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Title VI Civil Rights Program
2013 Triennial Update

Prepared by
San Francisco Bay Area Rapid Transit District
Office of Civil Rights
300 Lakeside Drive—Suite 1800
Oakland, CA 94612

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
TITLE VI CIVIL RIGHTS PROGRAM
2013 Triennial Update

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INTRODUCTION

The San Francisco Bay Area Rapid Transit District (BART or District), as a federal grant recipient, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments (Act). Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national 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, 2012 to December 31, 2013.

GENERAL REQUIREMENTS AND GUIDELINES

1. Notification to Beneficiaries of Protection Under Title VI

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

2. Title VI Complaint Procedures and Complaint Form

BART is committed to ensuring that no person is discriminated against on the basis of race, color, or national origin, as prohibited by Title VI of the Civil Rights Act of 1964. To ensure compliance with 49 CFR Section 21.9(b), BART has developed procedures for investigating and tracking Title VI complaints filed. Any person who believes that they are a victim of such discrimination may file a complaint with BART's Office of Civil Rights within one-hundred and eighty (180) calendar days of the last alleged incident. BART's Title VI Statement of Policy, Complaint Procedures and Complaint Form (Appendix 2) are available upon request from the Office of Civil Rights and can be downloaded from www.bart.gov. Both the Title VI Complaint Form and Title VI Complaint Procedures have been translated into the 22 languages identified in the Title VI Language Assistance Plan (Appendix 4). These languages include: Spanish; Chinese; Tagalog; Vietnamese; Russian; Korean; Japanese; Persian; Hindi; Arabic; Portuguese; French; Italian; Thai; Mon-Khmer, Cambodian; German; Urdu; Laotian; Serbo-Croatian; Guajarati; Greek; and Polish. A translation summarizing staff assistance and language or sign interpretation availability is included in the Title VI Complaint Procedure.

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

In order to comply with 49 CFR Section 21.9(b), BART's Office of Civil Rights maintains a list of all active complaint investigations which name the recipient and/or sub recipient that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, lawsuit, or complaint filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken in response to the investigation, lawsuit, or complaint. In order to comply with 49 CFR Section 21.9(b), BART's Office of Civil Rights maintains a list of all active complaint investigations which name the recipient and/or sub recipient that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, lawsuit, or complaint filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken in response to the investigation, lawsuit, or complaint. Currently, BART does not have any ongoing Title VI complaints or lawsuits. While the following complaints were not determined to be Title VI complaints, the Office of Civil Rights, addressed the following customer service inquiries, below in Table 1:

Table 1: BART Title VI Complaints, Lawsuits, and Invesitgations

Date Filed	Summary of Allegations (basis of complaint: race, color, or national origin)	Status/Action Taken
12/21/2011	Received E-mail regarding Clipper Card Complaints. Complaining Party (CP) alleges discriminatory treatment as a result of Clipper card.	Closed. Acknowledgment letter sent on 01/2012, along with BART's Title VI Complaint, inviting CP to complete form for further investigation. CP did not respond to BART. Referred complaint to MTC-administrator of the Clipper Program.
07/02/2012	**Race, Color**: CP alleges Station Agent refused to stamp his BART ticket and instigated an argument with him.	Closed. CRO interviewed CP and found that the materials and facts raised were customer related issues. Case was referred to Customer Service Department for resolution.
03/13/2013	**Race, Color** - CP alleges Station refused to assist him, and called him "a punk ass prick".	Closed. Station Agent received formal counseling. Closing letter mailed 4/22/2013.
10/11/2013	**Race, Color** - CP alleges behavior of Station Agent at the MacArthur station was racial sterotyping by not treating the CP with courtesy and consideration and by allowing white customers go through the exit gate without questioning them on their tickets.	Closed letter mailed 12/10/2013. Closed. No reasonable cause. Staff conducted investigation and found no evidence of disparate treatment. Closing letter mailed 12/10/2013.

4. Promoting Inclusive Public Participation

Pursuant to FTA Title VI regulatory guidance, federal funding recipients and subrecipients should seek out and consider the viewpoints of minority, low income and LEP populations in public participation activities. To meet these requirements, BART developed the Public Participation Plan (PPP or Plan), a document intended as a guide for how BART will deepen and sustain its efforts to engage diverse community members throughout its service area. The PPP includes example public participation strategies, designed using the PPP goals, principles and methods. The Plan guides BART's ongoing public involvement endeavors to ensure the most effective means of providing information and receiving public input on transportation issues, with particular emphasis on involving traditionally under-represented groups. See Appendix 3 for a list of BART's Public Participation activities from January 2012 to December 2013. A copy of the PPP is available to the public and can be accessed online at bart.gov. BART previously submitted a copy of the PPP in its previous Title VI Triennial submittal in 2011. Since the adoption of its PPP in 2011, BART has made the following updates to the Plan:

- Created two new advisory committees focused on Title VI compliance.
- Expanded its database of community-based organizations from approximately 400 to 600 contacts.
- Improved outreach and increased public participation from riders by publicizing events through station banners and signage, hosting more events at stations, and utilizing staff to outreach during peak commute hours.

- Collected information on participants' specific geographic area through print and online surveys. Participants had the option to provide demographic data and were asked to indicate a "home" station (only available for projects starting from 2012).

5. Providing Meaningful Access to LEP Persons

BART supports the goals of Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), to provide meaningful access to its services by individuals with Limited English Proficiency (LEP). Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand English. BART conducted its four-factor analysis to identify appropriate language assistance measures needed to improve access to BART's services and benefits for LEP persons. BART's Language Assistance Plan (LAP) was approved by the Federal Transit Administration (FTA) in April 2010 (Appendix 4).

6. Minority Representation on Planning and Advisory Bodies

In order to comply with 49 CFR Section 21.5(b)(1)(vii), BART's Office of Civil Rights maintains a list depicting the racial breakdown of the membership if its transit-related non-elected planning boards, advisory councils and committees (Table 2) and descriptions of efforts made to encourage the participation of minorities on its committees. Below is a list BART's non-elected advisory councils and committees, including each committee's roles and responsibilities and a description of efforts made to encourage the participation of minorities.

Table 2: Minority Representation on BART Non-Elected Advisory Committees

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic	American Indian	White	Total # of Members
Accessibility Task Force	5%	5%	5%	0	83%	18
Bicycle Task Force	0	0	0	0	100%	6
Business Advisory Council	21%	64%	7%	0	7%	14
Citizen Review Board	0	50%	10%	0	40%	10
Earthquake Safety Program Citizens' Oversight Committee	20%	20%	0	0	60%	5
LEP Advisory Committee	60%	0	20%	10%	10%	10
Title VI/Environmental Justice Advisory Committee	20%	50%	20%	0	10%	10
Transit Security Advisory Committee	0	50%	16%	0	33%	6

*Percentages are rounded and, hence, do not necessarily add up to 100%.

Accessibility Task Force

The BART Accessibility Task Force (BATF) advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to and useable by people regardless of disability or age. All meetings are open to the public. Membership on the Task Force is by appointment by the Board of Directors with an annual appointment process which begins in August of each year. BATF members are individuals with various disabilities and seniors, who currently use BART, and represent a range of organizations, ethnicity, and gender. Additionally, the BATF looks for members that use the BART system for different reasons, and it is important to draw people from the entire geographical BART District to reflect the needs of riders from all areas. It is also possible that a non-disabled person could be a BATF member if they represent a group of people with a disability who cannot easily represent themselves.

Bicycle Task Force

There are six appointed members of the Bicycle Task Force, two people from each of the counties represented by BART: Alameda, Contra Costa and San Francisco. These members are appointed by each county's Bicycle Advisory Committee. The Task Force is charged with reviewing and working with BART to improve bicycle access to and on BART. The meetings are open to the public. Specifically, the Bicycle Task Force, reviews proposed bicycle policies and offers suggestions for improvements; discusses problems and complaints regarding bicycles on BART; presents recommendations to BART Board of Directors; and acts as a liaison between BART and bicyclists.

Business Advisory Council

The Business Advisory Council (BAC) advises BART in its efforts to ensure that Disadvantaged, Minority, Women and Small Business Enterprises (D/M/W/SBE) are afforded opportunities to participate in construction contracts, professional and technical services agreements, and goods and services contracts. The BAC includes representatives from local businesses and community organizations. The BAC looks at contracting and business practices and advises on ways to improve and promote opportunities for small businesses, including minority and women-owned businesses. Office of Civil Rights (OCR) staff sent a letter to Community Based Organizations (CBOs) including CBOs representing ethnic professional organizations and ethnic Chambers of Commerce to notify them of the development of the (BAC) and solicit their participation on the committee. OCR also contacted business in the area of professional services, construction and procurement and requested they submit a letter of interest. Staff reviewed all of the letters submitted and selected representatives from each of the three areas to ensure a balance of representation in professional services, construction and procurement. In order to fill vacancies on the BAC effective January 2014, staff will seek referrals, CBOs will be asked for recommendations, and individual business representatives will be notified of the opportunity to submit letters of interest.

Citizen Review Board

The selection of 10 of the Citizen Review Board (CRB) members is entirely at the discretion of the Board of Directors, and the selection of the other CRB member is entirely at the discretion of the BART Police unions. The Office of Independent Police Auditor (OIPA) was not involved in

the initial application process for appointments to the CRB, although it is anticipated that OIPA will likely be involved in future application processes as current members' terms expire. For future appointments, OIPA will indeed make an effort to encourage the participation of minorities on the Citizen Review Board. Members of the CRB 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 the 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 associations; and participating in community outreach.

Earthquake Safety Program Citizens' Oversight Committee

The Earthquake Safety Citizen's Oversight Committee was created upon passage of General Obligation (G.O.) Bond Measure in 2004 that funded most of the Seismic Upgrade Program. The five members are appointed by the Board and serve two year terms. Their responsibility is to assure the public that G.O. Bond funds are spent on seismic upgrades to the system as promised. The language of the Bond Measure specified that the Committee had to be composed of one of each of the following areas of expertise: Engineering, Seismology, Project Management, Auditing, and one member representing the citizens at large. BART sends invitations to apply for membership to a wide range of professional, community, business, alumni associations, technical associations and general interest groups, including minority, faith and community-based groups. In addition, BART posts the information at community meeting halls, libraries, schools and other local institutions. The applications are available on line and notices are posted prominently within BART Stations and run on BART's DSS moving message signs.

Limited English Proficiency (LEP) Advisory Committee

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

Title VI / Environmental Justice Advisory Committee

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

area. To recruit members for the Title VI/Environmental Justice Advisory Committee, staff sent a letter to CBOs, including CBOs representing low-income and minority populations to notify them of the development of the Committee and solicit their participation on the committee. OCR staff also placed an announcement for applications on bart.gov. Staff reviewed all submitted applications, conducted an interview with all applicants and selected representatives from BART's four county service area to ensure a balance of representation.

Transit Security Advisory Committee

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

7. Assisting and Monitoring Subrecipients

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

At a later date, BART will send written correspondences to its subrecipients informing them of the Circular requirements. This correspondence includes dates for subrecipients to submit their Title VI update. A copy of this letter can be found in Appendix 5.

BART plans to create a Title VI training program for the subrecipients. In 2014, BART plans to inform subrecipients of the training as well as their due dates for their respective program updates. BART will continue to provide subrecipients with assistance via a checklist and supplement materials including: 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 not fully compliant, BART will inform the subrecipient in writing of the deficient areas and offer assistance to correct deficiencies.

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 2013 Title VI Program Update

To comply with 49 CFR Section 21.9, BART is required to document its Title VI compliance by submitting a Title VI Program to its FTA regional civil rights office once every three years, or as otherwise directed by the FTA. The Title VI Program must be approved by BART's Board of Directors prior to submission to the FTA. Appendix 6 contains BART's Board Meeting Minutes, Agenda and Meeting Notice from its January 23, 2014 meeting at which the Board approved BART's Title VI Program Update.

REQUIREMENTS AND GUIDELINES FOR FIXED ROUTE TRANSIT PROVIDERS

1. System-wide Service Standards and Polices

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 polices ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Appendix 7 contains BART's Board Meeting Minutes, Agenda and Meeting Notice from its January 9, 2014 meeting at which the Board approved BART's System-wider 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 3 below, which documents the minority revenue miles for each of BART's five lines and then compares it to the total revenue miles of those lines.

Table 3: Minority and Non-Minority BART Lines, US 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 3 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 4 below, using ridership survey data instead of Census 2010 data would not affect which lines are determined to be minority versus non-minority.

Table 4: 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

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**.

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

[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.

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.

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.

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.

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

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 5 and 6 below show these results:

Table 5: 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 6: 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.

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.

2. Collection and Reporting of Demographic Data

Summary of BART Ridership Demographics

BART serves a diverse population within four counties in the San Francisco Bay Area. According to its most recent customer survey, the 2012 BART Customer Satisfaction Survey, BART's customer base is approximately 62% minority. This compares to a service area minority population of approximately 60%, based on available service area data at the time the survey was conducted (2011 American Community Survey: 1 year estimates. Note that this is slightly higher than the US Census 2010 figure of 59.4% used elsewhere in this report.). The race/ethnicity chart contained in this report compares the racial composition of BART's customers with the racial composition of the service area as a whole.

Looking at household income, BART's customer base is fairly similar to the region as a whole, with some noticeable differences at the lower and higher income categories. Twenty-eight percent of BART's customers report having household incomes under $30,000 per year, vs. only twenty-two percent of households in the region. At the other end of the spectrum, twenty-seven percent of BART's customers report having household incomes of $100,000 or more per year vs. thirty-seven percent of households in the region. Please refer to the household income chart in this report for further details.

With regards to defining low income households in the BART service area, BART has adopted the definition of 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 defines a four-person household with an annual income under $47,100 as low income in 2013 (refer to Table 7 below).

Table 7: 2013 Poverty Guidelines: Federal* and the BART Service Area

Persons in family/household	Poverty guideline (federal)	200% (BART Service Area)
1	$11,490	$22,980
2	15,510	$31,020
3	19,530	$39,060
4	23,550	$47,100
5	27,570	$55,140
6	31,590	$63,180
7	35,610	$71,220
8	39,630	$79,260

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

When compiling information about the low income population within the BART service area using Census data, this 200% threshold is used. When compiling information specifically about BART riders using BART's passenger survey data, the low-income definition is slightly

expanded to include all riders with annual household incomes under $50,000. This modified definition approximates the 200% threshold definition using the income categories that were available on BART's 2008 Station Profile questionnaire. (BART does not ask riders for their exact household incomes on its surveys as the Census does.)

Ridership Survey Data: 2012 BART Customer Satisfaction Study

BART conducts a systemwide survey of its passengers every two years. The first of these surveys was conducted in 1996, and the latest (conducted in fall 2012) marked the ninth such survey. The primary purpose of the survey is to track key customer satisfaction measures and service attributes, so that BART can stay in tune with its customers. It also enables BART to focus its resources in key areas where they may have the greatest impact. In addition to collecting passengers' ratings of BART, 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 as a whole, using the latest available American Community Survey data at the time of the survey.

The 2012 Customer Satisfaction questionnaire was available in English, Spanish, Chinese, Korean, and Vietnamese. Among the 6,700 questionnaires collected, 6,479 were completed in English, 135 in Spanish, 74 in Chinese, 8 in Korean, and 4 in Vietnamese.

Findings of the survey revealed high levels of satisfaction that span all demographic groups, including customers of all ethnicities, income levels, ages, and genders.

Unless otherwise stated, the ridership survey data presented in this section are from the 2012 Customer Satisfaction Study. The full 2012 BART Customer Satisfaction Study report is included in Appendix 8.

Demographic Maps and Charts

Appendix 9 provides demographic and service profile maps and charts.

3. Monitoring Transit Service

This section detailing BART's Service Monitoring Results 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. Using the methodology and standards developed for each of these metrics in the **Service Standards and Policies** section, BART concludes that there are no disparate impacts in the levels of service which it provides to minority communities.

In addition, it is shown throughout this section that for each of the standards and policies evaluated, the best service levels and quality were in nearly all cases provided to minority communities. To illustrate, Peak Vehicle Load levels were the lowest on the predominantly minority Red Line. On-time performance was the highest on the predominantly minority Orange Line. As far as Service Availability is concerned, the linear distance to their nearest BART Station was nearly half-as-far for minority census tracts as for non-minority census tracts. Transit Amenities were most abundant at the predominantly minority stations. Lastly, the Vehicle Assignment analysis showed that the highest levels of average remaining useful life per assigned vehicle were on the predominately minority Orange Line.

Definitions

Line: a "grade separated right-of-way served by BART train consists." In BART's specific case, a Line shall mean any of the following:

Line	Station Range
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

Minority Threshold: Using 2010 Census data, the percent of the population that is minority in BART's 4 County (Alameda, Contra Costa, San Francisco, and San Mateo) service area was determined to be 59.4%. Stations and Lines were designated as "predominantly minority" when the minority share of their station catchment area exceeded this percentage.

Peak Direction: Two-thirds of BART's morning peak period ridership travels Westbound towards the center of the system in San Francisco and Oakland. In the evening a similar travel pattern occurs in the Eastbound direction. The AM Peak Direction is, therefore, Westbound while the PM Peak Direction is Eastbound.

Revenue Vehicle: A BART heavy rail car used to transport paying passengers.

Consist: a term used to describe a group of rail vehicles which are coupled into a train. BART cars are coupled into trains which run most frequently as 10-car, 9-car, 8-car, 6-car, 5-car, 4-car, and 3-car consists.

Vehicle Load

Peak Period Peak Direction

Actual data on Vehicle Load levels for each of BART's five lines was collected from samples taken from the Last Week of February through the end of March during each of the last two years. This period was selected because it is the one-month period during which ridership levels were not impacted by holidays, school vacations, major service disruptions, and other outlier events like the San Francisco Giants' World Series appearance.

The next step in this Vehicle Load analysis was to determine which scheduled train dispatches or "runs" were assigned to the three hour AM and three hour PM peak periods. Using BART's origin-destination matrix which calculates system-wide BART ridership at 15 minute intervals, it was determined that the maximum AM exiting period at BART's key central business district (CBD) stations occurred between 7:00 AM and 10:00 AM. The maximum PM entry period for these same stations occurred between 4:00 PM and 7:00PM. Peak Vehicle Load levels were, therefore, analyzed for those peak direction train runs on each Line which arrived in downtown San Francisco (and downtown Oakland for the Eastbay-only Orange Line) between these precise time intervals.

The table below lists each of the five BART lines. Four of BART's lines (Green, Orange, Red, and Blue) serve communities which are predominately minority. The Yellow line, in contrast, serves a community which is predominately non-minority. These designations are also noted in the Table 8 below. Table 8 then shows the number of passengers per car at the maximum loading point on each Line for the entire six hour daily peak period for each of the last two years. The standard these Peak Period Vehicle Load Levels are compared to is 100 passengers per car.

Table 8: Two Year Summary of Peak Vehicle Load Levels by Line
Peak Period Standard is 100 Passengers per Car

Line	Station Range	Minority	2012	2013	Cumulative	Rank
Green	Fremont to Daly City	Yes	90	97	94	1
Orange	Fremont to Richmond	Yes	78	78	78	4
Yellow	Pitts/Bay Point to SFO	No	92	93	93	2
Red	Richmond to Millbrae	Yes	73	80	76	5
Blue	Dublin/Pleasanton to Daly City	Yes	88	91	89	3
Minority Lines			87	90	89	
Non-Minority Lines			92	93	93	
% Difference Minority vs Non-Minority			-5%	-4%	-5%	

Off Peak period (and the Off Peak Direction during the Peak Period)

A similar calculation of Vehicle Load Levels was conducted with February/March sample data for the service periods which are outside of the six hour Peak Period (and during the six hour Peak Period in the Off Peak Direction). The results of this analysis are shown in Table 9 below:

Table 9: Two Year Summary of Off-Peak Vehicle Load Levels by Line

Line	Station Range	Minority	2012	2013	Average	Rank
Green	Daly City to Fremont	Yes	40	42	41	4
Orange	Fremont to Richmond	Yes	44	42	43	3
Yellow	SFO to Pitts/Bay Point	No	48	50	49	2
Red	Millbrae to Richmond	Yes	55	54	55	1
Blue	Daly City to Dublin/Pleasanton	Yes	40	40	40	5
Minority Lines			43	43	43	
Non-Minority Lines			48	50	49	
% Difference Minority vs Non-Minority			-11%	-13%	-12%	

Additional more detailed Vehicle Load analysis of the components of BART's Peak Period is included in Appendix 10 of this Report.

Disparate Impact Test for Vehicle Load Levels

During the six hour daily Peak Period, a disparate impact on minority passengers would exist when the average Vehicle Load Level in the Peak Direction is 5% **greate**r in aggregate on all minority lines than it is on non-minority lines and exceeds the 100 passengers per car Peak Period Vehicle Load Standard. As noted in Table 8, over the past two years the average Vehicle Load Level in the Peak Direction was 5% **lower** on BART's minority lines than its non-minority Yellow Line and at 89 passengers per car was less than the Peak Vehicle Load Standard of 100.

Applying a similar test for Off Peak train runs, a disparate impact on minority passengers would exist when the average Vehicle Load Level on Off Peak train runs is 5% greater in aggregate on all minority lines than it is on non-minority lines and exceeds the 63 passenger per car Off Peak Vehicle Load Standard. As shown in Table 9, Off-Peak Vehicle Levels for minority lines were on average 12% less than non-minority lines. In addition no line exceeded BART's 63 passengers per car Off Peak Load Standard.

No disparate impact on minority lines exists for the Vehicle Load Level standard since for both Peak and Off Peak periods the average Vehicle Load Levels are actually less for minority lines than for non-minority lines and do not exceed the applicable Vehicle Load Standards.

Corrective Actions

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

Vehicle Headways

Over each of the last four years, BART's current schedule employed the following base headways for each of its five lines:

- 15 minutes (four trains per hour) on weekdays from start of service until 7:30PM
- 20 minutes (three trains per hour) after 7:30 PM on weekdays and all day on Saturdays and Sundays

The table below documents how AM three-hour peak period inbound ridership (based on a February/March 2013 sample) varies from Line to Line. It also shows that in response to this variation, BART adds additional trains beyond its base headway trains to help balance Vehicle Load levels across all Lines.

Table 10
Three Hour Morning Peak Inbound Passengers per Train

Line	AM Peak Ridership (max load pt.)	Base Headways	Base Trains	Additional "Rush Trains"	Total Trains	Average Passengers per Train
Green	11,053	15 min	12		12	921
Orange	5,723	15 min	12		12	477
Yellow	20,455	15 min	12	12	24	852
Red	9,006	15 min	12		12	750
Blue	8,388	15 min	12		12	699
Total	54,626		60	12	72	759
Minority Lines	34,171		48	0	48	732
Non-Minority Lines	20,455		12	12	24	852
% Difference Minority vs Non-Minority						-14%

Table 11
Three Hour Afternoon Peak Outbund Passengers per Train

Line	PM Peak Ridership (max load pt.)	Base Headways	Base Trains	Additional "Rush Trains"	Total Trains	Average Passengers per Train
Green	9,903	15 min	12		12	825
Orange	6,093	15 min	12		12	508
Yellow	20,355	15 min	12	11	23	885
Red	8,514	15 min	12		12	710
Blue	9,066	15 min	12		12	755
Total	53,931		60	11	71	760
Minority Lines	33,576		48	0	48	714
Non-Minority Lines	20,355		12	11	23	885
% Difference Minority vs Non-Minority						-19%

Inbound Transbay ridership (heading towards downtown San Francisco) is roughly the same over the three hour AM peak period on the Green, Red, and Blue Lines (it ranges from 8,388 Blue Line passengers to 11,053 Green Line passengers). The Yellow Line, by contrast carries over 20,455 inbound Transbay passengers, nearly double any of the other four lines. To maintain equal Vehicle Load levels across all five lines, BART supplements the Yellow Line's base headways with 12 additional "rush trains" over the three hour AM peak period. These "rush trains" generally operate on only the interior portion of the Yellow Line (between Pleasant Hill and downtown San Francisco) to directly relieve crowding levels on that part of the system. As noted in the rightmost column in the table above, even with these 12 additional "rush trains," the Yellow Line still has one of the highest number of AM Peak Period Inbound riders per train on the BART system.

During the PM Peak Period outbound (heading from downtown San Francisco to the Eastbay), ridership is slightly less than during the AM Peak Period. BART adjusts downward the number of "rush trains" on the Yellow Line for 12 to 11 in recognition of this fact. By removing this one train run, BART's passengers per train on the Yellow Line increases from 852 in the AM Peak to 885 during the PM Peak. This level of Yellow Line passengers per train is the highest in the system during the PM Peak.

