ	Strongly oppose	Reasons I do NOT support a price increase: 1. Bart is already more expensive than other	Minority	Not low income

		forms of transportation. 2. Bart employees are paid an already high salary, why not take a pay cut by 30¢-50¢? 3. Even with a price increase there will be delays and cancellations on the Bart system. 4. If Bart took seriously fare invasion by proactively addressing the issue, that money can then be used instead of raising prices. It's not fair for the ones that are honest and pay their due fare EVERY TIME we go to work and leisure travel. Install tall turn stalls like the ones found in the NYC Subway system. 5. We ride Bart to avoid the increase of gas of prices. And Bart wants to increase prices? 6. I travel from Antioch to Powell St. (SF) 5x-6x a week for and so even if is 30 cents, that adds up. I would hope I can somehow save by riding Bart.		
R_b9LkxNsRMG9kCl	Strongly oppose	Public transit should be free. Raising costs when gas costs are increasing will limit boost to ridership. Barring that, if fares must increase then: fares should increase more for "short trips" taken by folks who can afford to live close to where they are going, and increase considerably less for those traveling further for work etc, those who cannot afford to live near their regular destinations.	Non-Minority	Not low income
R_2pV9HYaxbUuYIiV	Strongly support	Please increase fares for safety & salaries.		Low income
R_1Ut0L2YeOzfcxO	Strongly oppose	Please cut fares in half like during transit month!	Non-Minority	Not low income
R_3gZLP9ZaTYbFiz	Strongly oppose	Please can you have a monthly pass option???		Unknown
R_1IntwxBFF5arDmk	Strongly oppose	Pay more money	Minority	Low income
R_PvtqJyb5RLyN6oh	Somewhat oppose	Pay more money	Minority	Low income
R_6X8e4YiZv86vGaM9	Somewhat support	on time	Minority	Not low income
R_2zHReCwXGTNDd	Strongly oppose	Ok, I've been riding Bart again recently and it's not the beautiful Bart of my youth everyday I see	Minority	Not low income

		drug use, usually just smoking weed but at least one a week crack/meth, I'm not sure which One I didn't ask, there's open defecation on platforms and various areas and violence everyday, if the money is going for more security I'd pay for that anything other, I'm not in favor		
R_2HPzRPckGvVOE	Somewhat support	Not much. .30 cent increase is not a lot however, if there is an increase, there has to be improvement in cleanliness/hygiene on BART & restrooms (that have access to dispose needles so they are not on the floor). However, if the price increases more than $1.00 from Antioch to Montogomery SF, there has to be cleanliness & be on time.	Minority	Low income
R_293UqbLywCRbzRO	Strongly oppose	No to Cost of living increases without corresponding wage increases.		Unknown
R_3k0p1bF6Dyvyrq6	Strongly support	Need great services.	Minority	Not low income
R_gOrd1IEaXdp2t9L	Neutral	My concern is we have been increasing the fare but the chairs we use to sit is still dilapidated.	Minority	Not low income
R_Dv1ZMzrPqbxNdDI	Somewhat support	Must get rid of crazy homeless and better later night service.	Minority	Not low income
R_3N0K24vaVI5axUtc	Strongly oppose	Most people do not pay for bart. You want more profit. Understand that most people are not paying at all. It isn't fair to me or my daughter that we low income people must suffer due to fair evaders. I do not like that people smoke crack or meth while im on bart trains. Lower fares and get the evaders to help keep fares lower. You guys get lots of funding. Create a program to help struggling people get to where they need to go help low income people not raise fares.	Non-Minority	Low income
R_VWI7bSCfmvvUzU5	Somewhat support	Mi comentario es que el aumento venga también con la seguridad en los trenes y no permitir a personas que vivan y duerman en los trenes, que se pasan de un tren a otro con todas sus pertenencias y bien sucios y ocupan un asiento completo y eso es porque los de las casetas de cada estación los dejan entrar y lo peor sin pagar y no es justo que los que pagamos pasajes tengamos que soportar a personas que no pagan y provocan muchas veces problemas dentro de los trenes con suciedades TRANSLATED: What I want to say is that with the increase there should also be an increase in security on the trains. People should not be	Minority	Low income

		allowed to live and sleep on trains, there are people who move from one train to another with all their belongings. They're very dirty and they take up a full seat. This happens because the people working at the station booths let them board the trains. The worst thing about it is that these people don't pay and it is not fair that those of us who pay for a ticket have to put up with people who don't pay and who furthermore often cause problems inside the trains as well as making them dirty.		
R_2dUtOlCYx5gU8MVs	Strongly oppose	Less humans more automation. This will reduce long term costs and improve service		Unknown
R_3emknwOGnM2fv1J	Strongly oppose	It's more costly every time I check fairs. I see more people unable to afford this mediocre service even though it serves as crucial to showing up to work. Im waiting on a train right now and it's not at all on time. What is this price increase really going to do? It won't make the trains efficient.. I tell other Bart riders when we miss trains due to Bart failure that on a good day Bart is falling apart. Just this morning my wife and I joked about how this is the best train system in the bay and it's such garbage. Have the people running this system been to an efficient running city with a metro.	Minority	Low income
R_1JPGOhM6MG2BVlp	Strongly oppose	It's already quite expensive for fairy low quality service.	Non-Minority	Not low income
R_eLuTu36dueUtXb	Somewhat oppose	It's already borderline unaffordable to take Bart every day as a commuting option, especially considering the poor state of the cars/amount of homeless individuals on them who interfere with having a normal experience	Minority	Not low income
R_pDDkVI13qkiYdQ9	Strongly oppose	It's hard to support an increase when I see so many people jump the gate with no repercussions. Seems like these same people are the ones playing music and eating on the trains which is disruptive to people around them.	Minority	Not low income
R_3IMGSOXOQS3bxCZ	Strongly oppose	It's already too expensive especially when trains go out of service and come late. It already doesn't feel like I get my money's worth when that happens	Minority	Not low income
R_31cI5BOBkvULZIZ	Somewhat oppose	It won't impact me that much since I have quite a short ride with BART. That said, I think it's time you offer monthly, unlimited fares as a subscription like any other major city in the world.	Non-Minority	Not low income

R_TdW9GyNTELcN6Df	Somewhat oppose	It won't have a large material impact but I think it is ridiculous that BART is raising fares while also creating 10 minute delays through its fare inspection program. Raising fares and implementing policies that cause delays and missed connections is unacceptable.	Minority	Not low income
R_3FWJWDrzSdjJSit	Neutral	It seems like Bart should focus on better service rather than expanding. The direct service from Berkeley to SF is pretty bad. Trains constantly canceled, etc.	Non-Minority	Not low income
R_3jcafa9gtF2IQbM	Strongly oppose	It keeps getting more difficult to continue to get worst service and pay more for it. The Richmond Line was out and there was nothing more than a basic communication from Bart regarding the status. I had to go to news outlets to get information. No communication from Bart service advisories other than "its out of service" no updates or estimated time of repair were given.		Low income
R_cSEyOwQgUWVqgh	Somewhat oppose	It frustrates me because I will be paying more money and they still haven't fixed the down escalator at the Montgomery Street station. If you want to collect more money Bart needs to be more diligent about keeping Bart accessible.	Non-Minority	Not low income
R_1PvATb9MuH1K%	Strongly oppose	It feels absurd given the level of service; infrequent trains, filth, etc...	Minority	Not low income
R_4Zo8SoQ3eOtaNY9	Strongly oppose	Increasing fares does not increase the safety from harassments and drug abuse we get with riding with bart.	Minority	Low income
R_3pald9FzSI68Abu	Strongly oppose	In the midst of record inflation and an endemic it wouldn't be equitable to have an increase of this nature. I also don't see BART using the funding to truly increase the overall value - still rundown stations, overall direct fleet(even the newer trains are already disgusting and half broken), and schedules that never remain on time.	Non-Minority	Unknown
R_1pMUAFzaAfkOxC	Neutral	Im neutral because i understand why. However, bart is already too expensive for what they provide. Trains are dirty and unsanitary. There's always homeless or solicitors on trains.	Non-Minority	Not low income
R_2rKG7T2pF7Gfpq	Somewhat oppose	If you stop letting people on Bart for free would we even need an increase? How about for every single person the Bart attendant allow to evade fare you subtracted the fare increase. I guarantee it would be a win-win in BARTs favor	Non-Minority	Not low income
R_1hOWK8XvOiOn7tsl	Neutral	If you increase fares please keep high security!!!	Non-Minority	Not low income

R_324skOoi7r8DH34	Neutral	If this make BART cleaner & safer.	Minority	Not low income
R_24cH1HE6lrdKEwQ	Strongly oppose	If the service improved I could understand but the trains and stations are a joke.	Non-Minority	Not low income
R_STAnMWoO0cPI28F	Somewhat oppose	I'm extremely concerned that this increased revenue will be squandered and not result in any meaningful change to BART. For instance, it's well understood that BART loses tons of cash because of the fare entrance gates. Why doesn't BART adopt a new gate that would help curb folks from hoping these gates. Also, the train schedule and the trains themselves aren't reliable. I support increasing the fare if this is going to adequately paying staff, adequately maintaining the trains and the infrastructure, and finally rolling out the new Bombadiere trains. But, I have little faith in BART's leadership to use this fare increase to accomplish these things. Instead, I fear this fare increase will only result in a larger financial burden on the communities that rely on BART to commute or travel.	Minority	Not low income
R_2ZEmkVVe1qmDou	Somewhat support	I'd be able to pay, but you need to do a better job making sure people pay for the fare	Minority	Not low income
R_22tw4ZZdC4zI5zF	Somewhat oppose	I've written multiple times to Bart regarding my frustration with high numbers of non paying riders. Can't "station hardening" pay for itself with deceased fare evasion? Making those of us who pay our fares pay even more to subsidize non payers is a step in the wrong direction.	Non-Minority	Unknown
R_1i2PryfyaxsoZ1o	Somewhat support	I'm okay with paying more for Bart but there are still older trains running that have noise issues. In addition, there are constantly homeless people riding the trains that create a smell and spill items on the floor.	Minority	Not low income
R_1Qt4O9kTqKeLbY	Strongly oppose	I'm commuting 5 days a week and my hours are still reduced due to the pandemic. I'm already barely making ends meet. I always pay my fare. Do something about all the fare evaders before you target people like me. Maybe start ticketing all the people who ride their bicycles and scooters on the platforms.	Non-Minority	Not low income
R_2Ui4amRrGvuqguqX	Strongly oppose	I wouldn't have a problem but you haven't provided a better rider experience		Not low income

R_eG7xmEtbCAVgFHz	Neutral	I would support fare increase if BART improve safety, security and cleanness for users. Bart is very convenient but I am very scared to ride because of group a young thugs threating passengers.	Minority	Not low income
R_2RQYE7QBxeIqqMq	Strongly oppose	I would stop riding BART, because I can no longer subsidize fare evaders for a train service that is increasingly becoming too unhealthy and unsafe for me to use to get to and from work. I am a rider with disabilities who depends on transit. If fare evasion was regularly monitored and prosecuted, BART would have the extra funds it claims it needs. Conservatively, I see at least 5-10 fare evaders actively jump turnstiles every weekday, and that is just what I, as one rider, sees. Collect that money or prevent its theft from paying riders, and then we'll talk.		Not low income
R_2UDpOCLo0Dk6Rw	Strongly oppose	I would not like it. Enforce the fares that exist. I should not pay more for turnstile hoppers	Non-Minority	Not low income
R_2aE9A7rbr4ZKCKh	Somewhat support	I would like for the decision to be considered and carefully made based on our economic times. If it has to be done how about increasing it at a 2% rate instead?	Minority	Not low income
R_3EmMmmYqBfA801	Somewhat support	i would if it enhances the system - cleanliness, patrols to remove the homeless, train configuration, train time to make more seats available.	Non-Minority	Not low income
R_3JVqgs2RTU7wDYp	Strongly oppose	I would feel even more outraged at the poor service Bart offers if I have to pay more.		Not low income
R_8y5OA7NQs4RuD85	Strongly oppose	I worked and took BART all through the COVID pandemic when nobody was on the trains except the homeless. I don't think I should be asked to pay more just to go to work. Why don't you focus on not letting the homeless, criminals, and young people (whom I have personally witnessed as a majority of the fare evaders) fare evade and ride BART. I bet if you focused on these people, you would collect way more in fares and you would also make taking BART better for the working people because they won't have to risk their lives every time they ride BART. I have seen some very crazy things happen on BART while riding it. I hate taking BART and if I can get another job where I don't have to take BART anymore, I'll take that job just to avoid riding BART. That's how much I hate riding BART.		Not low income

R_6rfhVJIQkygAtdT	Somewhat oppose	I understand the need for a fare increase yet can there be another way? As a daily rider, I witness so many fare evaders and fare jumpers. Why does the cost have to go to the riders who pay? Can Bart get the money needed by putting more effort in getting people who avoid the fares to pay their fair share? It is a win win in the long term. I saw the new faregate installed at the Bay Fair station elevator entrance. It was ineffective because people still pushed through. Please fix this!!	Minority	Not low income
R_1rH9d9Y5wDEuG6x	Somewhat support	I think the increase is fine. However, if there are easier ways of payment, like electronic parking via Clipper Card people would pay easier. That is make Clipper Card payments available in more place like parking.	Minority	Not low income
R_3oWOf6BF7vBEBiW	Neutral	I take bart 10+ times a week, with my regular round-trip to work costing $10 daily. While 3% may seem like a small fare increase (and it is) it feels like all I'm doing is paying more for those who hop the gates! Costs keep going up, I understand that, and I'd be more than happy to pay more if I didn't feel like my fare paid is essentially paying for those hopping the gates.	Non-Minority	Low income
R_31ylpImvvvEbnFz	Somewhat support	I spend $4.50 on VTA and $15 on SFBart a day so $20 equals $100 a week $400 a month. A monthly pass may be a good option and increase my utilizing BART on my days off.	Non-Minority	Not low income
R_2zUtrb4zw2BoUV3	Strongly oppose	I smell corruption	Minority	Not low income
R_1pxqLzNCezNUzuo	Strongly oppose	I pay for a FastPass on Clipper, nearly $100 already. I witness dozens of fare gate jumpers each trip I take. To increase the fare without addressing the fact 100s if not 1000s of people ride illegally is insulting. Build better, more prohibitive gates, full body turnstiles. I'd help pay for that but as it is, no. Service is already spotty	Non-Minority	Not low income
R_3fjZv96rMG453Xk	Somewhat oppose	I paid for my fare all times, but there is so many people that don't and we are the o e that have to cover the extra cost	Minority	Not low income
R_vjhmk5QI5ZeAvAt	Somewhat support	I only support it if it makes service more stable/reliable.	Minority	Not low income
R_3RsGg2e5IE9QBO	Strongly oppose	I love riding bart, but usually I can't justify the cost over Muni. I also see public transit as a public utility. I understand that in order to accomplish that, more funding is needed. However, that	Non-Minority	Low income

		burden should not be put on riders, who already struggle to pay fares. Higher taxes are needed instead of a fare increase.		
R_2dnZjuTyvPK135R	Strongly oppose	I love BART and use it regularly - it's already too expensive. Come on.	Non-Minority	Not low income
R_3sIlNFrDEwRRxw5	Strongly oppose	I have to commute long distances via Bart. I already feel like I pay too much as it is for incredibly unsafe and dirty conditions. And now that the schedule has been reduced even further, even post pandemic with many cancelled trains and service interruptions, this feels like money grabbing from the most vulnerable community members with the furthest to travel. In the past two years, even with fare hikes, I've increasingly felt more unsafe on Bart. Fare hikes will change nothing.	Non-Minority	Not low income
R_2c2f6aEBzOiiYr6A	Strongly oppose	I have been riding BART 5 days a week through the entire pandemic. My hours have been cut, they still have not recovered. I have always paid my fare. I see many fare evaders every single day. Do something about that issue before you target people who already pay.	Non-Minority	Not low income
R_1rqvfaIrTyIs7Tr	Strongly support	I find the cost of BART perfectly reasonable, excepting situations when wait times between trains are 15 min or longer.	Non-Minority	Not low income
R_PiMQ0tQ0A1iVPEWd	Somewhat support	I dont have a car, and use BART daily to commute from SF Balboa Park to Oakland. I have no other practical options.	Non-Minority	Not low income
R_27a2fN18Q87hFuk	Strongly oppose	I don't understand how the powers that be that run BART have the GALL to ask riders to pay more when the trains are FILTHY, NEVER on time, ALWAYS having issues and allow for people to constantly skip fare. Why don't the higher ups take a pay cut rather than passing this onto the riders who have to put up with the train wreck BART is.	Minority	Not low income
R_3IMPAEp0M5c1GIO	Strongly oppose	I don't think the fares should increase	Minority	Not low income
R_1rlg3vNmzf8HV4p	Strongly oppose	I don't satisfy about their service at all. All of the train are so old, dirty, and noisy. It's already over rated compare to service we get.	Non-Minority	Not low income
R_3JuJO5CR4VTWPZ8	Strongly support	I don't really use BART too much since it's normally more convenient for me to drive in my area (unfortunately). But believe funding public transportation is very important and I think keeping up with the cost of inflation is the least we should do.	Non-Minority	Not low income

R_1Qgc5Vl4e3IfV7E	Neutral	I don't mind a face increase but sometimes I feel like it's not safe anymore to ride bart. Like 11:30 from airport rider are homeless instead I ride bart I have to do carpool due to I fee unsafe to ride .		Unknown
R_240IdjCxzzFxeqB	Somewhat support	I don't use BART every day so raising fares won't affect me as much as it would have before the pandemic.	Non-Minority	Not low income
R_6x8I9hsLuIgj7kqF	Somewhat support	I don't mind the increase if you fix the escalators now ,add more security, clean the trains and start earlier on weekdays and weekends. Stop canceling trains .	Non-Minority	Unknown
R_2eWjjCtz5IKnOPU	Strongly oppose	I do not agree you guys need to do more of cleaning and finding away to make riders more safe	Minority	Low income
R_2Pq91a9cOon6fMw	Somewhat oppose	I could afford to pay a fare increase but I feel the cost of transit is already exorbitant and I strongly dislike the practice of charging based on distance - this penalizes people who cannot afford to live closer to city centers.	Non-Minority	Not low income
R_30cRb3F20V8Cac8	Strongly oppose	I could absorb it, but the ongoing deterioration in service doesn't make me confident the money would be well-spent.	Non-Minority	Not low income
R_2fWWBUBdpI33DHJ	Strongly oppose	I commute solely within SF and public transportation fare has risen consistently throughout my life here. However services like Bart and muni see no increase in quality. The Bart trains are filthy. Track maintenance disrupts normal schedule and the online platforms are not updated frequently enough to compensate for disruptions. There are police, fare inspectors, and crisis intervention specialists but homeless people still use civic center and Powell station like a campground and the trains are filled with sleeping homeless people with their filthy belongings, or just blatantly using hard drugs in the train. I'm not convinced paying a higher fare will change any of these things therefore I am strongly opposed. Fire some officers who just stand around Embarcadero station hanging out all morning and afternoon.	Minority	Not low income
R_DOI43juAirm7IZP	Somewhat oppose	i can afford it, but it feels like throwing good money after bad. there doesn't seem to be any accountability at BART for service shortfalls, quality of service, quality of ride experience, etc.	Minority	Not low income
R_R33GknLADdUSKDJ	Somewhat support	I appreciate the need to keep BART safe so as long as this increase does fund safety measures I'm all	Minority	Not low income

		for it. It would be nice to replace the old trains too, but that comes after safety.		
R_2UfMeh5wKYecgO3K	Strongly oppose	I am strongly opposed to the idea of increasing fare for paying customers who depend on public transport for the purpose of daily commutes. I have lost count of how many times I have witnessed people jumping the turnstiles or tailgating while I diligently tag my clipper card in and out. And what's worse is the station attendant NEVER makes an attempt to avert this occurrence from happening. I don't see why we, paying customers, have to pay a fare increase to cover the cost of people refusing to pay.	Non-Minority	Not low income
R_3NI3g8dwQ9AAWSq	Strongly oppose	I am extremely appreciative that BART continues to be a reliable source of transportation for me and many other people. However, it is increasingly frustrating to see so many fare evaders. Pretty much everyday that I ride BART, I see at least one person hop over the fare gates, or walk out the emergency doors without paying. This has happened in front of BART staff, who understandably fear for their safety to confront someone for their bad behavior. But the BART organization needs to curb this deviant behavior. The amount of revenue you could collect from the BART evaders is better than passing on the expenses to already paying customers.	Minority	Not low income
R_1gzs8FWy83hHAg8	Strongly oppose	I am disabled and very low income bracket. Bart is not reliable and not safe, Bart already gets a lot of money from me and I don't think I can afford to continue taking Bart in the future if the fare continues to rise	Minority	Not low income
R_2qDc7s51A04gn9o	Strongly oppose	I am an essential front line worker who relies on BART for transportation to work. I already spend thousands of dollars a year for commuting. A fare increase would be unjustifiable. In fact, BART should offer round trip and multi-ride discounts. No fare increase should go forward without an increase in service frequency and enhanced cleanliness of the trains. Conditions are disgusting. And, frankly, the BART ambassadors are just a waste of revenue.	Minority	Unknown
R_QfRaCn5s8vWPiP	Somewhat oppose	I am a senior on a fixed income.	Minority	Low income
R_9zC15d0j0UvrBy9	Neutral	I am a numbers person so I would like to at least understand at a very high level, the impact of	Minority	Not low income

		increasing/not increasing the fares. If we don't increase, what is the shortfall? If we increase, at what year does Bart break-even? Of course, I do not want any fare increase but if the numbers show that it is necessary to operate effectively, then I will be okay with it.		
R_2VpY8sFz89bwXIM	Strongly oppose	I am a daily Bart commuter, however I have been reconsidering my transportation mode due to all of the issues Bart has been experiencing (Redline not running for 2 weeks now, and over crowded trains). A fare increase without improving or addressing these issues first, would make me not want to take Bart anymore.	Minority	Not low income
R_2BkOGSvsrW4h1TTu	Strongly oppose	How is it that BART is already so expensive? Why is the subway system in NYC so much more convenient and less expensive. The trains run longer, more often, and to more places in NYC and are so much cheaper.	Minority	Not low income
R_3J8YK0RdKPpLF5q	Strongly oppose	How can you raise fares during a pandemic and recession?	Non-Minority	Not low income
R_sAyACdhCJBohOfT	Strongly oppose	How can you justify an increase when we are still using the same old cars? I praise how clean the stations are but mainly because most people aren't back on Bart yet. Give us the new cars and I'll gladly pay and support an increase.	Minority	Not low income
R_2w6PQc4N0KbG6se	Strongly oppose	How about you get the trains running on time and clean the drug addicts to stop smoking meth in the stations before you ask us to pay more money. Make people stop jumping the turnstiles first. You'll make up for that increase you want if you do that.		Unknown
R_zVaYPGW00wdL9oB	Strongly oppose	Get the schedules during commute hours back to re-Covid levels and it may be acceptable to have a small incease	Non-Minority	Not low income
R_1pUpS5vl9d5T61N	Strongly oppose	For students there should be less fare		Unknown
R_2fEuaOOHDI36mFg	Strongly support	For more improvements.	Minority	Not low income
R_3fPVv4iSVugEZEL	Strongly support	For more improvements.	Minority	Low income
R_1HKKkaGLK6ddF4A	Neutral	First, discipline your agents in the booths to be customer friendly. Most of them are rude and behave like doing a favor to answer any inquiry. Second, you really need to modernize your train	Minority	Not low income

		to be in 20th if not 21st century. And then ask for the raise.		
R_XgLmowDAH7WLp8I	Strongly oppose	Fares are already quite high, and it does not seem fair to put the burden of additional expenses primarily on taxpaying citizens after a global pandemic.	Minority	Low income
R_1iPX4L02VoEVdsq	Strongly oppose	Fare is already expensive and the service provided is already limited (poor services on week end, and nights for a big area like the Bay)	Non-Minority	Not low income
R_xm1JyUuRABdTU1O1	Strongly oppose	Fare increases hurt those who are lower income which in most cases are usually people who regularly commute on Bart. I understand inflation issues and I also understand that we need to keep Bart safe. My first concern is safety above everything else and second cost. In order to increase ridership to pre pandemic levels I think we need to increase Bart advertisements and cleaning/sanitation. Also, having reliable AC bus transit to and from Bart locations helps too. As a regular rider, I am constantly seeing faire evaders jumping gates which is also a problem so increased police presence and security will help as well.	Non-Minority	Low income
R_vk1R3eKt2D9eKfZf	Strongly oppose	Every day I watch others jump the turnstile while I pay full price (with minimal tax benefits from my employer for using public transportation instead of contributing to the worsening Bay Area traffic). It is hard enough to justify taking the frequently-delayed BART over driving myself, and increasing the fare would not move that decision in a positive direction.	Non-Minority	Not low income
R_2fquI3nKfVAobiUf	Strongly oppose	Each time the fare goes up we never see any difference with the bart delays, maintenance, more bart police, cleanliness and being consistant with the schedules. Also there are a lot of homeless people and also people that jump the gate to get free rides.	Minority	Not low income
R_3CZQDYoZH1kIwvk	Strongly oppose	Despite BART's public announcements, the system is filthy and dangerous, especially after 6pm. The parking areas are also dangerous. I may return to driving. A fare increase is very ill-advised.		Unknown
R_2WOqC2cvbmEzEg	Strongly oppose	Currently everything is going up. It has been two years since folks have been going in to work each day. Since then service has decreased with less trains running. Until it returns to normal I dont think it is far to charge more for less service. Also,	Non-Minority	Not low income

		inflation is going up and now a roundtrip fare from Walnut Creek to downtown SF is close to $11. It is almost getting to the point where it may be cheaper to drive with another person instead of taking Bart.		
R_6h66wXZgtsYjmpz	Neutral	Cost but will still ride it, only choice.	Minority	Low income
R_3nlAjcxUIWBT1iTD	Strongly oppose	Continued increases without seeing any change within the service.	Non-Minority	Not low income
R_Aus5puGDWCJIPv8	Somewhat oppose	Considering the reduced service (Richmond/SFO line), dirty trains, prevalent fare evasion, safety concerns, etc., it's hard to be supportive of a fare increase. It seems to take forever for riders to see the results of fare increases.	Non-Minority	Not low income
R_2UVeAQy0HdyXIm	Strongly oppose	Complete new trains with WiFi & time clock.	Minority	Low income
R_3UvpuxkOenh4HO	Somewhat oppose	Commuting with BART is already expensive. I feel that if dares were to increase then please use the funds to actually do what BART is advertising. This week I've seen many advertisements stating how much BART is cleaner, and I've seen the exact opposite when I'm riding trains. Trash is a norm, but to find mysterious liquids, syringes and burn marks on chairs is unacceptable. Additionally, with all these issues BART is also advertising safety, and I do not feel safe while riding BART. I'm constantly looking over my shoulder, I refuse to ride after 8pm because of suspicious activity and I rarely see BART ambassadors on the train. Again, these are things that BART is heavily advertising but I don't see any of it. I commute 5 days a week, even throughout the pandemic and I like the option to take public transportation. But as a rider, if you're going to increase fares, stay true to your word and use the funds to make the systems safer and cleaner.	Minority	Not low income
R_1GHvtQH7IKOMDKr	Strongly oppose	Clipper takes so much of the fare off the top. Take money back from clipper rather than making people pay more. We should be encouraging more people to use transit, which means prices should go down, not up. It's already too expensive and inaccessible.	Non-Minority	Not low income
R_3Qg1sd5h2EexH1X	Strongly oppose	Can't it become more affordable like it used to be?	Minority	Not low income
R_V3fTmfFyisCBu9	Strongly oppose	Been paying too much already with poor service. Train is dirty with no proper disinfection process.	Minority	Not low income

R_1rjnhjgRn9OLdm	Strongly oppose	Become too expensive. Please explore other revenue.	Minority	Not low income
R_3nPBaOevojGKtmU	Don't know	Bart was already given millions. The staff is reduced, seems like mismanagement of funds.	Non-Minority	Not low income
R_2t3syeJH7lqrLaL	Strongly oppose	Bart trains are always late anyway. I don't want to pay extra for that. If the fare gets too expensive more people are just going to hop the gates because they can't afford it. It's only a couple cents, but for people who are below the poverty line, every penny adds up, especially with the high Bay Area prices.	Minority	Low income
R_2eUwp3bfxRCOFa	Somewhat oppose	BART should not be reliant on farebox recovery, and pushing the fare increases onto riders who rely on transit for further trips will bear the brunt of the fare increases. If there is truly no other way to fund operations, then a fare increase is understandable	Non-Minority	Not low income
R_3Olkwa4bj7KtSOMD	Strongly oppose	BART should be free you absolute ghouls	Non-Minority	Not low income
R_1H1aav5zPgOSKCG	Somewhat oppose	BART service is currently highly irregular and unreliable with wide gaps in the Richmond-SF direction, adding 20-50 minutes to my daily commute. If this kind of service persists and fares are increased, I may have to turn to other forms of transportation	Non-Minority	Not low income
R_1mgyHMcRIbuDgJ	Strongly oppose	Bart prices are already higher than transit systems in pretty much every other city in the US. Why do you need more money when you have an over $2 billion budget? Why don't you just budget that money more efficiently?	Non-Minority	Not low income
R_1Hnwl7vl0uxlWKTdO	Somewhat oppose	Bart is not reliable. I understand that things break and need repairs. But every time that something goes wrong with the Bart system, it takes weeks before it's repaired and during all that time, the trains are off schedule or canceled.	Minority	Not low income
R_VVAtC7SIdloiLmF	Strongly oppose	Bart is already way too expensive. Increasing the fare is the wrong way to go. It costs 2 and a half dollars to go three stops. That's ridiculous.		Unknown
R_10vCrclI8nyytb8tE	Strongly oppose	BART is already unreasonably expensive! What are y'all thinking? You spend more money on trying to punish fare evaders than you do trying to create safe, effective public transportation for EVERYONE. Get it together, please.	Non-Minority	Not low income
R_1QtnumOpAn5C9rA	Strongly oppose	BART is already too expensive compared to other metro areas in the world.	Minority	Not low income