Disparate Impact Test

All lines received scheduled service which matched BART's peak and off peak headway standards. In addition, "rush trains" added to the Yellow Line during the peak period did not

result in passengers per train being higher on minority lines than non-minority lines. In fact, during the AM Peak Period, there were 14% fewer passengers per train on minority lines than on non-minority lines. During the PM Peak this difference was 19%.

Corrective Actions

No corrective actions are required.

On-Time Performance

As detailed in the Service Standards Chapter of this Triennial Update, BART has two measures for On-Time Performance: Customer On-Time and Train On-Time. The former metric 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 latter is defined as the percentage of scheduled train runs that dispatch from their proper start station, provide service at all stations along planned routes without any run-throughs, and finish at their planned end station no more than 5 minutes beyond the scheduled arrival time.

The performance goal for System-wide On-Time Performance was set in the Operating Budgets for each of Fiscal Years 2012 through 2013 as 96% for Customer On-Time and 94% for Train On-Time. As documented in the Table 12 below, BART's actual On-Time Performance and Customer On-Time Performance were just under their goals during each of the last two years.

Table 12
Two Year System-wide On-Time Performance

Fiscal Year	Customer on Time	Train on Time
2012	95.7%	93.9%
2013	94.9%	93.1%
Goal	**96.0%**	**94.0%**

Actual data for On-Time Performance levels for each of BART's five Lines is only available for Train On-Time Performance, and only for the last two years. The results shown in Table 13 below are based on a sampling from March 2012 and March 2013. They show that the Yellow Line had the worst Train On-Time performance (91.5%) over the two year period, which also was below BART's standard of 94.0%. The Orange Line was the best performers with 96.2% Train On-Time Performance.

Table 13
Train On-Time Performance by Line

Line	2012	2013	Average	Rank
Green	95.4%	94.5%	94.9%	2
Orange	95.8%	96.6%	96.2%	1
Yellow	91.9%	91.0%	91.5%	5
Red	94.4%	93.0%	93.7%	4
Blue	95.4%	92.1%	93.7%	3
Total	94.4%	93.3%	93.9%	
Goal	94.0%	94.0%	94.0%	
Minority Lines	95.3%	94.1%	94.7%	
Non-Minority Lines	91.9%	91.0%	91.5%	
% Difference Minority vs Non-Minority	3.4%	3.1%	3.2%	

Disparate Impact Test

As noted in the *Train On-Time Performance by Line* Table 13 above, the non-minority Yellow Line had the lowest On-Time Performance on the system during this period and was below the BART standard. The four minority Lines, Green, Orange, Red, and Blue, enjoyed On-Time Performance that was either greater than the BART standard, or less than 0.5% below it. The Disparate Impact Test for this standard is that minority lines, in the aggregate, both not be below BART's system-wide standard and not be 5% less than non-minority lines. Given that minority line's aggregate On Time Performance (94.7%) exceeded BART's system-wide standard (94%), and exceeded the non-minority line's performance (91.5%), there is no Disparate Impact here.

Corrective Actions

No corrective actions are required.

Service Availability

BART has conducted an analysis of the linear distance from its nearest stations to the population-centroids of each of the 918 populated 2010 Census Tracts in its four county service area. Census Tracts whose minority population share exceeded the service area's average minority share of 59.4% were designated as minority tracts while those below this level were designated as non-minority tracts. The results shown in Table 14 below indicate that the average linear distance to the nearest BART Station is 2.4 miles from the population-centroids of minority Census Tracts and 4.1 miles from the population-centroids of non-minority Census Tracts.

Table 14
Travel Distance to Nearest BART Station

Category	N= Number of Census Tracts	Linear Distance to BART (Miles)
Minority Census Tracts	454	2.4
Non-Minority Census Tracts	464	4.1

Disparate Impact Test

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

Distribution of Transit Amenities

According to BART's Service Monitoring Procedures, the following is the District's standard for Transit Amenities:

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

- Customer Information Services (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
- Platform Canopies
- Trash Receptacles
- Route Maps
- Arrival Information Systems
- Ticket Vending Machines, Addfares, and Change Machines
- Emergency (Courtesy) Telephones
- Elevators and Escalators
- Parking Spaces (unless otherwise impacted by geographic, planning, and local/regional funding considerations)
- Bicycle Parking and Storage
- Bus Access Facilities (where space is available on BART station property and service is provided by local bus operators).

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

- BART will produce an inventory of the availability of the following amenities at each of its heavy rail stations (currently 44): customer information services, restrooms, benches, trash receptacles, route maps, timetables, informative publications, arrival information displays, ticket vending machines, change machines, emergency telephones, elevators, escalators, parking facilities, and bicycle and bus access facilities (where appropriate).

- BART will identify a number of station pairs which each 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 has attempted to determine whether each of its 44 stations serves a predominantly minority population. Table 15 below shows the station catchment area populations for all the stations on the BART system. Those stations whose minority population share exceeds the District's service area average minority threshold of 59.4% are also categorized as minority.

Table 15
Minority Population Share of BART Stations

Station	Total Population	Minority Population	Minority Share	Title VI Status
12th Street	41,226	29,167	70.7%	Minority
16th Street	46,391	20,872	45.0%	Non-Minority
19th Street	19,736	12,437	63.0%	Minority
24th Street	76,420	40,729	53.3%	Non-Minority
Ashby	34,386	18,585	54.0%	Non-Minority
Balboa Park	129,436	99,832	77.1%	Minority
Bay Fair	113,692	80,122	70.5%	Minority
Berkeley	43,182	21,464	49.7%	Non-Minority
Castro Valley	51,332	24,979	48.7%	Non-Minority
Civic Center	139,463	70,289	50.4%	Non-Minority
Coliseum	79,477	72,293	91.0%	Minority
Colma	81,285	49,262	60.6%	Minority
Concord	116,629	56,153	48.1%	Non-Minority
Daly City	162,421	99,085	61.0%	Minority
Dublin/Pleasanton	247,184	106,480	43.1%	Non-Minority
El Cerrito del Norte	139,915	104,077	74.4%	Minority
El Cerrito Plaza	39,069	19,835	50.8%	Non-Minority
Embarcadero	86,134	37,120	43.1%	Non-Minority
Fremont	155,976	113,613	72.8%	Minority
Fruitvale	132,502	99,356	75.0%	Minority
Glen Park	89,591	59,039	65.9%	Minority
Hayward	90,743	70,416	77.6%	Minority
Lafayette	57,880	13,171	22.8%	Non-Minority
Lake Merritt	35,058	25,709	73.3%	Minority
Macarthur	50,596	28,112	55.6%	Non-Minority
Millbrae	208,244	106,486	51.1%	Non-Minority
Montgomery	83,382	47,305	56.7%	Non-Minority
North Berkeley	39,403	15,143	38.4%	Non-Minority
North Concord/Martinez	72,328	36,831	50.9%	Non-Minority
Orinda	42,726	13,345	31.2%	Non-Minority
Pittsburg/Bay Point	224,073	141,941	63.3%	Minority
Pleasant Hill	101,440	36,261	35.7%	Non-Minority
Powell	131,474	74,754	56.9%	Non-Minority
Richmond	69,259	60,419	87.2%	Minority
Rockridge	45,874	14,886	32.5%	Non-Minority
San Bruno	63,850	35,561	55.7%	Non-Minority
San Leandro	78,214	59,192	75.7%	Minority
SFO Airport	-	-		
South Hayward	97,830	82,668	84.5%	Minority
South San Francisco	62,329	48,470	77.8%	Minority
Union City	119,344	88,302	74.0%	Minority
Walnut Creek	112,445	31,668	28.2%	Non-Minority
West Dublin	-	-		
West Oakland	63,046	39,417	62.5%	Minority
BART Service Area Average			59.4%	

As shown in the second column of the following Station Amenities inventory chart, BART has 20 stations which can be categorized as minority Stations. In addition to documenting this minority versus non-minority designation, this Station Inventory Amenities chart also shows the amount each of BART's 44 stations has for the following categories of station amenities: Public Address Systems (all stations have one), Digital Information Systems (all stations have one), Arrival Information Systems (all stations have one), Platform Canopies (all stations have one per platform), Station Agent Booths (staffed), Brochure Bins, Time Tables, Route Maps, Trash Receptacles, Restrooms, Platform Benches, Ticket Vending Machines, Addfares, Change Machines, Emergency Courtesy Telephones, Platform Elevators, Platform Escalators, Parking Spaces, Bicycle Locker, Bicycle Spaces, and Bus Access Facilities (Bays).

BART Station Amenities Inventory (2013 Triennial Update)

	Minority/ Non-Minority	Platform Type	FY13 Daily Exits	Train Arrival Displays	Station Agent Booths Staffed	Platform Canopies	Brochure Bins	Time Tables	Route Maps	Trash Receptacles	Restrooms (* Closed due to Homeland Security)	Platform Benches	Fare Ticket Vendors	Fare Ticket Addfares	Fare Ticket Change Machines	Emergency/ Courtesy Phones	Platform Elevators	Platform Escalators	Parking Spaces	Bike Lockers	Bike Rack/Storage Spaces	Bus Access Facilities
Red/Orange																						
Richmond	Minority	center	3,898	8	1	Yes	1	6	3	10	2	12	4	2	1	5	1	2	628	24	42	9
El Cerrito de Norte	Minority	side	8,494	8	1	Yes	1	6	3	9	2	16	6	5	1	7	2	2	2,176	24	154	16
El Cerrito Plaza	Non-Minority	side	4,690	8	1	Yes	1	8	5	14	2	16	4	3	1	8	2	2	750	72	94	5
North Berkeley	Non-Minority	center	4,511	8	1	Yes (Subway)	1	6	3	8	2	11	4	3	1	5	1	2	795	60	151	0
Berkeley	Non-Minority	center	13,131	8	2	Yes (Subway)	1	4	6	6	2*	12	8	5	2	10	1	1	-	0	268	0
Ashby	Non-Minority	center	4,999	8	1	Yes (Subway)	1	4	3	4	2	17	4	3	1	6	1	2	603	36	287	0
Red/Orange/Yellow																						
MacArthur	Non-Minority	center	9,125	16	1	Yes	2	8	11	18	2	24	5	3	1	16	4	4	623	40	186	5
19th Street/Oakland	Minority	center/side	11,401	12	2	Yes (Subway)	4	18	13	8	2*	13	10	6	2	17	1	9	-	8	124	0
12th Street/Oakland	Minority	center/side	12,979	12	3	Yes (Subway)	5	21	17	19	2*	15	10	6	3	24	1	8	-	8	30	0
Green/Orange/Blue																						
Lake Merritt	Minority	center	6,441	8	1	Yes (Subway)	5	8	6	15	2*	9	5	2	1	10	1	2	218	40	84	2
Fruitvale	Minority	center	8,127	8	1	Yes	4	9	7	14	2	12	5	4	1	16	2	4	773	20	285	8
Coliseum	Minority	center	7,809	8	1	Yes	1	5	6	15	2	12	9	3	2	8	1	2	954	16	63	5
San Leandro	Minority	side	5,696	8	1	Yes	1	5	4	15	2	8	4	3	1	10	2	4	1,268	52	91	18
Bay Fair	Minority	center	5,739	8	1	Yes	1	10	4	27	2	20	6	4	1	7	1	1	1,665	28	42	14
Hayward	Minority	side	5,131	8	1	Yes	2	6	6	16	2	6	5	3	1	11	2	2	1,449	36	70	10
South Hayward	Minority	side	3,255	8	1	Yes	1	10	6	16	2	12	4	2	1	18	1	2	1,079	46	86	8
Union City	Minority	side	4,474	8	1	Yes	1	5	5	13	2	40	4	3	1	5	2	4	1,144	40	69	2
Fremont	Minority	center	8,167	8	1	Yes	4	4	7	38	2	12	8	7	2	8	1	2	2,141	44	121	19
Yellow																						
Pittburg/Bay Point	Minority	center	5,570	8	1	Yes	1	5	3	10	2	8	5	2	2	11	1	2	2,035	20	24	8
North Concord/Martinez	Non-Minority	center	2,499	8	1	Yes	1	3	3	10	2	8	4	3	1	11	1	2	1,980	24	60	14
Concord	Non-Minority	center	5,829	8	1	Yes	1	5	8	10	2	6	7	6	1	5	1	2	2,358	68	119	14
Pleasant Hill	Non-Minority	side	6,185	8	1	Yes	1	5	2	12	2	16	5	6	1	11	2	2	2,937	128	224	10
Walnut Creek	Non-Minority	side	6,337	8	1	Yes	2	4	4	12	2	8	5	3	1	10	2	2	2,093	64	91	11
Lafayette	Non-Minority	center	3,535	8	1	Yes	2	6	3	8	2	12	5	3	1	8	1	1	1,528	42	92	1
Orinda	Non-Minority	center	2,826	8	1	Yes	1	6	5	9	2	15	4	3	1	8	1	1	1,361	16	26	3
Rockridge	Non-Minority	center	5,603	8	1	Yes	2	7	9	7	2	12	4	3	1	7	1	1	892	40	126	0
Blue																						
Castro Valley	Non-Minority	center	2,743	8	1	Yes	1	5	4	10	2	10	4	4	1	8	1	2	1,118	40	20	4
West Dublin/Pleasanton		center	3,022	8		Yes	2	13	9	16	2	9	6	5	3	13	1	2	1,179	16	28	7
Dublin/Pleasanton	Non-Minority	center	6,972	8	1	Yes	3	6	2	14	2	6	9	8	2	8	1	3	2,886	52	250	17
Yellow/Red/Green/Blue																						
West Oakland	Minority	side	5,937	8	1	Yes	2	6	4	10	2	8	4	3	1	8	2	2	441	50	84	1
Embarcadero	Non-Minority	center	41,059	8	2	Yes (Subway)	2	19	8	2	1*	6	17	6	2	12	1	4	-	0	130	0
Montgomery	Non-Minority	center	39,167	8	2	Yes (Subway)	2	12	9	3	2*	7	22	6	2	10	1	5	-	0	0	0
Powell	Non-Minority	center	28,295	8	2	Yes (Subway)	2	13	10	8	2*	7	14	5	3	11	1	5	-	0	7	0
Civic Center	Non-Minority	center	20,342	8	2	Yes (Subway)	3	20	15	6	2*	5	10	5	2	12	1	4	-	0	63	0
16th St. Mission	Non-Minority	center	12,011	8	1	Yes (Subway)	2	11	7	5	2*	4	4	2	1	9	1	1	-	0	77	0
24th St. Mission	Non-Minority	center	12,597	8	1	Yes (Subway)	2	9	6	6	2*	4	7	2	1	8	1	1	-	0	70	0
Glen Park	Minority	center	7,407	8	1	Yes (Subway)	1	7	7	4	2	8	4	2	1	5	1	2	56	12	49	0
Balboa Park	Minority	center	12,123	8	1	Yes (Subway)	2	11	7	7	2	8	7	4	2	8	1	2	-	12	95	0
Daly City	Minority	center/side	9,219	12	1	Yes	1	12	6	15	2	29	11	5	2	10	2	3	2,059	20	49	8
Yellow/Red																						
Colma	Minority	center	4,332	12	1	Yes	2	9	5	15	2	32	6	5	2	19	2	2	1,770	24	40	12
South San Francisco	Minority	center	3,226	8	1	Yes (Subway)	2	13	5	2	2	5	5	3	2	9	1	2	1,379	30	30	9
San Bruno	Non-Minority	center	3,612	8	1	Yes (Subway)	3	5	6	3	2	6	5	3	2	9	1	2	1,058	30	18	9
SFO Airport		center	6,417	20	2	Yes (Subway)	5	14	14	5	0	8	13	5	4	16	1	2	-	0	0	0
Millbrae	Non-Minority	center	6,093	12	2	Yes	6	14	11	29	2	35	11	6	4	20	2	2	2,978	40	40	14

Analysis of Station Pairs

Any methodology for comparing the transit amenities between the 44 stations on the BART system will have shortcomings because no two BART stations are identical. Built over a span of approximately 40 years, they were designed by different architects to fit into different sites and to serve different topographic and community conditions.

Methodology

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

Table 16
BART Station Pairs for Transit Amenities Analysis

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

Twenty-one 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, taking into account certain identified limitations, minority stations have fewer transit amenities than non-minority stations in a majority (at least 11 out of 21) of the amenity categories evaluated.

Findings

As shown in Table 17 below, there were no cases among the eight station pairs analyzed where minority stations had fewer transit amenities than non-minority stations in more than 11 of the 21 Transit Amenity Categories. In fact, in most cases, the minority station had more amenities than the non-minority station. For example, the South Hayward Station (minority) had an amount of Transit Amenities equal to or greater than that of the Orinda Station (non-minority) in 18 out of the 21 categories. Similarly, the Colma Station (minority) had an amount of Transit Amenities equal to or greater than that of the North Berkeley (non-minority) Station in 18 out of the 21 categories.

Table 17
Results Summary of Station Pairs Analysis

Station Pair	Minority Station	Non-Minority Station	Categories with Less Amenities at Minority Station
1	San Leandro	Rockridge	5
2	Bay Fair	Walnut Creek	7
3	Union City	El Cerrito Plaza	4
4	South Hayward	Orinda	3
5	South San Francisco	Lafayette	4
6	Pittsburg/Bay Point	Concord	7
7	Colma	North Berkeley	3
8	12th St/Oakland City Center	Downtown Berkeley	1
Average	Minority	Non-Minority	3.8

That said, some variances may appear to favor some stations over others, particularly for escalators/elevators, parking spaces, bicycle spaces, and bicycle lockers. However, upon closer examination, the variances were proportionate to each station's ridership numbers/needs or 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

Parking spaces are another amenity category generating a number of negative variances reflected in the tables. In some cases, variances are attributable to one station's larger ridership numbers. This is true for the Bay Fair (Minority) / Walnut Creek (Non-Minority) and Pittsburg/Bay Point (Minority) / Concord (Non-Minority) station comparisons. In cases where ridership numbers are equal, variances are attributable to different modes of access by riders. In these cases, a greater percentage of riders drive and park than do riders of station with fewer parking spaces. This is true for the South San Francisco (Minority) / Lafayette (Non-Minority) station comparison.

In other cases, variances are related to station location/design or local funding considerations. Although station parking space configurations were originally built to match the ridership

projected around the BART system, BART has added several additional parking structures over the years to deal with specific cases of parking demand. In the early 1990's BART set aside funds to expand parking at six stations across the system. Three structures were built as a result of this effort at Hayward, Walnut Creek, and Concord Stations. Due to local community and political opposition, three of the proposed structures (at Rockridge, Union City, and Fruitvale) were not built at that time. Since then, federal, state, regional, and BART funds have been used for other critical needs, and station parking expansions have been limited to stations where local funding was available. Nonetheless, BART continues to work together with cities where parking does not meet rider demands. This is true for the Pittsburg/Bay Point Station where BART will be constructing new stations further to its east along with new parking spaces at those stations. This is also true for the Richmond Station where BART is constructing 170 new parking spaces.

Bicycle Spaces and Lockers

Another amenity category where measurable variances exist between paired stations is that for bicycle parking. In most cases, negative variances in bicycle spaces and lockers are related to riders' access mode to the station. The San Leandro (minority) / Rockridge (non-minority) and the Union City (minority) / El Cerrito Plaza (non-minority) station comparisons are examples. As documented in BART's **Bicycle Access and Parking Plan (2002)**, bicycle parking is allocated to stations based on the current and future demand for such facilities and is also subject to the availability of external funding. As such, bicycle parking facilities are concentrated at stations where demand for them is strong and where the bicycle mode share approaches or exceeds the system-wide average of 4%.

Disparity Findings

Transit Amenities at the eight station pairs evaluated in this section are distributed equitably and in proportion to their ridership levels.

Corrective Actions

There was not a single case out of the 8 station pairs analyzed in this report where a non-minority station had more amenities than a minority station in a majority of the 21 categories. Moreover, in all cases where quantitative variances were found, these variances were in proportion to station ridership numbers/needs or attributable to station design, location, or local funding considerations. Accordingly, BART finds that Transit Amenities at its stations are distributed equitably and consistent with the District's standards for station amenity distribution. Therefore, no corrective actions are required with respect to the amenities discussed in this Section of the Service Monitoring Report.

Detailed Analysis of Station Pairs

Station Pair Analysis #1	Column 1 **San Leandro**	Column 2 **Rockridge**	Column 1- Column 2 **Variance**
Description:			
Location Type	Urban Fringe	Urban Fringe	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Center	
Ridership (FY13 Exits)	5,696	5,603	93
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	2	-1
Time Tables	5	7	-2
Route Maps	4	9	-5
Trash Receptacles	26	7	+19
Restrooms	2	2	0
Platform Benches	8	12	-4
Ticket Vending Machines	4	4	0
Addfares	3	3	0
Change Machines	1	1	0
Emergency Courtesy Telephones	10	7	+3
Platform Elevators	2	1	+1
Platform Escalators	4	1	+3
Parking Spaces	1,268	892	+376
Bicycle Lockers	52	40	+12
Bicycle Rack & Storage Spaces	91	126	-35
Bus Access Facilities (Bays)	18	0	+18

Analysis: Out of the 21 Transit Amenity categories documented above, there are only **5 instances** where the minority station (San Leandro) had fewer transit amenities than the non-minority station (Rockridge). The most significant variance in favor of the non-minority station is in the Bicycle Spaces category. Here the 35 in additional Bicycle Spaces is partially offset by the variance in favor of the minority station in the Bicycle Lockers Category. In addition, the Rockridge Station has a higher bicycle mode access share than the San Leandro Station (5% versus 3% of total home origin trips). San Leandro Station, on the other hand, is more oriented towards public transit access with 7% of total home origin trips using this mode compared to 3% at Rockridge. San Leandro Station is, consequently, equipped with significantly more bus access facilities than Rockridge.

Station Pair Analysis #2	Column 1 **Bay Fair**	Column 2 **Walnut Creek**	Column 1 –Column 2 **Variance**
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Twin Side	
Ridership (FY13 Exits)	5,739	6,337	-598
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Station Agent Booths (staffed)	1	1	0
Platform Canopies	Yes	Yes	0
Brochure Bins	1	2	-1
Time Tables	10	4	+6
Route Maps	4	4	0
Trash Receptacles	27	12	+15
Restrooms	2	2	0
Platform Benches	20	8	+12
Ticket Vending Machines	6	5	+1
Addfares	4	3	+1
Change Machines	1	1	0
Emergency Courtesy Telephones	7	10	-3
Platform Elevators	1	2	-1
Platform Escalators	1	2	-1
Parking Spaces	1,665	2,093	-428
Bicycle Lockers	28	64	-36
Bicycle Rack & Storage Spaces	42	91	-49
Bus Access Facilities (Bays)	14	11	+3

Analysis: Out of the 21 Transit Amenity categories documented above, there are only **7 instances** where the minority Station (Bay Fair) has more amenities than the non-minority station (Walnut Creek). The most significant variance in favor of the non-minority station is in the Parking Spaces category. Here the 428 additional Parking Spaces are directly related to the fact that the Walnut Creek station has more riders than the Bay Fair Station. In addition, the variance in parking spaces can also be explained by the fact that the Bay Fair Station, a BART transfer station and multi-modal transit hub, is better served by public transit than the Walnut Creek Station. It has more bus access facilities and a higher mode share for public transit than Walnut Creek (10% versus 7%).

Station Pair Analysis #3	Column 1 **Union City**	Column 2 **El Cerrito Plaza**	Column 1 – Column 2 **Variance**
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Twin Side	
Ridership (FY13 Exits)	4,474	4,690	+216
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	1	0
Time Tables	5	8	-3
Route Maps	5	5	0
Trash Receptacles	29	14	+15
Restrooms	2	2	0
Platform Benches	40	16	+24
Ticket Vending Machines	4	4	0
Addfares	3	3	0
Change Machines	1	1	0
Emergency Courtesy Telephones	5	8	-3
Platform Elevators	2	2	0
Platform Escalators	2	2	0
Parking Spaces	1,079	750	+329
Bicycle Lockers	40	72	-32
Bicycle Rack & Storage Spaces	69	94	-25
Bus Access Facilities (Bays)	8	5	+3

Analysis: Out of the 21 Transit Amenity categories documented above, there are only **4 instances** where the minority Station (Hayward) has more 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 32 additional Bicycle Lockers and 25 additional Rack and Storage 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 (6% versus 2% at Union City).

Station Pair Analysis #4	Column 1 **South Hayward**	Column 2 **Orinda**	Column 1 – Column 2 **Variance**
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Center	
Ridership (FY13 Exits)	3,255	2,826	-429
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	1	0
Time Tables	10	6	+4
Route Maps	6	5	+1
Trash Receptacles	28	9	+19
Restrooms	2	2	0
Platform Benches	12	15	-3
Ticket Vending Machines	4	4	0
Addfares	2	3	-1
Change Machines	1	1	0
Emergency Courtesy Telephones	18	10	+8
Platform Elevators	1	1	0
Platform Escalators	2	1	+1
Parking Spaces	1,079	1,361	-282
Bicycle Lockers	46	16	+30
Bicycle Rack & Storage Spaces	86	26	+60
Bus Access Facilities (Bays)	8	3	+5

Analysis: Out of the 21 Transit Amenity categories documented above, there are only **3 instances** where the minority Station (South Hayward) has more amenities than the non-minority Station (Orinda). The most significant variance in favor of the non-minority station is in the Parking Spaces category. Here the 282 additional Parking Spaces at Orinda can be attributed to the greater availability of land for parking facilities at Orinda and the decision by BART to build a parking garage at the neighboring Hayward Station rather than the South Hayward Station in the early 1990's. The former station had a higher level of parking demand than the latter.

Station Pair Analysis #5	Column 1 **South San Francisco**	Column 2 **Lafayette**	Column 1 – Column 2 **Variance**
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY13 Exits)	3,226	3,535	-309
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	2	2	0
Time Tables	13	6	+7
Route Maps	5	3	+2
Trash Receptacles	15	8	+7
Restrooms	2	2	0
Platform Benches	5	12	-7
Ticket Vending Machines	5	5	0
Addfares	3	3	0
Change Machines	2	1	+1
Emergency Courtesy Telephones	9	8	+1
Platform Elevators	1	1	0
Platform Escalators	2	1	+1
Parking Spaces	1,379	1,528	-149
Bicycle Lockers	30	42	-12
Bicycle Rack & Storage Spaces	30	92	-62
Bus Access Facilities (Bays)	9	1	+7

Analysis: Out of the 21 Transit Amenity categories documented above, there are only **4 instances** where the minority Station (South San Francisco) has more 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 149 additional Parking Spaces are directly related to the fact that there is significantly more land available for parking at the Lafayette Station than the South San Francisco 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. Consequently, the public transit mode share at the station is 5% compared to 1% at Lafayette.

Station Pair Analysis #6	Column 1 **Pittsburg/Bay Point**	Column 2 **Concord**	Column 1 – Column 2 **Variance**
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY13 Exits)	5,570	5,829	-259
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	1	0
Time Tables	5	5	0
Route Maps	3	8	-5
Trash Receptacles	10	10	0
Restrooms	2	2	0
Platform Benches	8	6	+2
Ticket Vending Machines	5	7	-2
Addfares	2	6	-4
Change Machines	2	1	+1
Emergency Courtesy Telephones	11	5	+6
Platform Elevators	1	1	0
Platform Escalators	2	2	0
Parking Spaces	2,035	2,358	-323
Bicycle Lockers	20	68	-48
Bicycle Rack & Storage Spaces	24	119	-95
Bus Access Facilities (Bays)	8	14	-6

Analysis: Out of the 21 Transit Amenity categories documented above, there are only **7 instances** where the minority station (Pittsburg/Bay Point) has more 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 323 additional Parking Spaces are partially related to the fact that the Concord Station has more riders than the Pittsburg/Bay Point Station. BART will be opening a new station to the east of the Pittsburg/Bay Point Station in Antioch in 2015. This station will relieve a portion of the parking demand at 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 3% versus 1% for the Pittsburg/Bay Point Station.

Station Pair Analysis #7	Column 1 **Colma**	Column 2 **North Berkeley**	Column 1 – Column 2 **Variance**
Description:			
Location Type	Urban Fringe	Urban Fringe	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY13 Exits)	4,332	4,551	-219
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	12	8	+4
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	2	1	+1
Time Tables	13	6	+7
Route Maps	5	3	-2
Trash Receptacles	15	9	+6
Restrooms	2	2	0
Platform Benches	32	11	+21
Ticket Vending Machines	5	4	+1
Addfares	3	3	0
Change Machines	2	1	+1
Emergency Courtesy Telephones	9	5	+4
Platform Elevators	1	1	0
Platform Escalators	2	2	0
Parking Spaces	1379	795	+584
Bicycle Lockers	24	60	-36
Bicycle Rack & Storage Spaces	40	151	-111
Bus Access Facilities (Bays)	9	0	+9

Analysis: Out of the 21 Transit Amenity categories documented above, there are only **3 instances** where the minority station (Colma) has more amenities than the non-minority Station (North Berkeley). The most significant variances in favor of the non-minority station are in the Bicycle Spaces Category. Here the 147 additional Bicycle Locker and Rack and Storage Spaces can be attributed to the fact that the North Berkeley Station has a much higher than average system-wide mode access share for bicyclists (8% versus 4%). By contrast the bicycle access share at the Colma station is only 1%. The Colma Station, on the other hand, has a much higher than average mode access share for public transit with 15% of all home origin trips to the station using it. The public transit mode access share for North Berkeley Station is only 1%. The nine Bus Bays at Colma reflect this higher reliance on public transit as an access mode.

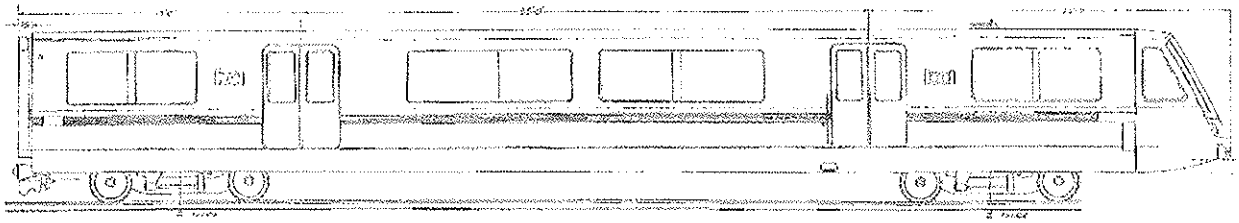
Station Pair Analysis #8	Column 1 **12th St. Oakland City Center**	Column 2 **Downtown Berkeley**	Column 1 – Column 2 **Variance**
Description:			
Location Type	Urban	Urban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY13 Exits)	13,311	12,949	-382
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	12	8	+4
Station Agent Booths (staffed)	3	2	+1
Brochure Bins	5	1	+4
Time Tables	21	4	+17
Route Maps	17	6	+11
Trash Receptacles	10	7	+3
Restrooms	2	2	0
Platform Benches	15	12	+3
Ticket Vending Machines	15	12	+3
Addfares	6	5	+1
Change Machines	3	2	+1
Emergency Courtesy Telephones	24	10	+14
Platform Elevators	1	1	0
Platform Escalators	8	1	+7
Parking Spaces	0	0	0
Bicycle Lockers	8	0	0
Bicycle Rack & Storage Spaces	30	268	-230
Bus Access Facilities (Bays)	0	0	0

Analysis: Out of the 20 Transit Amenity categories documented above, there is only **1 instance** where the minority Station (12th Street/Oakland City Center) has more amenities than the non-minority Station (Downtown Berkeley). The one variance in favor of the non-minority station is in the Bicycle Rack and Storage Spaces category. Here the 230 additional Bicycle Spaces are related to the fact that the Downtown Berkeley station has a much higher mode access share for Bicycles than the 12th Street/Oakland City Center Station (8% versus 3%).

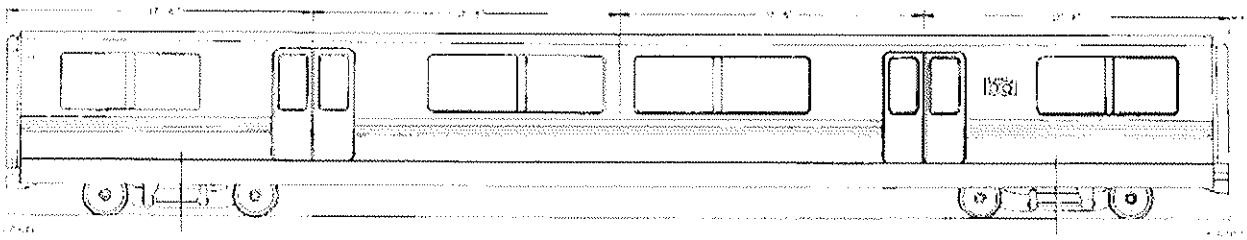
Vehicle Assignment

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

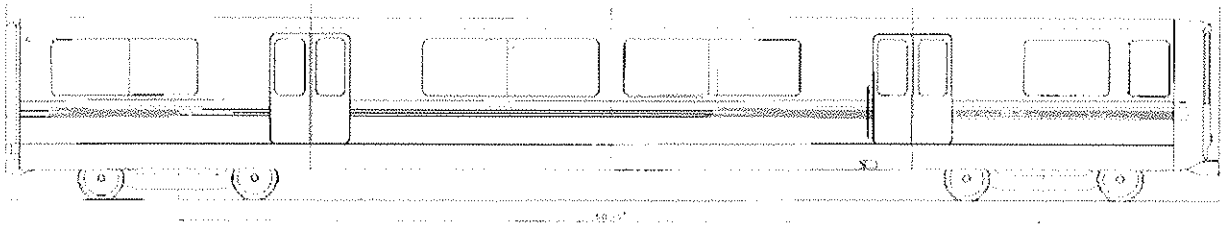
A-Car Profile



B-Car Profile



C-Car Profile



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

All BART cars have nearly identical performance characteristics, and amenities (air conditioning, heating, windows, system maps, lighting, hand rails, and stanchions, etc.). There are slight differences in the interior space available in C1/C2 cars compared to A2 and B2 cars.

As far as the age of the different car types is concerned, the A-cars and B-cars were originally manufactured in the early 1970's and then rehabilitated between 1998 and 2002. This rehabilitation increased the minimum useful life of the A-car and B-car fleets by 15 years. Consequently as of 2013, the average A car has 3.5 years of remaining minimum useful life while the average B cars has 2.5 years of remaining minimum useful life. The C-cars were manufactured in the late 1980's and mid-1990's. Using the FTA standard heavy rail car minimum useful life of 25 years yields in 2013 an average remaining minimum useful life for these cars of 3.0 years. While the differences in remaining useful life between the three car types are relatively minor, BART is focusing its Vehicle Assignment analysis on this factor because we will be introducing an entire new fleet of replacement and expansion cars starting in the year 2017.

Table 18 below summarizes the composition and age of the current BART rail car fleet:

Table 18
BART Rail Car Fleet as of 2013

Car Model	Dates Manufactured/ Rehabilitated	Number of Cars	Remaining Useful Life (Years)*
A	1972 Original 2000 to 2002 Rehabilitated	59	3.5
B	1972 Original 1998 to 2002 Rehabilitated	380	2.5
C	1987 to 1990/1995 to 1996	230	3.0
Total Fleet		669	

* Assumes 25 year useful life for new rail vehicles and 15 years additional life for rehabilitated vehicles

Table 19 below summarizes the current assignment of BART car types by line. It then uses the remaining useful life assumptions for each car type shown in Table 17, and determines the average remaining useful life per car for each line. As one would expect, since there are only small difference in the average remaining useful life per car type, there are also only small differences in the average remaining useful life per car on any line.

Table 19
Remaining Useful BART Car Life by Line

Line	A-Cars	B-Cars	C-Cars	Total Cars	Total Remaining Useful Life in Car Years	Average Remaining Useful Life per Car
Green		46	36	82	223	2.7
Orange	18	31	15	64	185	2.9
Yellow	18	132	58	204	553	2.7
Red	12	56	32	100	278	2.8
Blue		44	40	84	230	2.7
Total	44	309	181	534	1,469	2.8
Minority	30	177	123	330	916	2.8
Non-Min	18	132	58	204	553	2.7
% Difference						2%

Disparate Impact Test

As shown in Table 19, the average remaining useful life for cars assigned to BART's four minority lines is 2.8 years. This value is 2% greater than average remaining useful life for cars assigned to BART's one non-minority line, 2.7 years. Since the standard for disparate impacts under this section is that vehicles used on minority lines not have an average remaining useful life which is 5% less than vehicles used on non-minority lines, there is no disparate impact with regard to BART's Vehicle Assignment.

Corrective Actions

No corrective actions are required.

4. Major Service Change Policy

BART is required to develop a Major Service Change Policy that identifies what constitutes a "major service change" for its system. Transportation decisions that ride to the level of a "major service change" require a service equity analysis. BART's Board adopted its Major Service Change Policy on July 11, 2013. Appendix 11 contains BART's Major Service Change Policy, a copy of the Board Agenda, Meeting Notice, and Meeting Minutes approving the Policy, and a public participation report documenting the outreach BART conducted to develop the Policy.

5. Disparate Impact and Disproportionate Burden Policy

BART is required to develop a Disparate Impact and Disproportionate Burden Policy that will be used to assess impacts of major service change and fare change on protected populations or riders. The Policy establishes thresholds to determine when adverse impacts are borne disproportionately by protected populations or riders. BART's Board adopted its Disparate Impact and Disproportionate Burden Policy on July 11, 2013. Appendix 12 contains a copy of BART's Disparate Impact and Disproportionate Burden Policy, a copy of the Board Agenda, Meeting Notice, and Meeting Minutes approving the Policy, and a public participation report documenting the outreach BART conducted to develop the Policy.

6. Equity Analysis of Service and Fare Changes

To ensure compliance with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7), and Appendix C to 49 CFR part 21, BART has developed written procedures consistent with Section IV of the FTA Circular to evaluate, prior to implementation, any and all service changes that exceed BART's major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin.

Service Changes

Service Methodology

Methodology Used to Assess the Effects of a Proposed Major Service Change

Adopted by the Board of Directors on July 2, 2013, Paragraph 3 of BART's Disparate Impact & Disproportionate Burden Policy ("DI/DB Policy") requires that BART assess major service changes with two methodologies: "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."

The following steps outline the two methodologies BART uses to assess major service changes. Pursuant to its DI/DB Policy, BART will use **both** methodologies to assess all major service changes. A disproportionate impact shall be found if either methodology yields a disproportionate impact.

Step 1: Identify the data source (U.S. Census data or ridership survey data) and affected population(s) (catchment area or ridership group) to be assessed in the equity analysis[2].

Demographic Methodology (A)	Travel Time Methodology (B)
Step 2: For the affected populations[3], determine the share of protected riders. **Step 3:** For the overall system ridership, determine the share of protected riders. **Step 4:** Determine whether the difference between the affected service's protected ridership share and overall system's protected ridership share exceeds BART's Disparate Impact and Disproportionate Policy (3a). If so, proceed to Step 5.	**Step 2:** Based on the identified data source, estimate the system wide weighted average travel time, before and after the service change, for protected and non-protected populations affected by the service change. **Step 3:** Calculate the percentage change in travel time for protected and non-protected populations and compare the difference. **Step 4:** Determine whether the differences in the percent change in travel time for protected and non-protected populations exceed BART's Disparate Impact and Disproportionate Burden Thresholds (3b). If so, proceed to Step 5.

Step 5: Determine if a substantial legitimate justification for the proposed service change exist and if there are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

[2] Census data shall be compared to the population of the catchment area. Ridership survey data shall be compared to ridership data. Data should not be "mixed and matched."

[3] For New Service, "affected populations" will include ridership for the new service and will also include ridership for any existing lines whose service will change because of the new service. The share of protected riders for both New Service and the existing, affected lines will be assessed. For purposes of this Methodology, "New Service" shall be defined as service for a new, fixed guideway project. Pursuant to the DI/DB Policy, New Service "will be considered to have a disproportionate impact when the applicable difference is equal to or greater than 10%."

Hypothetical Example Applying Its Methodology to a Major Service Change

BART must assess equity impacts of eliminating service on its "Silver Line". Assume that this Silver Line has a higher-than-average minority and low income ridership. BART will assess disproportionate impacts using two methodologies. A disproportionate impact shall be found if **either** methodology yields a disproportionate impact.

Demographic Methodology[4]: The ridership for BART's silver line is determined to be 70% minority and 30% non-minority. The ridership for the overall BART system is 60% minority and 40% non-minority. The difference between the minority ridership share of the Silver Line (70%) and the minority ridership share of overall system (60%) is 10%. BART determines that the elimination of the Silver Line represents a disproportionate impact that would require either mitigation or a substantial legitimate justification.

Type of Service Change	**Ridership of affected route**			**Ridership of system**	
	Total Boardings	% Minority	% Low-Income	% Minority	% Low-Income
Elimination of Silver Line	20,000	70%	30.0%	60%	24.7%*

Travel Time Methodology: BART's equity analysis of this change determines that the elimination of the Silver Line would result in a 10% increase in travel times for minority and low income riders and a 4% increase in travel times for non-minority and non-low income riders on this line. Since the difference between these impacts at 6% is greater than BART's proposed 5% DI/DB Policy thresholds, BART determines that the elimination of the Silver Line represents a disproportionate impact on minority and low income riders that would require either mitigation or a substantial legitimate justification.

Type of Service Change	**Percent Change in Travel Time**		
	% Non-Minority	% Minority	% Low-Income
Elimination of Silver Line	+4.0%	+10.0%	+10.0%

[4] **Demographic Methodology for New Service:** For new, fixed guideway projects, BART will use a modified, demographic methodology as well as the 10% threshold for new service, per the DI/DB Policy. For illustrative purposes only, assume the Magenta Line is a new, fixed guideway project with new, additional service and that service to the Red Line will be cut as a result of the new Magenta Line service. BART would compare Magenta Line demographics (70% minority) to the overall system demographics (60% minority) as well as compare Red Line demographics (74% minority) to the overall system demographics (60% minority). Both lines would be determined to be disproportionately minority because the Magenta Line exceeds by 10% and the Red Line exceeds by 14%. So, BART would need to consider additional factors (e.g., number of riders on each line, extent of adverse impact, etc.) before determining whether, on balance, a disproportionate, adverse impact exists to protected riders.

Title VI Service Equity Analysis

BART did not implement any major service changes during reporting period of this triennial report.

Fare Changes

BART Fare Structure

BART's fares are calculated based on distance traveled, with surcharges applied to certain trips, adjusted by a speed differential. Below is a chart of BART's Fare Component and Ticket Prices.

BART Fare Components and Ticket Prices as of December 31, 2013

TRIP LENGTH	Minimum Fare: Up to 6 miles	$1.75
	Between 6 and 14 miles	$1.83 + 13.4¢/mile
	Over 14 miles	$2.89 + 8.1¢/mile
SURCHARGES	Transbay	$0.89
	Daly City[1]	$1.03
	San Mateo County[2]	$1.30
	Capital[3]	$0.12
	Premium fare applied to trips to/from SFIA	$4.06
SPEED DIFFERENTIAL	Charge differential for faster or slower than average trips, based on scheduled travel time	±5.1¢/minute
RESULTING FARES	Range [4]	$1.75 to $11.05
	Average fare (before discounts) [5]	$3.66
	Average fare paid (after discounts) [5]	$3.40
RAIL FARE DISCOUNTS & SPECIAL FARES[7]	Children under 5	Free
	62.5% Discount: Youths 5 through 12 Persons 65 and over Persons with a qualifying disability	$0.65 to $4.10 when using Clipper card $9 per mag stripe ticket that has $24 in value[6]
	Students 13 through 18: 50% discount [7]	$16 ($32 ticket value)
	Regular adult: 6.25% discount	$45 & $60 ($48 & $64 loaded value on Clipper card)

NOTES:

1. The Daly City surcharge is applied to trips between Daly City station and San Francisco Stations; it does not apply to Transbay trips or San Mateo County surcharge trips.
2. The capital surcharge is applied to trips that begin and end in the 3-county BART District including Daly City; the Board approved this surcharge in May 2005 to be used to fund capital projects within the 3-county BART District including Daly City.
3. The San Mateo County surcharge is applied to trips between San Mateo County stations (except trips between SFIA station and Millbrae station for which only the Premium Fare is charged) and trips between San Mateo County stations (except Daly City) and San Francisco stations; it does not apply to Transbay trips.
4. Fares effective as of June 30, 2013. BART rail fares are computed by automatic fare collection equipment and are rounded to the nearest 5¢. Prior fare increases occurred on July 1 of 2012 and 2009; January 1 of 2008, 2006, 2004, and 2003; April 1 of 1997, 1996, and 1995; January 1, 1986, September 8, 1982, June 30, 1980; and November 3, 1975.
5. The average rail fare before and after discounts includes rail passenger revenue from all fare instruments. The figures shown are based on Fiscal Year 2013 through May 2013.
6. The discount is given at the fare gate when using the regional Clipper smart card and at the point of sale when purchasing a magnetic stripe ticket.
7. Tickets include a last ride bonus.

Fares Methodology

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. 2012 Customer Satisfaction Survey data are used to make this determination because it is the most recent survey data available. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the Disparate Impact and Disproportionate Burden Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

The chart below shows the data by fare type for protected and non-protected riders from the 2012 Customer Satisfaction Survey (BART does not survey youth aged 5 through 12, so that discount fare type is not available). As an example, increasing the fares for the fare type for riders who are persons with disabilities would be considered to have a disproportionate impact because the use of the "disabled" fare type by low-income riders compared to overall low-income riders exceeds the policy threshold of 10%.

	Minority	Non-Minority	Sample Size	Low-Income	Non-Low Income	Sample Size
All Riders	**62.3%**	**37.7%**	**6,525**	**33.6%**	**66.4%**	**6,054**
Regular BART fare	**61.7%**	38.3%	**4,821**	**36.4%**	63.6%	**4,356**
Difference from All Riders	**-0.5%**			**2.8%**		
High Value Discount	**64.0%**	36.0%	**831**	**16.4%**	83.6%	**897**
Difference from All Riders	**1.8%**			**-17.2%**		
BART Plus	**82.3%**	17.7%	**14**	**27.7%**	72.3%	**11**
Difference from All Riders	**20.0%**			**-5.9%**		
Senior	**45.1%**	54.9%	**246**	**25.0%**	75.0%	**208**
Difference from All Riders	**-17.1%**			**-8.6%**		
Disabled	**72.2%**	27.8%	**125**	**55.4%**	44.6%	**110**
Difference from All Riders	**9.9%**			**21.8%**		
Student discount	**77.2%**	22.8%	**22**	**74.0%**	26.0%	**16**
Difference from All Riders	**14.9%**			**40.4%**		
Other	**68.5%**	31.5%	**49**	**24.3%**	75.7%	**45**
Difference from All Riders	**6.3%**			**-9.3%**		
13 thru 17 Year-Old Regular Fare Riders (non-Student)	**83.2%**	16.8%	**149**	**59.4%**	40.6%	**91**
Difference from All Riders	**20.9%**			**25.8%**		
Riders taking Minimum Fare Trips (excludes Fast Pass trips)	**61.8%**	38.2%	**829**	**41.2%**	58.8%	**962**
Difference from All Riders	**-0.5%**			**7.6%**		

Methodology Used to Assess the Adverse Effects of an Across-the-Board Fare Change

The following steps outline the methodology BART uses to calculate weighted average fares, which are used to assess the adverse effects of across-the-board fare changes and any other fare change that is not to a fare type. To illustrate the process, the steps as applied to the recently approved extension of the productivity-adjusted inflation-based fare increase program are described.

Step 1: For each of the proposed four productivity-adjusted inflation-based fare increases, estimate weighted average fares "Before Fare Increase" and "After Fare Increase" for each BART station.

In Step 1, the weighted average fare paid by riders boarding at each of BART's existing 44 stations is estimated. The 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 "2012 Fares" reflecting BART's current fares and the "2014 Fares" reflecting the proposed 5.2% inflation-based fare increase for 2014.

Sample of Weighted Average Fare Data for Proposed 2014 Increase

Origin Station	2012 Fares	2014 Fares
Richmond	$ 3.42	$ 3.60
El Cerrito del Norte	$ 3.59	$ 3.77
El Cerrito Plaza	$ 3.17	$ 3.33
North Berkeley	$ 3.40	$ 3.61
Downtown Berkeley	$ 3.11	$ 3.28

For each station, a station-to-station fare table is multiplied by the 2012 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 each fare increase using the appropriate fare table. The following chart shows the fare tables that were used in calculations for the four proposed fare increases. The actual 2012 average weekday trip table was used for all increase calculations.

Fare Increase Effective:	Fare Table Used in "Before Fare Increase" Calculation	Fare Table Used in "After Fare Increase" Calculation
2014	Actual 2012 Fare Table	Actual 2012 Fare Table Increased by 5.2% ("2014 Fare Table")
2016	2014 Fare Table	2014 Fare Table increased by 3.9% ("2016 Fare Table")
2018	2016 Fare Table	2016 Fare Table increased by 3.9% ("2018 Fare Table")
2020	2018 Fare Table	2018 Fare Table increased by 3.9% ("2020 Fare Table")

Step 2: For each of the proposed four productivity-adjusted inflation-based fare increases, estimate weighted average fares for minority, non-minority, low-income, and non-low income riders.