R_VULpnw7fKVyDWXT	Strongly oppose	Bart is already the most expensive public transport I have ever taken by distance. It is unaffordable. If you are going to increase fares I feel it's paramount you implement a commuter card or monthly pass option	Non-Minority	Not low income
R_z5L6C9DYhaJKtpf	Somewhat oppose	Bart is already so expensive!! I have a one income household and I sometimes try to find excuses to convince my boss to let me work from home more so I can save the Bart fare. Commuting from the East bay to SF is so pricey!!!	Non-Minority	Not low income
R_1fducoCpX9r7XTxH	Somewhat oppose	Bart is already ridiculously expensive for public transit. The distance based fare system is absurd. It discourages many people I know from using it for longer trips. Compare it to MTA in New York where any ride anywhere is the same rate.	Non-Minority	Not low income
R_31vl1QlFp9lup6D	Somewhat oppose	BART is already really expensive, but I also understand the need to better fund its operations.	Minority	Not low income
R_3M3QjDcHPaxaBsl	Somewhat oppose	BART is already raising prices.	Minority	Not low income
R_2IGlawUWMBhTfOw	Strongly oppose	BART is already incredibly overpriced and becoming more and more out of reach for working class commuters	Minority	Not low income
R_WczTWNXCu4tUe0F	Strongly oppose	Bart is already hardly cheaper than takin Uber (almost at pat with a two persons fare) and takes at least twice as long to complete a ride. It really makes no sense to offer public service which does not incentives ridership. Given environment benefits, I believe that Fares should be significantly reduced in the near future. My case: after visiting slo for two days I have completely switched to Uber.		Unknown
R_OjrxA5wNHBjK3SL	Strongly support	BART is already expensive. The train is dirty half the time and there is a huge homeless issue. My 13 year old daughter is scared to catch the BART alone. BART should work on safety instead of just trying to increase fares. Who will it benefit?	Minority	Not low income
R_zVEvPCDj3JwrANX	Neutral	BART is already expensive but maybe a smaller increase would be worth it.	Minority	Not low income
R_sjRca655kHMOTPH	Strongly oppose	bart is already costly to ride every day please keep prices as is		Unknown
R_WdO88vEAOnUzVtF	Somewhat oppose	Bart is already an expense, even though I appreciate the option and use Bart daily to get to work. There still are so many I see on a daily basis hop the gate and pay 0 everyday. If those people paid their fare, I'd be more inclined to support it.	Non-Minority	Not low income

R_3qO7gPSVBtOHrMp	Strongly oppose	BART is already almost too expensive to use. Service is terrible, on the whole. Trains are unreliable, the schedules online are never accurate. Please don't put yourself into obscurity (see: AC transit)	Non-Minority	Not low income
R_3f4zR9v9txOHBL	Strongly oppose	Bart has upped its fares quite a bit in the last 20 years. It costs the same amount of money to drive compared to commuting. That's ridiculous. There's not any more security, cleanliness or frequency in trains then we see now.		Not low income
R_3qmt3gBqnCRUDqX	Strongly oppose	Bart has just become a reliable and safe option for AFFORDABLE public transportation: cost of downtown sf - hayward round trip has dropped below what it costs in gas + toll. Any increase ruins this fragile system.	Non-Minority	Not low income
R_1QUI95pUj2FwAz	Strongly oppose	Bart has increased its fares significantly over the passed few years and to this day I've not seen much improvement in the overall atmosphere of my transits. Commute days are marred with train cancellation and I remember just a week ago that the Richmond line was down due to faulty electrical lines that just so happened to be needing a repair in the next few days prior to its servicing? I am really opposed to this and do not see significant improvements in BART amidst the continual increases in fares.	Minority	Not low income
R_1rdCPDJHNCts2x7	Strongly oppose	BART has gotten worse, far worse, not better and a service increase is entirely inappropriate. Please find ways to improve service before increasing service fees	Minority	Not low income
R_1JhRVITE6g0Zsn0	Strongly oppose	BART fares are already too high. The trains are dirty and unsafe. I do not support any increase	Minority	Not low income
R_1D8x8aVBnayR2A6	Strongly oppose	BART fares are already higher than they should be for the level of service provided. BART should prosecute fare evaders for more money rather than further gouge fare-paying riders.	Minority	Not low income
R_2TT2Gb2601Rrn8F	Strongly oppose	BART fares are already higher than any other metropolitan area's public transit I've seen. For example, it costs $3.40 to go anywhere in nyc on the subway.	Non-Minority	Not low income
R_2D2HgkaEO8PBQOY	Strongly oppose	Bart does not deserve an increase!! The trains are not being cleaned and the trains keep breaking down during commute time. Bart has been given alot of money to fix these issues.	Minority	Low income
R_UrutmuT1eLLEPc6	Somewhat support	BART cannot continue to depend so heavily on fares to pay expenses. BART workers are better	Non-Minority	Not low income

		compensated than I am, which is deeply unfair. The BART union needs an attitude adjustment and a reality check. And managment compensation should also be kept in check; the union can rightly point to high managerial compensation as a reason the union's demands are always so extreme. Please consider sales tax or some other form of funding besides fares. If I were compensated as well as BART staff, maybe I wouldn't mind a fare increase so much, but I'm not, and fare increases hurt riders and drive potential riders away.		
R_1pJqpDPw7w8cAVF	Strongly oppose	BART are already much higher than peer systems for longer distance rides. Washington Metro caps fares and offers monthly passes. BART does neither, and offers service that is not better. Caltrain offers superior rolling stock for much cheaper. Compared with metros in expensive cities around the world (Tokyo) BART has in fertile service frequency, coverage, rolling stock, and reliability, and is much more expensive per mile.		Not low income
R_3qp1MATAOr2vq9p	Neutral	As long as service is better and more clean.	Minority	Not low income
R_3pA0EP1Aa7Od1D	Don't know	As long as BART takes me to work and is stable.	Minority	Low income
R_12h8pJtgRrJWMfrc	Strongly oppose	Are you serious? The fare is already way too expensive with zero improvements and constant delays and disgusting trains. Where did the money from the government go?		Unknown
R_1K3rZQzIRYxNqyp	Strongly oppose	Are you kidding? This is already the most expensive public transportation I have ever seen. It costs me 10 dollars roundtrip just to work. That's egregious.	Non-Minority	Not low income
R_7dEPQqLZkcfvtQJ	Strongly oppose	Are you kidding? Bart received over a billion dollars in federal funding and you still want to bleed your riders!!! Bart is neither reliable nor safe these days. The massive amount of homeless that ride the train and hang out in the stations is unacceptable. Bart police are nowhere in sight and the regular delays due to police activity have skyrocketed- most of whom are fare evaders that shouldn't even have entered the station. Riding Bart is a choice and if you continue to piss off the existing riders your numbers will decrease rapidly.	Non-Minority	Unknown

R_2c5YmvldGnoruaNc	Somewhat support	A 3.4% increase is not a bad exchange to see the Bart more efficient and see less delays.	Minority	Not low income
R_1oAo59fNPM67QFO	Somewhat support	3.4% seems like an odd number for an increase to keep up cost of providing service. Why is 3.4% is the proposed number?	Minority	Not low income
R_2uvN3gu9GR26ZD5	Somewhat oppose	2% fare increase is acceptable, but 3.4% is high- will consider changing to driving electric car/carpool instead.	Minority	Not low income

Appendix PP-C:
July 2022 Fare Increase Postcard

BART WANTS TO
HEAR FROM YOU!

After delaying a planned fare increase at the height of the pandemic, BART is now studying a small fare increase to keep up with the cost of providing reliable and safe service.

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

Wednesday, March 16, 7–9am ..... Fruitvale
Thursday, March 17, 5–7pm ..... Balboa Park
Tuesday, March 22, 5–7pm ..... Antioch
Wednesday, March 23, 7–9am ..... El Cerrito del Norte
Thursday, March 24, 7–9am ..... Montgomery
Tuesday, March 29, 5–7pm ..... South Hayward

Or take the survey online March 14–April 3, 2022 at **bart.gov/faresurvey**

¡BART QUIERE
CONOCER SU OPINIÓN!

BART 希望
聽取您的意見！

Appendix PP-D:
Multilingual Newspaper Ads

A14 中國 三

世界日報

學者：中人口登峰值 空前挑戰

2022年之後 經濟須轉向靠消費需求拉動 考驗勞過供局戰

山東95後產5胞胎 夫：壓力大

在烏撤僑 中官員曾被槍抵腦袋

ALAMEDA

請求建議書 (RFP)
為了
電子收費系統服務
用於 Alameda CTC 運營的快速車道
(RFP 編號 R22-0009)

BART 希望
聽取您的意見!

bart.gov/fareSurvey

視力博士的
眼睛自救書

$30.4

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SALUD
7
Tacos veganos de aguacate para el desayuno
¡BART QUIERE CONOCER SU OPINIÓN!
Las personas jóvenes y saludables no tienen que preocuparse
PUEDEN ENFERMARSE GRAVEMENTE
de COVID-19.
COMPARTE LOS HECHOS, NO EL VIRUS.
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Una inmersión en el universo de la 'tía Frida' y sus tres grandes amores
¡BART QUIERE CONOCER SU OPINIÓN!
bart.gov/faresurvey

Appendix PP-E:
BART News Announcement

C. Metropolitan Transportation Commission Clipper Virtual Card (Pending)

METROPOLITAN TRANSPORTATION COMMISSION

Metropolitan Transportation Commission
Clipper Virtual Card Equity Analysis

Draft Initial Analysis

August 2022

MTC Clipper Virtual Card Equity Analysis
Draft Initial Analysis

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Background

Clipper® Program

The Clipper® Program is a fare payment system initially based on smart card technology that is used to pay fares on transit systems throughout the San Francisco Bay Area. Transit customers can load cash value or passes onto a plastic or virtual card which they can use to ride the 22 Bay Area transit operators shown in Figure 1.

The Metropolitan Transportation Commission (MTC) is authorized by Section 66516 of the Government Code of California to "adopt rules and regulations to promote the coordination of fares and schedules for all public transit systems within its jurisdiction" and to "require every system to enter into a joint fare revenue sharing agreement with connecting systems". Under this authority, the MTC adopted MTC Resolution 3866 which requires Bay Area transit operators to implement, operate and promote the Clipper® fare payment program as their primary fare payment system.

Figure 1: Transit Operators Accepting the Clipper® Card

Alameda-Contra Costa Transit District (AC Transit)	Livermore/Amador Valley Transit Authority
Golden Gate Bridge Highway and Transp. District (GGBHTD)	Marin County Transit District
San Francisco Bay Area Rapid Transit District (BART)	Napa County Transportation and Planning Agency
San Francisco Municipal Transportation Agency (SFMTA)	Solano County Transit
San Mateo County Transit District (SamTrans)	Sonoma County Transit
Santa Clara Valley Transportation Authority (VTA)	Vacaville City Coach
Peninsula Corridor Joint Powers Board (Caltrain)	Western Contra Costa Transit Authority
Central Contra Costa Transit Authority	SF Bay Area Water Emergency Transportation Authority
City of Fairfield (Fairfield and Suisun Transit)	City of Santa Rosa
City of Petaluma	City of Union City
Eastern Contra Costa Transit Authority	Sonoma Marin Area Rail Transit System

Reason for Equity Analysis

This report analyzes the equity impacts of setting the card acquisition fee for the new Clipper® virtual card. The Clipper® Executive Board has directed MTC staff to analyze the potential impact of not charging a fee for virtual cards and keeping the plastic card fee at $3.00. The main question is if the fee differential will disproportionately impact low-income and minority Clipper® card customers. The basis for the analysis will be the 2022 MTC Clipper® Customer ABS Survey conducted by MTC in early 2022.

Federal Fare Equity Analysis Requirements

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies that receive federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. One component of ensuring compliance is

performing an equity analysis for all fare changes and any major service changes to determine its impact on minority (race, color, or national origin) and low-income populations. These requirements are outlined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients".

The circular requires that there be a fare equity analysis completed for any change in fares or in fare media to ensure or minimize any disparate impact on minority populations or disproportionate burden on low-income populations as defined in Figure 2.

Figure 2: Disparate Impact and Disproportionate Burden Definitions

Disparate Impact (Minority)	Disproportionate Burden (Low-Income)
Refers to a facially neutral policy or practice that disproportionately affects members of a group identified by race, color, or national origin, where the recipient's policy or practice lacks a substantial legitimate justification and where there exists one or more alternatives that would serve the same legitimate objectives but with less disproportionate effect on the basis of race, color, or national origin.	Refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low-income populations. A finding of disproportionate burden requires the recipient to evaluate alternatives and mitigate burdens where practicable.

The analysis examples in the Circular and FTA training materials focus on measuring the impacts of fare increases/decreases. There is no specific guidance for evaluating the introduction of new fare media types and fees. The FTA does note in their "Title VI – Frequently Asked Questions" that an equity analysis of some form is required for introduction of new fare media.

> ***Question**: If a new fare media such as a "smart card" is introduced, should a fare equity analysis be conducted, even if the existing fares remain the same and the cost of transfers may be eliminated, depending on the type of card purchase?*
>
> ***Answer**: Yes, because new fare media may have an adverse impact on minority and low-income populations, depending on where it can be obtained by the public. An analysis of who is using current fare media and projecting who would use the new fare media is required so the transit agency can determine whether there are adverse or disproportionate burdens on minority or low-income populations*

Previous Clipper® Fare Payment Equity Analysis

As outlined in the previous section, transit operators are responsible for conducting equity analysis when making changes to their fares. Since the Clipper® card is operated by MTC and they require transit agencies to accept the card, it makes sense for MTC to perform one analysis for the region on behalf of the transit operators when proposing changes to regional fees and policies. MTC conducted an equity analysis in 2012 to cover the regionwide launch of Clipper when transit agencies were required to move passes over to the card.

Since the Clipper® card acquisition fee is charged by MTC and is the same across all operators it makes sense for MTC to conduct the analysis using regional data on behalf of all the operators. The analysis in this report follows this precedent as MTC will be implementing a regional card acquisition fee for plastic cards which impacts all operators.

Clipper® Card Types and Fees

Plastic Card

The genesis of the Clipper® plastic card goes back to the TransLink program which started in the early 2000s. The plastic "Smart Card" (see Figure 2) was a relatively new concept and was the most viable alternative for a durable stored-value transit card at the time. The project was piloted and grew to include most of the major transit agencies in the Bay Area. In 2010, TransLink was rebranded as "Clipper" and the card was officially launched as the primary fare media for the region.

The Clipper® plastic card contains a chip which stores cash, tickets, or passes. The card is intended to be reused and reloaded by customers for many years. Value can be loaded online, over the phone, at ticket vending machines, and at retail outlets. Clipper® plastic cards are expensive to produce relative to other fare media due to the integrated technology and durability. During a recent procurement, the cost of each plastic card was approximately $1.50.

In order to create an incentive for customers to keep the plastic card and recover some of the program's costs, a $5 card acquisition fee was implemented for the TransLink card. This fee was waved with the rebranding to "Clipper" in 2010 to encourage adoption. When the card fee was reinstated in 2012, it was lowered to $3 based on community feedback and an equity analysis. There is no fee for card setup with the "auto-load" feature, which is where the card is automatically reloaded with cash value or passes via a stored credit or debit card. Special fare media programs for students, seniors, and disabled residents also do not have a fee because these cards are registered to an individual person which creates an incentive for these customers to keep the cards since getting a new one would require going through a verification process again. MTC considered a minimum load value for the plastic cards in 2012, but decided against because of equity concerns and ease of use for customers.

Figure 3: Plastic Clipper® Card

Virtual Card

In recent years, a similar chip as is contained in the Clipper® plastic card has been integrated into most smartphones and smartwatches. This allows transit agencies to create "virtual" cards which can be read by the same card readers as the plastic cards. MTC has partnered with their fare integrator along with Google and Apple to allow customers to create Clipper® virtual cards which are contained in the "wallet" of a customer's smartphone or smartwatch (see Figure 4).

The virtual cards have some benefits over the plastic cards. First is that the virtual cards cost less to issue than the plastic cards and do not need to be physically distributed to ticket machines or sales outlets. There are fees for the Apple and Google integrations, but MTC estimates that the overall lifecycle cost for virtual cards is lower than plastic. Another benefit is that the virtual card is integrated into a device customers tend to keep for several years, and they are difficult to share with other customers which is a fare evasion concern.

MTC introduced the virtual card in early 2021 with no card acquisition fee as a promotion for the first six months. The same $3 fee as the plastic card started to be charged in October 2021. The fee was again waived as a promotion in March 2022 because of supply-chain issues causing delays in shipments of plastic cards.

Figure 4: Virtual Clipper Card

Peer Agency Review

There are five transit agencies throughout the country which have completed, or will soon complete, the same virtual card wallet integration as MTC. We conducted an analysis of the five agencies shown in Figure 5 to determine how they set their card acquisition fees for plastic and virtual cards and whether they conducted an equity analysis. The New York OMNY card has a slightly different integration than the rest of the agencies and was not included in this analysis.

Figure 5: United States Transit Agencies with Apple/Google Wallet Integration

City/Region	Product	Plastic Card Implementation Year	Virtual Card Implementation Year
Chicago	Ventra	2013	2020 (Apple) 2021 (Google)
Los Angeles	TAP	2011	2020
Portland	HOP	2017	2019
Washington DC	SmarTrip	2012 (2nd Version)	2020 (Apple) 2021 (Google)
Seattle	ORCA	2009	2023 (TBD)

Card Acquisition Fee Comparison

Figure 6 is a comparison of the card acquisition fees across the agencies which have both plastic and virtual cards. Most of the peer agencies charge the same amount for virtual and plastic cards. The exception is Los Angeles which charges $2 for a plastic card and has no charge for the virtual card. Chicago does not charge for the virtual card but requires that at least $5 be loaded onto a new card which is the same amount as the plastic card fee. They also rebate the $5 plastic card acquisition fee as stored value if the customer registers their card. Based on these policies, the Chicago card fees are generally equitable.

Figure 6: Card Acquisition Fees for Peer Agencies

City/Region	Plastic Card	Virtual Card
Chicago (Ventra)	$5 fee in person - refunded to card with registration or Free online w/ $5 minimum load or pass	Free but requires $5 minimum load or pass purchase
Los Angeles (TAP)	$2 fee w/ $1 minimum load or transit pass	Free w/ $1 minimum load or transit pass
Portland (HOP)	$3 fee w/ $5 minimum load	$3 fee w/ $5 minimum load
Washington DC (SmarTrip)	$2 fee / no minimum load	$2 fee / no minimum load
Seattle (ORCA) *Coming Soon*	$3 fee w/ $5 minimum load	$3 fee (minimum load TBD)
SF Bay Area (Clipper) *Proposed*	$3 fee w/ no minimum load	Free w/ $3.00 minimum load on Apple and $3.00 minimum load on Google

Peer Agency Equity Analysis

During our review of peer agencies, we tried to determine what type of equity analysis, if any, was done with the introduction of virtual cards. This information was collected via a survey and a review of the agency websites. Below is a summary of what we found from each agency:

- **Chicago (Ventra):** An equity analysis was complete before the Ventra plastic card was introduced in 2013. We did not hear back from CTA and a review of their website did not find a subsequent analysis for the virtual card introduction.

- **Los Angeles (TAP):** The free virtual TAP card was introduced during the COVID-19 pandemic as a pilot. The staff interviewed did not think that an equity analysis was completed specifically for the virtual card. Staff did indicate that LA Metro completes any necessary equity analysis for TAP program changes which are then approved by the governing board of each transit operator.

- **Portland (HOP):** As noted earlier, the plastic and virtual HOP cards have the same card acquisition fee. TriMet did an analysis for the introduction of the HOP plastic card but does not appear to have done one for the virtual card based on a review of their website. Because the fees were equitable, they may have decided than an analysis was not necessary.

- **Washington DC (SmarTrip):** WMATA did not conduct an equity analysis for the introduction of the virtual card. As noted, they charge the same fee for plastic and virtual cards.

- **Seattle (ORCA):** ORCA staff is not planning on conducting an equity analysis since they will be charging the same fee for virtual cards as plastic.

Analysis of Clipper® Card Acquisition Fees

Who is Impacted by the Fee?

The card acquisition fee is paid when a customer needs to obtain a new Clipper® card. The types of customers that will be subject to the fee include:

- A portion of new Bay Area residents who want to use transit
- All new BART customers
- Visitors to the Bay Area who use transit
- Existing Clipper® card holders who lose their card

The fee does not impact Bay Area transit customers who do not currently or plan to use the Clipper® card. Typically, these customers prefer to use cash or non-clipper fare media issued by individual transit agencies (based on non-customer survey responses).

2022 MTC Clipper® Customer ABS Survey

MTC regularly conducts surveys of Clipper® customers and non-customers. The latest survey was conducted between March and May 2022. A survey postcard was sent to a random sample of mailing addresses throughout the nine-county Bay Area region. In addition to completing the survey online, respondents could take it over the phone and in the four predominant languages. The new mail survey methodology used for the 2022 survey should yield more accurate results compared to the previous intercept surveys conducted at stops and stations.

The survey included responses from 1,932 Clipper® card customers with a margin of error of ± 2%. Of the 1,932 surveys, 20% were virtual card customers and 80% were plastic card customers. The survey also included the key demographics questions which are needed to determine the equity of the card acquisition fee.

The non-customer survey determined that most respondents do not use Clipper® because they are infrequent customers of transit and pay mostly using ticket vending machines. When asked if they are interested in using the Clipper® card in the future, non-minority respondents were less likely than minority respondents to be interested. There was little difference between low-income and non-low-income respondents (see Figure 7)

Figure 7: Interest in using the Clipper® Card in the future (non-customers)

Summary	Interested	Not Interested	All Riders
Non-Minority	35%	53%	42%
Minority	62%	44%	56%
Low-Income	30%	28%	29%
Non-Low-Income	70%	72%	71%

Equity Impact Thresholds

Each transit agency is responsible for establishing what differential is considered a disparate impact or disproportionate burden. As there are 22 Clipper® agencies, it may not be feasible to conduct a separate analysis based on each agency's specific thresholds. We have collected the thresholds for the agencies with the largest share of customers based on the 2022 Clipper® survey. Figure 3 shows the thresholds for these four largest agencies. We propose to calculate the Disparate Impact and Disproportionate Burden for these agencies for this initial analysis and compare it to their thresholds. For the purposes of this analysis the universe of potentially impacted customers will be existing Clipper® customers.

Figure 8: Major Clipper® Agency Disparate Impact and Disproportionate Burden Thresholds

Agency	Disparate Impact Threshold (Minority)	Disproportionate Burden Threshold (Low-Income)	Source
AC Transit	15% or more comparing people of color riders versus non-people of color riders	15% comparing low-income riders versus non-low-income riders	AC Transit Board Policy No. 518
BART	10% or more comparing protected riders versus non-protected riders (New Fare Media)	10% or more comparing protected riders versus non-protected riders (New Fare Media)	Title VI Program 2019 Triennial Update
Caltrain	10% or more comparing minority population versus non-minority populations	10% or more comparing low-income population versus non-low-income populations	Title VI Adopted Policies and Standards
SF Muni	8% or more comparing impacted minority populations versus system-wide minority populations	8% or more comparing impacted low-income populations versus system-wide low-income populations	Resolution No. 13-192

Disparate Impact (Minority Customers)

To measure if there is a disparate impact of card acquisition fees, we need to determine at what rate minority and non-minority customers use different card types using data from the 2022 Clipper® Customer ABS Survey. Question 12 on the survey asks is they customer is a "plastic" or "mobile" card customer. Questions 82 and 83 ask about race and ethnicity.

Figure 9 calculates the average card fee for comparing to the AC Transit, BART, and Caltrain disparate impact thresholds. Figure 10 shows the results of cross tabulating these question for use with the SF Muni threshold.

Figure 9: Proposed Clipper Card Fee Impact on Minority / Non-Minority Customers

	Proposed Mobile Card Fee	Mobile Customer Percent	Proposed Plastic Card Fee	Plastic Customer Percent	Proposed Average Fee	Current Fee	Fee Change	Percent Fee Change
Minority	$0.00	22%	$3.00	78%	$2.35	$3.00	$(0.65)	-21.7%
Non-Minority	$0.00	18%	$3.00	82%	$2.45	$3.00	$(0.55)	-18.3%

Figure 10: Clipper® Card Type by Minority / Non-Minority Customers

	Mobile	Plastic	All Clipper
Minority	58%	52%	54%
Non-Minority	41%	46%	45%
Prefer Not to Respond	1%	2%	2%

Figure 11 compares the measured differences to the disparate impact thresholds for the four largest Clipper® agencies. **Based on this comparison, the difference in card acquisition fee does not rise to the level of a disparate impact for any of the agencies. In all cases the benefit is greater for minority customers since they are using the mobile card at a higher rate.**

Figure 11: Disparate Impact Calculation

Agency	Disparate Impact Threshold (Minority)	Measurement	Disparate Impact
AC Transit	**15%** or more comparing people of color riders versus non-people of color riders	-18.3% average non-minority fee change vs -21.7% minority fee change = **3.4%** difference	No
BART	**10%** or more comparing protected riders versus non-protected riders (New Fare Media)	-18.3% average non-minority fee change vs -21.7% minority fee change = **3.4%** difference	No
Caltrain	**10%** or more comparing minority population versus non-minority populations	-18.3% average non-minority fee change vs -21.7% minority fee change = **3.4%** difference	No
SF Muni	**8%** or more comparing impacted minority populations versus system-wide minority populations	52% minority plastic card vs 54% minority all customers = **2%** difference	No

Disproportionate Burden (Low-Income Customers)

To measure if there is a disproportionate burden of card acquisition fees, we need to determine at what rate low-income and non-low-income customers use different card types using data from the 2022 Clipper® Customer ABS Survey. Question 12 on the survey asks is the customer is a "plastic" or "mobile" card customers, and Question 84 ask about income.

Figure 12 calculates the average card fee for comparing to the AC Transit, BART, and Caltrain disproportionate burden thresholds. It is important to note that for this analysis we assumed that low-income customers would pay $3.00 for the plastic card. We know that some portion of low-income customers receive their cards free through the Clipper® START program, but that the ratio would be similar under either card acquisition fee structure. Figure 13 shows the results of cross tabulating these question for use with the SF Muni threshold.

Figure 12: Proposed Clipper Card Fee Impact on Low-Income / Non-Low-Income Customers

	Proposed Mobile Card Fee	Mobile Customer Percent	Proposed Plastic Card Fee	Plastic Customer Percent	Proposed Average Fee	Current Fee	Fee Change	Percent Fee Change
Low-Income	$0.00	15%	$3.00	85%	$2.55	$3.00	$(0.45)	-14.9%
Non-Low-Income	$0.00	22%	$3.00	78%	$2.35	$3.00	$(0.65)	-21.5%

Figure 13: Clipper® Card Type by Low-Income / Non-Low-Income Customers

	Mobile	Plastic	All Riders
Low-Income	19%	28%	26%
Non-Low-Income	81%	72%	74%

Figure 14 compares the measured differences to the disproportionate burden thresholds for the four largest Clipper® agencies. **Based on this comparison, the difference in card acquisition fee does not rise to the level of a disparate impact for any of the agencies. There is a higher benefit to non-low-income customers, but it remains within all the thresholds.**

Figure 14: Disproportionate Burden Calculation

Agency	Disproportionate Burden Threshold (Low-Income)	Measurement	Disproportionate Burden
AC Transit	**15%** comparing low-income riders versus non-low-income riders	-14.9% average low-income fee change vs –21.5% non-low-income fee change = **-6.7%** difference	No
BART	**10%** or more comparing protected riders versus non-protected riders (New Fare Media)	-14.9% average low-income fee change vs –21.5% non-low-income fee change = **-6.7%** difference	No
Caltrain	**10%** or more comparing low-income population versus non-low-income populations	-14.9% average low-income fee change vs –21.5% non-low-income fee change = **-6.7%** difference	No
SF Muni	**8%** or more comparing impacted low-income populations versus system-wide low-income populations	28% minority plastic card vs 26% all low-income all customers = **-2%** difference	No

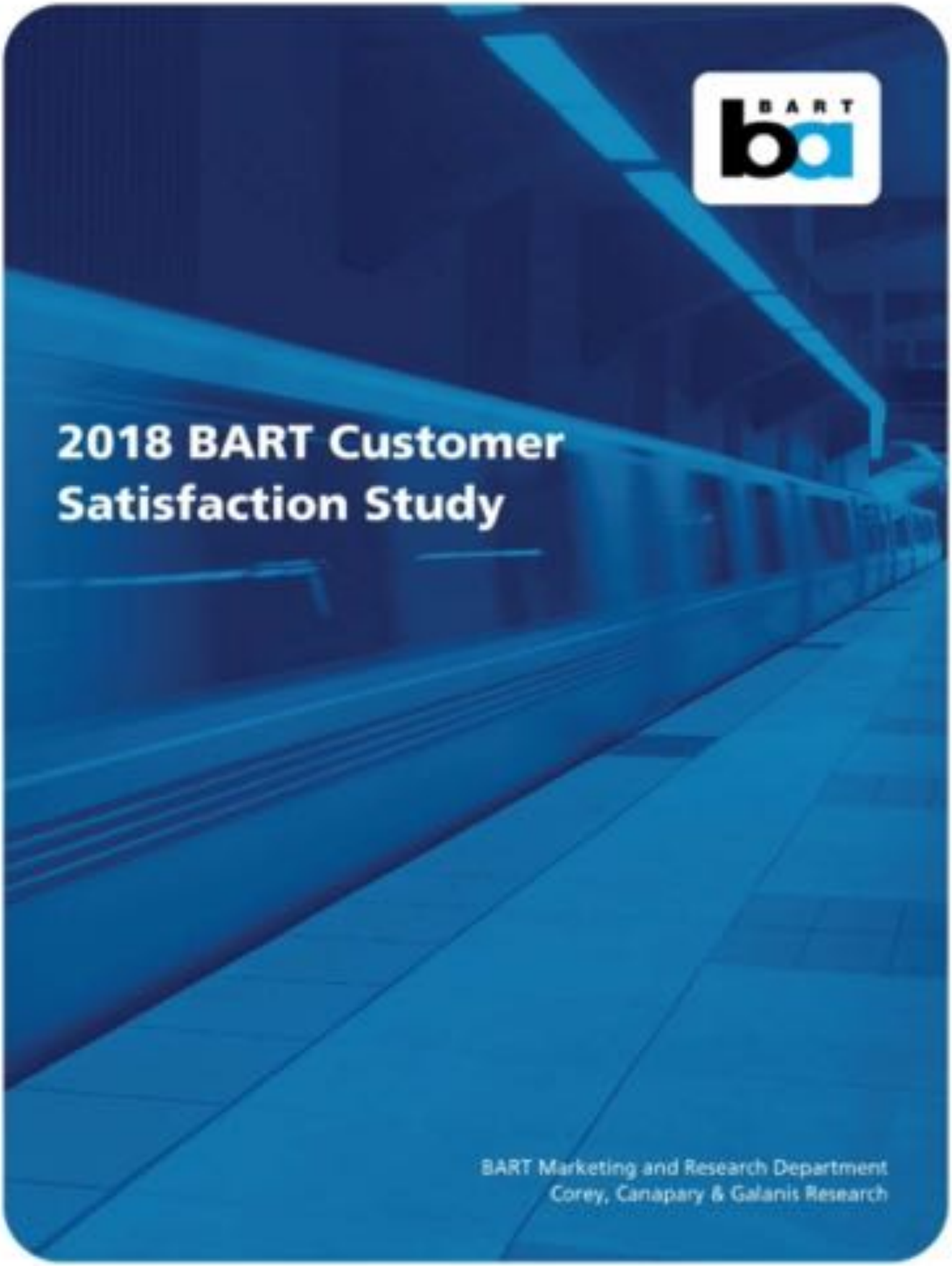
Recommendations

Based on the results of this analysis, the reduced cost of the virtual Clipper® Card compared to the plastic card does not cause a disparate impact disproportionate burden for Clipper® customers protected under Federal Title VI and Environmental Justice regulations. Overall, the benefits for minority customers is higher based on their higher usage of the virtual card. Low-income customer will be paying higher overall card acquisition fees if they continue to acquire more plastic than virtual cards.