The percentage of minority and of low-income riders at each station is determined based upon reported survey responses in the 2008 Station Profile Study. These percentages are then multiplied by the 2012 actual station-specific entries to estimate the number of minority and low-income riders at each station. A weighted average fare for minority riders system-wide 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 each of the proposed four productivity-adjusted inflation-based fare increases, calculate the percent increase paid by minority riders, non-minority riders, low-income riders, and non-low income riders.

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

Step 4: For each of the proposed four productivity-adjusted inflation-based fare increases, to determine if the fare increase would have a disparate impact on minority riders or result in a disproportionate burden on low-income riders, compare the differences in percent increases obtained in Step 3 above by applying the appropriate threshold in BART's Disparate Impact and Disproportionate Burden Policy.

The difference in percent increase in fares "before" and "after" each increase is calculated for (a) minority riders compared to non-minority riders and (b) low-income riders compared to non-low income riders.

An across-the-board fare change is 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%. When setting new fares, including for new modes, media, or service, a 10% threshold applies.

Example of Weighted Average Fare Calculations for Option A, Increase the Minimum Fare to $2.00

Example of Step 3 calculation for Option A, Increase Minimum Fare to $2.00, weighted average fares for minority and non-minority riders
(This example uses 12 stations. In actual calculation, results are generated for all stations currently in the BART system except West Dublin/Pleasanton, which had not yet opened when the the source of the demographic data, the 2008 Station Profile Study, was done.)

					MINORITY RIDERS		NON-MINORITY RIDERS	
Station Name	Column A Average fare $1.85 Minimum Fare (from Step 1)	Column B Average fare $2.00 Minimum Fare (from Step 1)	Column C Minority Rider Entries	Column D Non-Minority Rider Entries	Average fare $1.85 Minimum Fare X minority riders (Column A x Column C)	Average fare $2.00 Minimum Fare X minority riders (Column B x Column C)	Average fare $1.85 Minimum Fare X non-minority riders (Column A x Column D)	Average fare $2.00 Minimum Fare X non-minority riders (Column B x Column D)
12th Street	$1.856	$2.000	1,293	1,139	2,400	2,587	2,115	2,279
24th Street	$1.850	$2.000	3,767	4,830	6,968	7,533	8,936	9,661
Ashby	$1.850	$2.000	670	890	1,239	1,339	1,646	1,779
Concord	$1.850	$2.000	556	560	1,028	1,111	1,036	1,120
Castro Valley	$1.850	$2.000	181	192	335	362	354	383
Fremont	$1.850	$2.000	686	303	1,268	1,371	560	606
Fruitvale	$1.852	$2.000	916	623	1,696	1,832	1,155	1,247
Lake Merritt	$1.853	$2.000	683	438	1,265	1,365	811	875
Montgomery	$1.865	$2.000	3,138	3,901	5,854	6,277	7,275	7,801
North Concord	$1.850	$2.000	126	122	233	252	225	243
Powell	$1.865	$2.000	5,215	4,469	9,725	10,430	8,334	8,937
Pittsburg/Bay Point	$1.850	$2.000	604	226	1,118	1,209	418	452
		TOTAL	17,834	17,692	33,130	35,668	32,865	35,384

MINORITY RIDERS		NON-MINORITY RIDERS	
$1.85 Min Fare: Systemwide weighted average fare for minority riders	= 33,130/17,834 = $ 1.86	$1.85 Min Fare: Systemwide weighted average fare for non-minority riders	= 32,865/17,692 = $ 1.86
$2.00 Min Fare: Systemwide weighted average fare for minority riders	= 35,668 / 17,834 = $ 2.00	$2.00 Min Fare: Systemwide weighted average fare for non-minority riders	= 35,385 / 17,692 = $ 2.00
Percent Fare increase for minority riders	= 7.66%	Percent Fare increase for non-minority riders	= 7.66 %

Title VI Fare Equity Analysis

BART conducted three Title VI Fare Equity Analyses during the reporting period of this triennial report.

- Title VI Assessment for the Fare Increase Effective July 1, 2012. (April 30, 2012). This report was conducted under the previous Title VI Circular (4702.1A). The Board had already given the General Manager prior authority to implement the fare increase; therefore, not further action was required by the Board to proceed with this fare change.
- Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program. This report was approved by the BART Board of Directors on February 28, 2013.
- 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. This report was approved by BART's Board of Directors on November 21, 2013.

A copy of the fare analyses and Board approval documents can be found in Appendix 13.

Appendix 1: Title VI Notice

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

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

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

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

San Francisco Bay Area Rapid Transit District (BART)
ATTN: Office of Civil Rights
300 Lakeside, Suite 1800
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

BART

Rev. 12/24/09

List of Stations where Title VI Notice is Posted and Translated

			Title VI Poster			EEO Poster
	STATION	KIOSK	English	Spanish	Chinese	English Only
A10	LAKE MERRITT	Yes	Yes	Yes	Yes	Yes
A20	FRUITVALE	Yes	Yes	Yes	Yes	Yes
A30	COLISEUM:	Yes	Yes	Yes	Yes	Yes
A40	SAN LEANDRO:	Yes	Yes	Yes	Yes	Yes
A50	BAYFAIR:	Yes	Yes	Yes	Yes	Yes
A60	HAYWARD :	Yes	Yes	Yes	Yes	Yes
A70	SO. HAYWARD STATION:	Yes	Yes	Yes	Yes	Yes
A80	UNION CITY:	Yes	Yes	Yes	Yes	Yes
A90	FREMONT:	Yes	Yes	Yes	Yes	Yes
L10	CASTRO VALLEY:	Yes	Yes	Yes	Yes	Yes
L20	W. DUBLIN:	Yes	Yes	Yes	Yes	Yes
L30	DUBLIN/PLSNTON:	Yes	Yes	Yes	Yes	Yes
M16	Embarcadero	Yes	Yes	Yes	Yes	Yes
M20	Montgomery Street	Yes	Yes	Yes	Yes	Yes
M30	Powell Street	Yes	Yes	Yes	Yes	Yes
M40	Civic Center	Yes	Yes	Yes	Yes	Yes
M50	16th Street Mission	Yes	Yes	Yes	Yes	Yes
M60	24th Street Mission	Yes	Yes	Yes	Yes	Yes
M70	Glen Park	Yes	Yes	Yes	Yes	Yes
M80	Balboa Park	Yes	Yes	Yes	Yes	Yes
M90	Daly City	Yes	Yes	Yes	Yes	Yes
W10	Colma	Yes	Yes	Yes	Yes	Yes
W20	South San Francisco	Yes	Yes	Yes	Yes	Yes
W30	San Bruno	Yes	Yes	Yes	Yes	Yes
W40	Millbrae	Yes	Yes	Yes	Yes	Yes
Y10	SFIA	Yes	Yes	Yes	Yes	Yes
R10	Ashby	Yes	Yes	Yes	Yes	Yes
R20	Berkeley	Yes	Yes	Yes	Yes	Yes
R30	North Berkeley	Yes	Yes	Yes	Yes	Yes
R40	EC Plaza	Yes	Yes	Yes	Yes	Yes
R50	EC Del Norte	Yes	Yes	Yes	Yes	Yes
R60	Richmond	Yes	Yes	Yes	Yes	Yes
M10	West Oakland	Yes	Yes	Yes	Yes	Yes
K10	12th Street	Yes	Yes	Yes	Yes	Yes
K20	19th Street	Yes	Yes	Yes	Yes	Yes
K30	MacArthur	Yes	Yes	Yes	Yes	Yes
C10	Rockridge	Yes	Yes	Yes	Yes	Yes
C20	Orinda	Yes	Yes	Yes	Yes	Yes
C30	Lafayette	Yes	Yes	Yes	Yes	Yes
C40	Walnut Creek	Yes	Yes	Yes	Yes	Yes
C50	Pleasant Hill	Yes	Yes	Yes	Yes	Yes
C60	Concord	Yes	Yes	Yes	Yes	Yes
C70	North Concord	Yes	Yes	Yes	Yes	Yes
C80	Baypoint	Yes	Yes	Yes	Yes	Yes

Appendix 2: Title VI Statement of Policy, Title VI Complaint Procedures, and Title VI Complaint Form

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
300 Lakeside Drive, Suite 1800
Oakland, CA 94612
(510) 874-7333
(510) 464-7587 (fax)
officeofcivilrights@bart.gov

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
TITLE VI COMPLAINT FORM

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

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

   Race ☐ **Color** ☐ **National Origin** ☐

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

3. **RESPONDENT (individual complaint is filed against)**

Name	
Position	**Work Location**

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

_____

_____

_____

_____

_____

_____

_____

_____

5. **Did you file this complaint with another federal, state or local agency; or with a federal or state court?** **Yes** ☐ **No** ☐
   If answer is yes, check each agency complaint was filed:

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

   Local Agency ☐ **Date Filed** _____

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

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

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

Signature	**Date**

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

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

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

Title VI Complaint Procedure

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

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

3. The complaint will include the following information:

    a. Name, address, and telephone number of the complainant.
    b. The basis of the complaint (race, color, national origin).
    c. The date or dates on which the alleged discriminatory event or events occurred.
    d. The nature of the incident that led the complainant to feel discrimination was a factor.
    e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
    f. Other agencies or courts where complaint may have been filed and a contact name.
    g. Complainant's signature and date.

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

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

Office of Civil Rights
300 Lakeside Drive, Suite 1800
Oakland, CA 94612
(510) 464-6100
(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.

Appendix 3: List of BART's Public Participation Activities from January 2012 to December 2013.

This report describes BART's Public Participation Activities from January 2012 to December 2013. Each description provides a project overview and summary of public participation activities undertaken to ensure meaningful access and participation by minority, low income, and limited English proficient populations.

- Oakland Airport Connector Art Program
- Warms Springs Extension Art Program
- Daly City BART Station Access Improvement Plan
- Balboa Park Station Eastside Connection Project
- Proposed Fare Increase and Extension of Current Inflation-based Fare Increase Program
- Clipper Card Distribution for Senior and Youth
- Draft Environmental Justice Policy
- 24th Street Mission BART Plaza
- eBART Next Segment Study
- BART to Livermore Extension - Environmental Impact Review
- Market-based Parking Fees
- Small Business Programs
- Commute Period Bike Pilots
- Fleet of the Future - New Train Car Interior Mockup
- Glen Park Station Parking Lot
- Fleet of the Future – Prototype Seats

Oakland Airport Connector Art Program

Project Overview

BART is currently constructing the Oakland Airport Connector (OAC) project, which will connect BART to the Oakland International Airport via the Coliseum Station.

In keeping with the Federal Transit Administration (FTA) guidelines to incorporate art into mass transit projects, BART has procured art for the OAC project's new Oakland Coliseum Connector and Oakland International Airport stations. Among the goals of the art program are to provide a strong visual identity for each station and to attract new riders by creating more personalized and welcoming stations.

Public Participation Activities

In January 2012, BART hosted a community meeting at East Oakland Senior Center from 6:30pm to 8:00pm to solicit input from Oakland community members about how they would "describe their community" to the artists selected to prepare conceptual design proposals for the station artwork. The meeting was attended by approximately 15 project staff and community members; language translation services were not requested.

BART solicited public input and conducted outreach for the community meeting using the following methods:

- Creation of a multi-lingual meeting notice (Chinese, Korean, Spanish, and Vietnamese)
- Meeting notice postal mailed to approximately 1,500 recipients including residents, businesses and organizations near the project area
- Meeting notices provided to local libraries and senior centers
- Advertisements placed in local Bay Area newspapers
- Multiple emails to OAC email subscriber list of approximately 3,400 recipients
- Website notice posted on www.bart.gov and City of Oakland website
- Electronic distribution to BART Title VI and CBO database, art selection panel, OAC construction management team, Oakland chambers of commerce, business associations, City of Oakland staff, Oakland International Airport, and local homeowner and merchant associations
- Recorded message with meeting details on OAC Project Information Line

Meeting Format

BART staff opened the meeting by explaining the FTA guidelines for professional art and the procurement process. Project staff provided details of the two new stations then the project's Art Consultant introduced the artist finalists. Each artist made brief remarks and presented images of their work. After the artists' presentations, BART staff fielded questions and comments from members of the audience.

Warm Springs Extension Art Program

Project Overview

BART is currently constructing the Warms Springs Extension (WSX) project, which will add 5.4 miles of new track from the existing Fremont Station to a new station in the Warms Springs District in the City of Fremont. The new Warms Springs Station and elements of the existing Fremont Station will include commissioned artwork. Among the goals of the art program are to provide a strong visual identity for each station and to attract new riders by creating more personalized and welcoming stations.

Public Participation Activities

In January 2012, BART hosted a community meeting at the Central Park Teen Center in Fremont from 6:00pm to 7:30pm for the public to learn about the WSX project and art program. The meeting served as an opportunity for individuals to "describe their community" for the artists selected to prepare conceptual design proposals for station artwork. The meeting was attended by approximately 18 community members; language translation services were not requested.

BART solicited public input and conducted outreach for the community meeting using the following methods:

- Creation of a multi-lingual meeting notice (Chinese, Korean, Spanish, and Vietnamese)
- Meeting notice postal mailed to approximately 4,890 recipients including residents, businesses and organizations near the impacted area
- Advertisements placed in local Bay Area newspapers
- Multiple emails to the WSX project subscriber listserve
- Website notice posted on www.bart.gov and City of Fremont website
- Meeting notices placed at Central Park kiosks, visitor's center, and senior center
- Email distribution to BART Title VI and CBO database, art selection committee, business/merchant associations, and City of Fremont staff

Meeting Format

BART staff opened the meeting by explaining the FTA guidelines for professional art and the procurement process. Project staff provided details of the scope of work and then the project's Art Consultant introduced the artist finalists. Each artist made brief remarks and presented images of their work. After the artists' presentations, BART staff fielded questions and distributed comment cards to record thoughts and suggestions for the artists.

Daly City Station Access Improvement Plan

Project Overview
The Daly City BART Station Access Improvement Plan (SAIP) is a comprehensive analysis of the Daly City BART Station's shortcomings and access challenges and opportunities for improvement. The SAIP aims to improve station layout, transit operations, bicycle and pedestrian access, safety, and the patron experience.

Public Participation Activities
In February 2012, BART hosted a community meeting at Woodrow Wilson Elementary School from 10:00am to 12:00pm to solicit input from Daly City and San Francisco community members who live in the study area. A meeting notice was translated into five languages (Chinese, Korean, Spanish, Tagalog, and Vietnamese) and distributed to BART passengers who use the Daly City BART Station during morning and evening peak commute periods, as well as conventional mail distribution and electronically to local organizations, community leaders, businesses and community-based organizations. The meeting was attended by approximately 40 community members; language translation services were not requested.

BART staff also conducted additional meetings with the Merced Extension Triangle Neighborhood Association, Westlake Village Apartments, business community representatives from Pacific Plaza and Westlake Shopping Center, and Peninsula Congestion Relief Alliance.

Meeting Format
At the community meeting, staff from BART's Planning Department presented on various SAIP concepts along with their benefits to and impacts on the neighborhood, station area parking, transit-oriented development, and multi-modal circulation. Following the presentation, speakers opened the floor for questions and comments.

Balboa Park Station Eastside Connect Project

Project Overview
The Balboa Park Station Eastside Connection Project aims to enhance accessibility, convenience, visibility and safety for transit patrons using the Balboa Park BART Station. It is a project co-sponsored by the San Francisco County Transportation Authority (SFCTA) and San Francisco Municipal Transportation Agency (SFMTA).

Public Participation Activities
In February 2012, BART hosted a community meeting at the Balboa Park Police Station from 10:00am to 12:00pm to solicit input from San Francisco community members who live in the project area. A meeting notice was translated into four languages (Chinese, Korean, Spanish, and Vietnamese) and distributed to BART passengers who use the Balboa Park BART Station during morning and evening peak commute periods, as well as conventional mail distribution, and electronically to local organizations, community leaders, businesses and community-based organizations. The meeting was attended by approximately 50 community members; language translation services were not requested.

Meeting Format
Staff from BART's Planning Department presented on current design concepts and the proposed project schedule. SFCTA and SFMTA also provided updates on other transportation projects in the station area. Following each presentation, speakers opened the floor for questions and comments.

Proposed Fare Increase and Extension of Current Inflation-based Fare Increase Program
Clipper Card Distribution for Senior and Youth
Draft Environmental Justice Policy

Project Overview

1. Proposed Fare Increase

The BART Board-approved program for small, regular inflation-based fare increases has been key to keeping BART's service safe and reliable. BART is planning a small fare increase effective July 2012 that will raise approximately $5 million in the upcoming Fiscal Year 2013 (FY13). This revenue will be part of BART's plans to fund a portion of the train car replacement project and other infrastructure needs, as the system is now almost 40 years old.

The table below describes the three options, which include implementing the last of the current Board-approved inflation-based increases, and how instructions on how to determine new fare, regular or 62.5% discount (for seniors, people with disabilities, and youths aged 5-12), under each option:

Option	How to Determine Your New Fare	
A.	Implement the last of the current Board-approved inflation-based increases by increasing fares systemwide by 1.4%	*Regular*: View **fare table**. *Discount*: View **fare table**.
B.	Increase fares for trips between the East Bay and San Francisco by $0.10	*Regular*: Add $0.10 to the current fare for your trip between the East Bay and San Francisco *Discount*: Reduce increased fare by 62.5%, and round down to nearest nickel
C.	Increase fares systemwide by $0.05	*Regular*: Add $0.05 to your current fare *Discount*: Reduce increased fare by 62.5%, and round down to nearest nickel

Current inflation-based fare increase program

The BART Board-approved fare increase program called for fares to increase by a small, inflation-based amount in 2006, 2008, 2010, and 2012. BART solicited public input on a proposal to continue using the current inflation-based formula in 2014, 2016, 2018, and 2020. In each of these years, based on inflation projections, the estimated systemwide fare increase would be 3.9%.

The formula BART uses to calculate the amount of the increase averages the changes in national and local inflation over a two-year period, and then subtracts one-half percent to account for improved BART labor and operating efficiencies. The resulting percentage increase is applied to fares that are then rounded to the nearest nickel.

2. Clipper Card Distribution for Senior and Youth

BART is part of "Clipper," the regional fare payment system. Seniors and youth are able to access their discounted fare automatically by using the discounted Clipper card. The

discounted Clipper card takes the place of red and green BART tickets. BART wants to ensure that eligible BART customers can readily obtain discounted cards in their communities. Public input is necessary to determine the adequacy of existing locations to obtain Clipper cards and gather feedback on what would be adequate for various communities.

3. Draft Environmental Justice Policy
BART is committed to ensuring equitable public transportation service and to provide full and fair participation by minority and low income populations in transportation decision-making. It is the policy of the District that no segment of the population shall, because of socioeconomic characteristics, bear a disproportionate share of the risks and consequences, nor be denied equal access to environmental benefits, resulting from changes to services, capital programs, plans or policies.

Public input was solicited on BART's draft Environmental Justice (EJ) Policy. The proposed EJ policy included three primary components: 1) integrating EJ principles into BART's transportation planning; 2) evaluating impacts on minority and low income populations; and 3) enhancing public involvement activities to identify and address the needs of minority and low income populations in making transportation decisions.

Public Participation Activities

1. General
BART conducted outreach and hosted ten informational community meetings throughout the BART service area to inform the public and solicit feedback on the three critical issues described above.

BART solicited public input and conducted outreach for the community meetings using the following methods.

- Meeting notice postal mailed to 5,916 residents within 1/4 mile radius of meeting locations
- Meeting notice postal mailed to more than 500 CBOs, including community organizations, senior centers, colleges and universities
- Noticing at BART stations through posters, Destination Sign System (DSS) and BART Times newsletter
- Website notice posted on www.bart.gov with link to survey
- Facebook post created on March 7 (viewed by 5,130 people per Facebook's "Insight" metrics)
- Blog post created on March 7 (viewed 2,116 times)
- Multiple tweets sent on Twitter
- Emails to randomly selected riders soliciting their participation in the survey
- Bay Area media, both print and online
- Ethnic media

Community outreach meetings were held at a variety of times and locations to accommodate a wide range of participants. In compliance with the District's Language Assistance Plan, the meeting notice was translated into Chinese, Korean, Spanish and Vietnamese and included instructions for requesting translation services and/or meeting interpreters. Approximately 125 individuals attended the ten meetings.

Location	Address	Date and Time	Services Requested
Oakland	Joseph P. Bort MetroCenter Auditorium 101 Eighth Street, Oakland	Tuesday, March 6, 2012 6:30-8:00 p.m.	None
Concord	Monument Community Partnership 1760 Clayton Road, Concord	Monday, March 12, 2012 6:30-8:00 p.m.	Spanish translation
San Francisco Mission District	Mission High School Cafeteria 3750 18th Street, San Francisco	Wednesday, March 14, 2012 6:30-8:00 p.m.	None
Daly City	War Memorial Community Center Activity Room 6655 Mission Street, Daly City	Thursday, March 15, 2012 7:00-8:30 p.m.	None
Richmond	Richmond Main Street 1000 McDonald Avenue, Suite C, Richmond	Monday, March 19, 2012 6:00-7:30 p.m.	None
Antioch	Nick Rodriguez Community Center 213 F Street, Antioch	Tuesday, March 20, 2012 1:30-3:00 p.m.	None
Dublin	Dublin Library Community Room 200 Civic Plaza, Dublin	Wednesday, March 21, 2012 12:00-1:30 p.m.	None
San Francisco Richmond District	Richmond Recreation Center Auditorium 251 18th Avenue, San Francisco	Thursday, March 22, 2012 6:30-8:00 p.m.	None
Fremont	Fremont Main Library Fukaya Room B 2400 Stevenson Boulevard, Fremont	Monday, March 26, 2012 6:30-8:00 p.m.	None
Hayward	Hayward City Hall, Council Chambers, 2nd Floor 777 B Street, Hayward	Wednesday, March 28, 2012 6:30-8:00 p.m.	None

Community meeting participants were asked to complete a print survey. For those unable to attend the community meetings, BART conducted an online survey (web survey) hosted on the BART website during the period of February 24 – March 30, 2012. An automated phone version of the survey was also available during the same time frame for those who did not have internet access.

2. Additional Public Participation Activities - Draft EJ Policy only

To supplement the ten community outreach meetings, BART conducted three focus group meetings with local CBOs to seek their input on the draft EJ Policy. The CBO's represented minority, low income, and limited English proficient populations. Meetings were held at BART's Lakeside Administration Building in Oakland. Translated materials were available for all meetings. Approximately 10 people participated in the focus group meetings. BART reached out to local CBOs to participate in focus groups using the following methods:

- Targeted e-mails

- Targeted phone calls
- Referrals

Each focus group meeting was conducted in English. Translation services were available, upon request.

Meeting Format

At each meeting, participants were asked to sign in and were provided a copy of the agenda. A Government and Community Relations (GCR) staff member acted as the facilitator. Whenever possible, the BART director representing the district in which the meeting was held attended and provided welcoming remarks. The BART GCR staff representative briefly reviewed the agenda, meeting purpose and introduced each speaker.

Staff from BART's Financial Planning Department presented first on options for the proposed upcoming July 2012 fare increase and also for a long-term extension of BART's fare increase program. The second presentation was on the distribution of Clipper Cards for seniors and youth by BART Customer Service. Finally, the Office of Civil Rights gave a presentation on BART's draft Environmental Justice Policy, copies of which were distributed to meeting participants for review. Following each presentation, the speakers opened the floor for questions and comments. A graphic recorder took notes and recorded comments and questions on large scale wallgraphic paper.

Print Survey

Following the final question and comment period, participants at the ten community meetings were asked to complete a brief survey. The print survey requested feedback on the following:

Proposed July 2012 Fare Increase and Long-Term Fare Increase Program

- Which of three fare increase options respondents would prefer for BART to implement in July:
  - The current inflation-based increase of 1.4% (rounded to nearest nickel so that the minimum fare of $1.75 would not change)
  - A 10 cent increase for trips between the East Bay and San Francisco
  - A 5 cent increase to all fares
- Which option respondents would prefer for BART's long-term fare increase program:
  - Extension of BART's current inflation-based program, so that fares increase based on inflation in 2014, 2016, 2018 and 2020
  - A new program for regular, small fare increases (respondents' suggestions were requested)

Clipper Card Distribution for Senior and Youth

- Respondent eligibility for a discounted Clipper Card
- If eligible, whether respondent had already applied for the card for which they are eligible
- Whether, in respondent's opinion, the locations where they could get a discounted Clipper Card are adequate or not

The survey also asked participants to identify how often they ride BART; what types of trips they have made on BART in the last 30 days; which BART stations are their "home" and most frequent destination stations; and, for demographic purposes, their gender, age, home zip code, ethnicity, household income and number in household, and language preferences. Spaces were provided for written comments.