In order to close the gap for low-income customers, MTC should consider programs which provide plastic Clipper® cards to low-income customers at no cost. The Clipper® START pilot-program is one effective way to distribute more free plastic cards since the program is targeted to low-income customers.

Another strategy would be to have a plastic card fee "rebate" program for users who register their card. Chicago gives customers 90 days to register their card at which point the card fee is added as stored value to the card. This would remove the $3 fee difference for users who keep their cards and still meet the original intent of the plastic card acquisition fee.

Appendix 11. Customer Satisfaction Survey (2018)



2018 BART Customer Satisfaction Study

BART Marketing and Research Department
Corey, Canapary & Galanis Research

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INTRODUCTION

BART's Customer Satisfaction Study is a tool to help BART prioritize efforts to achieve higher levels of customer satisfaction. The study involves surveying BART customers every two years to determine how well BART is meeting customers' needs and expectations. These surveys, initiated in 1996, are conducted by an independent research firm.

The BART Board of Directors, management and staff use customer satisfaction surveys to focus on specific service areas and issues important to BART customers. Making informed choices allows BART to better serve current riders, attract new customers, and enhance the quality of life in the Bay Area.

This report is based on 5,294 questionnaires completed by BART customers. These customers were surveyed while riding on randomly selected BART cars during all hours of operation on weekdays and weekends during an approximately five-week period in September/October 2018.

The Executive Summary in the next section highlights key findings from the survey. Subsequent sections present detailed analyses of the factors that influence customer satisfaction and a full description of the survey methodology, including a copy of the questionnaire.

The initial survey questions ask customers to describe their use of the system. Customers are then asked three key opinion tracking questions focusing on:

- Overall satisfaction;
- Willingness to recommend BART; and
- Perceptions of BART's value for the money.

In addition, the survey probes for ratings of 46 specific service attributes, ranging from on-time performance to station cleanliness. BART uses the service attribute ratings to set priorities for customer satisfaction initiatives.

It should be noted that a number of changes have occurred since the previous study in September 2016. Those which might have influenced customers' perceptions include:

- A continuation of high weekday ridership especially during peak periods, contributing to crowding on trains and station platforms. Although weekday ridership has declined slightly compared to the last survey period two years ago (-2%), it remains well above all prior survey periods at nearly 433,000 daily trips in September 2018.
- The impacts of the Bay Area homeless crisis. According to the 2019 Homeless Census, homelessness increased substantially between 2017 and 2019 in all of the counties BART serves.[1] This has led to an increase in the number of people seeking shelter in BART stations and on BART trains, which has impacted customers' perceptions of cleanliness and safety on BART.
- The impacts of the national opioid and methamphetamine epidemics, which have also impacted customers' perceptions of cleanliness and safety on BART.[2]

[1] Increases in homelessness by county between 2017 and 2019: Alameda County: +43%; Contra Costa County: +47%; San Francisco County: +17%; San Mateo County: +21%. (Homeless Census 2019)
[2] In San Francisco County, Emergency Department visits due to opioid overdoses jumped from 41.5 visits/100,000 residents in 2016 to 58.6 visits/100,000 residents in 2018 (CA Dept. of Public Health).

- While violent crimes on BART remain rare, there has been heightened awareness of security issues after media coverage of several high-profile crimes that occurred on BART since the 2016 survey. The crimes included a fatal stabbing a couple of months prior to the 2018 survey and a group robbery onboard a train in 2017.
- Continued weekend service closures for track repairs and other infrastructure improvements, including a major rebuilding project between 19th St. and West Oakland that involved four weekend closures in August and September 2018.
- New station openings: Warm Springs / South Fremont (March 2017), Pittsburg Center, and Antioch (both in May 2018).
- The roll-out of new Fleet of the Future cars, beginning in January 2018. At the time of the survey, there was one new ten-car consist in revenue service, running on the Orange line (Richmond / Warm Springs).
- Fare changes in January 2018. Overall fares increased by 2.7% based on BART's inflation-based formula. In addition, in an effort to shift more customers to Clipper cards, a 50 cent charge was added to rides made with BART blue tickets. The youth discount was extended from age 12 to age 18 and changed to 50%.
- Proof-of-Payment ordinance, implemented in January 2018. This requires passengers to present a valid ticket or Clipper card within the paid area of the BART system upon request by authorized BART personnel.

EXECUTIVE SUMMARY

While greater than half of riders give BART positive ratings on key satisfaction questions, these ratings have declined significantly since 2016.

- 56% say they are very or somewhat satisfied with BART. This is down 13 percentage points since 2016.
- 73% would definitely or probably recommend BART to a friend or out-of-town guest. This is a decrease of 12 percentage points since 2016.
- 54% agree strongly or somewhat that "BART is a good value for the money." This has dropped five percentage points since 2016.

Percent of BART customers saying they...	2014	2016	2018
Are **very or somewhat satisfied** with the services provided by BART.....	74%	69%	56%
Would **definitely or probably recommend** BART.....	89%	85%	73%
Agree strongly or somewhat that BART is a good value for the money...	63%	59%	54%

Key factors behind the decline in customer satisfaction continue to be: crowding, cleanliness, and aging trains and stations. In addition, concerns about personal security on BART have risen dramatically, likely driven by high profile incidents, as well as day-to-day quality of life issues that impact how safe riders feel on BART. These issues include drug use and criminal activity on or near BART, untreated mental illness, fare evasion, homelessness, and panhandling.

In light of this, BART has prioritized customer safety with continued emphasis on addressing these quality of life issues. This year's approved budget includes funding for 19 additional police officers and four additional fare inspectors. The survey data show that customers' ratings of personal security on BART are strongly correlated with their ratings of police presence on BART.

To address the impact of the Bay Area's homeless crisis, BART is expanding Homeless Outreach Teams to include all four of BART's counties. The teams consist of outreach workers who try to connect homeless individuals on or near BART with needed social services. BART is also expanding its well-received elevator attendant program to all four downtown San Francisco stations. Started in April 2018 at Civic Center and Powell stations, it has virtually eliminated inappropriate behavior in elevators and is highly rated by BART customers.

To address station cleanliness, BART will hire 15 additional station cleaners. This will help bolster BART's revamped cleaning efforts, which include focused overnight cleanings of the system's busiest stations.

As for issues related to crowding, BART's new Fleet of the Future train cars are steadily rolling out. While only one ten-car train was in service at the time of the survey, there are currently six trains running. As more cars are put into revenue service, BART will be able to lengthen more trains to ten cars and help reduce crowding.

Many projects to renew the aging system are underway, funded by voter-approved Measure RR.

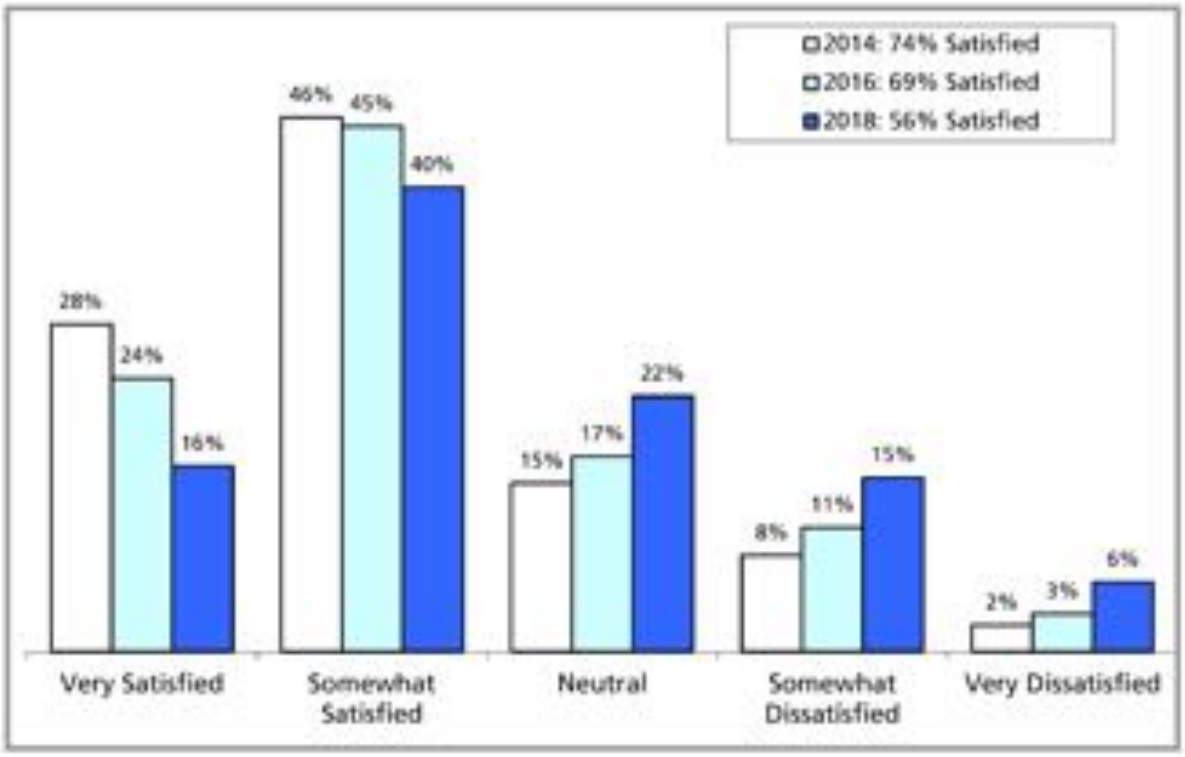
At the beginning of the survey period, a critical section of track between 19th St. Oakland and West Oakland was rebuilt over the course of four weekends. Projects like this, while behind-the-scenes, will help to improve the system's reliability for years to come. Another renovation project that customers will begin to see in 2020 is a massive escalator replacement project. A total of 41 escalators in downtown San Francisco will be replaced, resulting in more reliable escalators at the system's busiest stations.

DETAILED RESULTS

OVERALL SATISFACTION - TRENDING

(2014 / 2016 / 2018 Comparison)

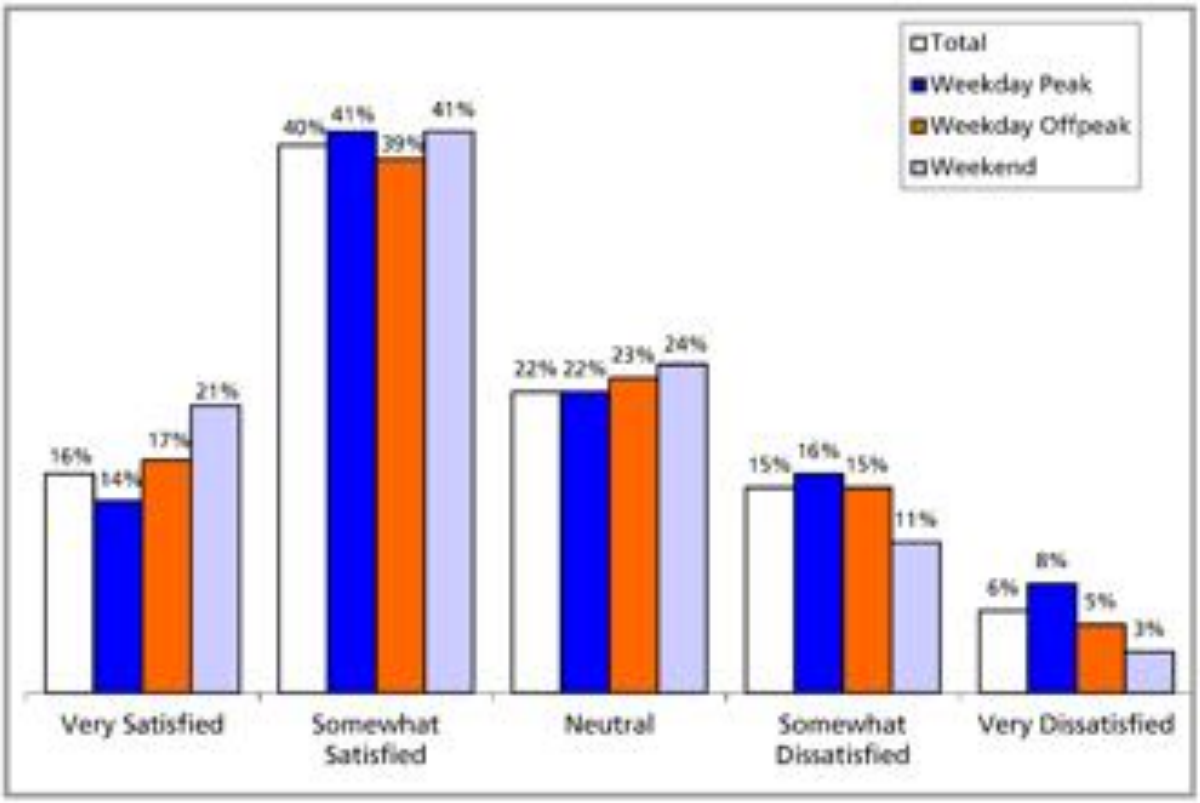
Overall satisfaction measured by those who are **very satisfied** or **somewhat satisfied** has dropped to 56% in 2018, down from 69% in 2016 and 74% in 2014. This was driven by declines in both those who are **very satisfied and somewhat satisfied**.



2018 OVERALL SATISFACTION

(Peak / Off-Peak / Weekend Comparison)

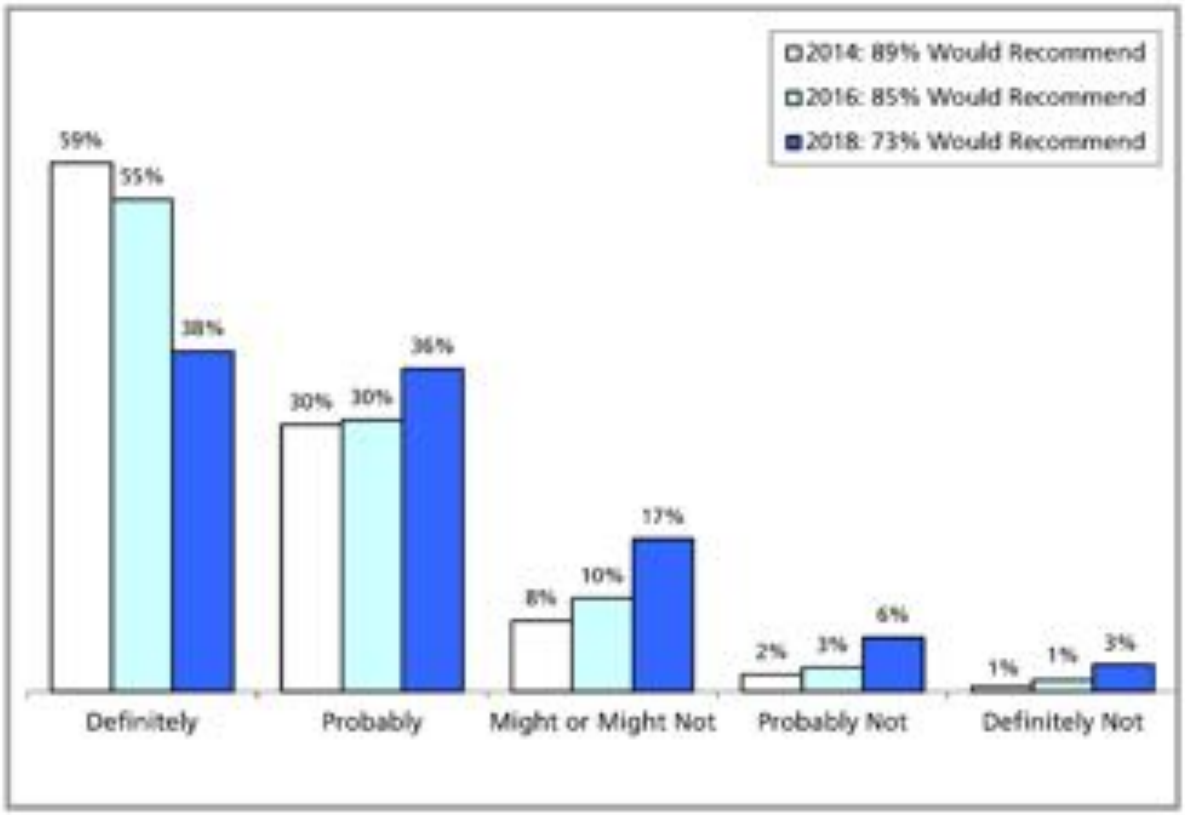
While overall satisfaction is at 56%, there are some differences among customers who ride during different time periods, most notably that weekend riders tend to be more satisfied than weekday riders.



WILLINGNESS TO RECOMMEND BART - TRENDING

(2014 / 2016 / 2018 Comparison)

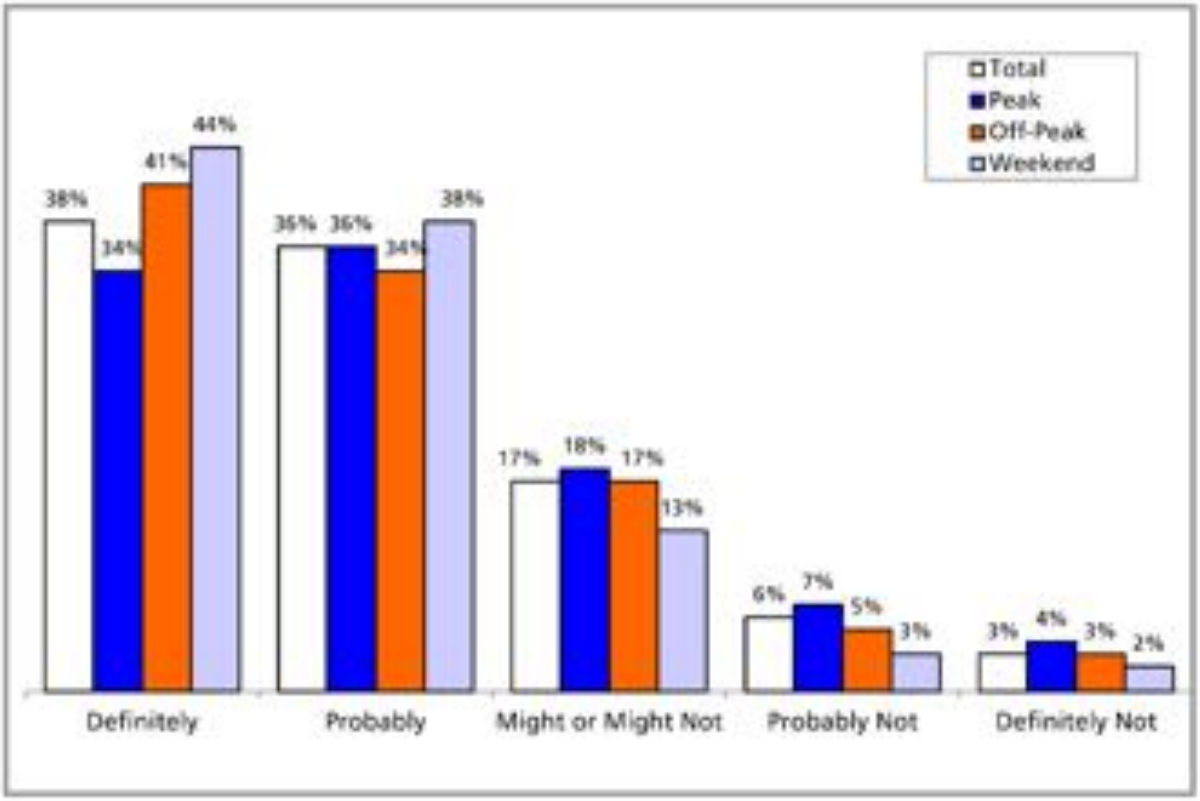
Overall willingness to recommend BART continued to decline in 2018, driven by a decline in the "definitely" recommend category.



2018 WILLINGNESS TO RECOMMEND BART

(Peak / Off-Peak / Weekend Comparison)

Peak period customers are less likely to definitely recommend BART than off-peak and weekend riders.

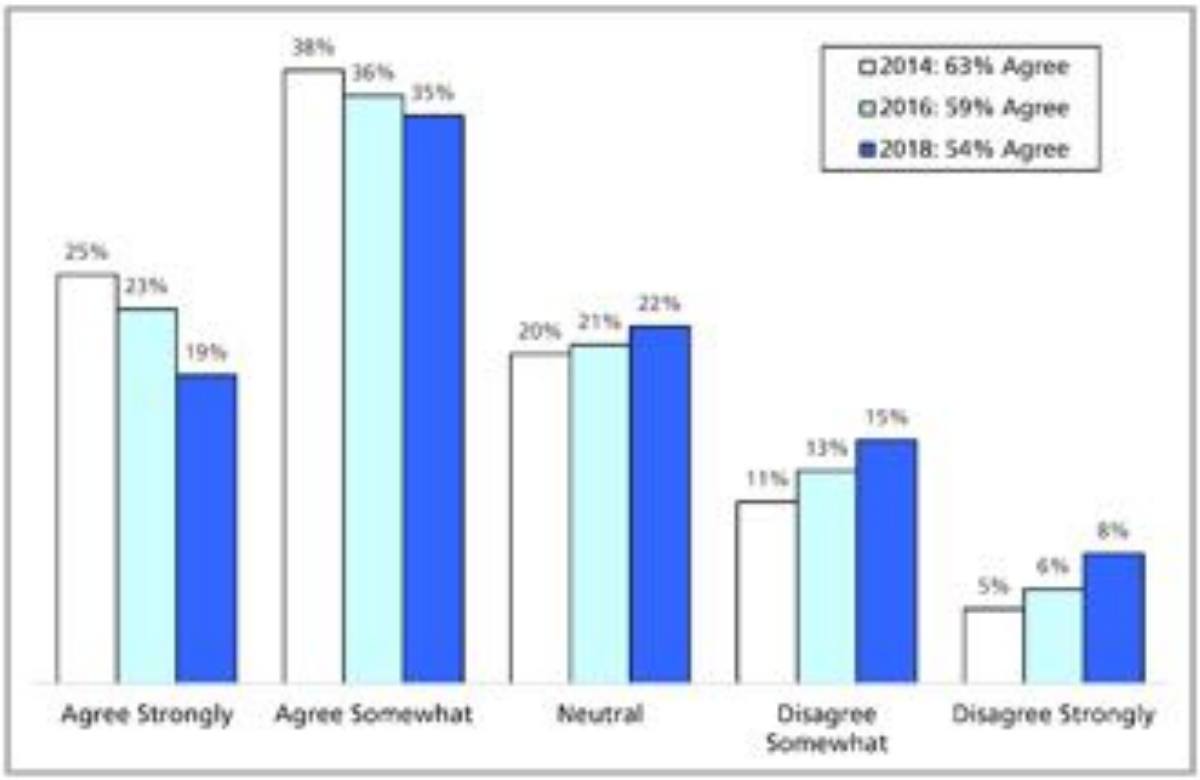


PERCEPTION OF BART AS GOOD VALUE - TRENDING

(2014 / 2016 / 2018 Comparison)

While greater than half (54%) see BART as a good value, this rating has declined since 2014. In 2018, the decline was primarily driven by a drop in the "Agree strongly" category.

"Value" has two components – satisfaction and price. Since the decline here is not as steep as the decline in overall satisfaction, the decline may have been tempered by the fact that fares have increased less than the rate of inflation.

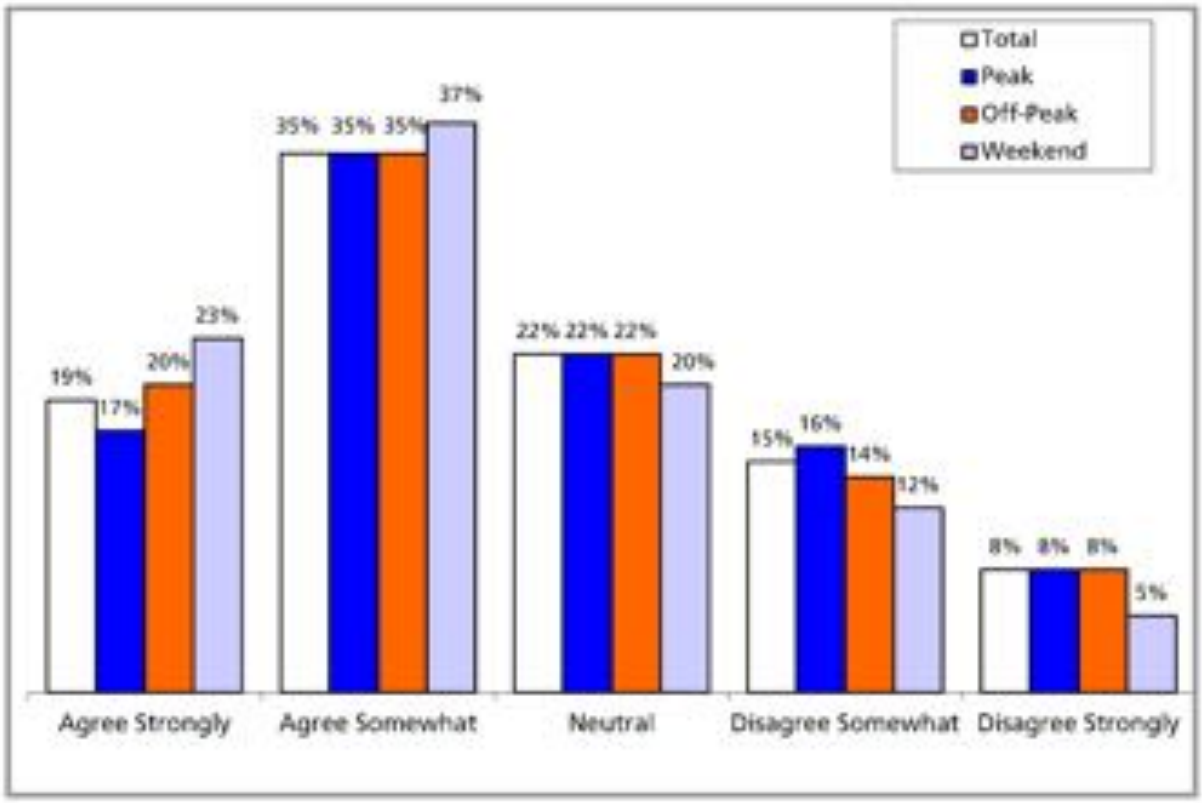


2018 PERCEPTION OF BART AS GOOD VALUE

(Peak / Off-Peak / Weekend Comparison)

Fewer peak period riders agree strongly that BART is a good value for the money, as compared to off-peak and weekend customers.

Peak period customers generally ride BART five or more days per week, so the aggregate fares they pay far exceed fares paid by off-peak and weekend customers. While off-peak and weekend customers generally ride BART less frequently, they are a much larger group of people overall and are an important part of public support for the BART system.



SPECIFIC SERVICE ATTRIBUTES

In the 2018 survey, customers rated BART on 46 specific service attributes. The chart on the opposite page shows mean ratings for each of these 46 service attributes. Items appearing towards the top of the chart are rated highest, while items appearing at the bottom are rated lowest. The average rating (on a scale from 1 = Poor to 7 = Excellent) is shown next to the bar for each item. Given the large sample sizes, mean ratings are generally accurate to within ±0.05 at a 95% confidence level.

BART received the highest ratings for:

- Clipper cards
- Availability of maps and schedules
- BART tickets
- bart.gov website
- On-time performance

BART received the lowest ratings for:

- Addressing homelessness on the BART system
- Restroom cleanliness
- Presence of BART Police on trains
- Elevator cleanliness
- Enforcement against fare evasion

Note that the lowest rated attribute "Addressing homelessness on the BART system" was a new attribute added to the 2018 questionnaire.

For a chart showing the percentage results, please see Appendix D.

2018 RATING OF SPECIFIC SERVICE ATTRIBUTES

Mean Rating (7-point scale)

Among the 46 attributes, 29 showed statistically significant declines between 2016 and 2018. Of the remaining 17 attributes, five showed statistically significant increases, nine were essentially flat (changes were not statistically significant), and three were not asked in 2016.

The chart in the next sub-section shows the percent change in the mean rating from 2016 to 2018. For details on statistical significance, refer to Appendix C.

The attributes with the largest declines were:

- Enforcement against fare evasion (-19.8%)
- Personal security in the BART system (-16.4%)
- Presence of BART Police in stations (-14.6%)
- Train interior cleanliness (14.1%)
- Condition / cleanliness of floors on trains (-12.6%)
- Presence of BART Police on trains (-12.3%)

The attributes with statistically significant increases were:

- Noise level on trains (+3.5%)
- Hours of operation (+3.0%)
- bart.gov website (+2.9%)
- Availability of standing room on trains (+2.0%)
- Clipper cards (+1.0%)

Fare evasion is increasingly a concern of BART customers. This issue not only results in lost revenue that can't be reinvested in the BART system, but also in other issues that impact the BART customer experience when those who don't pay their fare also break other BART rules. BART has put considerable effort into addressing this issue, including implementing a Proof-of-Payment system and investing in station hardening throughout the system.

The Proof-of-Payment system requires that passengers show their valid Clipper card or BART ticket upon request by authorized BART personnel, and went into effect in January 2018. BART's budget for this year includes hiring four additional fare inspectors in support of this effort.

Station hardening efforts include raising railings, securing swing gates, moving elevators into paid areas, installing escalator canopies, and modifying faregates. It is expected that over half of BART stations will be hardened by the end of June 2020.

While violent crime on BART is rare, riders' perceptions of *personal security* have been impacted both by high profile incidents and quality of life issues that impact how safe they feel on BART. Passengers also commented on the survey about situations that made them feel unsafe on or near BART property, involving drug use and other criminal activity, untreated mental illness, fare evasion, homelessness, and panhandling.

Looking at ratings of other attributes on the survey, the following were correlated with personal security in the BART system: police presence (in stations, outside of stations, on trains), enforcement against fare evasion, and addressing homelessness on the BART system.

To address personal security, BART's current budget has prioritized quality of life issues, with funding to hire 19 additional police officers. Also included is continued funding to support and expand homeless outreach programs, as well as elevator attendants at additional downtown San Francisco stations. (The attendant program has virtually eliminated inappropriate behavior in

the elevators at stations where it's been implemented.)

With regards to the *police presence* attributes, these are associated with riders' feelings of personal security as noted above. BART is addressing this issue by stepping up efforts and offering hiring bonuses to recruit new police officers – both to reduce the vacancy rate, as well as to expand the force. By spring of 2019, BART had reduced the vacancy rate on its police force from a high of 41 down to 20. And, as noted above, funding has been allocated to hire an additional 19 police officers, a significant investment toward increasing police presence systemwide.

With regards to *train cleanliness* attributes, customer comments indicated that issues pertaining to homelessness, biohazards, and unpleasant smells contributed to their low ratings. BART implemented rapid response train cleaners in 2018 to address cleanliness issues requiring immediate attention. Cleaners are positioned on specific mid-line station platforms, where they can quickly intercept a train and clean messes from cars as reports come in. This is in addition to end of line train car cleaners who walk the length of each car at the end of a run. BART also added a feature to its website, mobile website, and app where riders can easily report biohazards.

Looking at the attributes with rating increases, customers gave higher ratings to *noise level on trains*. BART has made substantial progress in reducing train noise by implementing a new wheel "profile," or shape. This new tapered profile is designed to reduce wear and damage to the rail, thus reducing noise. At the start of the survey period, most of BART's legacy fleet (84%) had been converted to the new wheel profile, and the remainder was completed by December 2018. (All of BART's new Fleet of the Future train cars have the new wheel profile.) To take full advantage of the benefits of the new wheel profile, BART will continue to grind the rail to optimize its fit with the new wheels. As of summer 2019, 36% of the rail work had been completed.

With regard to *availability of standing room on trains*, BART modified more than half (57%) of its legacy fleet to increase capacity by removing seven seats. This modification was completed in summer 2017. Also, as more Fleet of the Future cars continue to come online, trains can be lengthened to reduce crowding.

SERVICE ATTRIBUTE RATINGS: PERCENTAGE CHANGES

2018 vs. 2016 comparisons (sorted in ascending order on % change)

SCALE: 1 = Poor, 7 = Excellent	2018 Mean	2016 Mean	Difference	% Change (mean)	Statistically Significant at 95% Conf. Level?
Enforcement against fare evasion	3.36	4.19	-0.83	-19.8%	yes
Personal security in the BART system	3.58	4.28	-0.70	-16.4%	yes
Presence of BART Police in stations	3.45	4.04	-0.59	-14.6%	yes
Train interior cleanliness	3.65	4.25	-0.60	-14.1%	yes
Condition / cleanliness of floors on trains	3.54	4.05	-0.51	-12.6%	yes
Presence of BART Police on trains	3.08	3.51	-0.43	-12.3%	yes
Enforcement of no eating and drinking policy	3.48	3.93	-0.45	-11.5%	yes
Restroom cleanliness	3.01	3.39	-0.38	-11.2%	yes
Condition / cleanliness of seats on trains	3.80	4.23	-0.43	-10.2%	yes
Elevator cleanliness	3.35	3.71	-0.36	-9.7%	yes
Station cleanliness	3.57	3.93	-0.36	-9.2%	yes
Availability of Station Agents	4.23	4.58	-0.35	-7.6%	yes
Stations - Overall condition / state of repair	4.08	4.37	-0.29	-6.6%	yes
Condition / cleanliness of windows on train	3.97	4.22	-0.25	-5.9%	yes
Comfortable temperature aboard trains	4.15	4.38	-0.23	-5.3%	yes
Appearance of train exterior	4.24	4.46	-0.22	-4.9%	yes
Escalator availability and reliability	4.12	4.33	-0.21	-4.8%	yes
Helpfulness & courtesy of Station Agents	4.56	4.79	-0.23	-4.8%	yes
Comfort of seats on trains	4.62	4.85	-0.23	-4.7%	yes
Elevator availability and reliability	4.08	4.28	-0.20	-4.7%	yes
Access for people with disabilities	4.80	5.03	-0.23	-4.6%	yes
Timely information about service disruptions	5.02	5.24	-0.22	-4.2%	yes
Lighting in parking lots	4.74	4.92	-0.18	-3.7%	yes
Availability of seats on trains	3.76	3.86	-0.10	-2.6%	yes
BART tickets	5.32	5.45	-0.13	-2.4%	yes
Clarity of public address announcements	4.00	4.08	-0.08	-2.0%	yes
Timeliness of connections between BART trains	5.17	5.25	-0.08	-1.5%	yes
Availability of maps and schedules	5.58	5.65	-0.07	-1.2%	yes
Reliability of ticket vending machines	4.96	5.02	-0.06	-1.2%	no
On-time performance of trains	5.21	5.27	-0.06	-1.1%	yes
Reliability of faregates	4.88	4.93	-0.05	-1.0%	no
Signs with transfer / platform / exit directions	4.93	4.97	-0.04	-0.8%	no
Avail. of space on trains for luggage, bikes, strollers	3.83	3.86	-0.03	-0.8%	no
Frequency of train service	4.96	4.98	-0.02	-0.4%	no
Availability of bicycle parking	4.96	4.97	-0.01	-0.2%	no
Timeliness of connections with other transit*	4.80	4.79	0.01	0.2%	no
Availability of car parking	4.24	4.23	0.01	0.2%	no
Length of lines at exit gates	4.89	4.85	0.04	0.8%	no
Clipper cards	5.91	5.85	0.06	1.0%	yes
Availability of standing room on trains	4.49	4.40	0.09	2.0%	yes
bart.gov website	5.29	5.14	0.15	2.9%	yes
Hours of operation	5.15	5.00	0.15	3.0%	yes
Noise level on trains	3.80	3.67	0.13	3.5%	yes
BART system kept free of graffiti^	4.40	Not asked in 2016			
Presence of BART Police outside stations^	3.41	Not asked in 2016			
Addressing homelessness on the BART system	2.85	Not asked in 2016			

* In 2016, this was listed as "Timeliness of connections with buses."

^ Similar attributes were used in 2016, but they are not compared due to the text changes. In 2016, there were two attributes for graffiti: "Stations kept free of graffiti" and "Train interior kept free of graffiti." In 2018, the attribute regarding police outside of stations was phrased as "Presence of BART Police in parking lots."

QUADRANT ANALYSIS

The chart on page 21 (titled "2018 Quadrant Chart") is designed to help set priorities for future initiatives to improve customer satisfaction. This chart quantifies how important each service characteristic appears to be from a customer perspective (using the vertical axis) and shows the average customer rating for each characteristic (using the horizontal axis). For a more detailed description of how this chart is derived, see Appendix G.

The vertical axis crosses the horizontal axis at the average (mean) performance rating from the benchmark survey in 1996. This vertical axis has remained in this location in all subsequent surveys so that Quadrant Charts can easily be compared year-to-year.

The "Target Issues" quadrant identifies those service attributes which appear to be most important, but which receive relatively low ratings from BART riders. Based on the vertical axis used since 1996, target issues include the 20 attributes listed below. Compared to the 2016 chart, there are six new target issues, which are identified in bold type below. These six new target issues include two of the three new attributes (identified with asterisks) that were added to the 2018 questionnaire.

- Station condition / state of repair
- Condition / cleanliness of seats on trains
- Train interior cleanliness
- Personal security in the BART system
- Condition / cleanliness of floors on trains
- Station cleanliness
- Availability of seats on trains
- Availability of standing room on trains
- Comfortable temperature aboard trains
- **Comfort of seats on trains**
- Availability of space on trains for luggage, bicycles, and strollers
- **Elevator cleanliness**
- **Restroom cleanliness**
- **Condition / cleanliness of windows on trains**
- Presence of BART Police in stations
- Appearance of train exterior
- **Presence of BART Police outside stations***
- **Addressing homelessness on the BART system***
- Elevator availability and reliability
- Escalator availability and reliability

*These attributes were added to the 2018 questionnaire. Note that "Presence of BART Police outside stations" replaced "Presence of BART Police in parking lots." "Presence of BART Police in parking lots" also appeared as a Target Issue in the 2016 quadrant chart.

In looking at the types of attributes in the Target Issues quadrant, they can be categorized into three groups – related to quality of life, train cars / capacity, or elevators / escalators.

1. Those that are deepest into the Target Issues quadrant (rated lowest and/or of highest importance) tend to be those related to quality of life issues, such as addressing homelessness, police presence, personal security, and cleanliness. These issues are the focus of numerous BART initiatives this year, including expanding the Homeless Outreach Teams[3] to include all four of BART's counties, hiring 19 additional police officers, expanding the elevator attendant program to all four downtown San Francisco stations[4], continuing funding for street level public restrooms ("Pit Stops") at four San Francisco stations, and hiring 15 additional station cleaners to bolster BART's revamped cleaning efforts, which include focused overnight cleanings of the system's busiest stations.

2. Those related to train cars and capacity include seat availability, standing room availability, and train temperature. Many of these will be addressed as the new Fleet of the Future cars allow BART to increase the number of cars in service over the next few years. The new cars also have improved cooling systems that distribute air directly from the ceilings, making it more comfortable for standees on hot days.

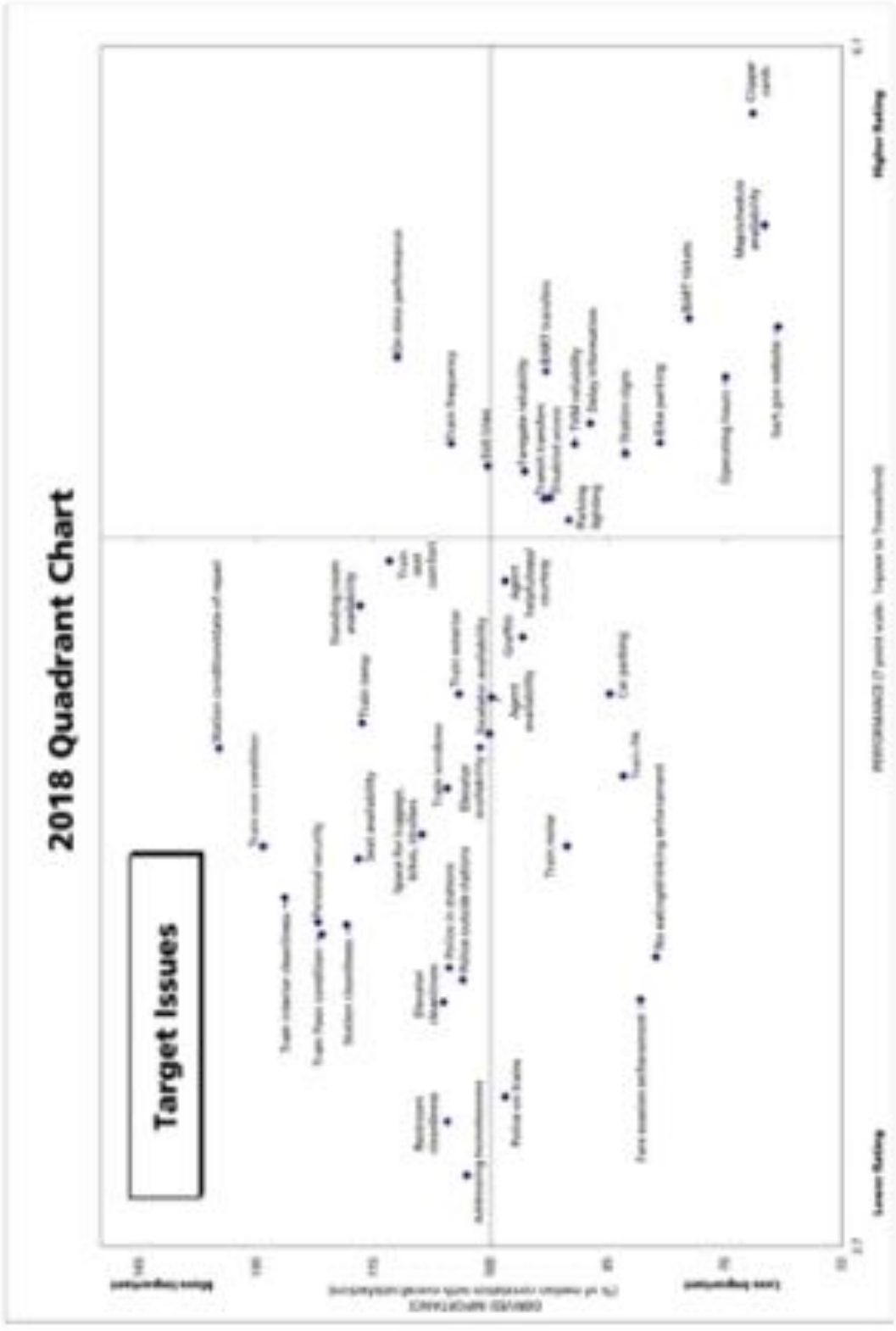
3. The third group includes escalator and elevator availability and reliability. These are the focus of many capital improvement projects over the next several years, including a massive escalator renovation project. The renovation project will replace 41 of the system's most heavily used escalators in downtown San Francisco, which regularly malfunction. Canopies are also planned for high use escalators; these facilitate more reliable escalators by keeping them cleaner and better protected from the elements. As for elevators, BART plans to install new elevators in the four downtown San Francisco stations and move them into the paid area, which will also help with fare evasion.

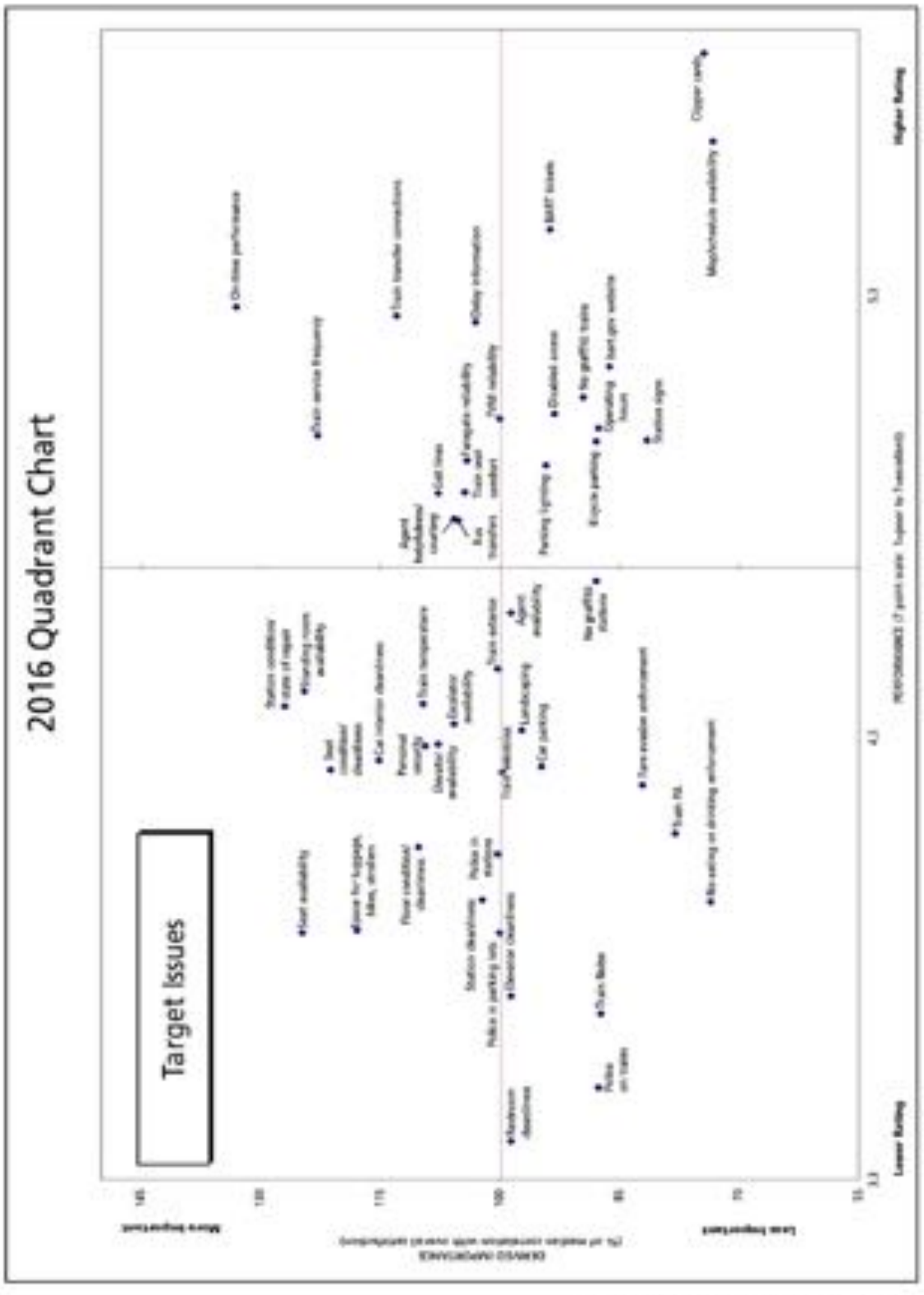
Although not a Target Issue, it is interesting to note that *on-time performance* (in the upper right quadrant) decreased substantially in importance vs. prior years. This may be the result of a combination of two factors: many quality of life issues have increased in importance, overshadowing on-time performance, and BART's actual on-time performance has improved a bit vs. two years ago (based on internal tracking metrics).

For comparison purposes, the 2016 Quadrant Chart is included after the 2018 chart.

Notes:
- The vertical axis on the chart is based on using a mean statistic of 4.689 - the average mean score of all the attributes for the 1996 benchmark study.
- The horizontal axis differs slightly on the 2018 chart, where the maximum is 6.1 and the minimum is 2.7. It was set at 5.9/3.3 in 2016.

[3] The Homeless Outreach Teams (HOT) consist of outreach workers who connect homeless individuals on or near BART with needed social services. They initially focused on the four downtown SF stations, but have since expanded to the Mission District, Contra Costa County, Alameda County, and San Mateo County.
[4] The elevator attendant program, started in April 2018 at Powell and Civic Center stations, has virtually eliminated inappropriate behavior in elevators and has been very well-received by BART customers.


2018 Quadrant Chart
Target Issues
Lower Rating
Higher Rating
Less Important
More Important
PERFORMANCE (7-point scale: 1=poor to 7=excellent)
IMPORTANCE (% of riders considering each overall satisfaction)


2016 Quadrant Chart
Target Issues
Lower Rating
Higher Rating
Less Importance
More Importance
4.3
5.3
3.3
91
81
71
61
51
Clean train interior
Train seat availability
Train temperature
Train ride
Train service frequency
On-time performance
Train transfer connections
Delay information
Elevator reliability
Escalator reliability
Station cleanliness
Station restrooms
Station lighting
Parking lot lighting
Bicycle parking
Bicycle lockers
Parking availability
Station signs
Station agent helpfulness
Fare vending machines
Fare gates
Ease of buying ticket
Ease of using ticket
Station agent availability
Station agent knowledge
Station agent courtesy
Station agent visibility
Station agent assistance
Bus transfers
Bus connections
Bus service frequency
Bus on-time performance
Bus driver courtesy
Bus driver safe driving
Bus driver announcements
Bus driver helpfulness
Bus driver knowledge
Bus driver appearance
Bus cleanliness
Bus seat availability
Bus ride
Bus driver overall
Customer service
Customer complaint handling
Customer information
Overall satisfaction
Likelihood to recommend
Likelihood to ride again
Likelihood to use more frequently

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SATISFACTION TRENDS

The chart on the next page shows overall satisfaction ratings from 1996 – 2018 on the primary axis. Average weekday ridership for September of each year is shown on the secondary axis. The chart is further annotated to show some significant factors impacting customer perceptions and use of BART.

In 1996, 80% of customers were satisfied with BART. Two years later customer satisfaction had dropped to 74%. The events most likely to influence customer satisfaction, which took place in between the two surveys, were a large fare increase (the third since 1995), a work stoppage, and aging equipment. Also, the effects of a $1.2 billion renovation program began to be felt during this period. Customer satisfaction often suffers at the beginning of a renovation program because service is impacted by cars, escalators, and elevators being taken off-line.

By 2002, customer satisfaction was back up to 80%, and in 2004, BART registered an all-time high rating of 86%. Factors that increased satisfaction probably included keeping fare increases relatively small, the opening of the extension to the San Francisco International Airport, the introduction of permit parking, and the completed renovation of cars, escalators, elevators, and fare collection equipment.

Between 2006 and 2012, satisfaction remained at a high level, reflecting residual effects of the earlier improvements.

In 2008, ridership surged as gas prices rose, and a fire in the Hayward train yard in May impacted riders on the Fremont line. However, BART improved train interior cleanliness and increased evening and Sunday train frequency beginning January 1, 2008.

Between the 2008 and 2010 surveys, BART ridership dropped 7% reflecting the impacts of the longest recession since World War II, running from December 2007 through June 2009. Between these two survey periods, unemployment in the three-county BART District rose from 6.3% to 10.6%. BART implemented a 6.1% fare increase in July 2009, six months earlier than anticipated, in order to help close a budget deficit.[1] In addition, BART reduced evening and Sunday train frequency in September 2009, effectively reversing the service increase implemented in 2008.

By the 2012 survey period, ridership had skyrocketed, topping 400,000 average weekday trips for the first time in BART's history (an increase of 14% vs. the 2010 survey period). The local economy was recovering, gas prices were on the rise, and BART customer satisfaction rebounded to 84%.

In 2014, overall satisfaction dropped ten points to 74%, as ridership surged (430,200 average weekday trips) on a system in dire need of renovation. Other factors which may have influenced customer satisfaction included two work stoppages in 2013, and fare and parking fee increases.

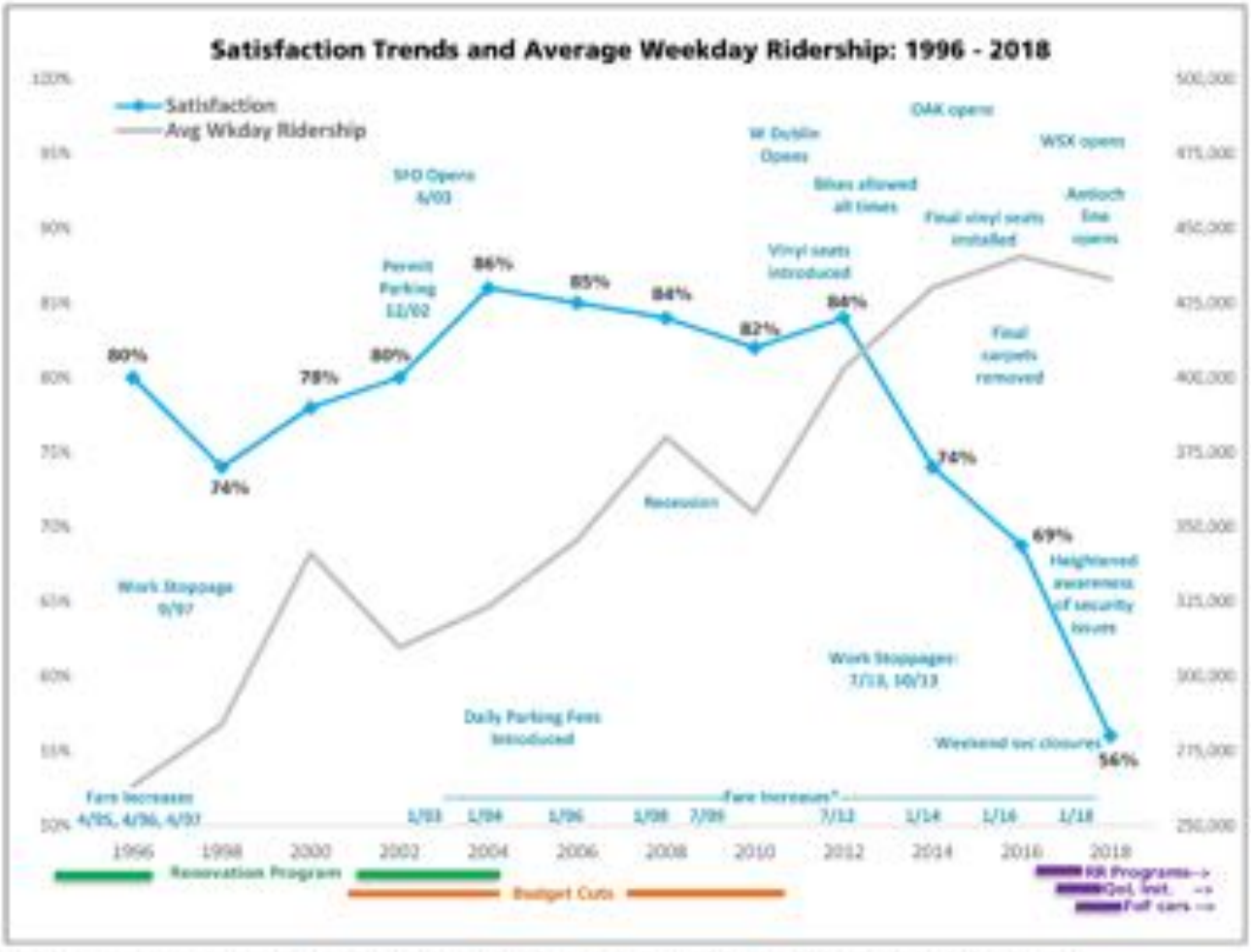
In 2016, overall satisfaction continued to erode, dropping to 69%. Ridership continued to grow, resulting in extremely crowded conditions and continuing to strain the aging system.

In 2018, overall satisfaction declined further to 56%. Although average weekday ridership has declined a bit to 433,000, it remains at historically high levels, and crowded conditions have persisted, straining the aging system. While new Fleet of the Future cars began to roll out in

[1] The 7/09 fare increase of 6.1% does not include the minimum fare increase (+$0.25) or the SFO premium fare increase (+$2.50).

January 2018, there was only one new train in revenue service at the time of the survey, so crowding relief had yet to be realized. Additionally, the quality of life issues that have greatly impacted the Bay Area in the past few years, specifically those stemming from increased homelessness, the opioid crisis, and untreated mental illness, have also impacted BART. Many comments from riders regarding cleanliness and perceptions of personal security are related to these issues.

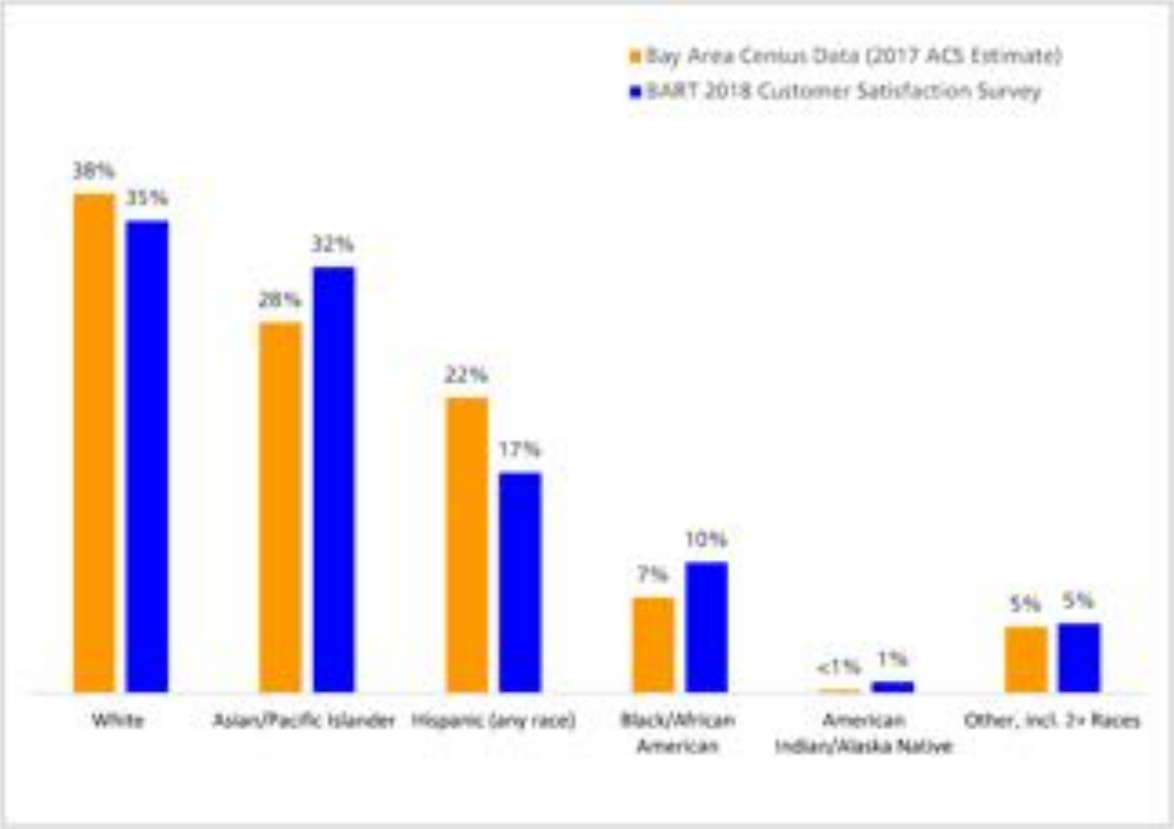
Going forward, funding from Measure RR (approved by voters in November 2016) will help to rebuild BART, with a focus on repairing and replacing critical safety infrastructure. (For details about Measure RR projects, refer to the annual reports available at bart.gov/reports.) Other efforts underway to improve the customer experience include an increased focus on quality of life issues, including funding to hire 19 additional police officers, as well as to expand Homeless Outreach Teams to cover all four counties in BART's service area. Also expected to improve customer satisfaction is the steady roll out of new Fleet of the Future cars. As of summer 2019, six new trains are in revenue service.