Translated copies of the survey were available in Chinese, Korean, Spanish and Vietnamese. A total of 87 surveys were completed at the community meetings.

In an effort to increase outreach to low income, minority and LEP populations, print surveys were also distributed to local community-based organizations (CBOs) by members of the BART LEP Advisory Committee. A total of 79 print surveys were submitted by members of four CBOs serving these communities.

Web and Phone Survey
An electronic version of the print survey was available online at www.bart.gov in Chinese, English, Korean, Spanish and Vietnamese to allow input from participants unable to attend the community meetings. A total of 950 surveys were submitted online.

In order to offer an option for those who do not have internet access, an automated phone version of the survey was also available. A total of 28 surveys were submitted through this method.

BART also randomly selected a group of 1,769 passengers who were invited via email to take the online survey. This method resulted in the submission of an additional 390 surveys.

Total Survey Numbers	
Type of Survey	**Number Received**
Community Meeting Survey	87
Online Surveys	950
Online Surveys (Random Email Sample)	390
LEP Surveys (Distributed through LEP Advisory Committee)	79
Phone Surveys	28
Total Number of Surveys	**1,534**

24th Street Mission BART Plaza

Project Overview

The 24th Mission Street Station Southwest Plaza Improvements Renovation project is intended to account for the needs of the many users of the plaza, and develop solutions that would improve the plaza's function as well as its esthetic contribution as the central public space of the neighborhood.

Public Participation Activities

In April 2012, BART hosted a Community Advisory Committee Meeting at the Abel Gonzalez Apartments from 6:30pm to 8:00pm in the Mission District of San Francisco. A meeting notice was translated into four languages (Chinese, Korean, Spanish, and Vietnamese) and distributed to the general public electronically and through members of the 24th Street Mission Community Advisory Committee, comprised of residents, local business owners, and representatives of community organizations. The meeting was attended by approximately 40 community members and Spanish translation services were provided.

BART hosted a second Community Advisory Committee Meeting in September 2012 at the same time and meeting location. A meeting notice was translated into four languages (Chinese, Korean, Spanish, and Vietnamese) and distributed to the general public electronically and by the 24th Street Mission Community Advisory Committee. The meeting was attended by approximately 45 community members and Spanish translation services were provided.

Agendas for both meetings were translated into Chinese, Korean, Spanish, and Vietnamese.

Meeting Format

The purpose of the April 2012 meeting was to review and discuss the 65% completed design drawings and provide updates on art concepts for the plaza. BART staff opened the meeting with an update on the design process then presented on vendor options. The Art Selection Committee provided an update and BART staff closed the meeting with the project budget and schedule.

The purpose of the September 2012 meeting was for the Advisory Committee to review the completed design plan for the southwest plaza. BART staff opened the meeting by providing participants with a project design update and overview of the art selection process. After an introduction of the potential project artists, there was a community dialogue with the artists followed by time for questions. The meeting ended with a survey, which asked participants to describe the 24th Street/Mission neighborhood for the BART art project. The survey was translated into Chinese, Korean, Spanish, and Vietnamese.

eBART Next Segment Study

Project Overview
The eBART Project represents the first phase of a plan to extend service into East County, extending from the Pittsburg/Bay Point Station and serving East Contra Costa County communities. Construction is currently underway on the 10-miles BART extension eastward from the Pittsburg/Bay Point Station to a station near Hillcrest Avenue. The Next Segment Study focuses on six potential sites for future eBART stations.

Public Participation Activities
BART conducted outreach and hosted a community meeting in July 2012 at the Brentwood Community Center. Topics on the Next Segment Study included station sites, land uses, access, ridership estimates, conceptual engineering, drawings, and cost estimates. Seventy community members attended the meeting and Spanish translation services were provided.

BART conducted outreach for the community meeting using the following methods:

- Creation of English and Spanish meeting notice
- BART website announcement
- Targeted email outreach
- Bay Area Media, both print and online
- "In person" outreach in nearby communities
- Distribution of meeting notice to local community-based and municipal organizations

In addition to the community meeting in July 2012, eBART project staff have made a total of 23 presentations to the following boards and councils:

- 3 - Contra Costa County Board of Supervisors
- 2 - City of Pittsburg, City Council
- 3 - City of Antioch, City Council
- 3 - City of Oakley, City Council
- 3 - City of Brentwood, City Council
- 3 - Tri Delta Transit Board
- 4 - eBART Partnership Policy Advisory Committee
- 2 - Contra Costa Transportation Authority.

Each of the meetings was public, noticed, and regularly scheduled.

Meeting Format
eBART project staff opened each meeting with a project overview and update on phase one of construction. The Next Segment corridor and station opportunities were then discussed followed by questions and comments from the public.

BART to Livermore Extension – Draft Environmental Impact Report

Project Overview

BART is preparing a project-level Draft Environmental Impact Report (EIR) for the BART to Livermore Extension Project (Proposed Project). The Proposed Project consists of a 4.8-mile BART extension along I-580 to a station in the vicinity of the Isabel Avenue/I-580 Interchange incorporating an efficient bus-to-BART transfer and also includes express bus services linking inter-regional rail service, priority development areas in Livermore, and proposed offsite parking facilities. The EIR will be prepared in accordance with the guidelines implementing the California Environmental Quality Act (CEQA).

In addition to the Proposed Project, the project alternatives currently under consideration include a No Build alternative, a Diesel Multiple Unit (DMU) alternative, and an Express Bus alternative. The Proposed Project, as well as the DMU and Express Bus alternatives, will include tail tracks and maintenance facilities as needed for effective operations.

Public Participation Activities

In September 2012, BART hosted a scoping meeting at the Robert Livermore Community Center in Livermore from 6:00pm – 7:00pm. The purpose of the scoping meeting was to gather input on the Proposed Project, project alternatives, potential environmental impacts and mitigation measures to be considered. Approximately 85 community members attended the meeting and 22 made verbal comments. Other scoping comments were received by mail and email from public agencies and the general public.

BART solicited public input and conducted outreach for the scoping meeting using the following methods:

- Creation of a multi-lingual meeting notice (Chinese, Korean, Spanish, and Vietnamese)
- Targeted email and postal mail to BART Title VI and CBO database
- Multiple emails to project subscriber list of approximately 1,100 recipients
- Email and postal mail to local elected officials
- Website notice posted on www.bart.gov and City of Livermore website
- Media advisory
- Bay Area media, print and online
- Noticing at three nearest BART stations through Destination Sign System (DSS)
- Meeting notices provided to local libraries, senior centers, and businesses

Meeting Format

BART staff opened the meeting by providing an overview and timeline of the proposed project. Staff discussed the goals and objectives of the extension project in addition to preliminary draft alternatives that may be evaluated in the DEIR. Next, the project manager provided a general scope of the DEIR including an analysis of potential environmental effects such as land use compatibility, transportation, wetlands/biological impacts, safety considerations, air quality impacts, noise and vibration impacts, and visual impacts. Following the presentation, the floor was opened up for questions and comments.

Market-based Parking Fees

Project Overview

BART currently has a parking fee policy for its West Bay stations that sets minimum rates and allows for increases in the daily parking rate charged. Currently, there is no mechanism to adjust daily parking fees beyond $1 per day in the East Bay (West Oakland is the exception at $5.00 per day). In order to cover the costs of providing parking, as well as help to improve BART's service and infrastructure, BART is exploring a demand-based parking program for its East Bay stations. Comparable to BART's West Bay parking policy, the proposed new parking program would increase or decrease parking charges at stations based on parking demand. This program would raise daily parking fees by $0.50 at station parking lots that exceed 95% capacity. Station parking lots would be measured Tuesday through Thursday, for two consecutive weeks, in the spring and in the fall to ascertain the demand level.

Public Participation Activities

BART conducted outreach throughout the BART service area to inform the public and solicit feedback on its proposed marking-based parking program. Outreach, in the form of an open online survey, was distributed to the general public and also specifically to low income, minority, and limited English proficient (LEP) populations in the BART Service Area. To supplement the open survey, a random sample email survey was conducted. The open survey received 8,559 responses and the random sample survey received 302 responses.

The open online survey posted on the BART website from December 4-18, 2012. The survey requested feedback on a market-based parking policy and a market-based parking policy with a $3.00 price cap. In addition, respondents were asked questions related to their parking preferences, such as how much they would be willing to pay for a guaranteed parking space. Translated versions of the surveys were available online in Chinese, Korean, Spanish and Vietnamese.

BART distributed its parking program survey though the following means:

- Notices posted on all parking machines (PVMs and AFMs) at stations that charge daily fee
- Email sent to all people that use reserved parking: monthly reserved, single day reserved, airport/long-term reserved, and people on the waiting list for monthly reserved
- Survey link distributed to over 400 community based organizations in 4 counties in which BART serves
- Email sent to LEP advisory group
- Email sent to Elected Officials and Government Administrators of all cities and counties in BART service area.
- Message displayed on BART Platform Digital message system for duration of survey
- Press Release on December 4, 2012
- Input received from January 22 LEP Advisory Committee meeting in Oakland
- Promoted on Facebook, Twitter, www.BART.gov banner, and BART.gov/parking
- webpage
- Displayed on Clipper sign up page
- Bay Area media, print and online

In addition, a public hearing was held on February 14, 2013 at the BART Board of Director's meeting to provide further opportunity for the public to provide input on this topic. The meeting

was held at the BART Board Room and, pursuant to the Ralph M. Brown Act, noticed to the public.

Small Business Programs

Project Overview

BART continues to look for opportunities to assist small businesses, including minority and women owned businesses. BART's new Small Business Programs for federal and non-federally funded contracts seeks to address and mitigate the difficulties many small businesses encounter when competing against larger more established businesses.

In July 2012, the BART Board of Directors endorsed a plan that outlines a number of bold initiatives, which will further enhance the participation of small, minority and women owned businesses on BART contracts. These initiatives include:

- New guidelines to identify opportunities to un-bundle contracts for Small Businesses.
- Implementation of a District-wide bonding assistance program and a pre and post bid technical support program to support Small Businesses.

These programs are expected to generate jobs, provide economic opportunity, and boost economic output throughout California and, in particular, in the counties where BART operates and does business – City and County of San Francisco, Alameda County, Contra Costa County, and San Mateo County.

Public Participation Activities

In October 2012, BART conducted outreach and hosted three community outreach meetings to solicit feedback on the Small Business Program and initiatives. An additional meeting was held in February 2013. Community outreach meetings were held at a variety of times and locations to accommodate a wide range of participants. In compliance with the District's Language Assistance Plan, the meeting notice was translated into Chinese, Korean, Spanish and Vietnamese and included instructions for requesting translation services and/or meeting interpreters. Approximately 230 individuals attended the four meetings, no translation services were requested.

Location	Address	Date and Time	Attendees
Richmond	Richmond Main Street Initiative 1000 Macdonald Avenue, Richmond	Friday, October 19, 2012 6:00-7:30 p.m.	28
San Francisco	S.F. Richmond Recreation Center 251 18th Avenue, San Francisco	Monday, October 29, 2012 6:00-7:30 p.m.	18
Union City	Kennedy Community Center 1333 Decoto Road, Union City	Tuesday, October 30, 2012 12:00-1:30 p.m.	42
San Francisco	United Irish Cultural Center 2700 – 45th Avenue, San Francisco	Tuesday, February 12, 2013 5:00-6:30 p.m.	150

BART conducted outreach for the community meetings using the following methods.

- BART website announcement in five languages
- Bay Area Media, both print and online

- Ethnic Media
- Facebook post and Twitter announcement
- Email and postal mail sent to Office of Civil Rights Small Business database and Advisory Committee
- Email and postal mail sent to over 500 community organizations including Bay Area chambers of commerce
- Email and postal mail sent to Elected Officials and Government Administrators of all cities and counties in BART service area
- Distribution of meeting notice to local community-based and municipal organizations

Meeting Format

At each meeting, participants were asked to sign in and were provided with information on BART's Small Business Programs for federal and non-federally funded contracts. Whenever possible, the BART Director representing the district in which the meeting was held attended and provided welcoming remarks. Staff from the Office of Civil Rights presented on BART's new guidelines to un-bundle contracts for small businesses, a district-wide bonding assistance program, and pre and post bid technical support program. Following each presentation, the speakers opened the floor for questions and comments.

Commute Period Bike Pilot

Project Overview

In an effort to assess the impact of allowing bikes on all trains including the currently restricted commute times, two commute period bike pilots were conducted in August 2012 and March 2013. Every Friday in August 2012, bikes were allowed on all trains and in and out of all stations at all times on. In March 2013 for a full work week, bikes were allowed on all trains and in all stations at all times. This pilot was a joint effort of BART, local bike coalitions, and the BART Accessibility Task Force.

Public Participation Activities

BART solicited public comment and conducted outreach for the bike pilot studies using the following methods:

- Online survey at www.bart.gov/bikes, available in Spanish, Chinese, Korean, and Vietnamese
- Emails to randomly selected riders soliciting their participation in the survey
- Web comment form
- Telephone survey
- Multi-lingual postcard with QR code for mobile device survey
- Car cards on BART trains
- Website notice posted on www.bart.gov
- Facebook post and Twitter announcement
- Public comment during BART Board of Directors meetings

For the August 2012 pilot, a weekly online and telephone survey was utilized. BART riders who rode during the commute period on Fridays were encouraged to complete a survey. More than 7,500 customers provided their feedback through the online survey. Five telephone surveys were completed. In addition to the weekly survey, a random sample email survey was conducted among BART riders. From the random sample, BART received 2,200 responses.

For the March 2013 pilot, an open online survey was posted on the BART website from March 18-22, 2013. BART riders who rode during the week long period were encouraged to complete a survey. The online survey received 2,153 responses. A random sample email survey was also conducted and received 1,720 responses.

Fleet of the Future – New Train Car Interior Mockup

Project Overview
BART is in the process of designing a new fleet of train cars. The new cars will replace all 669 cars in the current fleet, and add up to 331 additional cars to bring the fleet size to 1,000 cars total. BART's current fleet has served the public well by carrying over 2.5 billion riders since 1972.

In this phase of the rail car design process, the public was invited to tour a to-scale mockup of a new train car interior at the MacArthur BART Station. The mockup included some of the latest design features under consideration such as digital display screens, seats, floor-to-ceiling stanchions, and bike racks.

Public Participation Activities
Six Open Houses were coordinated in July and August 2013. Open House hours each day were from 2:00pm to 7:00pm. The public had an opportunity to learn how BART had incorporated public input from previous outreach efforts and provide feedback by taking a Train Car Design Survey.

BART conducted outreach for the Open Houses using the following methods:

- Creation of a meeting notice with instructions in four languages on how to request translation services
- Meeting notice postal mailed to approximately 6,300 residents and businesses within ¼ mile radius of MacArthur Station
- Meeting notice postal mailed to more than 400 community organizations
- Meeting notice postal mailed to city, county, state, and federal elected officials
- Noticing at BART stations through Destination Sign System (DSS)
- Targeted email outreach
- Multiple BART news alerts to rider database
- Multiple Facebook and Twitter posts
- Bay Area media, both print and online
- "In person" outreach at select BART stations
- BART Board Advisory Committees

Translated copies of the informational displays and surveys were available in Chinese, Korean, Spanish, and Vietnamese. No translation services were requested for the Open Houses. Approximately 4,450 individuals visited the mockup and 1810 surveys were collected.

Glen Park BART Parking Lot

Project Overview
BART is exploring development of the Glen Park Station parking lot, a 54-space surface parking lot on the northeast end of the station. The San Francisco Planning Department has identified the station parking lot as a potential site for mixed commercial and residential use in the City's Glen Park Community Plan adopted in February 2012. The Plan provides long-term guidance to decision makers and public agencies to ensure infrastructure projects and land use changes are carried out with sensitivity to the neighborhood's concerns, needs, and desires.

Public Participation Activities
In September 2013, BART hosted a community visioning meeting at Glen Park School from 6:30pm to 8:00pm to discuss the development of the Glen Park BART Station Parking Lot. At the meeting, participants had an opportunity to meet the station developer and express their ideas and opinions on the project. Approximately 80 individuals attended the meeting.

BART conducted public outreach for the community meeting using the following methods:

- Creation of a multi-lingual meeting notice (Chinese, Korean, Spanish, and Vietnamese)
- Targeted emails to over 300 individuals
- "In person" outreach to local businesses and residents
- Postcard in Spanish and Chinese postal mailed to approximately 2,400 recipients within a ½ mile radius of Glen Park Station
- Notification to neighborhood association and city elected officials

Meeting Format
At the community meeting, staff from BART's Property Development Department opened the meeting with a history of the Glen Park Station and introduced BART's selected developers. Representatives from the San Francisco Planning Department provided a summary of the Glen Park Community Plan then facilitated a visioning session focused on opportunities and constraints of the site. Following the vision exercise, speakers opened the floor for questions and comments.

Fleet of the Future – Prototype Seats

Project Overview

BART is in the process of designing a new fleet of train cars. The new cars will replace all 669 cars in the current fleet, and add up to 331 additional cars to bring the fleet size to 1,000 cars total. BART's current fleet has served the public well by carrying over 2.5 billion riders since 1972.

In this phase of the rail car design process, the public was invited to test three different train car seats and asked to rate each seat for comfort. The seats had three different cushion densities - soft, medium, and firm- but all featured easy to clean surfaces and silicone cushions.

Public Participation Activities

Nine Station Events were coordinated in October and November of 2013. The public had an opportunity to view the new prototype seats and provide feedback by taking a survey.

BART conducted outreach for the Station Events using the following methods:

- Creation of meeting notice with instructions in four languages on how to request translation services
- Targeted email outreach to CBO database and elected officials
- Website notice posted on www.bart.gov and project page
- Noticing at BART stations through event banners and Destination Sign System (DSS)
- Multiple BART news alerts to project subscriber list
- Multiple Facebook and Twitter posts
- Ethnic print media
- BART Board Advisory Committees

Location	Date and Time	Surveys
Union City BART Station	Monday, October 7, 2013 3:00 – 7:00 p.m.	151
Pittsburg/Bay Point BART Station	Tuesday, October 8, 2013 3:00 – 7:00 p.m.	280
Downtown Berkeley BART Station	Wednesday, October 9, 2013 10:00 a.m. – 6:00 p.m.	327
West Dublin/Pleasanton BART Station	Tuesday, October 29, 2013 3:00 – 7:00 p.m.	165
Pleasant Hill/Contra Costa Centre BART Station	Wednesday, October 30, 2013 1:00 – 7:00 p.m.	322
Lake Merritt BART Station	Friday, November 1, 2013 3:00 – 7:00 p.m.	148
El Cerrito del Norte BART Station	Monday, November 4, 2013 3:00 – 7:00 p.m.	228
Balboa Park BART Station	Tuesday, November 5, 2013 3:00 – 7:00 p.m.	301

Location	Date and Time	Surveys
Market Street/Yerba Buena Plaza (Powell Street BART Station)	Wednesday, November 6, 2013 11:00 a.m. – 7:00 p.m.	397
	Total Surveys	2,319

Translated copies of the informational displays and surveys were available in Chinese, Korean, Spanish, and Vietnamese. Chinese translation services were provided for the Open Houses at Lake Merritt Station.

BART Oakland Airport Connector Art Program
Community Meeting Summary

MEETING INVITATION

BART Community Meeting

Oakland Airport Connector Art Program

BART Wants to Hear From You!

The San Francisco Bay Area Rapid Transit District (BART) is currently constructing the Oakland Airport Connector (OAC) project, which will connect BART to the Oakland International Airport via the Coliseum/Oakland Airport Station. The two new stations will include artwork and you can participate in the process. BART invites you to attend a meeting to hear about the project and the OAC Art Program. The meeting will be an opportunity for you to provide thoughtful input about how you would "describe your community" to the artists who have been selected to prepare conceptual design proposals for station artwork. The artists selected will consider the impressions and information shared in this meeting as they create their design proposals. Please join us and participate in this forum. Translation services are available if requested 3 days (72 hours) before the meeting by calling Nathan Hood at (510) 394-6176.

¡A BART le gustaría conocer sus opiniones!

El Distrito de Transporte Rápido del Área de la Bahía de San Francisco, (San Francisco Bay Area Rapid Transit District, o BART) actualmente está construyendo el Conector con el Aeropuerto de Oakland (OAC, por sus siglas en inglés), el cual comunicará a BART con el Aeropuerto Internacional de Oakland desde la estación Coliseum/Oakland Airport. Las dos nuevas estaciones incluirán obras de arte, y usted puede participar en este proceso. BART lo invita a asistir a una reunión cuyo objetivo es brindar información acerca del proyecto y del Programa de Arte de OAC. Durante esta reunión, usted tendrá la oportunidad de proporcionar sus comentarios sobre cómo "describiría usted su comunidad" a los artistas que han sido seleccionados para preparar propuestas de diseño conceptual de las obras de arte expuestas en las estaciones. Los artistas seleccionados tomarán en consideración las impresiones y la información expresadas durante esta reunión al crear sus propuestas de diseño. Lo invitamos a unirse a nosotros y participar en este foro de discusión. Disponemos de servicios de traducción siempre y cuando sean solicitados con 3 días (72 horas) de anticipación a la fecha de la reunión llamando a Nathan Hood al (510) 394-6176.

BART希望听取您的意见。

旧金山湾区捷运局(BART)目前正在建造屋脊（奥克兰）机场连接(Oakland Airport Connector，OAC)项目。该项目建成后，BART将通过体育馆/屋脊（奥克兰）机场站连接到屋脊（奥克兰）国际机场。两个新车站将会展示艺术品，这是一个您可以参与的过程。BART邀请您出席这次会议，听取有关这个项目和OAC艺术品计划的情况。这次会议将给您机会为经过挑选的艺术家们"描述您的社区"，而这些艺术家将为站台艺术品制订概念化设计方案。在设计创作方案时艺术家们会考虑吸收他们在本次会议中得到的印象和信息。请大家积极参加这次会议。如需翻译服务，请于会议前三天（72 小时）致电 Nathan Hood（电话：510-394-6176）申请。

BART Muốn Lắng Nghe Ý Kiến Của Quý Vị!

Cơ Quan Vận Chuyển Tốc Hành Vùng Vịnh San Francisco (BART) gần đây đang xây dựng dự án Đường Nối Sân Bay Oakland (Oakland Airport Connector - OAC). Dự án này sẽ nối BART tới Sân Bay Quốc Tế Oakland qua Nhà Ga Coliseum/Oakland Airport. Hai nhà ga mới sẽ có các tác phẩm mỹ thuật và quý vị có thể tham gia vào quá trình này. BART kính mời quý vị tới tham dự buổi họp để nghe về dự án và Chương Trình Mỹ Thuật OAC. Buổi họp sẽ là cơ hội cho quý vị đóng góp ý kiến nhận xét về cách quý vị sẽ "mô tả cộng đồng của quý vị" cho các họa sĩ đã được chọn lựa để chuẩn bị các đề xuất thiết kế khái niệm cho tác phẩm mỹ thuật ở nhà ga. Các họa sĩ được lựa chọn sẽ xem xét ấn tượng và thông tin được chia sẻ trong buổi họp này khi họ chuẩn bị các đề xuất thiết kế của họ. Xin quý vị cùng chúng tôi tham gia vào diễn đàn này. Có các dịch vụ thông dịch nếu yêu cầu với Nathan Hood tại (510) 394-6176 trước buổi họp 3 ngày (72 giờ).

BART는 여러분의 의견을 듣고자 합니다!

샌프란시스코 BART는 현재 Coliseum/Oakland Airport 역을 경유해 오클랜드 국제공항까지 연결하는 오클랜드공항연결사업(Oakland Airport Connector, OAC)을 진행하고 있습니다. 새로 건설되는 두 개의 역에는 예술작품이 설치될 예정이며, 이 과정에 시민 여러분의 참여가 가능합니다. BART는 공청회를 실시하고 시민 여러분께 이번 사업 및 OAC 예술 프로그램에 관한 설명을 드리고자 합니다. 시민 여러분께서는 이번 공청회를 통해, 역사에 설치될 예술 작품의 디자인 컨셉 시안을 준비할 작가들에게 "여러분이 생각하는 우리 지역사회"에 대한 다양한 아이디어를 제시할 수 있을 것입니다. 선정된 작가들은 이번 공청회에서 제시된 아이디어와 정보를 고려하여 디자인 시안을 준비할 예정입니다. 이번 공청회에 시민 여러분의 많은 참여 부탁 드립니다. 공청회 3일(72 시간) 전까지 Nathan Hood에게 (510) 394-6176으로 연락주시면 통역 서비스가 가능합니다.