*Average fare increases were as follows: 6/95: 15%; 6/96: 10%; 6/97: 11.4%; 1/00: 5%; 1/04: 10%; 1/06: 3.7%; 1/08: 3.4%; 7/09: 6.1%; 7/12: 3.4%; 1/14: 3.2%; 1/16: 3.4%; 1/18: 2.7%. The 2008 fare increase of 3.7% doesn't include an additional $0.10 capital surcharge. The 2009 fare increase of 6.1% doesn't include the minimum fare increase (+$0.25) or the SFO premium fare increase (+$2.50). The 2018 fare increase doesn't include the 10 cent charge per trip for BART Blue tickets.

BART CUSTOMER ETHNICITY COMPARED TO REGIONAL DATA

BART customers' ethnicities generally reflect the diversity of the Bay Area; however, the proportion of riders who are Asian or African American is slightly higher than their proportions of the BART service area population, while the reverse is true for Hispanic ridership.



Sources:

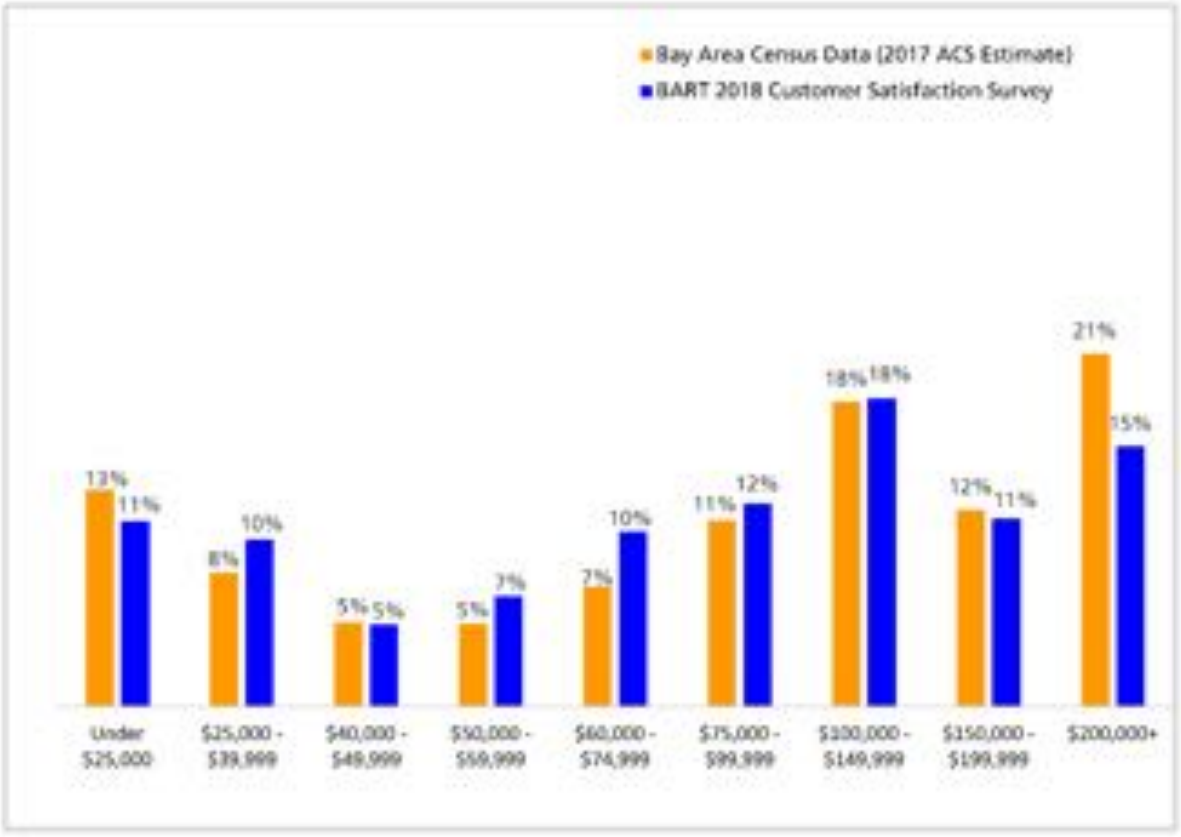
- U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates, Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (factfinder.census.gov)
- BART 2018 Customer Satisfaction Survey

Notes:

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

BART CUSTOMER INCOMES COMPARED TO REGIONAL DATA

BART customers' household incomes approximately track regional household income distribution; however, there is a notable difference at the highest income level.



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

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

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Appendix A: QUESTIONNAIRE

Questionnaires in:
English
Spanish
Chinese

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Survey & Contest

Please complete this survey and **hand it back to the survey crewmember.** If necessary, you can also mail the survey to: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688

Grand Prize: Win an iPad! Enter us back for a chance to win an iPad or one of four $100 Clipper cards.

USAGE OF BART

4 Which BART station did you enter before boarding this train?

5 About what time did you get on this train?

6 At which BART station will you exit the system?

7 Are you transferring between BART trains on this trip?
No Yes

8 What is the **primary** purpose of this trip? **(Check only one)**
Commute to / from work
School
Airport trip
Sports event
Visit friends / family
Work or school
Shopping
Restaurant
Theater or concert
Other

9 How did you travel between home and BART today?
Walked all the way to BART
Bicycled
Bus / Trolley
Drove alone
Carpooled
Dropped off
Taxi, Lyft, etc.
Other

10 Did you use a **Clipper** card to pay for this BART trip?
No Yes

11 What **type of fare** did you pay for this BART trip? (Check one)
Regular BART Fare
High Value Discount
Other Discount

12 When you boarded this train for this trip, did you **stand because seating was unavailable**?
No
Yes – while in the
Yes – part of the

13 How long have you been riding BART?
This is my first time on BART
Between 6 months and less than 1 year
1 – 2 years
3 – 5 years
More than 5 years

14 How often do you **currently** ride BART? (Check one)
0 – 1 days a week
1 days a week
3 – 4 days a week
1 – 2 days a week
1 – 3 days a **month**
Less than once a **month** (Go to Q15)

15 How often did you ride BART **before the Bay Bridge Closure**?
0 – 1 days a week
1 days a week
3 – 4 days a week
1 – 2 days a week
1 – 3 days a **month**
Less than once a **month**

OPINION OF BART

16 Overall, how satisfied are you with the service provided by BART?
Very Satisfied
Somewhat Satisfied
Neutral
Somewhat Dissatisfied
Very Dissatisfied

17 Would you recommend using BART to a friend or out-of-town guest?
Definitely
Probably
Might or might not
Probably not
Definitely not

18 To what extent do you agree with the following statement: "BART is a good value for the money."
Agree Strongly
Agree Somewhat
Neutral
Disagree Somewhat
Disagree Strongly

ABOUT YOURSELF

19 Gender Male Female

20 Age
15 or younger
16 - 17
18 - 24
25 - 34
35 - 44
45 - 54
55 - 64
65 and older

21 Do you have a car or motorcycle?
No Yes

22 Do you have a smart phone (can access Internet, text, apps)?
No Yes

23 What is your race or ethnic identification? (Check all that apply)
American Indian or Alaska Native
Asian or Pacific Islander
Black / African American
Hispanic, Latino or Spanish origin
White
Other

24a Do you speak a language other than English at home?
No
Yes, I speak

24b If "Yes" to question 23a, how well do you speak English?
Very well Well Not well Not at all

25 What is your total annual household income before taxes?
Under $25,000
$25,000 - $34,999
$35,000 - $49,999
$50,000 - $74,999
$75,000 - $99,999
$100,000 - $149,999
$150,000 - $199,999
$200,000 and over

26 Including yourself, how many people live in your household?
1 2 3 4 5 6+

27 What is your home ZIP code?
I live outside U.S.

OVER

Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating. You also can use any number in between. Skip attributes that do not apply to you.

OVERALL BART RATING	Poor						Excellent
On-time performance of trains	1	2	3	4	5	6	7
Hours of operation	1	2	3	4	5	6	7
Frequency of train service	1	2	3	4	5	6	7
Availability of maps and schedules	1	2	3	4	5	6	7
Fare gate reliability	1	2	3	4	5	6	7
Timely information about service disruptions	1	2	3	4	5	6	7
Timeliness of connections between BART trains	1	2	3	4	5	6	7
Timeliness of connections with other transit	1	2	3	4	5	6	7
Availability of car parking	1	2	3	4	5	6	7
Availability of bicycle parking	1	2	3	4	5	6	7
Lighting in parking lots	1	2	3	4	5	6	7
Access for people with disabilities	1	2	3	4	5	6	7
Personal security in the BART system	1	2	3	4	5	6	7
Enforcement against fare evasion	1	2	3	4	5	6	7
Enforcement of no eating and drinking policy	1	2	3	4	5	6	7
BART system kept free of graffiti	1	2	3	4	5	6	7
Addressing homelessness on the BART system	1	2	3	4	5	6	7

BART STATION RATING	Poor						Excellent
Length of lines at exit gates	1	2	3	4	5	6	7
Reliability of ticket vending machines	1	2	3	4	5	6	7
Reliability of Easygates	1	2	3	4	5	6	7
Clipper cards	1	2	3	4	5	6	7
BART tickets	1	2	3	4	5	6	7
Escalator availability and reliability	1	2	3	4	5	6	7
Elevator availability and reliability	1	2	3	4	5	6	7
Presence of BART Police in stations	1	2	3	4	5	6	7
Presence of BART Police outside stations	1	2	3	4	5	6	7
Availability of Station Agents	1	2	3	4	5	6	7
Helpfulness and courtesy of Station Agents	1	2	3	4	5	6	7
Station cleanliness	1	2	3	4	5	6	7
Restroom cleanliness	1	2	3	4	5	6	7
Elevator cleanliness	1	2	3	4	5	6	7
Signs with transfer / platform / exit directions	1	2	3	4	5	6	7
Overall condition / state of repair	1	2	3	4	5	6	7

BART TRAIN RATING	Poor						Excellent
Availability of seats on trains	1	2	3	4	5	6	7
Availability of space on trains for luggage, bicycles, and strollers	1	2	3	4	5	6	7
Availability of standing room on trains	1	2	3	4	5	6	7
Comfort of seats on trains	1	2	3	4	5	6	7
Condition / cleanliness of seats on trains	1	2	3	4	5	6	7
Comfortable temperature allowed trains	1	2	3	4	5	6	7
Noise level on trains	1	2	3	4	5	6	7
Clarity of public address announcements	1	2	3	4	5	6	7
Presence of BART Police on trains	1	2	3	4	5	6	7
Appearance of train exterior	1	2	3	4	5	6	7
Condition / cleanliness of windows on trains	1	2	3	4	5	6	7
Train interior cleanliness	1	2	3	4	5	6	7
Condition / cleanliness of floors on trains	1	2	3	4	5	6	7

COMMENTS: (Share additional feedback or important comments.)

CONTEST ENTRY:

Name _____ Email address _____ Phone number _____

May we contact you in the future to ask your **opinion about BART**? ☐ Yes ☐ No

Would you like to sign up for **BARTable this Week**, a free email newsletter with contests, discounts and events close to BART stations? ☐ Yes ☐ No

Would you like to be contacted in the future with **important BART updates** (for example, if there are major system-wide disruptions)? ☐ Yes ☐ No

OVER

Encuesta y concurso

Gracias por contestar esta encuesta y **devuélvela al coordinador de la encuesta.** De ser necesario, también puede enviar la encuesta por correo a: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

Gran premio: ¡Gánese un iPad! Participe al mismo para ganar un iPad o una de cuatro tarjetas Clipper de $100.

USO DE BART

1 ¿En qué estación de BART entró antes de subir a este tren?

_____
(Estación de entrada)

2 ¿Aproximadamente a qué hora subió a este tren?

_____ _____
(Hora) (Minutos)

☐ am ☐ pm

3 ¿En qué estación de BART saldrá del sistema?

_____
(Estación de salida)

4 ¿Va a hacer una transbordo entre viajes de BART en este viaje?

☐ No ☐ Sí

5 ¿Cuál es el propósito **principal** de este recorrido?
(Marque sólo una respuesta)

☐ Regreso habitual a / del trabajo
☐ Escuela
☐ Viaje en avión
☐ Evento deportivo
☐ Visitar amigos / familia
☐ Servicio médico / dental
☐ Compras
☐ Restaurante
☐ Teatro o concierto
☐ Otro: _____

6 ¿Cómo se trasladó de su casa a BART el día de hoy?

☐ Caminó todo el trayecto hacia BART
☐ En bicicleta
☐ Autobús / transporte público
☐ Condujo (sola)
☐ Viaje compartido en auto
☐ Alguien me llevó
☐ Uber, Lyft, etc.
☐ Taxi
☐ Otro: _____

¿En dónde se **estacionó**?
☐ Estacionamiento de BART ☐ Otro estacionamiento
☐ Calle

¿Qué tanto le ha costado **pagar** estacionarse?
☐ Ninguno / gratis ☐ Razonable para la zona
☐ Extra alto ☐ Prohibitivo

7 ¿Actualmente usted tiene una tarjeta **Clipper** para pagar este recorrido en BART?

☐ No ☐ Sí

8 ¿Qué **tipo de tarifa** pagó usted en este recorrido en BART?
(Marque una respuesta)

☐ Tarifa normal de BART
☐ Descuento de alto valor (más de $58 x $40)
☐ Muni Fast Pass
☐ Descuento para personas mayores
☐ Descuento para discapacitados
☐ Descuento para jóvenes
☐ Otro descuento: _____

9 Después de que abordó el tren en este recorrido, ¿hubo usted que **viajar de pie debido a que no había asientos disponibles**?

☐ No
☐ Sí, todo el viaje
☐ Sí, parte del viaje

10 ¿Cuánto tiempo lleva viajando con BART?

☐ Éste es mi primer viaje con BART
☐ 6 meses o menos
☐ Más de 6 meses, pero menos de 1 año
☐ 1 a 2 años
☐ 3 a 5 años
☐ Más de 5 años

11 ¿Con qué frecuencia viaja usted en BART **actualmente**?
(Marque una respuesta)

☐ 6 a 7 días a la semana
☐ 5 días a la semana
☐ 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** → ¿Aproximadamente cuántas veces al año? _____

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OPINIÓN SOBRE BART

12 En general, ¿cuál es su grado de satisfacción con los servicios que ofrece BART?

☐ Muy satisfecho(a)
☐ Algo satisfecho(a)
☐ Neutral
☐ Algo insatisfecho(a)
☐ Muy insatisfecho(a)

13 ¿Recomendaría el uso de BART a un amigo o huésped de fuera de la ciudad?

☐ Por supuesto que sí
☐ Probablemente
☐ Tal vez
☐ Probablemente no
☐ Por supuesto que no

14 ¿Hasta qué punto está de acuerdo con la siguiente afirmación? "BART le brinda un buen servicio por su dinero".

☐ Totalmente de acuerdo
☐ Algo de acuerdo
☐ Neutral
☐ Algo en desacuerdo
☐ Totalmente en desacuerdo

ACERCA DE USTED

15 Sexo: ☐ Masculino ☐ Femenino ☐ _____

16 Edad:
☐ 12 años o menos
☐ 13 a 17
☐ 18 a 24
☐ 25 a 34
☐ 35 a 44
☐ 45 a 54
☐ 55 a 64
☐ 65 o más

17 ¿Tiene un automóvil o una motocicleta?

☐ No ☐ Sí

18 ¿Tiene un teléfono inteligente (puede acceder a Internet, usar aplicaciones)?

☐ No ☐ Sí

19 ¿Cuál es su raza o identificación étnica?
(Marque todas las opciones que corresponden)

☐ Indígena norteamericano o nativo de Alaska
☐ Asiático o de las Islas del Pacífico
☐ Negro / afroamericano
☐ Hispano, latino o de origen español
☐ Blanco
☐ Otro: _____
(Categorías según el Censo de los Estados Unidos)

20a ¿Habla usted un idioma que no sea el inglés en el hogar?

☐ No
☐ Sí, Habla _____

20b Si respondió "Sí" a la pregunta 20a, ¿qué tan bien habla inglés?

☐ Muy bien ☐ Bien ☐ Mal ☐ Nada

21 ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?

☐ Menos de $25,000
☐ $25,000 a $34,999
☐ $35,000 a $39,999
☐ $40,000 a $49,999
☐ $50,000 a $59,999
☐ $60,000 a $74,999
☐ $75,000 a $89,999
☐ $90,000 a $109,999
☐ $110,000 a $139,999
☐ $140,000 a $199,999
☐ $200,000 o más

22 Incluyéndose usted, ¿cuántas personas viven en su hogar?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 o más

23 ¿Cuál es el código postal de su hogar? ☐☐☐☐☐

☐ Vivo fuera de los EE. UU.

CONTINÚA EN EL REVERSO

26 Le agradeceremos que ayude a BART a mejorar su servicio calificando cada uno de los siguientes atributos. "7" (excelente) es la calificación más alta, y "1" (malo) es la calificación más baja. También puede usar cualquier número intermedio. Omita los atributos que no se apliquen a usted.

CALIFICACIÓN GENERAL DE BART	Malo						Excelente
Puntualidad de los trenes	1	2	3	4	5	6	7
Horario de operación	1	2	3	4	5	6	7
Frecuencia del servicio de trenes	1	2	3	4	5	6	7
Disponibilidad de trayecto y horarios	1	2	3	4	5	6	7
Sitio web bart.gov	1	2	3	4	5	6	7
Información oportuna sobre interrupciones del servicio	1	2	3	4	5	6	7
Puntualidad de las conexiones entre los trenes de BART	1	2	3	4	5	6	7
Puntualidad de las conexiones con otros medios de transporte público	1	2	3	4	5	6	7
Disponibilidad de estacionamiento para autos	1	2	3	4	5	6	7
Disponibilidad de estacionamiento para bicicletas	1	2	3	4	5	6	7
Iluminación en los estacionamientos	1	2	3	4	5	6	7
Acceso para personas con discapacidades	1	2	3	4	5	6	7
Seguridad personal en el sistema BART	1	2	3	4	5	6	7
Medidas para combatir la evasión de tarifas	1	2	3	4	5	6	7
Aplicación de la norma de no comer ni beber	1	2	3	4	5	6	7
El sistema BART se mantiene libre de grafiti	1	2	3	4	5	6	7
Respuestas del sistema BART en cuanto a las personas sin hogar	1	2	3	4	5	6	7

CALIFICACIÓN DE LAS ESTACIONES DE BART	Malo						Excelente
Longitud de las filas en los puertos de salida	1	2	3	4	5	6	7
Confiabilidad de las máquinas expendedoras de boletos	1	2	3	4	5	6	7
Confiabilidad de los puertos de tarifas	1	2	3	4	5	6	7
Tarjetas Clipper	1	2	3	4	5	6	7
Baños de BART	1	2	3	4	5	6	7
Disponibilidad y fiabilidad de las escaleras mecánicas	1	2	3	4	5	6	7
Disponibilidad y fiabilidad de los elevadores	1	2	3	4	5	6	7
Presencia de la Policía de BART en las estaciones	1	2	3	4	5	6	7
Presencia de la Policía de BART fuera de las estaciones	1	2	3	4	5	6	7
Disponibilidad de los agentes de la estación	1	2	3	4	5	6	7
Ayuda y cortesía de los agentes de la estación	1	2	3	4	5	6	7
Limpieza de las estaciones	1	2	3	4	5	6	7
Limpieza de los baños	1	2	3	4	5	6	7
Limpieza de los elevadores	1	2	3	4	5	6	7
Letreros con direcciones de ubicación / plataforma / salida	1	2	3	4	5	6	7
Estado general / estado de reparación	1	2	3	4	5	6	7

CALIFICACIÓN DE LOS TRENES DE BART	Malo						Excelente
Disponibilidad de asientos en los trenes	1	2	3	4	5	6	7
Disponibilidad de espacio en los trenes para equipaje, bicicletas y cochecitos de bebé	1	2	3	4	5	6	7
Disponibilidad de espacio para ir de pie en los trenes	1	2	3	4	5	6	7
Comodidad de los asientos en los trenes	1	2	3	4	5	6	7
Condición / limpieza de los asientos en los trenes	1	2	3	4	5	6	7
Temperatura agradable dentro del tren	1	2	3	4	5	6	7
Nivel de ruido en los trenes	1	2	3	4	5	6	7
Claridad de los anuncios dirigidos al público	1	2	3	4	5	6	7
Presencia de la Policía de BART en los trenes	1	2	3	4	5	6	7
Aspecto del exterior de los trenes	1	2	3	4	5	6	7
Condición / limpieza de los asientos en los trenes	1	2	3	4	5	6	7
Limpieza del interior de los trenes	1	2	3	4	5	6	7
Condición / limpieza de los pisos en los trenes	1	2	3	4	5	6	7

COMENTARIOS: (Escriba hasta cinco líneas utilizando letra mayúscula)

PARTICIPACIÓN EN EL CONCURSO:

Nombre: _____ Dirección de email: _____ Número de teléfono: _____

¿Prefiere participar con una línea telefónica para poder dar su **opinión sobre BART**? ☐Sí ☐No

¿Desea suscribirse para recibir **BARTable this Week**, un boletín gratuito que se envía por email a nuestros consumidores, donde encontrará información sobre eventos especiales en las estaciones de BART? ☐Sí ☐No

¿Le gustaría que nos comunicáramos con usted en el futuro sobre **actualizaciones importantes de BART** (no más de una vez al mes), o en el caso de que ocurra una gran emergencia de todo el sistema? ☐Sí ☐No

Atención miembros: Si ya participó en nuestro sitio web, [illegible]

CONTINÚA EN EL REVERSO

問卷調查與抽獎報名

填寫問卷後寄回至 **空回抽獎信封**，恕無需貼。您也可將問卷寄到：BART Marketing & Research,
P.O. Box 12688, Oakland, CA 94604-2688

說明：選擇一台 iPad：從所有寄回問卷，我們將會選擇一台 iPad；一名；或一張價值 $100 的 Clipper 卡（四名）。

BART 使用情況

1 每週上班時間搭乘前，您從哪個 BART 車站出發？

（車站名稱）

2 您大概是什麼時候到上班地點的？

（時）（分） □ a.m. □ p.m.

3 您今天要在哪個 BART 車站結束？

（車站名稱）

4 您這次搭乘是否要在 BART 下車之前轉車？
□ 否 □ 是

5 您這次搭乘的**主要**交通方式？**（Mark one）**
□ 上下班通勤 □ 駕車
□ 上下學 □ 騎車
□ 商務差 □ 騎腳踏車或滑板車
□ 休閒娛樂 □ 步行
□ 探親訪友 □ 其他：

6 您今天怎麼從家裡到這個 BART 車站？
□ 自駕並停在 BART 車站
□ 騎自行車
□ 搭公車／
正在改建工具
□ 輕軌運輸
□ 渡輪
□ 步行或騎腳踏車
□ Uber、Lyft 等等
□ 搭計程車
□ 其他：

7 您是否使用了 **Clipper** 卡支付 BART 車資？
□ 是 □ 否

8 您這次搭乘 BART 支付**單一種車資**？（Mark one）
□ 完整 BART 車資 □ 老人折扣
□ 高價值 (High Value) 折扣 □ 殘障人士折扣
□ Muni Fast Pass □ 青少年折扣
□ 其他折扣：

9 您上車後的這段旅程，是否**因為沒有每日通票或者**？
□ 否
□ 是，在哪
□ 是，其他原因

10 您搭乘 BART 有多長時間了？
□ 這是我第一次搭乘 BART
□ 1 個月或更短
□ 超過 1 個月但不到 1 年
□ 1 - 2 年
□ 3 - 5 年
□ 5 年以上

11 您**每**多常搭乘 BART？（Mark one）
□ 一星期 6 - 7 天
□ 一星期 5 天
□ 一星期 3 - 4 天
□ 一星期 1 - 2 天
□ 一個月 1 - 3 天
□ 一個月不到一次 → 一年大約搭乘了：

對 BART 的意見

12 整體而言，您對 BART 服務的滿意程度如何？
□ 非常滿意
□ 有點滿意
□ 沒感受
□ 有點不滿意
□ 非常不滿意

13 您會建議朋友或同事搭乘 BART 嗎？
□ 肯定會
□ 可能會
□ 不確定
□ 可能不會
□ 肯定不會

14 您對以下敘述的同意程度如何：「我對 BART 很自豪。」
□ 非常同意
□ 有點同意
□ 沒感覺
□ 有點不同意
□ 非常不同意

關於您自己

15 性別：□ 男 □ 女 □ _____

16 年齡：□ 12 歲以下 □ 35 - 44 歲
□ 13 - 17 歲 □ 45 - 54 歲
□ 18 - 24 歲 □ 55 - 64 歲
□ 25 - 34 歲 □ 65 歲以上

17 您有汽車或摩托車嗎？
□ 沒有 □ 有

18 您有智慧型手機嗎（可上網或使用應用程式）？
□ 沒有 □ 有

19 您認為自己屬於什麼種族或族裔？（Mark one or more）
□ 美國印地安人或阿拉斯加原住民
□ 亞裔或太平洋島民
□ 黑人／非裔美國人
□ 西語裔，包含墨裔西班牙血統
□ 白人
□ 其他：

20a 您在家最常說英語以外的語言？
□ 否
□ 是，指明：

20b 若問題 20a 回答「是」，您的英語說得流利嗎？
□ 非常好 □ 好 □ 不好 □ 完全不懂

21 您的稅前家庭總收入是多少？
□ 不到 $25,000
□ $25,000 - $34,999
□ $35,000 - $49,999
□ $50,000 - $74,999
□ $75,000 - $99,999
□ $100,000 - $149,999
□ $150,000 - $199,999
□ $200,000 或以上

22 包括您在內，家裡總共住了多少人？
□ 1 □ 2 □ 3 □ 4 □ 5 □ 6+

23 您住家的郵遞區號是多少？ □□□□□
□ 我不住美國

請翻面 ➔

26 請對以下每個屬性評分，幫助 BART 改善服務品質，最差分是「1」（極差），最佳分是「7」（優）。
您也可以選擇中間的任何數字，請就感對您下述向的看法。

BART 整體評分	差						優
列車準時率	1	2	3	4	5	6	7
營運時間	1	2	3	4	5	6	7
列車行車時率	1	2	3	4	5	6	7
可找到地圖和指引	1	2	3	4	5	6	7
bart.gov 網站	1	2	3	4	5	6	7
查得提供服務手機資訊	1	2	3	4	5	6	7
BART 列車之間座位的充裕性	1	2	3	4	5	6	7
與其他公共交通服務連結的便利性	1	2	3	4	5	6	7
汽車停車位數量	1	2	3	4	5	6	7
自行車停車位數量	1	2	3	4	5	6	7
停車場照明	1	2	3	4	5	6	7
殘障人士無障礙設施	1	2	3	4	5	6	7
BART 系統內的個人保安措施	1	2	3	4	5	6	7
緊急應變	1	2	3	4	5	6	7
每個車門附近緊急按鈕	1	2	3	4	5	6	7
保持 BART 系統無塗鴉無垢	1	2	3	4	5	6	7
感覺 BART 系統內的清洗和維	1	2	3	4	5	6	7

BART 票證評分	差						優
自動販門的操作容易	1	2	3	4	5	6	7
售票機的可靠性	1	2	3	4	5	6	7
自動閘門的可靠性	1	2	3	4	5	6	7
Clipper 卡	1	2	3	4	5	6	7
BART 車票	1	2	3	4	5	6	7
電子條數量和可靠性	1	2	3	4	5	6	7
電腦數量和可靠性	1	2	3	4	5	6	7
站內和	1	2	3	4	5	6	7
站外和	1	2	3	4	5	6	7
可提供	1	2	3	4	5	6	7
站務員	1	2	3	4	5	6	7
車站清潔程度	1	2	3	4	5	6	7
洗手間清潔程度	1	2	3	4	5	6	7
電梯清潔程度	1	2	3	4	5	6	7
轉乘 / 月台 / 出口	1	2	3	4	5	6	7
整體	1	2	3	4	5	6	7

BART 列車評分	差						優
車上座位數量	1	2	3	4	5	6	7
車上行李、自行車和嬰兒車的放置空間大小	1	2	3	4	5	6	7
車上座位的整體大小	1	2	3	4	5	6	7
車上每位的舒適度	1	2	3	4	5	6	7
車上每位的狀況 / 清潔程度	1	2	3	4	5	6	7
車上通風的舒適度	1	2	3	4	5	6	7
車上噪音的容量	1	2	3	4	5	6	7
車上無線的清晰度	1	2	3	4	5	6	7
車上有關播報的數	1	2	3	4	5	6	7
列車外觀	1	2	3	4	5	6	7
車窗的狀況 / 清潔程度	1	2	3	4	5	6	7
車廂內部的清潔程度	1	2	3	4	5	6	7
列車地板的狀況 / 清潔程度	1	2	3	4	5	6	7

意見： 您可上網至 www.bart.gov/comments 提供更多回饋意見。

聯絡電話：

姓名：_____ 電話號碼：_____ 電子郵件：_____

您門每年搭乘不少 BART 的意見？ ☐ 是 ☐ 否
您是否願意參與未來 **BARTable This Week**，並且每月收到電郵，表示有 BART 最新的活動資訊？ ☐ 是 ☐ 否
您願意收到 **BART 的最新消息**（每月不超過一次），或關於未來改善乘客服務，包括改善 BART 最新資訊？ ☐ 是 ☐ 否

隱私聲明： 感謝您的寶貴意見。您的個人資料，包括您的電郵地址，將用於調查之目的。BART 不會出售、出租或以其他方式向第三方提供您的個人資料。您的回應將會保密。您的個人資料將僅用於本調查。如您有任何問題，請參閱 www.bart.gov/policy。

請翻頁

Appendix B:
COMPLETE TABULATIONS

Notes:
Data are weighted, including bases shown in tables, unless otherwise noted.
"No Answer/NA" includes question non-response, unless otherwise indicated.
Columns may not add to 100% due to rounding.

The following symbols are used:
*Less than 1%
- Zero
^ Data not available from that year's survey

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TIME BOARDED TRAIN

2. About what time did you get on this train?^

The following time distribution includes both weekday and weekend survey periods.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
AM			
Before 6 am	2	2	2
6 am – 9 am	21	22	24
9:01 am – 12 noon	13	11	12
PM			
12:01 pm – 4 pm	16	16	16
4:01 pm – 7 pm	34	35	34
After 7 pm	12	12	10
Don't know/No answer	2	2	2
	100	100	100

^ Open-ended responses were categorized into the time periods shown above.

BART STATION ENTERED AND EXITED

1. Which BART station did you enter before boarding this train?
3. At which BART station will you exit the system?

The following table shows BART stations entered by survey participants and BART stations at which they planned to exit (self-reported).

Base: (All Respondents: 5,294)	ENTRY STATION 2018 (%)	EXIT STATION 2018 (%)
EAST BAY	51	50
12th St/Oakland City Center	3	3
19th St/Oakland	4	3
Antioch	1	1
Ashby	1	1
Bay Fair	2	1
Castro Valley	1	*
Coliseum	1	2
Concord	1	1
Downtown Berkeley	3	3
Dublin/Pleasanton	3	2
El Cerrito del Norte	2	2
El Cerrito Plaza	1	1
Fremont	2	3
Fruitvale	2	2
Hayward	2	2
Lafayette	1	1
Lake Merritt	1	2
MacArthur	2	2
North Berkeley	1	2
North Concord/Martinez	*	1
Oakland International Airport^	*	*
Orinda	1	1
Pittsburg Center	*	*
Pittsburg/Bay Point	1	1
Pleasant Hill/Contra Costa Centre	1	1
Richmond	1	1
Rockridge	1	1
San Leandro	1	2
South Hayward	1	1
Union City	2	2
Walnut Creek	1	1
Warm Springs/South Fremont	2	2
West Dublin/Pleasanton	1	1
West Oakland	2	1

*Less than 1%

^ Respondents in the Oakland International Airport category include those who wrote "Oakland Airport" as a response and those who wrote "Coliseum," but indicated they used an airplane to get to BART.

BART STATION ENTERED AND EXITED (continued)

Base: (All Respondents: 5,294)	STATION ENTERED 2018 (%)	STATION EXITED 2018 (%)
El Cerrito (Unspecified)	*	*
Oakland (Unspecified)	*	*
Pittsburg (Unspecified)	*	1
WEST BAY	48	49
16th St Mission	3	2
24th St Mission	2	2
Balboa Park	2	2
Civic Center/UN Plaza	6	5
Colma	1	1
Daly City	3	3
Embarcadero	8	10
Glen Park	1	2
Millbrae	2	2
Montgomery St	9	10
Powell St	7	6
San Bruno	1	1
San Francisco International Airport	1	1
South San Francisco	2	1
San Francisco (Unspecified)	*	*
Airport (Unspecified)	*	*
OTHER/UNDETERMINED	1	2

*Less than 1%

TRANSFER

4. Are you transferring between BART trains on this trip?

- About two out of ten riders transfer between trains on their trip.
- Weekend riders are more likely to transfer than Peak riders.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	20	20	20
No	78	79	79
Don't know/No answer	1	2	1
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	17	17	17	22	21	23	29	28	24
No	82	82	82	77	77	76	70	70	73
Don't know/No answer	1	1	1	1	2	1	1	2	3
	100	100	100	100	100	100	100	100	100

TRIP PURPOSE (Multi-Year Comparison)

5. What is the primary purpose of this trip?

Overall, greater than two-thirds of BART riders are commuting to or from work. During the weekday peak period, most (81%) are commuting. On weekends, the most common trip purposes are commuting to/from work (23%) and visiting family/friends (23%). (Refer to the next page for trip purpose by time period.)

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Commute to/from Work	60	65	68
Visit Family/Friends	9	7	7
School	7	6	6
Theater or concert	3	2	3
Airplane trip	3	3	2
Shopping	2	2	2
Sports event	3	2	1
Restaurant	1	1	1
Medical/Dental	2	1	1
Work-related Activity	1	1	1
Tourism/Sightseeing	1	1	1
Personal Business	1	1	1
Public event	1	1	1
Fitness/Recreation	1	*	*
Museum/Art Gallery/ Library	*	*	*
Other	2	2	2
More than one purpose	3	3	3
Don't know/No Answer	1	1	*
	100	100	100

* Less than 1%.

TRIP PURPOSE (By Time Period)

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Commute to/from Work	76	81	81	56	58	66	22	23	23
Visit Family/Friends	4	3	3	9	8	6	24	23	23
School	6	5	5	10	10	8	4	3	3
Theater or concert	1	1	3	3	2	2	9	7	9
Airplane trip	2	2	2	4	3	2	4	5	4
Shopping	1	1	*	2	2	2	9	7	8
Sports event	3	1	1	3	2	1	5	3	7
Restaurant	1	1	1	1	1	1	4	5	4
Medical/Dental	1	1	*	3	2	2	1	1	1
Work-related Activity	1	1	1	1	2	1	1	1	*
Tourism/Sightseeing	*	*	*	1	1	1	1	2	1
Personal Business	*	*	*	1	1	1	1	2	1
Public event	*	*	*	*	-	*	3	3	3
Fitness/Recreation	*	*	*	*	*	*	1	2	1
Museum/Art Gallery/ Library	-	*	*	*	*	*	*	1	1
Other	1	1	1	3	3	3	5	6	5
More than one purpose	2	2	2	3	4	3	6	4	4
Don't know/No answer	*	*	*	1	1	*	1	1	1
	100	100	100	100	100	100	100	100	100

* Less than 1%
- Zero

HOW TRAVELED BETWEEN HOME AND BART

6. How did you travel between home and BART today?

- 43% use a private vehicle to travel from home to BART (drive alone, get dropped off, or carpool).
- Nearly one-third of riders walk to BART.
- Peak riders are more likely to drive alone to BART than riders in other time periods.
- Weekend riders are more likely to carpool or take a TNC (Uber, Lyft, etc.) to BART.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Walked all the way to BART	33	33	31
Drove alone	28	29	29
Bus / transit	14	14	13
Dropped off	10	9	9
Carpooled	6	5	6
Bicycled	5	5	5
Uber, Lyft, etc.^	*	3	4
Taxi^	*	*	*
Other / Combo / NA	3	3	3
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Walked all the way to BART	29	32	29	35	34	33	37	36	34
Drove alone	33	33	34	24	26	26	18	19	17
Bus / transit	13	13	12	16	15	14	14	14	15
Dropped off	10	9	9	10	9	9	11	8	8
Carpooled	6	5	6	5	4	3	10	9	11
Bicycled	5	5	5	6	5	6	5	5	4
Uber, Lyft, etc.^	*	2	3	*	3	5	1	5	7
Taxi^	*	*	*	*	*	*	*	1	*
Other / Combo / NA	2	2	2	4	3	4	4	3	4
	100	100	100	100	100	100	100	100	100

^ The Uber and Taxi response categories were added to the questionnaire in 2016. Data for 2014 was pulled from open-ended responses provided in the "other" category.

* Less than 1%

WHERE PARKED/FEE

6a. Where did you park?
6b. What fee, if any, did you pay to park?

- Among those who provided a response to this question, most parked in BART parking; the daily fee was the most common type of parking fee paid.

	Total		
	2014	2016	2018
Base: (Drove/Carpooled)	1,904	1,791	1,827
	(%)	(%)	(%)
Where Parked			
BART parking^	71	70	73
Other parking^	19	21	17
Don't know/No answer	10	9	10
	100	100	100
Fee Paid			
None/Free	30	19	20
Daily Fee	36	41	41
Single day reserved	1	2	3
Monthly permit	7	6	8
Don't know/No answer	26	32	28
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (Drove/Carpooled)	1,070	1,013	1,099	593	588	534	241	190	193
	%	%	%	%	%	%	%	%	%
Where Parked									
BART parking^	74	73	77	63	65	63	76	74	77
Other parking^	16	19	15	26	26	25	12	14	9
Don't know/No answer	9	8	8	10	9	11	11	12	14
	100	100	100	100	100	100	100	100	100
Fee Paid									
None/Free	24	13	13	28	17	20	63	57	59
Daily Fee	43	48	48	37	41	39	5	6	4
Single day reserved	2	1	4	1	3	3	*	*	-
Monthly permit	9	7	10	5	5	8	1	1	1
Don't know/No answer	22	30	26	29	35	31	31	36	37
	100	100	100	100	100	100	100	100	100

^ In the 2016 and 2014 surveys, these categories were "In BART lot" and "Off site."
* Less than 1%
- Zero

CLIPPER USE

7. Did you use a Clipper card to pay for this BART trip?

- Most riders (84%) used Clipper to pay for their BART trip.
- Peak period riders are the most likely to use Clipper at 88%, while Clipper use on weekends has grown the most dramatically, with 71% of weekend riders reporting Clipper usage.^

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	64	71	84
No	35	28	15
Don't know/No answer	1	1	1
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	70	78	88	60	67	82	50	54	71
No	29	22	11	39	32	17	48	45	28
Don't know/No answer	1	*	1	1	1	1	1	1	1
	100	100	100	100	100	100	100	100	100

^Note that the percentage of surveyed riders using Clipper is slightly higher than actual Clipper usage on BART in September 2018. Clipper's actual share of total trips was 81%, and Clipper's actual share of weekend trips was 67%. This slight discrepancy may be due to survey respondents responding in the affirmative if they have a Clipper card, even if they did not use the card for the surveyed trip.

* Less than 1%

FARE

8. What type of fare did you pay for this BART trip?

- About three-fourths of all riders pay the regular fare.
- Usage of the high-value discount fare is highest among peak riders.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Regular ticket	74	75	76
High Value Discount	13	14	13
Senior	4	4	4
Disabled	2	2	2
Muni Fast Pass	3	2	2
Youth	°	°	1
Student	*	1	°
Other/Don't know/NA	3	2	3
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Regular ticket	70	70	74	76	77	77	83	83	82
High Value Discount	18	19	17	11	11	9	4	5	4
Senior	3	3	3	5	5	5	5	5	6
Disabled	1	2	1	2	2	2	1	2	2
Muni Fast Pass	4	2	2	2	2	2	2	1	1
Youth	°	°	1	°	°	1	°	°	2
Student	*	1	°	*	*	°	*	*	°
Other/Don't know/NA	3	2	2	3	2	3	4	3	3
	100	100	100	100	100	100	100	100	100

* Less than 1%
° Choice not offered on that year's survey

SEATING AVAILABILITY

9. After you boarded the train for this trip, did you stand because seating was unavailable?

- Thirty-four percent of riders had to stand because seating was unavailable. This is similar to the last survey when 36% reported having to stand.
- Peak period riders were much more likely to report having to stand.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes – whole trip	16	22	21
Yes – part of trip	14	14	13
Yes (mult. response/unspecified)	*	*	*
No (did not stand)	69	63	66
Don't know/No answer	1	1	1
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes – whole trip	21	31	29	12	13	12	9	9	9
Yes – part of trip	15	15	14	14	14	11	13	12	12
Yes (mult. response/unspec.)	*	*	*	*	*	*	*	-	*
No (did not stand)	63	53	56	73	71	76	77	77	78
Don't know/No answer	1	1	*	1	1	1	2	1	1
	100	100	100	100	100	100	100	100	100

* Less than 1%
- Zero

LENGTH OF TIME A BART CUSTOMER

10. How long have you been riding BART?

- Just over half of survey respondents have been riding BART for more than five years.
- Seventeen percent of riders have been riding BART for less than one year.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Six months or less	14	13	13
More than six months but less than a year	5	4	5
1 – 2 years	13	15	13
3 – 5 years	15	17	17
More than five years	53	51	52
Don't know/No answer	1	*	*
	100	100	100

Less than a Year = 17%

More than 5 Years = 52%

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Six months or less	12	12	12	15	13	12	17	15	16
More than six months but less than a year	5	5	5	4	4	4	4	4	4
1 – 2 years	14	15	13	13	14	13	12	12	14
3 – 5 years	15	17	17	15	17	18	13	16	13
More than five years	54	50	52	52	52	52	53	52	53
Don't know/No answer	1	*	*	*	*	1	1	*	1
	100	100	100	100	100	100	100	100	100

*Less than 1%

FREQUENCY OF RIDING BART

11. How often do you currently ride BART?

- The majority of BART trips (84%) are made by customers who ride BART at least one day per week.
- 59% of BART trips are made by frequent customers who ride five or more days per week. Within the peak period, this percentage is even higher; 68% of peak period trips are made by frequent customers.

	Total			
	2014	2016	2018	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
5 or more days a week	56	59	59	
3 – 4 days a week	16	16	17	
1 – 2 days a week	10	9	8	**At least once/week = 84%**
1 – 3 days a month	9	8	8	
Less than once a month	8	7	7	
Don't know/No answer	1	1	1	
	100	100	100	

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
5 or more days a week	67	69	68	51	54	56	33	34	32
3 – 4 days a week	15	16	16	18	18	19	11	12	13
1 – 2 days a week	7	6	6	11	11	10	15	14	13
1 – 3 days a month	5	5	5	10	8	8	20	22	20
Less than once a month	5	4	4	9	7	6	19	17	21
Don't know/No answer	1	*	1	1	1	1	2	1	2
	100	100	100	100	100	100	100	100	100

*Less than 1%

OVERALL SATISFACTION WITH BART

12. Overall, how satisfied are you with the services provided by BART?

- Overall satisfaction with BART has continued to decline.
- The declines have occurred among both weekday and weekend riders.

	Total			
	2014	2016	2018	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
Very Satisfied	28	24	16	**Very or Somewhat Satisfied = 56%**
Somewhat Satisfied	46	45	40	
Neutral	15	17	22	
Somewhat Dissatisfied	8	11	15	
Very Dissatisfied	2	3	6	
Don't know/No answer	1	*	*	
	100	100	100	
MEAN: (5 point scale)	3.90	3.75	3.44	

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Very Satisfied	25	21	14	30	25	17	33	31	21
Somewhat Satisfied	48	47	41	45	44	39	44	43	41
Neutral	15	16	22	15	18	23	14	19	24
Somewhat Dissatisfied	9	13	16	8	9	15	6	6	11
Very Dissatisfied	2	4	8	2	4	5	2	1	3
Don't know/No answer	1	*	*	*	1	1	1	*	1
	100	100	100	100	100	100	100	100	100
MEAN: (5 point scale)	3.84	3.67	3.37	3.93	3.79	3.47	4.02	3.96	3.66

* Less than 1%

OVERALL SATISFACTION WITH BART (continued)

GROUP	BASE #	Satisfied %	Neutral %	Dissatisfied %	NA %	MEAN (5 point scale)
		Read % across				
TOTAL 2018						
By Frequency of Riding BART						
3+ days a week	4,015	53	23	24	*	3.34
Less frequently but at least monthly	835	65	21	14	-	3.67
Less often	387	68	24	7	1	3.93
By Gender						
Male	2,547	59	22	19	*	3.52
Female	2,640	53	23	23	*	3.37
By Age						
13 – 34	2,504	52	27	20	*	3.39
35 – 64	2,411	58	19	23	*	3.45
65 & Older	271	75	11	14	*	3.93
By Standing/Not Standing						
Yes	1,782	46	24	30	*	3.16
No	3,482	61	22	17	*	3.59
By Ethnicity						
White	2,017	61	19	20	*	3.52
Black/African Amer.	584	54	25	20	1	3.47
Asian/Pac. Islander	1,780	52	26	22	*	3.39
Hispanic	848	54	25	21	1	3.43
Other	221	49	19	32	-	3.20
By Disabled Fare Type						
Disabled discount	88	66	17	16	2	3.74

* Less than 1%
- Zero

OVERALL SATISFACTION WITH BART (continued)

GROUP	BASE #	Satisfied %	Neutral %	Dissatisfied %	NA %	MEAN (5 point scale)
			Read % across			
TOTAL 2018						
By Trip Purpose						
Commute to Work	3,601	52	23	25	*	3.31
School	301	63	23	14	*	3.63
Shopping	106	63	27	9	1	3.77
Medical/Dental	52	63	18	19	-	3.59
Airplane Trip	119	68	17	15	-	3.83
Sports Event	71	66	24	9	1	3.83
Visit Friends/Family	350	66	20	13	*	3.78
Restaurant	71	70	17	13	-	3.80
Theater/Concert	176	67	23	9	*	3.76
By Access Mode						
Walk	1,649	59	21	19	*	3.52
Bike	281	64	15	20	-	3.58
Bus/Transit	694	65	21	13	1	3.70
Drive alone	1,535	48	25	28	-	3.21
Carpool	292	58	20	20	1	3.49
Dropped off	463	52	27	20	1	3.41
Uber, Lyft, etc.	218	53	24	22	1	3.39
By Household Income						
Under $25,000	518	62	25	13	1	3.72
$25,000- $49,999	695	57	27	16	*	3.56
$50,000 - $74,999	795	55	21	23	*	3.41
$75,000 - $99,999	567	56	20	24	-	3.38
$100,000 - $199,999	1,385	56	21	23	*	3.40
$200,000 or more	726	55	21	24	-	3.33
By How Long Riding BART						
6 months or less	662	68	22	10	*	3.85
6 months – one year	241	61	22	17	1	3.54
One – two years	698	52	27	20	1	3.39
Three – five years	902	51	26	23	*	3.33
More than five years	2,769	55	21	24	*	3.39

* Less than 1%
- Zero

OVERALL SATISFACTION WITH BART (continued)

GROUP	BASE #	Satisfied %	Neutral %	Dissatisfied %	NA %	MEAN (5 point scale)
		Read % across				
TOTAL 2018						
By BART Recommendation						
Definitely	2,001	86	11	4	*	4.18
Probably	1,882	54	32	13	*	3.44
Might/Might not	898	20	33	47	*	2.66
Definitely/Probably not	488	8	14	78	*	1.89
By Statement, "BART is a Good Value for the Money"						
Agree strongly	1,003	90	7	3	*	4.32
Agree somewhat	1,877	70	20	9	*	3.73
Neutral	1,163	41	38	21	*	3.24
Disagree	1,206	20	24	56	*	2.46

*Less than 1%

WILLINGNESS TO RECOMMEND BART

13. Would you recommend using BART to a friend or out-of-town guest?

- Seventy-three percent would definitely or probably recommend using BART to a friend or out-of-town guest. This is down 12 percentage points vs. 2016. This drop has been driven by a decrease in those who would definitely recommend BART.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Definitely	59	55	38
Probably	30	30	36
Might or Might Not	8	10	17
Probably Not	2	3	6
Definitely Not	1	1	3
Don't know/No answer	*	*	*
	100	100	100
MEAN: (5 point scale)	4.46	4.36	3.99

Definitely or Probably = 73%

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Definitely	56	52	34	62	56	41	64	63	44
Probably	32	32	36	29	29	34	27	28	38
Might or Might Not	9	11	18	7	10	17	7	7	13
Probably Not	2	3	7	2	2	5	1	1	3
Definitely Not	1	1	4	1	1	3	*	1	2
Don't know/No answer	1	*	*	*	1	1	1	*	1
	100	100	100	100	100	100	100	100	100
MEAN: (5 point scale)	4.41	4.31	3.91	4.50	4.36	4.05	4.54	4.51	4.20

*Less than 1%

VALUE

14. To what extent do you agree with the following statement: "BART is a good value for the money?"

- Greater than half of BART riders (54%) agree with the statement: "BART is a good value for the money." This percentage has been declining since 2014.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Agree Strongly	25	23	19
Agree Somewhat	38	36	35
Neutral	20	21	22
Disagree Somewhat	11	13	15
Disagree Strongly	5	6	8
Don't know/No answer	1	1	1
	100	100	100
MEAN: (5 point scale)	3.68	3.58	3.43

Agree Strongly or Somewhat = 54%

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Agree Strongly	23	21	17	27	24	20	29	30	23
Agree Somewhat	37	36	35	38	36	35	40	36	37
Neutral	22	21	22	19	21	22	18	20	20
Disagree Somewhat	13	15	16	10	12	14	9	9	12
Disagree Strongly	5	6	8	5	6	8	3	4	5
Don't know/No answer	1	1	*	1	1	1	1	1	2
	100	100	100	100	100	100	100	100	100
MEAN: (5 point scale)	3.61	3.50	3.37	3.73	3.62	3.45	3.83	3.79	3.61

*Less than 1%

GENDER

15. Gender

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Male	49	47	48
Female	49	48	50
Another gender	*	1	1
No answer	2	4	2
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Male	47	46	45	50	49	53	49	48	47
Female	50	50	53	48	46	45	48	47	50
Another gender	*	*	*	*	1	1	*	1	1
No answer	2	4	1	2	4	2	3	4	2
	100	100	100	100	100	100	100	100	100

* Choice not offered on that year's survey
* Less than 1%

AGE

16. Age

- Sixty-eight percent of BART riders are under age 45.
- On weekends, nearly one in four riders is 18 – 24 years old.

Total

	2014	2016	2018	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
13 – 17	2	2	2	
18 – 24	16	15	14	
25 – 34	31	33	32	
35 – 44	19	19	20	**Under 45 = 68%**
45 – 54	15	14	15	
55 – 64	11	10	10	
65 and older	5	5	5	
Don't know/No answer	1	2	2	
	100	100	100	

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
13 – 17	2	1	1	2	2	1	3	3	3
18 – 24	12	11	11	18	17	15	22	23	24
25 – 34	29	34	33	32	32	31	32	30	30
35 – 44	22	22	22	17	17	20	13	16	13
45 – 54	19	15	16	13	14	14	12	12	12
55 – 64	11	10	11	11	10	10	9	9	9
65 and older	4	4	4	6	7	6	7	6	7
Don't know/No answer	1	2	2	1	2	2	2	2	2
	100	100	100	100	100	100	100	100	100

PERSONAL VEHICLE

17. Do you have a car or motorcycle?

- More than two-thirds (68%) of BART riders have a car or motorcycle. Peak riders are more likely to have a vehicle, compared to off-peak and weekend riders.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	*	*	68
No	*	*	31
Don't know/No answer	*	*	1
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	*	*	75	*	*	63	*	*	56
No	*	*	24	*	*	36	*	*	43
Don't know/No answer	*	*	1	*	*	1	*	*	1
	100	100	100	100	100	100	100	100	100

* Question was not asked in 2014 and 2016.

SMART PHONE

18. Do you have a smart phone (can access internet, use apps)?

- Nearly all (95%) riders have a smart phone.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	*	*	95
No	*	*	4
Don't know/No answer	*	*	1
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	*	*	96	*	*	94	*	*	94
No	*	*	3	*	*	5	*	*	5
Don't know/No answer	*	*	1	*	*	1	*	*	2
	100	100	100	100	100	100	100	100	100

* Question was not asked in 2014 and 2016.

ETHNIC IDENTIFICATION

19. What is your race or ethnic identification? *(Check one or more.)*

- BART has a diverse ridership.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
White	45	44	38
Asian or Pacific Islander	29	31	34
Hispanic	*	*	16
Black/African American	12	12	11
American Indian or Alaska Native	2	2	2
Other/No answer	16	15	6
Hispanic	19	18	*

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
White	44	42	37	45	45	39	47	46	39
Asian or Pacific Islander	33	35	38	27	26	28	25	27	31
Hispanic	*	*	14	*	*	18	*	*	18
Black/African American	11	11	10	14	14	13	12	13	11
American Indian or Alaska Native	2	2	2	2	2	2	2	2	2
Other/No answer	15	14	5	16	17	6	16	17	6
Hispanic	18	17	*	19	20	*	19	21	*

Note: Multiple responses were accepted, so columns will not add to 100%. The ethnicity data on the next page are categorized differently, so the percentages shown will differ.

* In 2014 and 2016, Hispanic ancestry was derived by a separate question (listed in the tables above in the Hispanic row), and cases where "Hispanic" was written as a response to Q15 were included in the "Other" category in the tables above. In 2018, "Hispanic, Latino, or Spanish origin" was included in the responses for Q19.

BART CUSTOMER ETHNICITY COMPARED TO REGION

BART Customer Ethnicity Compared to Bay Area Counties in BART's Service Area

- BART customer ethnicities reflect the diversity of the region.
- The following table compares the reported ethnicity of BART riders (excluding non-response) to the 2017 American Community Survey estimates.

Race and Ethnicity
BART Compared to Bay Area Counties in BART's Service Area

	ALAMEDA	CONTRA COSTA	SAN FRANCISCO	SAN MATEO	FOUR-COUNTY TOTAL	BART 2018 CUST. SAT. SURVEY
Population	1,663,190	1,147,439	884,363	771,410	4,466,402	5,114
	%	%	%	%	%	%
White (non-Hispanic)	31	44	40	39	38	35
Black/African American (non-Hispanic)	10	8	5	2	7	10
Asian/Pacific Islander (non-Hispanic)	31	17	35	30	28	32
American Indian or Alaska Native (non-Hispanic)	*	*	*	*	*	1
Hispanic (any race)	22	26	15	24	22	17
Other, including 2+ Races (non-Hispanic)	5	6	5	4	5	5
Total	100	100	100	100	100	100

* Less than 1%

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

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

ENGLISH PROFICIENCY

20a. Do you speak a language other than English at home?
20b. If "Yes" to question 20a, how well do you speak English?

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
Yes	37	39	41
No	62	59	57
Don't know/No answer	2	1	2
	100	100	100
Base: (Speak language other than English at home)	2,049	2,095	2,174
Very well	71	72	73
Well	21	19	18
Not well	5	5	5
Not at all	*	1	*
Don't know/No answer	3	3	4
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Yes	37	41	42	36	37	39	36	39	44
No	61	58	57	63	61	60	63	59	55
Don't know/No answer	2	1	2	2	2	2	1	1	1
	100	100	100	100	100	100	100	100	100
Base: (Speak language other than English at home)	1,011	1,104	1,151	732	724	719	306	268	304
Very well	74	74	77	70	70	71	65	67	66
Well	20	19	16	21	19	18	22	22	23
Not well	3	4	4	6	7	6	9	8	6
Not at all	*	1	*	1	1	*	*	*	1
Don't know/No answer	3	3	3	3	3	4	4	3	4
	100	100	100	100	100	100	100	100	100

* Less than 1%

INCOME

21. What is your total annual household income before taxes?^

- About four in every ten (40%) BART riders have household incomes of $100,000 or more.
- Peak riders' household incomes skew higher than incomes of riders in other time periods.

	Total			
	2014	2016	2018	
Base: (All Respondents)	5,609	5,342	5,294	
	(%)	(%)	(%)	
Under $25,000	17	14	10	
$25,000 – $49,999	18	16	13	**Under $50,000 = 23%**
$50,000 – $74,999	16	16	15	
$75,000 – $99,999	11	11	11	
$100,000 and over	30	34	40	**$100,000 or more = 40%**
Don't know/No answer	9	8	11	
	100	100	100	

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
Under $25,000	12	9	6	21	19	13	24	21	17
$25,000 – $49,999	15	13	11	20	18	15	22	23	17
$50,000 – $74,999	17	16	16	15	16	14	14	16	13
$75,000 – $99,999	14	12	11	10	10	10	8	11	11
$100,000 and over	34	40	45	27	29	36	22	22	29
Don't know/No answer	9	9	11	9	8	11	11	8	13
	100	100	100	100	100	100	100	100	100

^Income range categories were combined to allow comparison with data from prior years.

BART CUSTOMER HOUSEHOLD INCOMES COMPARED TO REGION

BART Customer Household Incomes Compared to Bay Area Counties in BART's Service Area

- BART customers' household incomes approximately track regional household income distribution; however, there is a notable difference at the highest income level.

Household Income

BART Compared to Bay Area Counties in BART's Service Area

Households	Alameda 573,589	Contra Costa 392,846	San Francisco 360,323	San Mateo 264,185	4 County Total 1,590,143	BART 2018 Customer Satisfaction Survey 4,686
	%	%	%	%	%	%
Under $25,000	13	12	16	9	13	11
$25,000-$34,999	6	6	5	4	5	6
$35,000-$39,999	3	3	2	3	3	3
$40,000-$49,999	5	6	4	4	5	5
$50,000-$59,999	5	6	4	4	5	7
$60,000-$74,999	8	8	6	7	7	10
$75,000-$99,999	12	12	9	12	11	12
$100,000-$149,999	19	19	17	18	18	18
$150,000-$199,999	12	11	11	13	12	11
$200,000 and over	18	18	26	26	21	15
Total	100	100	100	100	100	100

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

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

NUMBER IN HOUSEHOLD

22. Including yourself, how many people live in your household?

- Household sizes have remained steady since 2014.
- Thirty-one percent of riders live in two-person households.

	Total		
	2014	2016	2018
Base: (All Respondents)	5,609	5,342	5,294
	(%)	(%)	(%)
One	17	18	16
Two	29	31	31
Three	19	20	20
Four	17	17	17
Five	7	6	8
Six or more	5	5	4
Don't know/No answer	6	3	4
	100	100	100

	Peak			Off-Peak			Weekend		
	2014	2016	2018	2014	2016	2018	2014	2016	2018
Base: (All Respondents)	2,724	2,712	2,748	2,040	1,951	1,855	845	678	690
	%	%	%	%	%	%	%	%	%
One	15	15	14	19	20	17	21	23	22
Two	28	32	33	29	30	29	31	30	29
Three	20	21	20	19	21	19	17	16	18
Four	19	18	18	16	16	16	12	15	13
Five	8	6	7	7	6	9	7	8	7
Six or more	4	5	4	6	6	5	5	6	5
Don't know/No answer	6	3	3	5	2	4	6	3	4
	100	100	100	100	100	100	100	100	100

RATING BART ON SPECIFIC ATTRIBUTES

23. Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating. You also can use any number in between. Skip attributes that do not apply to you.

POOR						EXCELLENT
1	2	3	4	5	6	7

NOTE: "7" is the highest rating a respondent can give and "1" is the lowest. Blank responses were eliminated when calculating the arithmetic mean.