MEETING DATE AND LOCATION / FECHA Y LUGAR DE LA REUNIÓN /
会议日期与地点 /NGÀY GIỜ VÀ ĐỊA ĐIỂM BUỔI HỌP /공청회 날짜 및 장소

Thursday, January 19, 2012
6:30 pm to 8 pm
East Oakland Senior Center
9355 Edes Avenue, Oakland, CA

For more details about the meeting: / Para obtener mayor información sobre la reunión: /
欲知会议详情，请联系： / Để biết thêm chi tiết về buổi họp này: /공청회 정보:
BART OAC Community Relations • (510) 464-6463 or oaklandairportconnector@bart.gov

BART Community Meeting

Warm Springs Extension Art Program

BART Wants to Hear From You!

The San Francisco Bay Area Rapid Transit District (BART) is currently constructing the Warm Springs Extension (WSX) project, which will add 5.4 miles of new tracks from the existing Fremont Station to a new station in the Warm Springs District in the City of Fremont. The new Warm Springs Station - and elements of the existing Fremont Station - will include commissioned artwork. BART invites you to attend a meeting to learn more about the project and the WSX Art Program. The meeting will be an opportunity for you to provide thoughtful input about how you would "describe your community" to the artists who have been selected to prepare conceptual design proposals for station artwork. The artists selected will consider the impressions and information shared in this meeting as they create their design proposals. Please join us and participate in this forum. Translation services are available if requested 3 days (72 hours) before the meeting by calling Kate Claassen at (510) 791-9862.

¡A BART le gustaría conocer sus opiniones!

El Distrito de Transporte Rápido del Área de la Bahía de San Francisco, (San Francisco Bay Area Rapid Transit District, o BART) actualmente está construyendo el proyecto de Extensión a Warm Springs, el cual añadirá 5.4 millas de nuevas vías de la estación actual de Fremont a la nueva estación en el Distrito Warm Springs en la Ciudad de Fremont. La Nueva estación Warm Springs y elementos de la estación actual de Fremont incluirán obras de arte. BART lo invita a asistir a una reunión cuyo objetivo es brindar información acerca del proyecto y del Programa de Arte de WSX. Durante esta reunión, usted tendrá la oportunidad de proporcionar sus comentarios sobre cómo "describiría usted su comunidad" a los artistas que han sido seleccionados para preparar propuestas de diseño conceptual de las obras de arte expuestas en las estaciones. Los artistas seleccionados tomarán en consideración las impresiones y la información expresadas durante esta reunión al crear sus propuestas de diseño. Lo invitamos a unirse a nosotros y participar en este foro de discusión. Disponemos de servicios de traducción siempre y cuando sean solicitados con 3 días (72 horas) de anticipación a la fecha de la reunión llamando a Kate Claassen al (510) 791-9862.

BART希望听取您的意见。

旧金山湾区捷运局(San Francisco Bay Area Rapid Transit District, BART)目前正在建造Warm Springs延伸(WSX)项目。这个项目将铺设5.4英里的新轨，由现有的弗里蒙特(Fremont)站通到位于弗里蒙特市Warm Springs区的新站。新的Warm Springs站和现有的弗里蒙特站将会展示艺术品。BART邀请您出席这次会议，了解有关这个项目和WSX艺术品计划的情况。在这次会议中您将有机会为经过挑选的艺术家们"描述您的社区"，而这些艺术家将为站台艺术品制订概念化设计方案。在设计创作方案时艺术家们会考虑吸收他们在本次会议中得到的印象和信息。请大家积极参加这次会议。如需翻译服务，请于会议前三天（72 小时）致电 Kate Claassen申请，电话：(510) 791-9862。

BART Muốn Lắng Nghe Ý Kiến Của Quý Vị!

Cơ Quan Vận Chuyển Tốc Hành Vùng Vịnh San Francisco (BART) gần đây đang xây dựng dự án Nối Dài Warm Springs (Warm Springs Extension - WSX). Dự án này sẽ thêm 5.4 miles đường rầy từ Nhà Ga Fremont hiện tại đến một nhà ga mới trong Khu Vực Warm Springs tại Thành Phố Fremont. Nhà Ga Warm Springs mới và vài phần trong Nhà Ga Fremont sẽ có tác phẩm mỹ thuật . BART kính mời quý vị tới tham dự buổi họp để tìm hiểu thêm về dự án và Chương Trình Mỹ Thuật WSX. Buổi họp sẽ là cơ hội cho quý vị đóng góp ý kiến nhận xét về cách quý vị sẽ "mô tả cộng đồng của quý vị" cho các họa sĩ đã được chọn lựa để chuẩn bị các đề xuất thiết kế khái niệm cho tác phẩm mỹ thuật ở nhà ga. Các họa sĩ được lựa chọn sẽ xem xét ấn tượng và thông tin được chia sẻ trong buổi họp này khi họ chuẩn bị các đề xuất thiết kế của họ. Xin quý vị cùng chúng tôi tham gia vào diễn đàn này. Có các dịch vụ thông dịch nếu yêu cầu với Kate Claassen tại (510) 791-9862 trước buổi họp 3 ngày (72 giờ).

BART는 여러분의 의견을 듣고자 합니다!

샌프란시스코 BART는 현재, 기존의 프레몬트 역에서 프레몬트 시 웜 스프링스 지역의 새 역사까지에 이르는 5.4 마일의 구간을 추가하는 웜 스프링스 확장(WSX) 프로젝트를 건설 중입니다. 웜 스프링스 새 역사와 기존의 프레몬트 역사에는 예술작품이 설치될 예정입니다. BART는 시민 여러분을 모시고 이 사업 및 WSX 예술 프로그램에 대해 더 아실 수 있도록 공청회를 열고자 합니다. 시민 여러분께서는 이번 공청회를 통해, 역사에 설치될 예술 작품의 디자인 컨셉 시안을 준비할 작가들에게 "여러분이 생각하는 우리 지역사회"에 대한 다양한 아이디어를 제시할 수 있을 것입니다. 선정된 작가들은 이번 공청회에서 제시된 아이디어와 정보를 고려하여 디자인 시안을 준비할 예정입니다. 이번 공청회에 시민 여러분의 많은 참여 부탁 드립니다. 공청회 3일(72 시간) 전까지 Kate Claassen 에게 (510) 791-9862으로 연락주시면 통역 서비스가 가능합니다.

MEETING DATE AND LOCATION / FECHA Y LUGAR DE LA REUNIÓN / 会议日期与地点 / NGÀY GIỜ VÀ ĐỊA ĐIỂM BUỔI HỌP / 공청회 날짜 및 장소

Wednesday, January 25, 2012
6 pm to 7:30 pm
Central Park Teen Center
40000 Paseo Padre Pkwy, Fremont, CA

For more details about the meeting: / Para obtener mayor información sobre la reunión: /
欲知会议详情，请联系： / Để biết thêm chi tiết về buổi họp này: /공청회 정보:
BART WSX Community Relations • (510) 476-3900 or bartwarmspringsextension@bart.gov

BART Community Meeting
February 4, 2012

BART Community Meeting • Daly City BART Station Access Improvement Plan

BART will host a community meeting about the Daly City BART Station Access Improvement Plan to evaluate and recommend transportation improvements for the station area. The study will determine how we can balance new planned transit service with existing Muni, SamTrans and San Francisco State services. The study will also identify how to improve pedestrian and bike connections, passenger amenities (wayfinding and real-time signage) and parking strategies.

Everyone is welcome! Join us to see the latest design concepts developed in response to recent community input at two prior meetings held in 2011. For more project information, go to **www.bart.gov/about/planning/dalycity.aspx**
Project Contact: Tim Chan, BART Planning at (510) 287-4705 or tchan1@bart.gov

DATE:	**Saturday, February 4, 2012**	Translation services available if requested 3 days (72 hours) before the meeting by calling BART's Language Assistance Services at (510) 464-6752.
TIME:	**10 am to 12 noon**	
LOCATION:	**Woodrow Wilson Elementary — Cafeteria** **43 Miriam Street, Daly City**	

Pulong sa Komunidad ng BART • Plano sa Pagpapabuti ng Pasukan sa Istasyon ng BART sa Daly City

Ang BART ay magsasagawa ng isang pulong sa komunidad para sa Plano sa Pagpapabuti ng Pasukan sa Istasyon ng BART sa Daly City upang magtasa at magrekomenda ng mga pagpapabuti sa transportasyon sa mga lugar ng istasyon. Titiyakin sa pag-aaral na ito kung paano natin mababalanse ang bagong planong serbisyo ng transit kasama ng mga mayroon nang Muni, SamTrans at San Francisco State na mga serbisyo. Kikilalanin din sa pag-aaral kung paano mapapahusay ang mga koneksyon para sa mga naglalakad at naka-bisikleta, mga amenidad para sa pasahero (mga karatula upang mahanap ang daan at aktuwal na oras) at mga mahuhusay na pamamaraan sa pagpaparada ng sasakyan.

Inaanyayahan ang lahat! Sumali na sa amin upang makita ang pinakahuling mga nalikhang disenyo bilang tugon sa kamakailang input ng komunidad sa dalawang isinagawang pagpupulong nitong 2011. Para sa karagdagang impormasyon ukol sa proyekto, pumunta sa **www.bart.gov/about/planning/dalycity.aspx**
Tim Chan, BART Planning sa (510) 287-4705 o tchan1@bart.gov

PETSA:	**Sabado, Pebrero 4, 2012**	Ang mga serbisyo sa pagsasalin-wika ay handang makuha kung ito'y hilingin nang 3 araw (72 oras) bago ang pagpupulong sa pamamagitan sa pagtawag sa Language Assitance Services ng BART sa (510) 464-6752.
ORAS:	**10 am hanggang 12 ng tanghali**	
LOKASYON:	**Woodrow Wilson Elementary — Cafeteria** **43 Miriam Street, Daly City**	

BART 社区会议 • Daly City BART 车站服务改善计划

BART 将就 Daly City BART车站服务改善计划召开社区会议，评估和介绍车站区域的交通改善事项。这项研究将决定如何平衡计划中的新交通服务和现有的Muni，SamTrans及旧金山州立大学交通服务。这项研究还将确定如何改善行人和自行车的连接方式，客运设施（寻路标牌和即时指示牌）和停车方案。

欢迎大家踊跃参加！请来看看我们根据2011年前两次会议的社区公众意见开发的最新设计概念。更多的项目信息，请浏览：**www.bart.gov/about/planning/dalycity.aspx**
项目联系人：BART 规划部门的 Tim Chan，电话为 (510) 287-4705，或可寄电邮至 tchan1@bart.gov

日期:	**2012年2月4日，星期六**	请提前3天 (72小时) 电话联系BART语言协助服务 (510) 464-6752，以便获取翻译服务。
时间:	**上午10:00 至中午12:00**	
地点:	**Woodrow Wilson 小学 — 餐厅** **43 Miriam Street, Daly City**	

Buổi Họp Cộng Đồng của BART • Kế Hoạch Cải Tiến Lối Vào Nhà Ga BART Daly City

BART sẽ tổ chức một buổi họp cộng đồng về Kế Hoạch Cải Tiến Lối Vào Nhà Ga BART Daly City để đánh giá và đề nghị các cải tiến về giao thông cho khu vực nhà ga này. Nghiên cứu này sẽ xác định cách thức chúng ta có thể cân bằng dịch vụ vận chuyển mới theo kế hoạch với các dịch vụ hiện tại Muni, SamTrans và San Francisco State. Nghiên cứu cũng sẽ xác định cách thức cải tiến các đường kết nối cho người đi bộ và xe đạp, các tiện nghi cho hành khách (bảng chỉ dẫn tìm đường và các biển báo thời hạn) và các kế hoạch đậu xe.

Chúng tôi chào đón tất cả mọi người. Hãy tham gia cùng chúng tôi xem xét các khái niệm thiết kế mới nhất được phát triển để đáp ứng ý kiến nhận xét của cộng đồng gần đây tại hai buổi họp trước đó được tổ chức trong năm 2011. Để biết thêm thông tin về dự án, xin quý vị truy cập **www.bart.gov/about/planning/dalycity.aspx**
Liên Lạc Dự Án: Tim Chan, BART Planning tại số (510) 287-4705 hoặc tchan1@bart.gov

NGÀY: Thứ Bảy, ngày 4 tháng Hai, 2012 **THỜI GIAN:** 10 giờ sáng tới 12 giờ trưa **ĐỊA ĐIỂM:** Woodrow Wilson Elementary — Nhà Ăn (Cafeteria) 43 Miriam Street, Daly City	Các dịch vụ thông dịch sẽ được cung cấp nếu có yêu cầu trước buổi họp 3 ngày (72 giờ) bằng cách liên lạc với Các Dịch Vụ Trợ Giúp về Ngôn Ngữ của BART tại số (510) 464-6752.

Reunión Comunitaria de BART • Plan de Mejoramiento del Acceso a la Estación de BART de Daly City

BART realizará una reunión comunitaria sobre el Plan de Mejoramiento del Acceso a la Estación de BART de Daly City con el propósito de evaluar y recomendar mejoras al transporte para el área de la estación. El estudio determinará la manera en que podemos combinar el nuevo servicio de transporte planificado con los servicios que ya brindan Muni, SamTrans y San Francisco State. Este estudio también identificará cómo mejorar las conexiones con peatones y bicicletas, servicios a pasajeros (por ejemplo señalización y avisos en tiempo real) y estrategias para estacionarse.

¡Se invita a todos a participar! Únase a nosotros para ver los más nuevos conceptos de diseño desarrollados en respuesta a las opiniones y comentarios del la comunidad, recibidos recientemente durante las dos reuniones anteriores realizadas en 2011.
Si desea obtener información adicional sobre el proyecto, visite **www.bart.gov/about/planning/dalycity.aspx**
Comuníquese con: Tim Chan, BART Planning al (510) 287-4705 o tchan1@bart.gov

FECHA: Sábado, 4 de febrero de 2012 **HORA:** 10 am a 12 del mediodía **UBICACIÓN:** Woodrow Wilson Elementary — Cafetería 43 Miriam Street, Daly City	Disponemos de servicios de traducción siempre y cuando sean solicitados con 3 días (72 horas) de anticipación a la fecha de la reunión llamando a Servicios de Asistencia en el Idioma al 510-464-6752.

BART 공청회 • BART Daly City 역 접근성 개선 계획

BART는 Daly City 역 주변의 교통 상황을 점검하고 개선안을 권장하기 위한 BART Daly City 역 접근성 개선 계획에 관해 공청회를 실시할 예정입니다. 이번 계획을 통해 새롭게 추진 중인 대중교통 서비스와 기존의 Muni, SamTrans 및 샌프란시스코 주 교통 서비스 간의 균형을 어떻게 맞추어 나갈 것인지에 관해 결정할 예정입니다. 또한 보행자 및 자전거 연결, 승객 편의시설(길 안내 및 실시간 신호), 주차 등의 개선 방안에 대해서도 검토합니다.

한 분 한 분의 의견이 모두 소중합니다. 2011년에 실시된 두 차례의 공청회를 통해 시민 여러분께서 제안해 주신 의견을 반영하여 준비한 최신 디자인 시안도 함께 살펴보실 수 있습니다. 이번 사업에 관한 자세한 사항은 **www.bart.gov/about/planning/dalycity.aspx**를 참고해 주십시오.
사업 담당자: BART Planning팀 **Tim Chan.** 전화 **(510) 287-4705,** 이메일 **tchan1@bart.gov**

날짜: 2012. 2. 4 (토) **시간:** 오전 10:00 – 오후 12:00 **장소:** Woodrow Wilson Elementary — Cafeteria 43 Miriam Street, Daly City	통역을 원하시는 분은 공청회 3일(72시간) 전까지 BART 언어지원서비스팀 (Language Assistance Services), 전화 (510) 464-6752로 연락하여 주시기 바랍니다.

BART Community Meeting
Balboa Park Station Eastside Connection Project

BART Community Meeting • Balboa Park Station Eastside Connection Project

BART and co-project sponsors, San Francisco County Transportation Authority (SFCTA) and San Francisco Municipal Transportation Agency (SFMTA), invite you to a community meeting about the Balboa Park Eastside Connection Project. This project, like the previously completed Balboa Park Westside Entrance & Walkway, will enhance accessibility, convenience, visibility and safety for transit patrons using the Balboa Park BART Station. Join us to hear from the project team and view current design concepts and our proposed project schedule. SFCTA and SFMTA will also provide updates on other transportation projects at this station. Everyone is welcome.

For more project information, contact Tim Chan, BART Planning at (510) 287-4705 or tchan1@bart.gov

DATE:	**Saturday, February 25, 2012**	Translation services available if requested 3 days (72 hours) before the meeting by calling BART's Language Assistance Services at (510) 464-6752.
TIME:	**10 am to 12 noon**	
LOCATION:	**Balboa Park Police Station Community Rm. 1 John V. Young Lane, San Francisco, CA**	

Buổi Họp Cộng Đồng của BART • Dự Án Đường Nối Phía Đông Nhà Ga Balboa Park

BART và các nhà đồng tài trợ dự án, Cơ Quan Vận Chuyển Quận San Francisco (San Francisco County Transportation Authority – SFCTA) và Cơ Quan Vận Chuyển Thành Phố San Francisco (San Francisco Municipal Transportation Agency - SFMTA), kính mời quý vị tham dự buổi họp cộng đồng về Dự Án Đường Nối Phía Đông Nhà Ga Balboa Park (Balboa Park Eastside Connection Project). Dự án này, cũng giống như dự án Lối Vào & Đường Đi Bộ Phía Tây Balboa Park (Balboa Park Westside Entrance & Walkway) đã hoàn thành trước đây, sẽ tăng cường khả năng tiếp cận, thuận tiện, tầm nhìn và an toàn cho các khách hàng giao thông khi sử dụng Nhà Ga Balboa Park của BART. Hãy tham gia cùng chúng tôi để nghe trình bày của nhóm tham gia dự án, xem xét các khái niệm thiết kế hiện tại và lịch trình đề xuất của dự án. SFCTA và SFMTA cũng sẽ có các thông tin cập nhật về các dự án vận chuyển khác tại nhà ga này. Chúng tôi chào đón tất cả mọi người.

Để biết thêm thông tin về dự án, xin liên hệ Tim Chan, BART Planning tại số (510) 287-4705 hoặc tchan1@bart.gov

NGÀY:	**Thứ Bảy, ngày 25 tháng Hai, 2012**	Các dịch vụ thông dịch sẽ được cung cấp nếu quý vị yêu cầu trước buổi họp 3 ngày (72 giờ) bằng cách gọi tới Các Dịch Vụ Trợ Giúp về Ngôn Ngữ của BART tại số (510) 464-6752.
THỜI GIAN:	**10 giờ sáng - 12 giờ trưa**	
ĐỊA ĐIỂM:	**Balboa Park Police Station Community Rm. 1 John V. Young Lane, San Francisco, CA**	

BART 社区会议 • Balboa Park 站东侧连接项目

BART 与项目联合发起人旧金山县交通局 (San Francisco County Transportation Authority, SFCTA) 及旧金山市交通局 (San Francisco Municipal Transportation Agency, SFMTA) 邀请您参加关于 Balboa Park 东侧连接项目的社区会议。本项目与前期竣工的 Balboa Park 西侧入口和通道项目一样，将为使用 Balboa Park 捷运站的乘客增强通达性、便利性、可见性和安全性。请前来听取项目团队的报告，审查当前的设计概念以及我们提议的项目进度。SFCTA 和 SFMTA 也将介绍该站其他交通项目的最新进展情况。欢迎大家踊跃参加。

若要了解更多项目信息，请联系 BART 规划部的 Tim Chan，电话为 (510) 287-4705，或可发送电子邮件至 tchan1@bart.gov

日期：	**2012 年 2 月 25 日，星期六**	请提前 3 天 (72 小时) 电话联系 BART 语言协助服务 (510) 464-6752，以便获取翻译服务。
时间：	**上午 10:00 至中午 12:00**	
地点：	**Balboa Park Police Station Community Rm. 1 John V. Young Lane, San Francisco, CA**	

Reunión Comunitaria sobre BART • Proyecto de Conexión del Este de la Estación Balboa Park

BART y los copatrocinadores del proyecto, la Autoridad de Transporte del Condado de San Francisco (San Francisco County Transportation Authority, SFCTA) y la Agencia de Transporte Municipal de San Francisco (San Francisco Municipal Transportation Agency, SFMTA), lo invitan a asistir a una reunión comunitaria sobre el Proyecto de Conexión del Este de la Estación Balboa Park. Este proyecto, al igual que el Proyecto de la Entrada y Pasillo del Oeste de Balboa Park previamente terminado, mejorarán la accesibilidad, comodidad, visibilidad y seguridad de los pasajeros que hagan uso de la Estación Balboa Park de BART. Venga a escuchar información por parte del equipo encargado del proyecto, ver los conceptos actuales de diseño, así como el calendario que proponemos. SFCTA y SFMTA también proporcionarán información actualizada sobre otros proyectos de transporte en esta estación. Se invita a toda la comunidad a participar.

Para mayor información, comuníquese con Tim Chan, BART Planning al (510) 287-4705 o tchan1@bart.gov

FECHA: Sábado, 25 de febrero de 2012 **HORA:** 10 am a 12 del mediodía **UBICACIÓN:** Balboa Park Police Station Community Rm. 1 John V. Young Lane, San Francisco, CA	Disponemos de servicios de traducción siempre y cuando sean solicitados con 3 días (72 horas) de anticipación a la fecha de la reunión llamando a los Servicios BART de Asistencia en el Idioma al (510) 464-6752.

BART 공청회 • Balboa Park 역 Eastside 연결 사업

BART와 공동 사업후원기관인 샌프란시스코 카운티 교통국(San Francisco County Transportation Authority, SFCTA) 및 샌프란시스코 시교통국(San Francisco Municipal Transportation Agency, SFMTA)이 Balboa Park 역 Eastside 연결 사업에 관한 공청회를 개최합니다. 이번 사업은 기 완료된 Balboa Park 역 Westside 출입구 및 통로 사업과 마찬가지로 BART Balboa Park 역의 환승승객을 위한 접근성과 편의성, 그리고 시야 확보 및 안전을 개선하는 데 큰 도움이 될 것입니다. 이번 공청회에서는 사업 진행팀의 설명과 함께 현재까지 완성된 설계 컨셉을 보여드리고 사업 일정에 대해서도 설명드릴 것입니다. SFCTA와 SFMTA는 Balboa Park 역에서 진행하는 다른 교통 사업의 최근 추진 상황에 대해서도 설명드릴 예정입니다. 여러분의 많은 참여 부탁 드립니다.

이번 사업에 관한 자세한 정보는 BART Planning 부서의 Tim Chan, 전화 (510) 287-4705번 또는 이메일 tchan1@bart.gov로 연락하여 주시기 바랍니다.

날짜: 2012. 2. 25 (토) **시간:** 10시 - 낮 12시 **장소:** Balboa Park Police Station Community Rm. 1 John V. Young Lane, San Francisco, CA	통역서비스를 원하시는 분은 공청회 3일(72시간) 전까지 언어지원서비스부 (Language Assistance Services), 전화 (510) 464-6752로 요청하여 주십시오.

BART Community Meetings March 2012

Please join the San Francisco Bay Area Rapid Transit District (BART) as it seeks input on three critical issues.

Proposed Fare Increase — Small, regular fare increases have been key to keeping BART's service safe and reliable. For the next fiscal year, BART is planning a small fare increase effective July 2012 in order to raise approximately $5 million. Your input is needed on possible alternative fare change options that could generate that amount and on a long-term extension of BART's current inflation-based fare increase program.

Clipper℠ Card Distribution for Senior and Youth — BART is part of "Clipper," the regional fare payment system. Seniors and youth can get their discounted fare automatically by using the discounted Clipper card. BART wants to insure that eligible BART customers can readily obtain discounted cards in their communities. Your input is necessary to determine the adequacy of existing locations to obtain Clipper cards and to comment on what would be adequate for you and your community.

Draft Environmental Justice Policy — Your input is needed on BART's draft Environmental Justice Policy. The proposed Environmental Justice Policy includes three primary components: **1)** integrating Environmental Justice principles into BART's transportation planning; **2)** evaluating impacts on minority and low-income populations; and **3)** enhancing public involvement activities to identify and address the needs of minority and low-income populations in making transportation decisions.

If you are unable to attend one of our community meetings, you may still provide feedback by completing an online survey at www.bart.gov/survey. If you do not have internet access, call toll-free 1-888-579-5911 to take a phone survey.

Translation services are available by calling BART Language Assistance Services at 510-464-6752. Requests for a meeting interpreter must be made 3 days (72 hours) prior to the meeting date.

MEETING DATES AND LOCATIONS

FECHA Y UBICACIÓN DE LAS REUNIONES / 会议日期和地点 / NGÀY GIỜ VÀ ĐỊA ĐIỂM BUỔI HỌP / 토론회 일시 및 장소

Tuesday, March 6
Oakland
6:30 pm – 8:00 pm
Joseph P. Bort
MetroCenter Auditorium
101 Eighth St.

Monday, March 12
Concord
6:30 pm – 8:00 pm
Monument Community
Partnership
1760 Clayton Rd.

Wednesday, March 14
San Francisco
Mission District
6:30 pm – 8:00 pm
Mission High School
Cafeteria
3750 18th St.

Thursday, March 15
Daly City
7:00 pm – 8:30 pm
War Memorial
Community Center
Activity Room
6655 Mission St., Daly City

Monday, March 19
Richmond
6:00 pm – 7:30 pm
Richmond Main St.
1000 McDonald Ave.
Suite C

Tuesday, March 20
Antioch
1:30 pm – 3:00 pm
Nick Rodriguez
Community Center
213 F St.

Wednesday, March 21
Dublin
12:00 pm – 1:30 pm
Dublin Library
Community Room
200 Civic Plaza

Thursday, March 22
San Francisco
Richmond District
6:30 pm – 8:00 pm
Richmond Recreation
Center Auditorium
251 18th Ave.

Monday, March 26
Fremont
6:30 pm – 8:00 pm
Fremont Main Library,
Fukaya Room B
2400 Stevenson Blvd.

Wednesday, March 28
Hayward
6:30 pm – 8:00 pm
Hayward City Hall,
Council Chambers, 2nd Fl.
777 B St.

BART

www.bart.gov

CONTINÚA AL REVERSO / 翻页 / LẬT QUA MẶT SAU / 후면 / OVER >

Colabore con San Francisco Bay Area Rapid Transit District (BART) que busca opiniones sobre tres temas importantes.

Aumento de tarifas propuesto: los pequeños y regulares aumentos de tarifa han sido fundamentales para lograr que el servicio del BART siga siendo seguro y confiable. Para el próximo año fiscal, BART está planificando un pequeño aumento de tarifas que entrará en vigencia a partir de julio de 2012 para recaudar aproximadamente $5 millones. Se necesita su opinión sobre las posibles opciones de cambios de tarifas alternativas que podrían generar ese monto y sobre la extensión a largo plazo del programa actual de aumento de tarifas en base a la inflación de BART.

Clipper℠ Distribución de tarjetas para personas mayores y jóvenes: BART es parte de "Clipper", el sistema regional de pago de tarifas. Los adultos mayores y los jóvenes pueden obtener su tarifa con descuento automáticamente usando la tarjeta con descuento Clipper. BART quiere asegurarse de que los clientes elegibles de BART puedan obtener fácilmente las tarjetas de descuento en sus comunidades. La opinión que usted pueda darnos es necesaria para decidir si son adecuados los lugares existentes para obtener tarjetas Clipper y para comentar qué sería adecuado para usted y su comunidad.

Política de Justicia Ambiental preliminar: Se necesita su opinión sobre la Política de Justicia Ambiental preliminar de BART. La Política de Justicia Ambiental propuesta incluye tres componentes principales: **1)** integrar los principios de la Justicia Ambiental a la planificación de transporte de BART; **2)** evaluar los impactos que puede tener en las poblaciones de bajos ingresos y minorías; y **3)** aumentar las actividades de participación pública para identificar y suplir las necesidades de las poblaciones de bajos ingresos y minorías al tomar decisiones de transporte.

Si usted no puede asistir a una de nuestras reuniones comunitarias, puede enviarnos sus comentarios completando una encuesta en línea en www.bart.gov/survey.

Los servicios de traducción están disponibles si llama a servicios de asistencia de idiomas de BART al 510-464-6752. Las solicitudes de los servicios de un intérprete se deben realizar 3 días (72 horas) antes de la fecha de la reunión.

请加入San Francisco Bay Area Rapid Transit District (BART)，它正在就3个关键问题征询意见。

建议车票涨价 — 小幅度和常规的车票涨价已经成为BART服务维持安全可靠的关键。在下一个财政年度，BART为了筹集约5百万美元资金，正在计划于2012年7月实施一次小幅度的票价上调。对于能够筹资的可供选择的票价改革方案，以及BART当前基于通货膨胀的涨价计划的长时间延期，我们需要您提出宝贵意见。

为老人和青年分发Clipper℠ 卡计划 — BART是Clipper车票付费系统的组成部分之一。老年人和青少年可以使用Clipper折扣卡自动享受打折票价。为确保符合条件的BART顾客在所在小区内就可以轻易获得折扣卡，BART希望您能输入相关信息，以确定您所处位置是否可以拿到Clipper卡，我们也将向您反馈适合您和您所在小区的相关信息。

起草环境正义政策 — 我们需要您就BART环境正义政策草案提出宝贵意见。提议的环境正义政策包括3个主要部分： **1)** 将环境司法原则融入BART的运输计划； **2)** 评估政策对少数民族和低收入人群的影响；以及**3)** 增加大众参与的活动，在运输决策时明确和满足少数民族和低收入人群的需要。

如您无法参加会议，您仍可通过登陆www.bart.gov/survey填写在线调查问卷，提供您的反馈意见。

BART语言支持服务中心为您提供翻译服务，请致电510-464-6752。如果需要会议的口译服务，请您在会议开始前3天（72小时）提出相关的要求。

Xin quý vị vui lòng hợp tác với San Francisco Bay Area Rapid Transit District (BART) bằng cách đóng góp ý kiến về ba vấn đề nghiêm trọng.

Đề Nghị Tăng Tiền Vé — Những khoản gia tăng nhỏ bé thường lệ về tiền vé là yếu tố then chốt để duy trì dịch vụ an toàn và đáng tin cậy của BART. Trong năm tài khóa sắp tới, có hiệu lực vào tháng Bảy 2012, BART dự định sẽ tăng một khoản nhỏ về tiền vé để thu thêm khoảng $5 triệu. Chúng tôi cần có ý kiến của quý vị về những phương cách thay đổi tiền vé theo cách khác để có thể thu được số tiền đó và triển hạn lâu dài chương trình gia tăng tiền vé của BART dựa vào mức lạm phát hiện thời.

Phân Phối Thẻ Clipper℠ cho Người Cao Niên và Thanh Thiếu Niên — BART là một phần của "Clipper," hệ thống trả tiền vé trong vùng. Người cao niên và thanh thiếu niên có thể được giảm bớt tiền vé một cách tự động bằng cách sử dụng thẻ Clipper hạ giá. BART muốn bảo đảm rằng những khách hàng hợp lệ của BART có thể xin thẻ giảm giá một cách dễ dàng trong cộng đồng của họ. Ý kiến của quý vị là điều cần thiết để xác định những địa điểm hiện hữu để xin thẻ Clipper có đầy đủ hay không và để nhận xét xem như thế nào là đầy đủ cho quý vị và cộng đồng của quý vị.

Phác Thảo Chính Sách Công Bằng Môi Trường — Chúng tôi cần ý kiến đóng góp của quý vị cho bản phác thảo Chính Sách Công Bằng Môi Trường của BART. Chính Sách Công Bằng Môi Trường được đề nghị bao gồm ba phần chính: **1)** phối hợp các nguyên tắc Công Bằng Môi Trường vào việc hoạch định chuyên chở của BART; **2)** đánh giá những ảnh hưởng đối với dân thiểu số và có lợi tức thấp; và **3)** tăng cường các hoạt động có sự tham gia của công chúng để xác định và giải quyết những nhu cầu của dân thiểu số và có lợi tức thấp trong lúc đưa ra những quyết định về chuyên chở.

Nếu không thể tham dự một trong những buổi họp cộng đồng của chúng tôi, quý vị vẫn có thể đóng góp ý kiến bằng cách điền một mẫu thăm dò trên mạng tại www.bart.gov/survey.

Các dịch vụ thông dịch sẽ được cung cấp khi quý vị liên lạc với Dịch Vụ Trợ Giúp Về Ngôn Ngữ của BART ở số 510-464-6752. Yêu cầu để có thông dịch viên trong buổi họp cần phải được thực hiện 3 ngày (72 tiếng đồng hồ) trước ngày có buổi họp.

San Francisco Bay Area Rapid Transit District (BART)가 아래 세 가지 중요한 사항에 대해서 여러분의 소중한 의견을 듣고자 합니다.

요금인상 — 지금까지 BART 서비스의 안정성 유지를 위해서 소폭의 정기적인 요금 인상이 있어 왔습니다. 다음 회계 연도에 BART는 2012년 7월자로 소폭 요금인상을 추진해 약 $5백만달러를 증액할 계획입니다. 이에 따라 요금 변경과 관련한 다른 타당한 옵션에 대한 여러분의 의견을 듣고자 합니다. 아울러 BART의 현 인플레이션 기반 요금 인상 프로그램을 장기적으로 연장하는 것에 대한 의견도 듣고 싶습니다.

노인과 청소년 대상 Clipper℠ 카드이용 — BART는 베이지역 교통요금 결제 시스템인 "Clipper" 를 이용하고 있습니다. 노인과 청소년은 할인 Clipper 카드를 사용하면 자동적으로 요금 할인을 받을 수 있습니다. BART는 자격이 되는 BART 고객이라면 누구나 거주하는 지역에서 할인 카드를 손쉽게 받을 수 있게 하고 싶습니다. 따라서 Clipper 카드를 발행받을 수 있는 현재 지역의 적절성 결정 뿐만 아니라 고객 여러분이 거주 지역에 적합한 것이 과연 어떤 것인지에 대한 여러분의 의견을 듣고자 합니다.

환경정의 정책 초안 — 환경정의 정책 초안에 대한 여러분의 의견이 필요합니다. BART가 제안하고 있는 환경정의 정책 초안은 세 가지 중요 요소를 포함합니다. **1)** 환경정의 원리들을 BART의 수송 계획 안으로 통합하기 **2)** 소수 인종 및 저소득층 인구에 미치는 영향 검토하기 **3)** 대중의 참여 활동을 증진시켜 수송 계획 수립에 소수 인종과 저소득층 인구의 필요사항을 파악하고 해결하기.

저희가 주최하는 커뮤니티 회의에 참가하지 못하실 경우 www.bart.gov/survey에서 온라인 조사를 통해 여러분의 의견을 나누실 수 있습니다.

BART 언어 지원 서비스(510-464-6752)로 전화를 하시면 통역 서비스도 받으실 수 있습니다. 단 회의 날짜 3일(72시간) 전까지 연락하셔야만 통역 서비스를 받으실 수 있습니다.

24th Street Mission BART Plaza
Community Advisory Committee Meeting

Wednesday, April 25, 2012
6:30 pm – 8:00 pm
Abel Gonzalez Apartments • Community Room
1045 Capp Street • San Francisco, CA 94110

The Community Advisory Committee will meet on Wednesday, April 25, 2012 to review the 65% design drawings and be updated on art concepts for the plaza by the Art Selection Committee.

At our last community meeting in October, 2011 the community reviewed the 35% design, and heard a presentation about the art selection process. At that time, we also requested volunteers to serve on the Community Advisory Committee. Since then, the design team has further developed the design, incorporating comments received. Our goal is to complete the design and begin construction later this year. All are welcome to attend.

Translation services available if requested 3 days (72 hours) before the meeting by calling BART's Language Assistance Services at (510) 464-6752.

24th Street Mission BART Plaza Rediseño • Reunión de la Comisión Asesora Comunitaria/Community Advisory Committee

La Comisión Asesora Comunitaria se reunirá el **miércoles 25 de abril de 2012** para revisar el 65% de los bocetos del diseño y para que la Comisión de Selección Artística le proporcione información actualizada sobre los conceptos artísticos para la plaza.

En la última reunión comunitaria en octubre de 2011, la comunidad revisó el 35% del diseño y escuchó una presentación sobre el proceso de selección artística. En aquel momento, también pedimos voluntarios para trabajar en la Comisión Asesora Comunitaria. Desde entonces, el equipo de diseño ha continuado desarrollando el diseño y ha incorporado los comentarios recibidos. Nuestro objetivo es completar el diseño y comenzar la construcción más adelante durante este año. Todos están invitados a asistir.

Los servicios de traducción estarán disponibles si se solicitan telefónicamente 3 días (72 horas) antes de la reunión a Servicios de asistencia de idiomas del BART al (510) 464-6752.

24th Street Mission BART Plaza再设计 • 社区顾问委员会/Community Advisory Committee会议

社区顾问委员会将于**2012年4月25日**星期三召开会议，审议65%的设计图纸，并由艺术筛选委员会对广场的艺术概念进行更新。

在2011年10月举行的上一次社区会议中，社区审议了35%的设计，并听取了艺术筛选进程的汇报。我们在那次会议中还呼吁志愿者为社区顾问委员会提供服务。会议结束后，设计队伍结合了收到的建议，对设计做出了进一步开发。我们的目标是，今年完成设计并在年末开始施工。欢迎您加入我们的行列。

如需翻译服务，请于会议前3天（72小时）致电BART的语言帮助服务提出申请，电话 (510) 464-6752。

24th Street Mission BART Plaza 재디자인 • 커뮤니티 자문위원회/Community Advisory Committee 회의

커뮤니티 자문위원회는 **2012년 4월 25일** 수요일에 현재 65% 까지 완료된 디자인 도면들을 검토하는 것은 물론 미술작품 선정 위원회가 플라자에 사용되도록 추천한 미술 컨셉에 대해 보고받을 예정입니다.

가장 최근 있었던 2011년 10월 회의에서 위원회는 35% 완료된 디자인을 검토했으며 미술 선정 과정에 대한 발표를 들었습니다. 당시 저희는 커뮤니티 자문위원회에서 봉사할 지원자 요청도 한 바 있습니다. 그 이후 디자인 팀은 여러 의견들을 수렴하여 디자인을 한층 발전시켰습니다. 따라서 디자인을 완료하여 공사를 을 하반기부터는 시작한다는 것이 저희 목표입니다. 누구나 참여하실 수 있습니다.

회의 3일 전 (72시간 내) 에 BART 언어지원서비스 (510) 464-6752 로 전화 요청을 하실 경우 통번역 서비스도 제공됩니다.

Tái Thiết Kế 24th Street Mission BART Plaza • Buổi Họp Của Ủy Ban Cố Vấn Cộng Đồng/Community Advisory Committee

Ủy Ban Cố Vấn Cộng Đồng sẽ họp lại vào ngày **thứ Tư, 25 Tháng Tư, 2012** để duyệt xét 65% những bản vẽ thiết kế và để được Ủy Ban Tuyển Chọn Nghệ Thuật cập nhật về khái niệm nghệ thuật cho quảng trường.

Trong buổi họp cộng đồng lần trước vào Tháng Mười, 2011, cộng đồng đã duyệt xét 35% thiết kế, và nghe trình bày về tiến trình tuyển chọn nghệ thuật. Lúc đó, chúng tôi cũng mời các tình nguyện viên vào phục vụ trong Ủy Ban Cố Vấn Cộng Đồng. Từ đó đến nay, toán thiết kế đã khai triển thiết kế thêm, và phối hợp vào đó những ý kiến nhận được. Mục tiêu của chúng tôi là hoàn tất thiết kế và sau đó sẽ bắt đầu xây cất trong năm nay. Chúng tôi hoan nghênh tất cả mọi người đến tham dự.

Dịch vụ thông dịch sẽ được cung cấp nếu quý vị yêu cầu 3 ngày (72 tiếng đồng hồ) trước ngày họp bằng cách liên lạc với Dịch Vụ Trợ Giúp Về Ngôn Ngữ của BART ở số (510) 464-6752.

For more information: Para obtener más información: 更多信息: 더 자세한 문의: Để biết thêm chi tiết:

For information call **Rube Warren, BART Planning (510) 874-7355** or email at **rwarren@bart.gov**

BART | METROPOLITAN TRANSPORTATION COMMISSION | SAN FRANCISCO PLANNING DEPARTMENT | SFMTA Municipal Transportation Agency | Lower 24th Street

24th Street Mission BART Plaza
Community Advisory Committee Meeting

Wednesday, September 19, 2012
6:30 pm – 8:00 pm
Abel Gonzalez Apartments • Community Room
1045 Capp Street • San Francisco, CA 94110

The 24th Street Community Advisory Committee (CAC) will meet on Wednesday, September 19, 2012 at 6:30 pm to view the updated 24th Street southwest plaza design plan which is now 100% complete. The CAC will also meet with three artists who made the short list of 50 applicants. Each artist will have an opportunity to share their experience and vision for the proposal they plan to create for the plaza. Project staff will provide an update on funding, a construction timeline and the art selection process.

Please join us for this milestone meeting, as we move from design to construction of the 24th Street BART southwest plaza.

Translation services available if requested 3 days (72 hours) before the meeting by calling BART's Language Assistance Services at (510) 464-6752. For online project information, go to **http://www.bart.gov/about/planning/24thstreet**

Rediseño de 24th Street Mission BART Plaza • Reunión de la Comisión Asesora Comunitaria

La Comisión Asesora Comunitaria (Community Advisory Committee, CAC) de 24th Street se reunirá el miércoles 19 de septiembre de 2012 a las 6:30 pm para ver el plan de diseño actualizado de 24th Street southwest plaza que ya está terminado. La CAC también se reunirá con tres artistas de la lista final de 50 solicitantes. Cada artista tendrá la oportunidad de compartir su experiencia y visión de la propuesta que planean crear para la plaza. El personal del proyecto proporcionará una actualización de la financiación, un cronograma de la construcción, e informará sobre el proceso de selección de obras arte.

Lo invitamos a una reunión memorable, mientras pasamos del diseño a la construcción de 24th Street BART southwest plaza.

Hay servicios de traducción disponibles si se solicitan 3 días (72 horas) antes de la reunión llamando a los Servicios de Asistencia de Idiomas del BART al (510) 464-6752. Para obtener información sobre el proyecto en línea, visite **http://www.bart.gov/about/planning/24thstreet**

24th Street Mission BART Plaza再设计 • 社区顾问委员会会议

24th Street社区顾问委员会 (Community Advisory Committee, CAC) 将于2012年9月19日星期三下午6点半召开会议，讨论24th Street southwest plaza的修订设计方案，该方案目前已全部完成。CAC还将会见从50名申请人中初选出的3位艺术家。每位艺术家都将分享他们的经验，以及他们计划为大楼设计的提案理念。项目工作人员将提供一份资金更新，一份施工时间表以及艺术选择程序。

24th Street BART southwest plaza项目将从设计阶段转向施工阶段，敬请加入这次意义重大的会议。

如需翻译服务，请于会议前三天（72小时）提出申请，致电BART 的语言帮助服务 (510) 464-6752。如需了解在线项目信息，请访问**http://www.bart.gov/about/planning/24thstreet**

24th Street Mission BART Plaza 재디자인 • 커뮤니티 자문위원회 회의

현재 100% 완성된 24th Street southwest plaza 디자인 도안 업데이트를 보기 위해 24th Street 커뮤니티 자문위원회 (Community Advisory Committee, CAC)가 2012년 9월 19일 수요일 오후 6:30분에 만날 예정입니다. CAC는 50명의 지원자 가운데 최종 선발된 3명의 예술가들도 만날 계획입니다. 각 예술가들은 플라자 건축을 위해 각자 만들 제안서에 대한 자신의 경험과 상상력을 나눌 수 있는 기회를 갖게 됩니다. 프로젝트 담당 직원이 사업예산과 건축일정 및 미술선정 과정에 대한 최신 정보도 제공하겠습니다.

본 24th Street BART southwest plaza 사업이 설계 단계에서 건축 단계로 옮겨지는 이 중대한 회의에 저희와 함께 해 주시기 바랍니다.

회의 3일 전(72시간 내)에 BART 언어지원서비스(510-464-6752)로 전화 요청을 하실 경우 통번역 서비스도 제공됩니다. 본 프로젝트에 대한 온라인 정보를 보시려면 아래 링크를 참고하세요 **http://www.bart.gov/about/planning/24thstreet**

Tái Thiết Kế 24th Street Mission BART Plaza • Buổi Họp Của Ủy Ban Cố Vấn Cộng Đồng

Ủy Ban Cố Vấn Cộng Đồng (Community Advisory Committee, CAC) cho 24th Street sẽ họp lại vào Thứ Tư, ngày 19 Tháng Chín, 2012 lúc 6:30 tối để xem xét đồ án thiết kế đã được cập nhật cho 24th Street southwest plaza nay đã được hoàn tất 100%. CAC cũng sẽ họp với ba họa sĩ đã được tuyển chọn trong một danh sách ngắn gồm có 50 ứng viên. Mỗi họa sĩ sẽ có cơ hội để chia xẻ kinh nghiệm và tầm nhìn của mình cho đề án họ dự định sẽ tạo ra cho quảng trường. Nhân viên của dự án sẽ cập nhật về vấn đề tài trợ, lịch trình xây cất và tiến trình tuyển chọn nghệ thuật.

Xin quý vị vui lòng đến với chúng tôi trong buổi họp quan trọng này, để chúng ta tiến bước từ thiết kế đến xây cất cho 24th Street BART southwest plaza.

Các dịch vụ thông dịch sẽ được cung cấp nếu có yêu cầu 3 ngày (72 tiếng đồng hồ) trước buổi họp bằng cách liên lạc với Dịch Vụ Trợ Giúp Về Ngôn Ngữ của BART ở số (510) 464-6752. Muốn biết chi tiết về dự án trên mạng, hãy đến **http://www.bart.gov/about/planning/24thstreet**

For more information: Para obtener más información: 更多信息: 더 자세한 문의: Để biết thêm chi tiết:

For information call **Rube Warren, BART Planning (510) 874-7355** or email at **rwarren@bart.gov**

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eBART Next Segment Study
Station Opportunities

Please join Mayor Bob Taylor at a public meeting to hear about the current eBART project, and a discussion on sites for future eBART stations. BART Director Joel Keller wants your input regarding where future stations might best serve you and your community.

Translation services available if requested 3 days (72 hours) before the meeting by calling BART's Language Assistance Services at (510) 464-6752.

Únase al alcalde Bob Taylor en una reunión pública para informarse acerca del proyecto eBART que ya está en marcha, y para discutir posibles sitios para futuras estaciones eBART. El Director de BART, Joel Keller, quiere conocer su opinión acerca de sitios donde estas futuras estaciones le van a servir mejor a usted y a su comunidad.

Disponemos de servicios de traducción cuando sean solicitados con 3 días (72 horas) de anticipación a la fecha de la reunión llamando a los Servicios BART de Asistencia en el Idioma al (510) 464-6752.

Date/Fecha: Tuesday, July 17, 2012
Time/Hora: 6:30 pm to 8:00 pm
Place/Ubicación: Brentwood Community Center
35 Oak St., Brentwood, CA

For more information: / Para mas informacion sobre la reunión:
Ellen Smith, eBART Project Planning Manager
510-287-4758 or esmith1@bart.gov

www.bart.gov

BART Community Meeting

Notice of Scoping for BART to Livermore Extension EIR

Proposed Project

The San Francisco Bay Area Rapid Transit District (BART) is preparing a Draft Environmental Impact Report (DEIR) for the proposed BART to Livermore Extension Project. The project, which is being developed in partnership with the City of Livermore, consists of a 4.8-mile BART extension from the existing Dublin/Pleasanton Station along I-580 to a new station in the vicinity of the Isabel Avenue/I-580 Interchange. The new station would incorporate an efficient bus to BART transfer, and also would include express bus services linking inter-regional rail service and Priority Development Areas in Livermore, and proposed offsite parking facilities. BART is soliciting comments on the scope of the EIR, including alternatives, impacts and mitigation measures to be studied.

Public Meeting: **Wednesday, September 19, 2012**
Robert Livermore Community Center, 4444 East Ave., Livermore, CA 94550
6:00 pm – Open House • 7:00 pm – Meeting and Public Comments

If you need language assistance services, please call 510-464-6752, 72 hours prior to the date of the meeting.