RATING BART ON SPECIFIC ATTRIBUTES

OVERALL RATINGS	Mean Ratings (7-point scale)						Mean Score Change
	TOTAL			STRATA (2018)			
	2014	2016	2018	Peak	Off-Peak	Weekend	2018-2016
Base: (All Respondents)	5,609	5,342	5,294	2,748	1,855	690	
	#	#	#	#	#	#	#
Availability of maps/schedules	5.71	5.65	5.58	5.63	5.53	5.55	-0.07
bart.gov website	5.30	5.14	5.29	5.31	5.26	5.31	0.15
On-time performance of trains	5.46	5.27	5.21	5.12	5.27	5.37	-0.06
Timeliness of connections between BART trains	5.36	5.25	5.17	5.12	5.20	5.26	-0.08
Hours of operation	4.98	5.00	5.15	5.25	5.06	4.97	0.15
Timely information about service disruptions	5.26	5.24	5.02	5.00	5.01	5.10	-0.22
Availability of bicycle parking	5.01	4.97	4.96	4.94	4.95	5.07	-0.01
Frequency of train service	5.11	4.98	4.96	4.89	5.03	5.04	-0.02
Access for people with disabilities	5.13	5.03	4.80	4.70	4.88	4.98	-0.23
Timeliness of connections with other transit*	4.85	4.79	4.80	4.73	4.84	4.93	0.01
Lighting in parking lots	4.94	4.92	4.74	4.66	4.78	4.93	-0.18
BART system kept free of graffiti^	NA	NA	4.40	4.35	4.39	4.66	NA
Availability of car parking	4.41	4.23	4.24	4.14	4.22	4.72	0.01
Personal security in the BART system	4.49	4.28	3.58	3.45	3.64	3.96	-0.70
Enforcement of no eating and drinking policy	4.05	3.93	3.48	3.38	3.48	3.91	-0.45
Enforcement against fare evasion	4.47	4.19	3.36	3.20	3.43	3.82	-0.83
Addressing homelessness in the BART system^	NA	NA	2.85	2.70	2.90	3.37	NA

* In 2016 this was listed as "Timeliness of connections with buses"
^ Question not asked in 2016 or 2014

RATING BART ON SPECIFIC ATTRIBUTES (continued)

BART STATION RATINGS	Mean Ratings (7-point scale)						Mean Score Change
	TOTAL			STRATA (2018)			
	2014	2016	2018	Peak	Off-Peak	Weekend	2018-2016
Base: (All Respondents)	5,609	5,342	5,294	2,748	1,855	690	
	#	#	#	#	#	#	#
Clipper cards	5.80	5.85	5.91	5.95	5.86	5.85	0.06
BART tickets	5.50	5.45	5.32	5.29	5.33	5.41	-0.13
Reliability of ticket vending machines	5.17	5.02	4.96	4.91	4.95	5.16	-0.06
Signs with transfer / platform / exit directions	5.06	4.97	4.93	4.93	4.91	4.95	-0.04
Length of lines at exit gates	5.04	4.85	4.89	4.77	4.96	5.21	0.04
Reliability of faregates	5.12	4.93	4.88	4.79	4.92	5.13	-0.05
Helpfulness and courtesy of Station Agents	4.79	4.79	4.56	4.50	4.61	4.68	-0.23
Availability of Station Agents	4.73	4.58	4.23	4.16	4.25	4.46	-0.35
Escalator availability/reliability	4.58	4.33	4.12	3.94	4.21	4.64	-0.21
Elevator availability/reliability	4.58	4.28	4.08	3.96	4.13	4.43	-0.20
Overall condition/state of repair	4.57	4.37	4.08	3.95	4.16	4.40	-0.29
Station cleanliness	4.11	3.93	3.57	3.45	3.65	3.86	-0.36
Presence of BART Police in stations	4.19	4.04	3.45	3.32	3.51	3.85	-0.59
Presence of BART Police outside BART stations^	NA	NA	3.41	3.27	3.47	3.84	NA
Elevator cleanliness	3.88	3.71	3.35	3.23	3.40	3.69	-0.36
Restroom cleanliness	3.52	3.39	3.01	2.85	3.12	3.34	-0.38

^ Attribute was phrased as "Presence of BART Police in Parking Lots" in 2016 and 2014

RATING BART ON SPECIFIC ATTRIBUTES (continued)

BART TRAIN RATINGS	Mean Ratings (7-point scale)						Mean Score Change
	TOTAL			STRATA (2018)			
	2014	2016	2018	Peak	Off-Peak	Weekend	2018-2016
Base: (All Respondents)	5,609	5,342	5,294	2,748	1,855	690	
	#	#	#	#	#	#	#
Comfort of seats on trains	4.84	4.85	4.62	4.50	4.69	4.92	-0.23
Availability of standing room on trains	4.61	4.40	4.49	4.27	4.65	4.95	0.09
Appearance of train exterior	4.59	4.46	4.24	4.18	4.22	4.49	-0.22
Comfortable temperature aboard trains	4.41	4.38	4.15	3.97	4.26	4.62	-0.23
Clarity of public address announcements	4.21	4.08	4.00	3.93	4.06	4.14	-0.08
Condition / cleanliness of windows on trains	4.32	4.22	3.97	3.88	4.01	4.21	-0.25
Availability of space on trains for luggage, bicycles, and strollers	4.06	3.86	3.83	3.57	4.01	4.44	-0.03
Condition / cleanliness of seats on trains	4.07	4.23	3.80	3.66	3.87	4.18	-0.43
Noise level on trains	4.08	3.67	3.80	3.71	3.83	4.06	0.13
Availability of seats on trains	4.18	3.86	3.76	3.44	4.02	4.40	-0.10
Train interior cleanliness	4.28	4.25	3.65	3.53	3.70	4.03	-0.60
Condition / cleanliness of floors on trains	4.05	4.05	3.54	3.42	3.57	3.98	-0.51
Presence of BART police on trains	3.65	3.51	3.08	2.94	3.12	3.54	-0.43

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Appendix C:
TESTS OF STATISTICAL SIGNIFICANCE 2018 VS. 2016

TEST OF STATISTICAL SIGNIFICANCE at the 95% Confidence Level

	2018					2016							
	Total Response	Don't know	Sample Size	Mean	Standard Deviation	Total Response	Don't know	Sample Size	Mean	Standard Deviation	Mean Difference	T-Score	Statistically Significant at 95?
OVERALL SATISFACTION	5,294	19	5,275	3.46	1.12	5,342	23	5,319	3.75	1.04	-0.31	-14.79206	yes
RECOMMEND TO FRIEND	5,294	25	5,269	3.99	1.04	5,342	23	5,319	4.36	0.87	-0.37	-19.88706	yes
"BART IS A GOOD VALUE"	5,294	44	5,250	3.43	1.18	5,342	47	5,295	3.58	1.15	-0.15	-6.60480	yes
On-time performance of trains	5,294	147	5,147	5.21	1.37	5,342	119	5,223	5.27	1.35	-0.06	-3.24772	yes
Hours of operation	5,294	203	5,091	5.15	1.57	5,342	179	5,163	5.00	1.63	0.15	4.74117	yes
Frequency of train service	5,294	237	5,057	4.96	1.49	5,342	222	5,120	4.98	1.48	-0.02	-0.67935	no
Availability of maps and schedules	5,294	307	4,987	5.58	1.36	5,342	280	5,062	5.65	1.33	-0.07	-2.60529	yes
bart.gov website	5,294	648	4,646	5.29	1.36	5,342	1,079	4,263	5.14	1.44	0.15	5.04542	yes
Timely information about service disruptions	5,294	474	4,820	5.02	1.49	5,342	338	5,004	5.24	1.43	-0.22	-7.45465	yes
Timeliness of connections between BART trains	5,294	763	4,531	5.17	1.36	5,342	723	4,619	5.25	1.31	-0.08	-2.86997	yes
Timeliness of connections with other transit*	5,294	1,330	3,964	4.80	1.49	5,342	1,692	3,650	4.79	1.51	0.01	0.29026	no
Availability of car parking	5,294	1,103	4,191	4.24	1.84	5,342	1,153	4,189	4.23	1.87	0.01	0.24698	no
Availability of bicycle parking	5,294	1,894	3,400	4.96	1.50	5,342	1,939	3,403	4.97	1.53	-0.01	-0.27180	no
Lighting in parking lots	5,294	1,259	4,035	4.74	1.54	5,342	1,317	4,025	4.92	1.45	-0.18	-5.41019	yes
Access for people with disabilities	5,294	1,654	3,640	4.80	1.64	5,342	1,795	3,547	5.03	1.55	-0.23	-6.10267	yes
Personal security in BART system	5,294	600	4,694	3.58	1.79	5,342	692	4,650	4.28	1.68	-0.70	-19.48479	yes
Enforcement against fare evasion	5,294	890	4,404	3.36	2.00	5,342	1,339	4,003	4.19	1.89	-0.83	-19.54148	yes
Enforcement of no eating and drinking policy	5,294	774	4,520	3.48	2.01	5,342	945	4,397	3.93	1.95	-0.45	-10.73581	yes
BART system kept free of graffiti	5,294	764	4,530	4.40	1.85	Not asked in 2016							
Addressing homelessness on the BART system	5,294	600	4,694	2.85	1.89	Not asked in 2016							
Length of lines at exit gates	5,294	396	4,898	4.89	1.49	5,342	329	5,013	4.85	1.53	0.04	1.31772	no
Reliability of ticket vending machines	5,294	718	4,576	4.96	1.52	5,342	653	4,689	5.02	1.50	-0.06	-1.91372	no
Reliability of faregates	5,294	557	4,737	4.88	1.50	5,342	543	4,799	4.93	1.50	-0.05	-1.62656	no
Clipper cards	5,294	514	4,780	5.91	1.24	5,342	712	4,630	5.85	1.27	0.06	2.31955	yes
BART tickets	5,294	1,172	4,122	5.32	1.42	5,342	1,026	4,316	5.45	1.34	-0.13	-4.32246	yes
Escalator availability and reliability	5,294	599	4,695	4.12	1.78	5,342	629	4,713	4.33	1.73	-0.21	-5.79998	yes
Elevator availability and reliability	5,294	1,328	3,966	4.08	1.81	5,342	1,388	3,954	4.28	1.74	-0.20	-5.01916	yes
Presence of BART Police in stations	5,294	681	4,613	3.45	1.77	5,342	828	4,514	4.04	1.67	-0.59	-16.40599	yes
Presence of BART Police outside stations	5,294	776	4,518	3.41	1.80	Not asked in 2016							
Availability of Station Agents	5,294	638	4,656	4.23	1.72	5,342	693	4,649	4.58	1.61	-0.35	-10.13604	yes
Helpfulness & courtesy of Station Agents	5,294	753	4,541	4.56	1.78	5,342	776	4,566	4.79	1.68	-0.23	-6.34876	yes
Station cleanliness	5,294	483	4,811	3.57	1.79	5,342	538	4,804	3.93	1.75	-0.36	-9.97677	yes

(continued from prior page)	2018					2016							
	Total Response	Don't know	Sample Size	Mean	Standard Deviation	Total Response	Don't know	Sample Size	Mean	Standard Deviation	Mean Difference	T-Score	Statistically Significant at 95?
Restroom cleanliness	5,294	1,258	4,036	3.01	1.79	5,342	1,379	3,963	3.39	1.86	-0.38	-9.29775	yes
Elevator cleanliness	5,294	1,306	3,988	3.35	1.88	5,342	1,435	3,907	3.71	1.89	-0.36	-8.47769	yes
Signs with transfer / platform / exit directions	5,294	780	4,514	4.93	1.55	5,342	844	4,498	4.97	1.51	-0.04	-1.24135	no
Stations - Overall condition / state of repair	5,294	534	4,760	4.08	1.61	5,342	596	4,746	4.37	1.55	-0.29	-8.94126	Yes
Availability of seats on trains	5,294	342	4,952	3.76	1.80	5,342	326	5,016	3.86	1.80	-0.10	-2.77715	yes
Availability of space on trains for luggage, bikes, strollers	5,294	603	4,691	3.83	1.77	5,342	614	4,728	3.86	1.78	-0.03	-0.81967	no
Availability of standing room on trains	5,294	482	4,812	4.49	1.70	5,342	442	4,900	4.40	1.70	0.09	2.61135	yes
Comfort of seats on trains	5,294	491	4,803	4.62	1.58	5,342	436	4,906	4.85	1.47	-0.23	-7.42917	yes
Condition / cleanliness of seats on train	5,294	468	4,826	3.80	1.73	5,342	447	4,895	4.23	1.65	-0.43	-12.53911	yes
Comfortable temperature aboard trains	5,294	465	4,829	4.15	1.73	5,342	463	4,879	4.38	1.66	-0.23	-6.68971	yes
Noise level on trains	5,294	472	4,822	3.80	1.77	5,342	438	4,904	3.67	1.82	0.13	3.57601	yes
Clarity of public address announcements	5,294	548	4,746	4.00	1.75	5,342	548	4,794	4.08	1.74	-0.08	-2.23620	yes
Presence of BART Police on trains	5,294	723	4,571	3.08	1.78	5,342	820	4,522	3.51	1.76	-0.43	-11.57875	yes
Appearance of train exterior	5,294	609	4,685	4.24	1.67	5,342	635	4,707	4.46	1.57	-0.22	-6.56779	yes
Condition / cleanliness of windows on train	5,294	560	4,734	3.97	1.71	5,342	615	4,727	4.22	1.67	-0.25	-7.19189	yes
Train interior cleanliness	5,294	488	4,806	3.65	1.71	5,342	522	4,820	4.25	1.65	-0.60	-17.50921	yes
Condition / cleanliness of floors on trains	5,294	471	4,823	3.54	1.77	5,342	490	4,852	4.05	1.72	-0.51	-14.36950	yes

*This attribute was phrased as "Timeliness of connections with buses" on the 2016 questionnaire.

Appendix D:
SERVICE ATTRIBUTE RATINGS - PERCENTAGES

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Service Attribute Ratings – Percentages

Sorted in descending order on mean

SCALE: 1=Poor, 7=Excellent	Mean	Top Two	Neutral	Bottom Two	Don't know
	r				
Clipper cards	5.91	65	24	2	10
Availability of maps and schedules	5.58	57	34	3	6
BART tickets	5.32	40	34	3	22
bart.gov website	5.29	44	41	3	12
On-time performance of trains	5.21	46	47	4	3
Timeliness of connections between BART trains	5.17	39	43	3	14
Hours of operation	5.15	48	40	7	4
Timely information about service disruptions	5.02	38	46	6	9
Availability of bicycle parking	4.96	25	35	4	36
Frequency of train service	4.96	39	50	7	4
Reliability of ticket vending machines	4.96	36	44	7	14
Signs with transfer / platform / exit directions	4.93	36	43	7	15
Length of lines at exit gates	4.89	36	50	7	7
Reliability of faregates	4.88	34	49	7	11
Access for people with disabilities	4.80	26	35	7	31
Timeliness of connections with other transit	4.80	26	43	6	25
Lighting in parking lots	4.74	26	43	7	24
Comfort of seats on trains	4.62	29	52	10	9
Helpfulness and courtesy of Station Agents	4.56	31	42	13	14
Availability of standing room on trains	4.49	29	49	13	9
BART system kept free of graffiti	4.40	29	41	16	14
Availability of car parking	4.24	22	41	16	21
Appearance of train exterior	4.24	22	51	15	11
Availability of Station Agents	4.23	23	49	15	12
Comfortable temperature aboard trains	4.15	23	51	17	9
Escalator availability and reliability	4.12	22	48	19	11
Elevator availability and reliability	4.08	18	40	16	25
Stations - Overall condition / state of repair	4.08	17	57	16	10
Clarity of public address announcements	4.00	20	50	20	10
Condition / cleanliness of windows on train	3.97	18	52	19	11
Avail. of space on trains for luggage, bikes, strollers	3.83	17	49	23	11
Condition / cleanliness of seats on trains	3.80	16	53	23	9
Noise level on trains	3.80	16	51	24	9
Availability of seats on trains	3.76	17	51	26	6
Train interior cleanliness	3.65	13	53	25	9
Personal security in the BART system	3.58	14	48	27	11
Station cleanliness	3.57	14	49	28	9
Condition / cleanliness of floors on trains	3.54	14	49	28	9
Enforcement of no eating and drinking policy	3.48	17	37	32	15
Presence of BART Police in stations	3.45	12	47	29	13
Presence of BART Police outside stations	3.41	12	44	29	15
Enforcement against fare evasion	3.36	15	34	34	17
Elevator cleanliness	3.35	12	35	29	25
Presence of BART Police on trains	3.08	9	39	37	14
Restroom cleanliness	3.01	8	34	34	24
Addressing homelessness on the BART system	2.85	10	32	46	11

Note: Ratings are based on a scale of 1 - 7. Top Two includes 6 or 7 ratings, Neutral includes 3, 4, or 5 ratings, and Bottom Two includes 1 or 2 ratings.

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Appendix E:
DESCRIPTION OF METHODOLOGY AND RESPONSE RATE SUMMARY

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DESCRIPTION OF METHODOLOGY

FIELD PROCEDURES

In total, seven interviewers worked on the 2018 study, including one working supervisor. The interviewer training session was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Monday, September 10, 2018, and the bulk of the field interviewing was conducted between September 11 and October 14, 2018. (A few remaining runs were surveyed on Saturday and Sunday, October 20 - 21.)

Interviewers, for the most part, worked in teams of two. Interviewers boarded randomly pre-selected BART trains and distributed questionnaires to all riders on one pre-determined BART car (also randomly selected). These interviewers rode nearly the whole route of their designated line continually collecting completed surveys and distributing surveys to new riders entering their car. Origination/destination stations for the interviewers were generally Balboa Park, Castro Valley, Pittsburg/Bay Point, El Cerrito Plaza, Fremont, San Francisco International Airport, and Millbrae. (Note that in 2018, the Concord origin/destination was changed to Pittsburg/Bay Point, and the South Hayward origin/destination was changed to Fremont. This was due to new end-of-line stations on these lines – Antioch and Warm Springs/South Fremont.)

The questionnaires were available in English, Spanish, and Chinese. Interviewers carried signs on the back of their clipboards that said in the respective languages: "I have surveys in English, Spanish, and Chinese." In 2018, 97 non-English language surveys were completed, representing 1.8% of total surveys (unweighted).

Tallies were kept for questionnaires taken home with riders to be mailed back and for all non-responses (refusals, language barrier, children under 13, sleeping, and left train). The definitions for non-responses are:

- *Language Barrier* - Non-response because a questionnaire is not available in a language understood by the rider.
- *Left Train* - The surveyor was unable to offer a questionnaire to a rider because of the short distance of that rider's trip.
- *Children under 13* - Children under 13 are not eligible for the survey.
- *Sleeping* – Sleeping riders are not offered a questionnaire.
- *Refusals* - Riders unwilling to accept/fill out the survey.

All surveys collected during a run were collated together into batches. During this process, coding of answers was completed, and surveys were individually examined to verify completeness and age of the respondent. Incomplete surveys and surveys from respondents under 13 years of age were removed. Data from the surveys were then input into a database.

Following inputting, randomly selected batches were pulled and reviewed for quality assurance. All of the surveys in the selected batches were compared to the data input for all questions to verify the accuracy of editors, coders, and data entry staff. A total of 656 surveys were reviewed in this manner (12% of all surveys). A further 4,297 surveys (81% of all surveys) were checked for data input on the key questions only (questions 12, 13, and 14).

DESCRIPTION OF METHODOLOGY (continued)

Prior to publishing this report, a final review resulted in a few minor changes to the data file. As such, a few items in this report differ from previously presented data: the total sample size changed from 5,292 to 5,294, and the average rating for Clipper cards increased 1.0% vs. the prior survey, rather than 0.9%. Additionally, this report does not compare the rating of the 2018 attribute "Presence of BART Police outside stations" against the 2016 attribute "Presence of BART Police in parking lots" due to the text change.

SAMPLING

Sampling was achieved by selecting BART train trips that most closely resembled trains selected for the 2016 study. The resulting sample of BART trains fell within three strata: peak, off-peak and weekend. Peak is defined as weekday trains dispatched between 5:30 am - 8:30 am and 3:30 pm - 6:30 pm. Off-peak includes trains dispatched all other weekday times. Weekend includes all trains dispatched on Saturday or Sunday.

Once all train selections were made, each trip (train run) was matched with an appropriate return trip on the same line. (For the few cases where a return trip was not available, it was treated as a one-way trip, and no return trip was assigned.) For each trip, one train car was randomly selected for interviewers to board. Interviewers attempted to survey all car riders through the destination station. This random car selection process resulted in a slight bias towards shorter trains. Riders on shorter trains had a higher likelihood of being selected than those on longer trains. In previous years, analysis has been performed on this issue and has demonstrated that this bias has no material effect on the results. The number of outgoing and returning trips totaled: peak – 38 trips; off-Peak – 58 trips; weekend – 44 trips.

WEIGHTING

The data were weighted by ridership segment to proportionately represent BART riders. The weighted ridership segments are defined identically to the sampling ridership segments except that weekend is broken into Saturday and Sunday. The resulting ridership segments are as follows: weekday peak, weekday off-peak, Saturday, and Sunday. The chart below shows the actual number of questionnaires by ridership segment and the number of questionnaires weighted to represent the proportional amount of riders in each. It also shows the number of riders the weighting is based on, as well as the percentage of riders these numbers represent.

	Weekday Peak	Weekday Off-peak	Saturday	Sunday	Weekly Total
Questionnaires completed	1,870	1,942	704	778	5,294
Questionnaires weighted by strata	2,748	1,855	401	289	5,294
Estimated # of BART trips*	1,296,122	874,992	189,088	136,367	2,496,569
Weighted %	51.9%	35.0%	7.6%	5.5%	100.0%

* Estimated number of BART trips taken from ridership averages from the following days during survey period: Monday, 10/1; Tuesday, 9/11; Wednesday, 9/12; Thursday, 9/27; Friday, 9/21; Saturday, 9/15; Sunday, 9/16

2018 BART Customer Satisfaction Study

Response Rate / % of Riders Who Completed Survey / Distribution Rate

	Total	Peak	Off-Peak	Weekend
Children under 13	153	26	19	108
Language barrier	50	9	17	24
Sleeping	213	74	80	59
Left train	205	102	51	52
Refused	3,342	1,260	1,132	950
Already Participated	128	33	39	56
Partials (not processed)	332	81	120	131
Qst. distributed and not returned	1,201	381	400	420
TOTAL NON-RESPONSE	*5,624*	*1,866*	*1,858*	*1,800*
Completes collected	4,978	1,735	1,824	1,419
Completes mailed back	316	135	118	63
TOTAL COMPLETES	*5,294*	*1,870*	*1,942*	*1,482*
PASSENGERS ON SAMPLED CARS				
(Total completes + Total Non-responses)	*10,918*	*3,836*	*3,800*	*3,282*
Response Rate & % of Riders Who Completed Survey				
PASSENGERS ON SAMPLED CARS	*10,918*	*3,836*	*3,800*	*3,282*
Less: Children Under 13	(153)	(26)	(19)	(108)
Language Barrier	(50)	(9)	(17)	(24)
Sleeping	(213)	(74)	(80)	(59)
POTENTIAL RESPONDENTS	*10,502*	*3,727*	*3,684*	*3,091*
TOTAL COMPLETES	*5,294*	*1,870*	*1,942*	*1,482*
Response Rate[1]	***50.4%***	***50.2%***	***52.7%***	***47.9%***
% of Riders Who Completed Survey[2]	***45.5%***	***48.7%***	***51.1%***	***45.2%***
Distribution Rate				
PASSENGERS ON SAMPLED CARS	*10,918*	*3,836*	*3,800*	*3,282*
Less: Children Under 13	(153)	(26)	(19)	(108)
Language Barrier	(50)	(9)	(17)	(24)
Sleeping	(213)	(74)	(80)	(59)
POTENTIAL RESPONDENTS	*10,502*	*3,727*	*3,684*	*3,091*
Total Completes	5,294	1,870	1,942	1,482
Qst. taken home and not returned by Oct 24	1,201	381	400	420
Partials (not processed)	332	81	120	131
TOTAL QST. DISTRIBUTED	*6,827*	*2,332*	*2,462*	*2,033*
Distribution Rate[3]	***65.0%***	***62.6%***	***66.8%***	***65.8%***

[1] Total Completes divided by Potential Respondents
[2] Total Completes divided by Passengers on Sampled Cars
[3] Total Questionnaires Distributed divided by Potential Respondents

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Appendix F:
CODING OF RESPONDENT COMMENTS

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CODING OF RESPONDENT COMMENTS

EDITING AND CODING

This section outlines editing and coding procedures utilized on the 2018 BART Customer Satisfaction Study. For the most part, information as provided by the respondent on the self-administered questionnaire was entered as recorded.

Editing procedures, where disparities occurred, were as follows:

Scaling Questions

- If multiples occurred where only one response was acceptable (e.g., both 5 and 6 circled on the Poor - Excellent scale or Agree Strongly and Agree Somewhat both checked), the answer input alternated between the higher and lower responses. On the first occurrence we took the higher response, and on the next occurrence we took the lower response, etc.
- In cases where bipolar discrepancies were observed (e.g., both 1 and 7 circled) the midpoint was used. Sometimes respondents would include notes like poor in this respect and excellent in another respect for a specific attribute.

The back side of the questionnaire included a section for comments. Overall, 1,478 respondents, or 28% of all respondents, provided comments. All of these written comments were typed into a database. The comments were then split and coded using a list of "department specific" codes provided by BART. The code list and incidence for each code are listed on the following page. A total of 2,678 comments were tabulated and coded. (Note: if a comment was included in multiple categories, it is counted more than once in this total.)

The verbatim comments for each code are made available to the BART departments responsible for each area. This provides them with an additional tool to understand the reasons for customer rating levels.

2018 Customer Satisfaction Study
Code Sheet – Comment Code Frequencies

[FREQUENCIES FOR EACH CATEGORY ARE INDICATED IN BRACKETS]

Code 1 | Agent Availability [11]
Code 2 | Bus / Muni / Caltrain Connections [16]
Code 3 | Bicycles [20]
Code 4 | General Compliments [103]
Code 5 | Disability / Senior Issues [30]
Code 6 | Escalators and Elevators (except cleanliness) [49]
Code 7 | Extensions [31]
Code 8 | Fares and Fare Policies [139]
Code 10 | Overall Train / Track Maintenance / Conditions [55]
Code 11 | Lighting [5]
Code 12 | Other Comments [96]
Code 13 | Announcements and PA (Public Address) Issues [35]
Code 14 | Personnel (Except Police) [55]
Code 15 | Parking [81]
Code 16 | Police / Enforcement (except bikes) / Security [463]
Code 17 | Overall Station Conditions / State of Repair [35]
Code 18 | Station Cleanliness (Except Graffiti) [118]
Code 19 | Service – Type, Amount, etc. [232]
Code 20 | Signage, Maps, and Printed Schedules [55]
Code 21 | Seats on Trains / Crowding [126]
Code 22 | Comments About Surveys / Research [23]
Code 23 | Train Cleanliness [281]
Code 24 | Temperature [48]
Code 25 | Fare Collection, including Fare Collection Equipment [27]
Code 26 | Wi-Fi / Technology [17]
Code 28 | Tickets [1]
Code 29 | Train Windows [2]
Code 30 | Clipper [22]
Code 31 | Need for More Restrooms / Open Restrooms [12]
Code 32 | Overall Car Condition [12]
Code 33 | New cars [65]
Code 34 | Homeless / Panhandling [301]
Code 35 | BART Transfers / Entry and Exit Lines [9]
Code 36 | Reliability / Delays / Delay Information [63]
Code 37 | Train Noise [40]

Appendix G: QUADRANT CHARTS BY RIDERSHIP SEGMENT

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QUADRANT CHARTS BY RIDERSHIP SEGMENT

The chart titled "2018 Quadrant Chart" (see page 21) is designed to help set priorities for future initiatives to improve customer satisfaction. It identifies those specific service attributes that are most important to BART customers on average and also shows which service attributes rate lowest. The "Target Issues" quadrant (top left) displays the most important service attributes in need of attention.

Values along the horizontal axis are average ratings. Customers marked their ratings on a scale of 1 = poor to 7 = excellent, so higher ratings on the right side of the Quadrant Chart are better scores, and those on the left side are worse. The vertical axis ("Derived Importance") scale was derived by correlating each of the service attributes with customers' overall satisfaction levels. Those service attributes having strong correlations with overall satisfaction are seen as "More Important," while those with weaker correlations are seen as "Less Important."

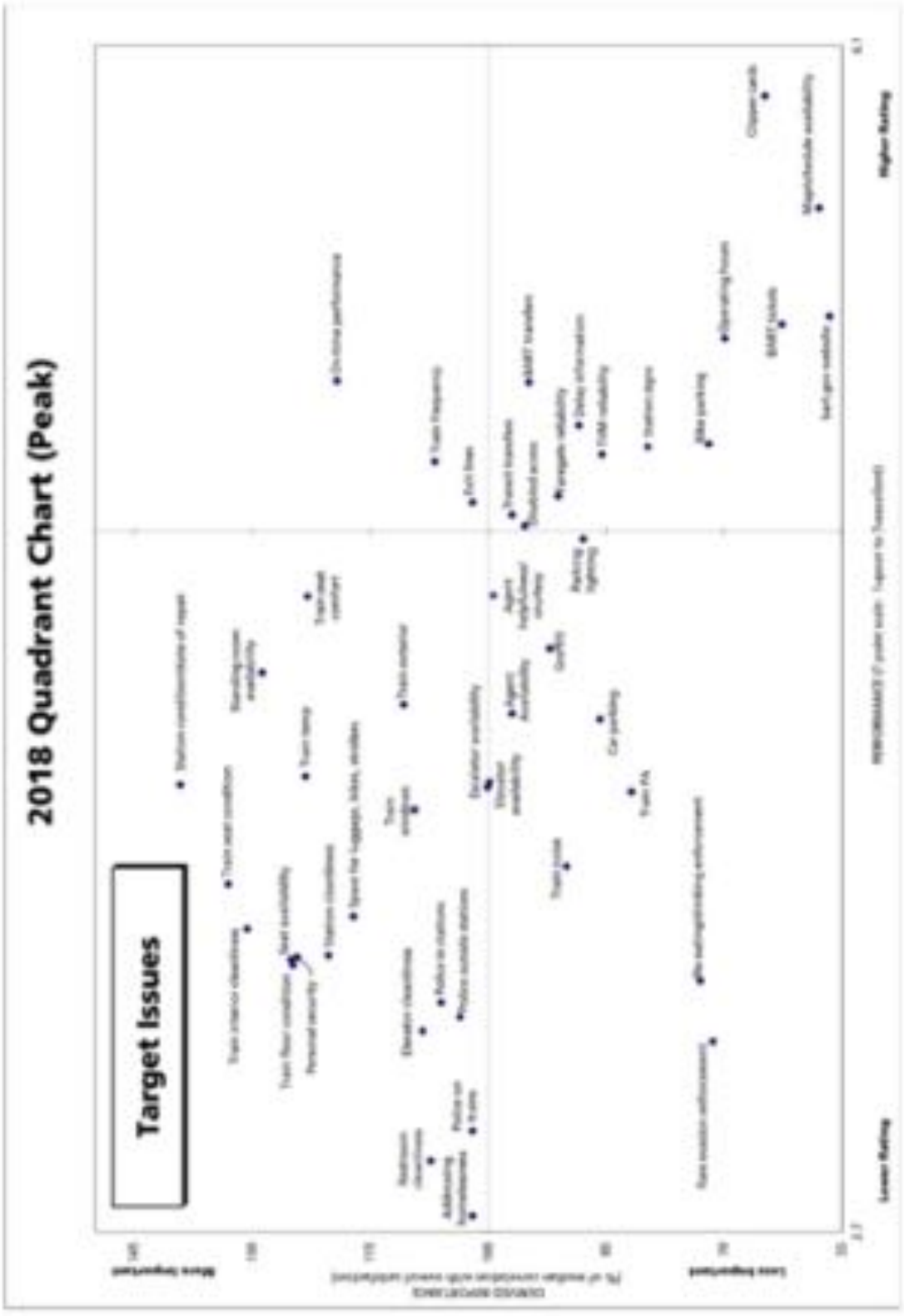
For example, customer ratings of station condition / state of repair are very strongly correlated with overall satisfaction (i.e., customers that are happy with station condition / state of repair tend to be more satisfied overall, and conversely, customers that are disappointed with station condition / state of repair tend to be less satisfied overall). On the other hand, customer ratings of the bart.gov website have only a weak correlation with overall satisfaction (i.e., it is not uncommon for customers to rate the bart.gov website highly, even though they are dissatisfied overall with BART services). Therefore, station condition / state of repair is located in the upper part of the chart, while the bart.gov website is located in the lower part.

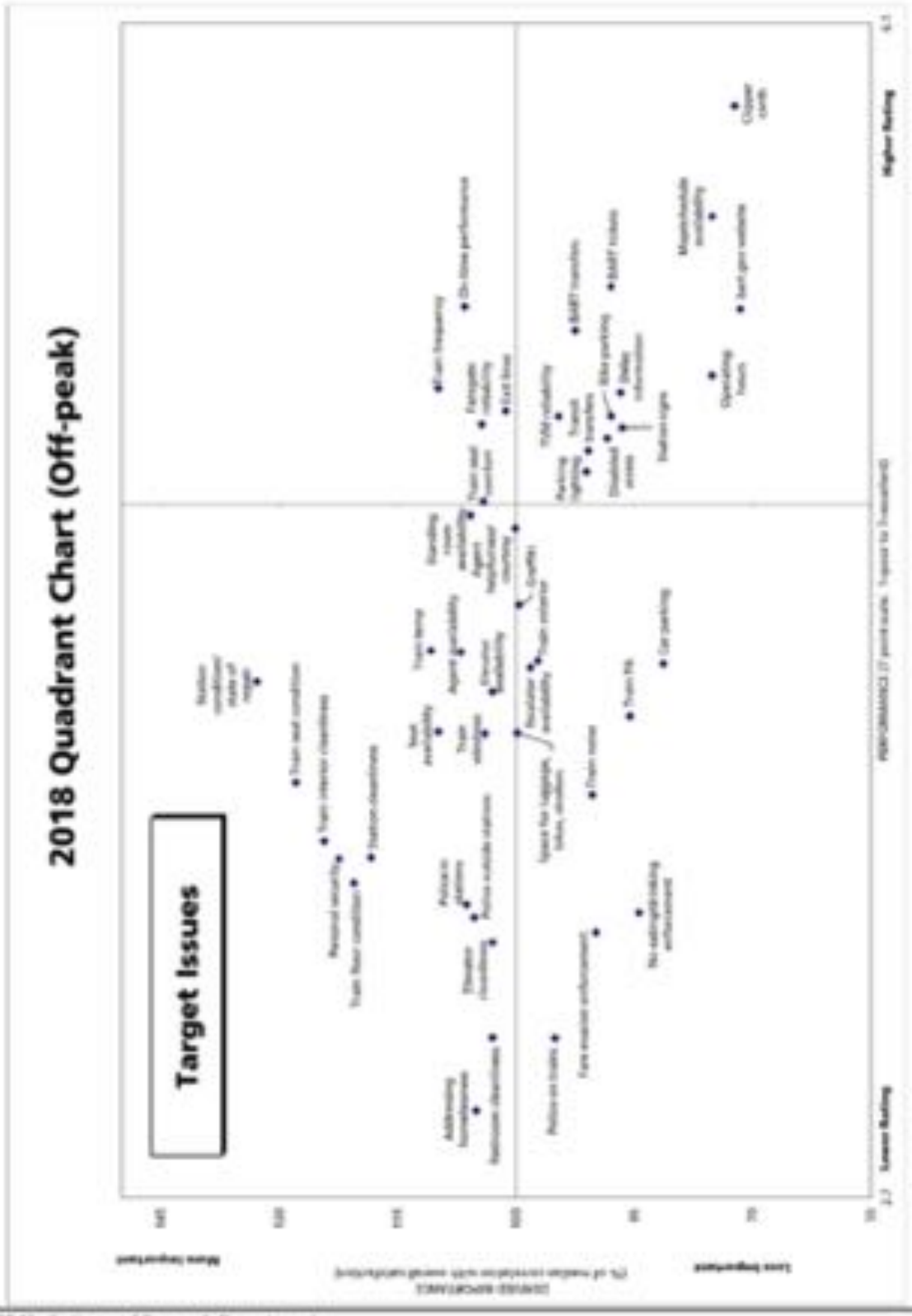
Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. Those service attributes above 100 are more correlated with overall satisfaction, while those below 100 are less so.

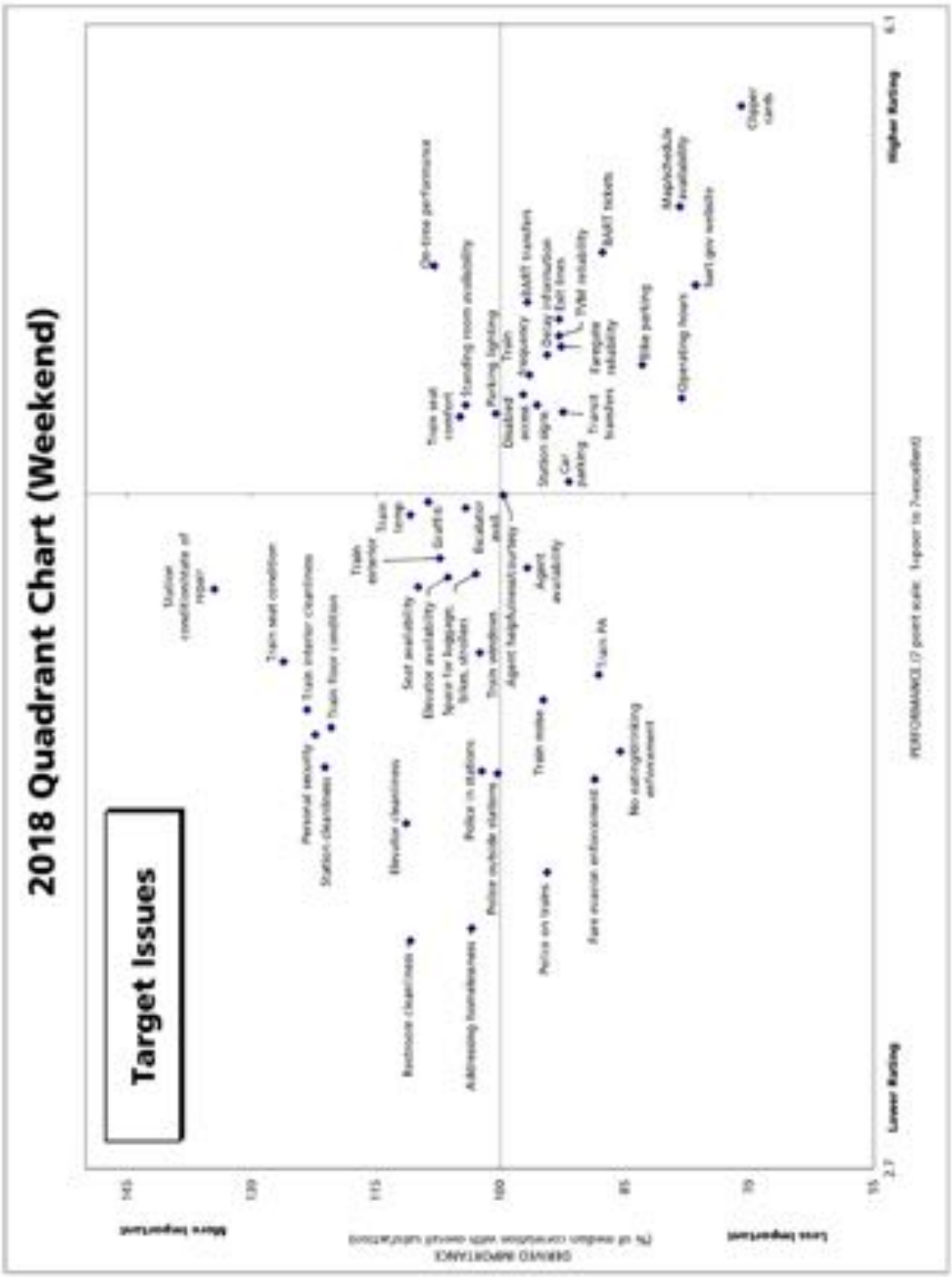
Note that some service attributes are seen as fairly unimportant on average because not all customers are affected by them, even though they are quite important to specific customer segments (e.g., availability of bicycle parking, availability of car parking, and timeliness of connections with other transit).

Also, note that more sophisticated statistical tests, utilizing factor and regression analyses, were done for the 1996 and 1998 Customer Satisfaction reports. This testing was not done in subsequent years as the results of the additional analyses were generally consistent with the correlation coefficient-based analysis used in the Quadrant Chart. Please refer to the 1998 Customer Satisfaction report for information on additional statistical testing done in past years.

The following pages show the Quadrant Charts for each of the three sample ridership segments: peak, off-peak, and weekend riders.


2018 Quadrant Chart (Peak)
Target Issues
Lower Importance
More Important
Lower Satisfaction
Higher Satisfaction
Lower Ranking
Higher Ranking


2018 Quadrant Chart (Off-peak)
Target Issues
Below Importance
Above Importance
Lower Rating
Higher Rating
Train seat condition
Train interior cleanliness
Personal security
Train floor condition
Restroom cleanliness
Announcements
Station cleanliness
Parking availability
Fare evasion enforcement
Police on trains
No odor/grime/stickiness
Car parking
Train fit
Train noise
Space for luggage, bikes, strollers
Escalator availability
Elevator availability
Train temp
Agent availability
Train announcements
Train interior
Staff/customer interaction
Agent helpfulness/ courtesy
Train frequency
On-time performance
Train seat availability
Fare media readers
Exit time
Station cleanliness
Station maintenance
Ease of station signage
Ease of purchasing tickets
Station agent availability
Station agent courtesy
Station announcements
Station lighting
Ticket machines
Elevator availability
Escalator availability
Station signage
Parking availability
Ease of parking
Ticket machines
BART tickets
Station restrooms
Station cleanliness
Station safety
Station security
Station agent courtesy
Station agent availability
Station agent helpfulness
Station agent knowledge


2018 Quadrant Chart (Weekend)
Target Issues
Less Important
More Important
DRIVEN IMPORTANCE
(% of random correlations with overall satisfaction)
PERFORMANCE (7-point scale: 1=poor to 7=excellent)
Lower Rating
Higher Rating
2.7
6.1
145
130
115
100
85
70
55
Station cleanliness
Restroom cleanliness
Addressing homelessness
Elevator cleanliness
Police in stations
Police vehicle visibility
Personal security
Station attendants
Train interior cleanliness
Train floor condition
Train seat condition
Station conditions at open
Police on trains
Train mins
Fare evasion enforcement
Train PA
No eating/drinking enforcement
Agent availability
Agent help/assistance
Train windows
Escalator avail.
Graffiti
Elevator availability
Space for luggage, bikes, strollers
Seat availability
Train temp
Train exterior
Bicycle parking
Station signs
Car parking
Disabled access
Train seat comfort
Standing room availability
On-time performance
Parking lighting
Train frequency
Transit transfers
Fare info/education
Exit lines
TVM reliability
Fare gate reliability
BART tickets
Bike parking
Operating hours
Map/schedule availability
Clipper cards

Appendix 12. Discontinuance of Sales of Magnetic-Stripe Tickets. Approved by the Board on January 23, 2020

Meeting minutes can be found: https://www.bart.gov/sites/default/files/docs/minutes/01-23-20%20Minutes%20with%20Attachment.pdf

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA
January 23, 2020
9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, January 23, 2020, in the BART Board Room, 2040 Webster Street, Oakland, California.

Members of the public may address the Board of Directors regarding any matter on this agenda. Please complete a "Request to Address the Board" form (available at the entrance to the Board Room) and hand it to the Secretary before the item is considered by the Board. If you wish to discuss a matter that is not on the agenda during a regular meeting, you may do so under Public Comment.

Any action requiring more than a majority vote for passage will be so noted.

Items placed under "consent calendar" are considered routine and will be received, enacted, approved, or adopted by one motion unless a request for removal for discussion or explanation is received from a Director or from a member of the audience.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board meetings, depending on the service requested. Please contact the Office of the District Secretary at 510-464-6083 for information.

Rules governing the participation of the public at meetings of the Board of Directors and Standing Committees are available for review on the District's website (http://www.bart.gov/about/bod), in the BART Board Room, and upon request, in person or via mail.

Meeting notices and agendas are available for review on the District's website (http://www.bart.gov/about/bod/meetings.aspx); at bart.legistar.com; and via email (https://public.govdelivery.com/accounts/CATRANBART/subscriber/new?topic_id=CATRANBART_1904) or via regular mail upon request submitted to the District Secretary. Complete agenda packets (in PDF format) are available for review on the District's website and bart.legistar.com no later than 48 hours in advance of the meeting.

Please submit your requests to the District Secretary via email to BoardofDirectors@bart.gov; in person or U.S. mail at 300 Lakeside Drive, 23rd Floor, Oakland, CA 94612; fax 510-464-6011; or telephone 510-464-6083.

Patricia K. Williams
District Secretary

Regular Meeting of the
BOARD OF DIRECTORS

The purpose of the Board Meeting is to consider and take such action as the Board may desire in connection with:

1. CALL TO ORDER

   A. Roll Call.
   B. Pledge of Allegiance.
   C. Introduction of Special Guests.

2. CONSENT CALENDAR

   A. Approval of Minutes of the Meeting of January 9, 2020. Board requested to authorize.
   (Minutes will be available Tuesday, January 21, 2020).

   B. District Base Pay Schedule.* Board requested to authorize.

   C. Reject All Bids for Contract No. 11FE-110, Construction of Embarcadero Station Platform Elevator Capacity and Redundancy Project.* Board requested to reject.

   D. Amendment to Advertising Content Guidelines.* (Director Dufty's request) Board requested to authorize.

3. PUBLIC COMMENT – 15 Minutes
   (An opportunity for members of the public to address the Board of Directors on matters under their jurisdiction and not on the agenda. An additional period for Public Comment is provided at the end of the Meeting.)

4. CONTROLLER/TREASURER'S REPORT

   A. Quarterly Report of the Controller/Treasurer for the Period Ending September 30, 2019.* For information.

5. INSPECTOR GENERAL'S REPORT

   A. Report of the Inspector General for the Period August – December 2019.* For information.

6. ADMINISTRATION ITEMS
   Director McPartland, Chairperson

   A. Title VI Civil Rights Program 2017-2019 Triennial Update.* Board requested to approve.

   B. Title VI Fare Equity Analysis and Public Participation Report for the Proposed Discontinuance of Sales of Magnetic-Stripe Tickets.* Board requested to authorize.

* Attachment available

7. ENGINEERING AND OPERATIONS ITEMS
Director Dufty, Chairperson

A. Award of Contract No. 15CQ-125, A65 and A75 Interlocking Renewal.* Board requested to authorize.

B. Award of Contract No. 15LK-140, Market Street Entry Canopies.* Board requested to authorize.

C. Change Order to Contract No. 54RR-420, Coverboard Enhancement, L-Line, with L.C. General Engineering, Inc., for Additional Pin Assemblies (C.O. No. 001).* Board requested to authorize.

8. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS
Director Saltzman, Chairperson

A. Agreement with the Tri-Valley San Joaquin Valley Regional Rail Authority to Provide Funding to BART for Review of the Valley Link Project.* Board requested to authorize.

B. Grant Application Agreements for Affordable Housing and Sustainable Communities for Fiscal Year 2018-2019.* Board requested to authorize.

C. Update on BART and Valley Transportation Authority Phase I.* For information.

9. GENERAL MANAGER'S REPORT

A. Review of Draft Agenda for Capitol Corridor Joint Powers Board Meeting of February 12, 2020.* For information.

B. Report of Activities, including Updates of Operational, Administrative, and Roll Call for Introductions Items.

10. BOARD MATTERS

A. Resolution in Support of a Bus-Only Lane on the Bay Bridge.* (Director Saltzman's request) Board requested to adopt.

B. Resolution in Support of Proposition B in the City and County of San Francisco.* (Director Dufty's request). Board requested to adopt.

C. Board Member Reports.
(Board member reports as required by Government Code Section 53232.3(d) are available through the Office of the District Secretary. An opportunity for Board members to report on their District activities and observations since last Board Meeting.)

D. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future

* Attachment available

Committee or Board Meeting or to request District staff to prepare items or reports.)

E. In Memoriam.
(An opportunity for Board members to introduce individuals to be commemorated.)

11. PUBLIC COMMENT
(An opportunity for members of the public to address the Board of Directors on matters under their jurisdiction and not on the agenda.)

* Attachment available

EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: 1/15/20		GENERAL MANAGER ACTION REQ'D:		
DATE: 1/13/2020		BOARD INITIATED ITEM: No		
Originator/Prepared by: Jonaella Sandoval-Wallace Dept: Office of Civil Rights Signature/Date: 01/19/2020	General Counsel 1/15/20	Controller/Treasurer	District Secretary	BARC 1/15/20

Title VI Civil Rights Program 2019 Triennial Update and Service Standards and Policies Update

PURPOSE:

To request Board approval of the District's Title VI Civil Rights Program 2019 Triennial Update and Service Standards and Policies updated for reporting period 2020-2022.

DISCUSSION:

BART, as a recipient of federal funding, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 (Act) and its related regulations. Pursuant to FTA Title VI Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients, effective October 2012 (Circular), BART is required to submit a Title VI Civil Rights Program (Title VI Program) to the FTA once every three years. The Title VI Program also outlines Service Standards and Policies, which will be used to monitor transit service over the subsequent reporting period (2020-2022). The Title VI Program must be approved by the Board prior to submission to FTA.

I. Requirements and Guidelines

BART's Title VI Program consists of the following general requirements and guidelines:

- Notification to Beneficiaries of Protection under Title VI
- Title VI Complaint Procedures and Complaint Form
- Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits
- Promoting Inclusive Public Participation

- Providing Meaningful Access to LEP Persons
- Minority Representation on Planning and Advisory Bodies
- Assisting and Monitoring Subrecipients
- Determination of Site or Location of Facilities

The Circular also requires that all fixed route transit providers, such as BART, comply with the following requirements:

- System-Wide Service Standards and Policies
- Transit Service Monitoring
- Collection and Reporting of Demographic Data
- Major Service Change Policy
- Disparate Impact and Disproportionate Burden Policy
- Equity Analysis of Service and Fare Changes

II. Title VI Compliance Efforts

In addition to the requirements and guidelines listed above, a Circular requirement is Board approval of Title VI related policies, service and fare equity analyses, and transit service monitoring. These documents demonstrate BART's Title VI compliance during the Program's reporting period.

Title VI Service and Fare Equity Analyses:

BART must conduct an equity analysis for any Fare Change or Major Service Change to determine if the proposed change will have a disparate impact on minority populations or a disproportionate burden on low income populations. The list below summarizes the Fare and Service equity analyses conducted during this reporting period. None of the following equity analyses resulted in a disparate impact or disproportionate burden on minority or low-income populations, respectively.

- *Transit Operations Facility Title VI Siting Analysis.* Approved by the Board on June 13, 2017.
- *BART to Antioch Title VI Analysis – Fares and Service.* Approved by the Board on October 26, 2017.
- *Title VI Fare Equity Analysis for BART Participation in the Metropolitan Transportation Commission's Regional Means-Based Transit Fare Discount Pilot Program.* Approved by the Board on April 25, 2019.
- *Silicon Valley Berryessa Extension Title VI Analysis – Fares and Service.* Approved by the Board on May 23, 2019.

The results of the following equity analyses found either a disparate impact or disproportionate burden on minority and/or low-income populations. Mitigation measures were identified in these analyses and implemented to address adverse impacts.

- *Proposed Productivity-Adjusted Inflation-Based Fare and FY 2018 Fare Changes*
  - Approved by the Board on May 31, 2017, though the Board later opted not to implement the reduction of any discounted fares.
- *Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders*
  - Approved by the Board on May 31, 2017.
- *Title VI Fare Equity Analysis for Discontinuing the BART Discounted Orange Ticket Program for Students at Participating Middle and High Schools.*
  - Approved by the Board on June 14, 2018.
- *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*
  - Approved by the Board on May 23, 2019, though the Board later opted not to implement the surcharge increase.

III. Monitoring Transit Service

Staff seeks Board approval of the Service Monitoring results, included in the Title VI Program. As a fixed route transit provider, BART is required to monitor the performance of its transit system relative to its adopted system-wide Service Standards and Policies every three years. BART's transit service in the 2019 Title VI Program was monitored based on the standards adopted by the Board in BART's 2016 Title VI Program (effective January 1, 2017 – December 31, 2019).

The Service Standards Monitoring Results are divided into four sections: Vehicle Load, Vehicle Headway, On-time Performance, and Service Availability. The Service Policies Monitoring Results are divided into two sections: Distribution of Transit Amenities and Vehicle Assignment. For all categories except Transit Amenities, BART's Disparate Impact/Disproportionate Burden (DI/DB) Policy threshold is used as guidance in applying a 5% threshold for assessment of these System-wide Standards and Policies. Transit Amenities are to be distributed equitably, generally in proportion to station ridership and as a function of location (urban/suburban) and station design. Applying this methodology and threshold to an assessment of BART's system-wide Service Standards and Policies, no disparate impact or disproportionate burden was found in the levels of service that BART provides to minority and low-income communities.

IV. Current and Upcoming Title VI Policies

The 2019 Title VI Program sets standards and policies for BART to incorporate and comply with for its future Title VI efforts. These policies have been previously adopted by the Board and are included with this 2019 Triennial to use for the following three years, 2020-2022.

- **Major Service Change Policy:** Establishes a threshold to determine when a service change is considered "major." The Board adopted an amended version of this Policy on October 13, 2016.
- **Disparate Impact and Disproportionate Burden Policy:** Establishes a threshold to determine when adverse impacts are borne disproportionately by protected populations or riders. The current policy establishes a 5% threshold for assessing impacts on existing fares and service and a 10% threshold for evaluating new fares and service. The Board adopted this Policy on July 11, 2013.
- **System-wide Service Standards and Policies:** Establishes quantitative standards for the following indicators:
  - Vehicle Load
  - Vehicle Headway
  - On-time Performance
  - Service Availability
  - Additionally, policies are developed for each of the following service indicators: i) Distribution of Transit Amenities and ii) Vehicle Assignment to address how service is distributed across the BART system.

V. Updated Title VI Policy: System-wide Service Standards and Policies

The Board approved the standards and policies used for the 2019 Title VI Program on January 9, 2017 as part of the previous Triennial Update and is requested to approve updates to the current Service Standards and Policies. Amendments include:

- Vehicle Headways: Amending the weekday evening Vehicle Headways standard from 20 minutes to 24 minutes to accommodate single tracking through the Transbay Tube for a major seismic retrofit project starting in 2019.
- On-Time Performance: Amending the Train On-Time performance goal to 91% in 2019 and the Customer On-Time performance goal to 94% in 2019.
- Transit Amenities: Amending the list of Transit Amenities from 21 to 24 to include Clipper Vending Machines in the current Automated Fare Collection Equipment list and to better reflect the current types of Bicycle Parking and Storage amenities.

FISCAL IMPACT:

Approving the Title VI Civil Rights Program 2019 Triennial Update and updated Service Standards and Policies would allow the District to maintain its eligibility for federal funding.

ALTERNATIVES:

Do not approve the Title VI Civil Rights Program 2019 Triennial Update, including the

updated Service Standards and Policies, resulting in the District being non-complaint with Title VI of the Civil Rights Act of 1964 and its related regulations and loss of federal funding.

RECOMMENDATION:

Approval of the following motions.

MOTION:

1. The Board of Directors approves the District's Title VI Civil Rights Program 2019 Triennial Update.
2. The Board of Directors approves the District's updated Service Standards and Policies for the Subsequent Reporting Period.

Appendix 13. 2022 Productivity-Adjusted Inflation Based Fare Increase. Approval by the Board on June 9, 2022

https://bart.legistar.com/View.ashx?M=M&ID=980551&GUID=C21558D3-066E-46FD-B9EA-625A5EA0EDE3

Appendix 14. Title VI Program Update -Board Approval Minutes

Link to the January 12, 2023 Board Meeting materials including the signed Executive Decision Document can be found here:

https://bart.legistar.com/Calendar.aspx

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EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: DocuSigned by: Michael Jones 47000790F2D7463...		GENERAL MANAGER ACTION REQ'D:		
DATE: 1/3/2023 1/6/2023		**BOARD INITIATED ITEM:** No		
Originator/Prepared by: Javieree PruittHill **Dept: Office of Civil Rights** DocuSigned by: Javieree PruittHill A209A947572F420... **Signature/Date:** 1/5/2023	**General Counsel** DocuSigned by: Jeana Eclan F8FD7B3A73E74E8... 1/5/2023 [ ]	**Controller/Treasurer** DocuSigned by: Chris Gan EE11C8CEEEA04FD... 1/5/2023 [ ]	**District Secretary** [ ]	**BARC** DocuSigned by: Pamela Herhold 3BB24D65B8724F5... 1/5/2023 [ ]

Title VI Triennial Report to the Federal Transit Administration

PURPOSE:

To request Board approval of the District's Title VI Civil Rights Program 2022 Triennial Update.

DISCUSSION:

BART, as a recipient of federal funding, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its related regulations. Pursuant to FTA Title VI Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients, effective October 2012 (Circular), BART is required to submit a Title VI Civil Rights Program (Title VI Program) to the FTA once every three years. The Title VI Program must be approved by the Board prior to submission to the FTA.

I. Requirements and Guidelines

BART's Title VI Program consists of the following general requirements and guidelines:

- Notification to Beneficiaries of Protection under Title VI
- Title VI Complaint Procedures and Complaint Form
- Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits
- Promoting Inclusive Public Participation
- Providing Meaningful Access to LEP Persons
- Minority Representation on Planning and Advisory Bodies

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- Assisting and Monitoring Subrecipients
- Determination of Site or Location of Facilities
- Board approval of Title VI Program prior to submission to FTA

The Circular also requires that all fixed route transit providers, such as BART, comply with the following requirements:

- System-Wide Service Standards and Policies
- Transit Service Monitoring
- Collection and Reporting of Demographic Data
- Major Service Change Policy
- Disparate Impact and Disproportionate Burden Policy
- Equity Analysis of Service and Fare Changes

II. Title VI Compliance Efforts

In addition to the requirements and guidelines listed above, the Circular requires that the Board approve the District's Title VI related policies, service and fare equity analyses, and transit service monitoring. These documents demonstrate BART's Title VI compliance during the Program's reporting period.

Title VI Service and Fare Equity Analysis:

BART must conduct an equity analysis for any Fare Change or Major Service Change to determine if the proposed change will have a disparate impact on minority populations or a disproportionate burden on low-income populations. The list below summarizes the Fare and
Service equity analyses conducted during this reporting period.

- Discontinuance of Sales of Magnetic-Stripe Tickets. Approved by the Board on January 23, 2020.
- 2022 Productivity-Adjusted Inflation Based Fare Increase. Approved by the Board on June 9, 2022.

The results of the following equity analyses found either a disparate impact or disproportionate burden on minority or low-income populations. Mitigation measures were identified in the analysis and implemented to address adverse impacts.

- Discontinuance of Sales of Magnetic-Stripe Tickets
- Approved by the Board on January 23, 2020

III. Monitoring Transit Service

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Staff seeks Board approval of the Service Monitoring results, included in the Title VI Program. As a fixed route transit provider, BART is required to monitor the performance of its transit system relative to its adopted system-wide Service Standards and Policies every three years. BART's transit service in the 2022 Title VI Program was monitored based on the standards adopted by the Board in BART's 2019 Title VI Program (valid from 1/1/2020 – 12/31/2022).

The Service Standards Monitoring Results are divided into four sections: Vehicle Load, Vehicle Headway, On-time Performance, and Service Availability. The Service Policies Monitoring Results are divided into two sections: Distribution of Transit Amenities and Vehicle Assignment. For all categories except Transit Amenities, BART's Disparate Impact/Disproportionate Burden (DI/DB) Policy threshold is used as guidance in applying a 5% threshold for assessment of these System-wide Standards and Policies. Transit Amenities are to be distributed equitably, generally in proportion to station ridership and as a function of location (urban/suburban) and station design. Applying this methodology and threshold to an assessment of BART's system-wide Service Standards and Policies, there is no disparate impact in the levels of service BART provides to minority communities.

IV. Current and Upcoming Title VI Policies

The 2022 Title VI Program sets standards and policies for BART to incorporate and comply with for its future Title VI efforts. There are no changes to the below three policies.

- Major Service Change Policy: Establishes a threshold to determine when a service change is considered "major." The Board adopted an amended version of this Policy on October 13, 2016.
- Disparate Impact and Disproportionate Burden Policy: Establishes a threshold to determine when adverse impacts are borne disproportionately by protected populations or riders. The current policy establishes a 5% threshold for assessing impacts on existing fares and service and a 10% threshold for evaluating new fares and service. The Board adopted this Policy on July 11, 2013.
- System-wide Service Standards and Policies: Establishes quantitative standards for the following indicators:
- Vehicle Load: BART's vehicle load levels are measured at points on the system where trains are observed to carry the greatest number of passengers in a given direction during the three consecutive hours of highest throughput for each line.
- Vehicle Headway: BART's base headway standard for each of its five lines is 15 minutes during the early morning, mid-day, and AM/PM peak period.
- On-time Performance: BART measures on-time performance in two ways: Train On-Time and Customer On-Time. Train On-Time is a measure of train runs completed as scheduled.
- Service Availability: BART's DI/DB Policy, BART applies a 5% threshold to the analysis of its Service Availability. A disparate impact on minority riders exists when minority

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Census tracts have, on average, a 5% greater linear distance to their nearest BART station than non-minority Census tracts.

- Additionally, policies are developed for each of the following service indicators: i) Distribution of Transit Amenities and ii) Vehicle Assignment to address how service is distributed across the BART system.

FISCAL IMPACT:

Approving the Title VI Civil Rights Program 2022 Triennial Update would allow the District to maintain its eligibility for federal funding.

ALTERNATIVES:

Do not approve the Title VI Civil Rights Program 2022 Triennial Update, resulting in the District being non-complaint with Title VI of the Civil Rights Act of 1964 and its related regulations and loss of federal funding.

RECOMMENDATION:

Approval of the following motion.

MOTION:
The Board of Directors approves the District's Title VI Civil Rights Program 2022 Triennial Update.