Submitting Your Comments

Verbal and written comments will be accepted at the public meeting on September 19, 2012. To add your name to the mailing list or submit comments by mail, write to BART Planning Department, 300 Lakeside Dr., 16th Fl., Oakland, CA 94612, Attn: Marianne Payne. You may also comment via the project website at www.bart.gov/livermore or via fax to 510-464-7673. The deadline for receipt of comments is **October 1, 2012.** For more information,visit our website at **www.bart.gov/livermore** or contact **Walter Gonzales, BART Government and Community Relations at 510-464-6428 or wgonzal@bart.gov.**

Aviso del análisis del proyecto EIR de extensión de BART a Livermore

El Distrito de Tránsito Rápido de San Francisco Bay Area (Bay Area Rapid Transit, BART) está elaborando la Versión preliminar del Informe sobre el Impacto Medioambiental (Draft Environmental Impact Report, DEIR) para el proyecto de extensión propuesto de BART a Livermore. El proyecto que se está desarrollando en asociación con la ciudad de Livermore, consta de una extensión de 4.8 millas del BART desde la estación existente de Dublin/Pleasanton a lo largo de la I-580 hasta una nueva estación en las proximidades del intercambio de Isabel Avenue/I-580. La nueva estación incorporará un autobús eficaz de trasbordo al BART, y también incluirá servicios de autobús expreso que conectan el servicio de trenes interregionales con las Áreas de Desarrollo Prioritario en Livermore, y con los estacionamientos propuestos a las afueras. BART solicita comentarios sobre el análisis del EIR, lo que incluye alternativas, repercusiones y medidas de mitigación que deben investigarse.

Reunión pública: **miércoles 19 de septiembre de 2012**
Robert Livermore Community Center, 4444 East Ave., Livermore, CA 94550
6:00 pm – Sesión abierta al público • 7:00 pm – Reunión y comentarios públicos

Si necesita servicios de asistencia de idiomas, llame al 510-464-6752, 72 horas antes de la fecha de la reunión.

Envío de comentarios

Se aceptarán comentarios verbales y por escrito en la reunión pública que se llevará a cabo el 19 de septiembre de 2012. Para incluir su nombre en la lista de correo o enviar sus comentarios por correo postal, escriba a BART Planning Department, 300 Lakeside Dr., 16th Fl., Oakland, CA 94612, Attn: Marianne Payne. También puede enviar sus comentarios a través del sitio web del proyecto en www.bart.gov/livermore o por fax al 510-464-7673. La fecha límite de recepción de comentarios es el **1 de octubre de 2012.** Para obtener más información, visite nuestro sitio web en **www.bart.gov/livermore** o comuníquese con **Walter Gonzales, Relaciones con el gobierno y la comunidad de BART al 510-464-6428, o en wgonzal@bart.gov.**

有关BART至Livermore延长线项目EIR划定影响范围的通知

San Francisco Bay Area捷运区 (Bay Area Rapid Transit, BART) 正在为拟定的BART至Livermore延长线编制《环境影响报告》草案 (Draft Environmental Impact Report, DEIR)。与Livermore市合作对该项目进行开发，由4.8英里BART延长线组成，从现有I-580沿线的Dublin/Pleasanton站延伸至Isabel Avenue/I-580互通式立交附近的新站点。新站点开通了至BART换乘点的高效巴士，还包括快速巴士服务，连接区内轨道交通服务和Livermore优先发展区，并提议修建区外停车设施。BART正在征求有关EIR划定影响范围的意见，包括有待研究的替代方案、影响及缓解措施。

公开会议： **2012年9月19日，星期三**
Robert Livermore Community Center, 4444 East Ave., Livermore, CA 94550
下午6:00 – 招待来宾 • 下午7:00 – 开会及公共意见征求
如果您需要语言协助服务，请在会议日期前的72小时内致电510-464-6752。

提交您的意见

2012年9月19日的公开会议接受口头及书面意见。欲将您的姓名加入邮寄名单或欲通过邮寄来提交意见，请致信至BART Planning Department, 300 Lakeside Dr., 16th Fl., Oakland, CA 94612，收件人：Marianne Payne。您还可以通过访问本项目网站**www.bart.gov/livermore**或发送传真至 510-464-7673的方式来提出您的意见。接收意见的最后期限是**2012年10月1日**。如需更多信息，请访问我们的网站**www.bart.gov/livermore**或联系**Walter Gonzales，BART政府与社区关系部，电话：510-464-6428，网站：wgonzal@bart.gov。**

Thông Báo về Việc Ấn Định Phạm Vi cho EIR của Dự Án Nối Dài đến Livermore của BART

Khu Chuyên Chở Bằng Xe Điện của San Francisco Bay Area (Bay Area Rapid Transit, BART) đang soạn một Bản Dự Thảo Phúc Trình Về Tác Động Môi Trường (Draft Environmental Impact Report, DEIR) cho Dự Án Nối Dài đến Livermore của BART được đề nghị. Dự án, vốn đang được khai triển chung với Thành Phố Livermore, bao gồm một đoạn nối dài 4.8 dặm của BART từ Trạm Dublin/Pleasanton hiện hữu dọc theo I-580 đến một trạm mới ở gần Giao Lộ Isabel Avenue/I-580. Trạm mới này sẽ phối hợp việc chuyển tiếp hữu hiệu từ xe buýt đến BART, và cũng bao gồm các dịch vụ xe buýt tốc hành nối liền dịch vụ xe điện xuyên vùng và Các Khu Vực Phát Triển Ưu Tiên tại Livermore, và các bãi đậu xe ngoài địa điểm được đề nghị. BART đang xin ý kiến đóng góp về phạm vi của bản EIR, gồm cả những chọn lựa khác, những tác động và biện pháp giảm nhẹ để nghiên cứu.

Buổi Họp Công Cộng: **Thứ Tư, ngày 19 tháng Chín, 2012**
Robert Livermore Community Center, 4444 East Ave., Livermore, CA 94550
6:00 tối – Mở Cửa • 7:00 tối – Buổi Họp và Ý Kiến Đóng Góp Của Công Chúng
Nếu quý vị cần dịch vụ giúp đỡ về ngôn ngữ, xin vui lòng gọi số 510-464-6752, 72 tiếng đồng hồ trước ngày họp.

Gửi Ý Kiến Đóng Góp Của Quý Vị

Ý kiến đóng góp bằng lời nói và được viết ra sẽ được tiếp nhận tại buổi họp công cộng vào ngày 19 tháng Chín, 2012. Muốn thêm tên của quý vị vào danh sách gửi thư hoặc gửi ý kiến bằng bưu điện, hãy viết cho BART Planning Department, 300 Lakeside Dr., 16th Fl., Oakland, CA 94612, Attn: Marianne Payne. Quý vị cũng có thể đóng góp ý kiến trên website của dự án tại www.bart.gov/livermore hoặc bằng fax ở số 510-464-7673. Hạn chót để nhận ý kiến đóng góp là **ngày 1 tháng Mười, 2012.** Muốn biết thêm chi tiết, hãy ghé vào website của chúng tôi tại **www.bart.gov/livermore** hoặc liên lạc với **Walter Gonzales, Văn Phòng Liên Hệ Với Chính Quyền và Cộng Đồng C Ủ A BART ở số 510-464-6428 hoặc wgonzal@bart.gov.**

BART의 Livermore 연장 사업을 위한 EIR 범주확정 공지

San Francisco Bay Area 고속 수송 구역 (Bay Area Rapid Transit District, BART)는 예정된 BART의 Livermore 연장 사업의 주관 기관으로서 본 사업에 대한 환경영향평가보고서 초안(Draft Environmental Impact Report, DEIR)을 준비하고 있다는 점을 타 기관 및 시민들에게 공고(Notice of Preparation, NOP)합니다. Livermore시와 공동으로 추진 중인 본 사업을 통해 I-580를 따라 기존의 Dublin/Pleasanton역에서 Isabel Avenue/I-580 인터체인지 부근 역까지 BART가 4.8 마일 연장되고 이 구간 내 버스와 BART간의 효율적인 환승체계가 도입됩니다. 또 지역 간 철도 서비스와 California, Livermore의 우선개발지역(Priority Development Areas, PDAs)을 연결하는 고속버스 서비스 및 주변 부지의 주차 시설들도 함께 건설됩니다. BART는 대안책과 환경적 영향 및 완화책들을 포함한 EIR의 범주 확정에 대한 여러분의 의견을 수렴합니다.

공개 회의: **2012년 9월 19일 수요일**
Robert Livermore Community Center, 4444 East Ave., Livermore, CA 94550
오후 6:00시 – 오픈 하우스 • 오후 7:00시 – 회의 및 공개 의견수렴
언어 지원 서비스가 필요한 경우 회의 날짜 72시간 전까지 510-464-6752번으로 연락하여 주시기 바랍니다.

의견 제시 방법

2012년 9월 19일 공개 회의를 통해 구두 및 서면으로 여러분의 의견을 수렴합니다. 우편 수취자 명단에 여러분의 이름을 추가하거나 서면으로 의견을 보내고자 할 경우, 수신: Marianne Payne BART Planning Department, 300 Lakeside Dr., 16th Fl., Oakland, CA 94612 를 이용해 작성해 주시기 바랍니다. 본 사업 홈페이지 www.bart.gov/livermore 또는 팩스번호 510-464-7673을 통해서도 여러분의 의견을 제시할 수 있습니다. 의견 수렴 마감일은 **2012년 10월 1일**까지입니다. 더 자세한 정보는 저희 홈페이지 **www.bart.gov/livermore** 를 참고하시거나 BART 정부 및 커뮤니티 관계 담당자 **Walter Gonzales에게 510-464-6428 또는 wgonzal@bart.gov로 연락하여 주시기 바랍니다.**

BART SEEKS YOUR INPUT ON POTENTIAL CHANGES TO PAID PARKING PROGRAMS

Please take the **online survey** at www.BART.gov/Parking

To cover the costs of providing parking, as well as to help renovate BART's aging infrastructure, keep the cost of BART fares down, and to improve BART service, BART is considering charging ***market-based fees*** for its parking spaces. BART is also considering capping these fees at $3/day. It currently costs BART about $2 per day per space to provide parking.

This means that parking fees at a particular station would be based on the demand for parking at that station. At stations where parking lots are full, the parking fees could be increased up to two times per year. It is expected that **daily fees** at most stations would be increased in 50 cent increments, while **monthly reserved** parking would be increased by $10.50 (which works out to about 50 cents per day). If parking lots are no longer full, the fees would be decreased.

BART would like your input on this idea.

Please take the survey at www.BART.gov/Parking

Thank you for taking the time to complete the survey online.

We appreciate it.

If you need language assistance services, please call 510-464-6752.
若您需要语言帮助服务，请拨电: 510-464-6752.
Nếu quý vị cần được giúp đỡ về ngôn ngữ, xin vui lòng gọi số 510-464-6752.
Si usted necesita algún servicio de asistencia de lenguaje, por favor llame al 510-464-6752.
통역이 필요하신 분은, 510-464-6752 로 문의하십시오.

BART Small Business Programs

BART Small Business Programs Outreach Meetings

The San Francisco Bay Area Rapid Transit District invites you to attend an outreach meeting and learn about a number of initiatives that BART has developed to assist small businesses that are seeking to work on BART contracts. BART continues to look for opportunities to assist small businesses, including minority and women owned businesses. BART's new Small Business Programs for federal and non-federally funded contracts address and mitigates the difficulties many small businesses encounter when competing against larger more established businesses.

These programs are expected to generate jobs, provide economic opportunity, and boost economic output throughout California and, in particular, in the counties where BART operates and does business – City and County of San Francisco, Alameda County, Contra Costa County, and San Mateo County.

The BART Board of Directors recently endorsed a plan that outlines a number of bold initiatives, which will further enhance the participation of small, minority and women owned businesses on BART contracts. These initiatives include:

- New guidelines to identify opportunities to un-bundle contracts for Small Businesses.
- Implementation of a District-wide bonding assistance program and a pre and post bid technical support program to support Small Businesses.

We invite you to attend the meeting to learn more about these Small Business Programs. At this meeting you will have the opportunity to speak directly with BART staff and share any concerns or provide additional information you feel may help these initiatives to succeed.

If you need language assistance services, please call (510) 464-6752, 72 hours prior to the date of the meeting.

Programas de BART para la Pequeña Empresa • Reuniones de difusión

El Distrito de Tránsito Rápido del Área de la Bahía de San Francisco (San Francisco Bay Area Rapid Transit District) te invita a asistir a una reunión de alcance comunitario en la que podrás obtener información acerca de un número de iniciativas que BART ha desarrollado con el objetivo de ayudar a las empresas pequeñas que desean trabajar en los contratos de BART. BART continúa buscando oportunidades para ayudar a las pequeñas empresas, incluyendo negocios cuyos dueños son mujeres o forman parte de una minoría. Los nuevos Programas para la Pequeña Empresa de BART que otorgan contratos financiados tanto federalmente como no federalmente, atienden y reducen las dificultades a las que se enfrentan muchas empresas pequeñas al competir contra de compañías más grandes y mejor establecidas.

Se espera que estos programas generen empleos, proporcionen oportunidades económicas y promuevan el rendimiento económico a través de California y, particularmente, en los condados en donde BART opera y participa económicamente – la Ciudad y Condado de San Francisco, el Condado de Alameda, el Condado de Contra Costa y el Condado de San Mateo.

La Junta Directiva de BART recientemente aprobó un plan que destaca un número de ambiciosas iniciativas, las cuales reforzarán aún más la participación en los contratos de BART de las empresas pequeñas y de las que sus propietarios son mujeres o forman parte de una minoría. Algunas de estas iniciativas incluyen:

- Nuevos principios para identificar oportunidades con el fin de desagrupar los contratos para empresas pequeñas.
- La implementación de un programa de asistencia para la emisión de bonos en todo el Distrito, así como un programa de asistencia técnica antes y después de la licitación a fin de apoyar a la pequeña empresa.

Le invitamos a asistir a la reunión a fin de obtener información adicional sobre estos Programas para la Pequeña Empresa. En esta reunión, tendrá la oportunidad de hablar directamente con miembros del personal de BART y compartir con ellos cualquier inquietud o información adicional que usted piense que pueda promover el éxito de estas iniciativas.

Si necesita servicios de asistencia de idioma, por favor llame al (510) 464-6752, 72 horas antes de la fecha de la reunión.

MEETING DATES AND LOCATIONS

Fechas y ubicación de las reuniones • 会议日期与地点 • 회의 날짜 및 장소 • Ngày và Địa Điểm Họp

Friday, October 19, 2012
6:00 pm – 7:30 pm
Richmond Main Street Initiative
(4 blocks from Richmond BART)
1000 Macdonald Ave., Suite C
Richmond, CA

Monday, October 29, 2012
6:00 pm – 7:30 pm
S.F. Richmond Recreation Center Auditorium
(between California St. & Clement St.)
251 18th Ave., San Francisco, CA

Tuesday, October 30, 2012
12:00 pm – 1:30 pm
Kennedy Community Center
(2 blocks from Union City BART)
1333 Decoto Rd.
Union City, CA

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BART 小型企业扶持计划 • 外展会议

旧金山湾区快速交通系统 (San Francisco Bay Area Rapid Transit District) 邀请您参加外展会议，了解 BART 为帮助那些寻求获得 BART 工作合同的小型企业所推出的许多措施。BART 将继续寻找各种机会扶持小型企业，包括少数族裔和妇女拥有的企业。BART 新近为联邦资助和非联邦资助的合同项目推出的小型企业扶持计划有助于解决和减少许多小型企业在与较大和较成熟企业竞争时遭遇的困难。

预计这些计划将可创造就业，提供经济机会并提升整个加州的经济产出，特别是在有 BART 运营和 BART 业务的县 - 包括旧金山市和县、阿拉米达县、康特拉科斯塔县和圣马帝奥县。

BART 董事会最近批准了一项包括许多大胆措施的计划，该计划的推出将进一步推动小型、少数族裔和妇女拥有的企业参与 BART 合同项目。这些措施包括：

- 帮助小型企业识别分拆合同机会的全新指南。
- 在全捷运局范围实施一项保证金援助计划和一项投标前后技术支持计划来扶持小型企业。

我们邀请您出席本次会议，以便您进一步了解这些小型企业扶持计划。在这次会议上，您将有机会与 BART 人员直接对话，分享任何关切问题，或提供您认为可能有助于这些措施取得成功的其他信息。

如果您需要语言援助服务，请于会议日期前 72 小时致电 (510) 464-6752。

BART 중소기업 프로그램 • 지원 회의

BART에서는 BART와의 계약을 수주하고자 하는 중소기업을 지원하기 위해 BART에서 기획한 다양한 지원안에 대해 설명하는 지원 회의를 개최합니다. BART는 소수 인종 및 여성 경영자 기업 등의 중소기업을 지원하기 위한 기회를 지속적으로 모색하고 있습니다. 연방 정부 및 기타 기관의 재정 지원을 받는 계약을 위한 BART의 새로운 중소기업 프로그램은 업계를 주도하는 대기업들과의 경쟁에서 많은 중소기업들이 겪게 되는 어려움을 해결하고 완화하기 위한 프로그램입니다.

이러한 프로그램을 통해 캘리포니아 전역, 특히 BART가 운행되는 샌프란시스코시, 샌프란시스코 카운티, 알라미다 카운티, 콘트라 코스타 카운티 및 샌 마테오 카운티에서 일자리 창출, 경제적 기회 제공 및 경제 생산 확대 등의 효과를 거둘 수 있을 것으로 예상됩니다.

BART 이사회는 최근 여러 가지 과감한 계획의 개요를 담은 방안을 지지하였으며, 이를 통해, 소수 인종 및 여성 경영자 중소기업의 BART 계약 참여를 한층 확대할 수 있을 것입니다. 이러한 계획에는 다음과 같은 내용이 포함됩니다.

- 중소기업을 위해 계약을 개별적으로 체결하는 기회를 파악하기 위한 새로운 지침
- 중소기업 지원을 목적으로, 전 지역에 적용되는 유대 지원 프로그램 및 입찰 전후의 기술 지원 프로그램 시행

이번 회의를 통해 이러한 중소기업 프로그램 대해 자세히 알아보시기 바랍니다. 본 회의에서는 BART 담당자와 직접 만나는 자리를 통해 여러 가지 우려 사항을 전달하고 이러한 계획의 성공에 도움이 될 만한 정보를 추가로 제공할 수 있는 기회도 마련될 것입니다.

언어 지원 서비스가 필요한 경우 회의 개최일 72시간 전에 (510) 464-6752로 전화하여 주십시오.

Các Chương Trình Doanh Nghiệp Nhỏ của BART • Các Buổi Họp Tiếp Ngoại

Cơ Quan Vận Chuyển Tốc Hành Vùng San Francisco Bay Area (San Francisco Bay Area Rapid Transit District) kính mời quý vị tới tham dự buổi họp tiếp ngoại và tìm hiểu về một số sáng kiến mà BART đã phát triển để hỗ trợ các doanh nghiệp nhỏ đang tìm kiếm hợp tác làm nhà thầu của BART. BART tiếp tục tìm kiếm các cơ hội để hỗ trợ các doanh nghiệp nhỏ, trong đó bao gồm các doanh nghiệp do người thiểu số và phụ nữ làm chủ. Các Chương Trình Doanh Nghiệp Nhỏ mới này của BART dành cho các hợp đồng được liên bang tài trợ và không phải liên bang tài trợ nhằm tới và giảm bớt các khó khăn mà rất nhiều các doanh nghiệp nhỏ gặp phải khi cạnh tranh với các doanh nghiệp lớn có danh tiếng hơn.

Các chương trình này kỳ vọng sẽ tạo ra nhiều việc làm, cung cấp thêm cơ hội làm kinh tế, và tăng hiệu quả kinh tế trên toàn tiểu bang California và đặc biệt tại các quận BART đang hoạt động và kinh doanh – Thành Phố và Quận San Francisco, Quận Alameda, Quận Contra Costa, và Quận San Mateo.

Ban Giám Đốc BART gần đây đã tán thành một kế hoạch phác thảo một số sáng kiến táo bạo, trong đó tăng cường hơn sự tham gia của các doanh nghiệp nhỏ do những người thiểu số, phụ nữ làm chủ vào các hợp đồng của BART. Các sáng kiến này bao gồm:

- Các hướng dẫn mới để xác định các cơ hội tách các gói thầu cho Các Doanh Nghiệp Nhỏ.
- Thực hiện chương trình hỗ trợ việc bảo hiểm hợp đồng trên toàn Sở và chương trình hỗ trợ kỹ thuật trước và sau bỏ thầu để hỗ trợ Các Doanh Nghiệp Nhỏ.

Chúng tôi kính mời quý vị tham dự buổi họp để tìm hiểu thêm về Các Chương Trình Doanh Nghiệp Nhỏ này. Tại buổi họp này quý vị sẽ có cơ hội nói chuyện trực tiếp với nhân viên của BART và chia sẻ bất kỳ thắc mắc nào hoặc cung cấp thêm thông tin mà quý vị cảm thấy có thể giúp các sáng kiến này thành công.

Nếu quý vị cần các dịch vụ hỗ trợ ngôn ngữ, xin vui lòng gọi (510) 464-6752, 72 tiếng trước ngày họp.

BART wants to work with you!

Introducing our NEW Small Business Program

Are you a small business owner? BART wants to work with you on the following contracts:

CONSTRUCTION — PROFESSIONAL SERVICES — PROCUREMENT — GOODS & SERVICES

The San Francisco Bay Area Rapid Transit District invites you to attend a special meeting to learn about significant changes made to our NEW Small Business Program. New initiatives will make it easier for all small businesses, including women-owned and minority businesses, to compete against larger, more established firms to contract with BART. You will have an opportunity to learn about the new program, meet directly with BART staff, ask questions and provide input to help BART successfully implement the program.

New Small Business Initiatives include:

- New guidelines to identify opportunities to unbundle contracts for small businesses
- Implementation of a District-wide bonding assistance program, and access to a pre and post bid technical support program

For more information, contact Cindy Chan, BART Office of Civil Rights, at (510) 464-6574 or visit **www.bart.gov**.
If you need language assistance services, please call (510) 464-6752, 72 hours prior to the date of the meeting.

MEETING DATE AND LOCATION

Fechas y ubicación de las reuniones • 会议日期与地点 • 회의 날짜 및 장소 • Ngày và Địa Điểm Họp

Tuesday, February 12, 2013 • 5:00 pm – 6:30 pm
United Irish Cultural Center • St. Francis Room – First Floor
2700 – 45th Avenue (at Sloat Boulevard) San Francisco, CA 94116

您是小企业主吗？ BART 希望在以下合同项目上与您合作：
施工 – 专业服务 – 采购 – 货物与服务

旧金山湾区捷运局 (BART) 邀请您参加一项特殊会议，了解我们全新小企业计划的重大变革。新的计划将使包括女性和少数族裔拥有的所有小企业在承包 BART 项目方面更轻松地与老牌大企业竞争。您将有机会了解新的计划，与 BART 员工直接会面，提问题，并给出意见和建议以帮助 BART 成功实施这项计划。

新的小企业计划包括：

- 帮助小型企业识别分拆合同机会的全新指南
- 在全捷运局范围实施一项担保援助计划和一项投标前后技术支持计划。

欲知更多信息，请致电 (510) 464-6574 联系 BART 公民权利办公室的 Cindy Chan，或访问 **www.bart.gov**。如果您需要语言援助服务，请于会议日期前 72 小时致电 (510) 464-6752。

¿Es usted dueño de una empresa pequeña? Al Distrito del Tránsito Rápido del Área de la Bahía de San Francisco (BART, por sus siglas en inglés) le gustaría colaborar con Ud. en los siguientes contratos:
CONSTRUCCIÓN — SERVICIOS PROFESIONALES — APROVISIONAMIENTO — BIENES & SERVICIOS

El Distrito del Tránsito Rápido del Área de la Bahía de San Francisco le invita a asistir a una reunión especial para aprender sobre los cambios considerables que se le han hecho a nuestro NUEVO Programa para Empresas Pequeñas. Las nuevas iniciativas les hará más fácil a todas las empresas pequeñas, incluyendo a las empresas propiedad de mujeres y de minorías, competir frente a firmas más grandes y mejor establecidas en la consecución de contratos con BART. Tendrá la oportunidad de aprender sobre el nuevo programa, de reunirse directamente con el personal de BART, de hacer preguntas y de dar su opinión para ayudarle a BART a implementar exitosamente el programa.

Las Nuevas Iniciativas para Empresas Pequeñas incluyen:

- Nuevos lineamientos para identificar oportunidades con el fin de desagrupar los contratos para empresas pequeñas.
- La implementación de un programa de asistencia para la emisión de bonos en todo el Distrito, así como un programa de asistencia técnica antes y después de la licitación.

Para mayor información, contacte a Cindy Chan, en la Oficina de Derechos Civiles de BART (BART Office of Civil Rights), al (510) 464-6574 o visite **www.bart.gov**.
Si necesita servicios de asistencia de idioma, por favor llame al (510) 464-6752, 72 horas antes de la fecha de la reunión.

중소기업을 운영하고 계신가요? BART는 다음과 같은 계약을 추진하는 데 있어 여러분과 함께 하고자 합니다.
건설 — 전문 서비스 — 조달 — 상품 & 서비스

BART는 중소기업 프로그램을 새로 도입하면서 기존 프로그램과의 차이점을 설명 드리는 특별 회의를 개최합니다. 새로운 프로그램이 도입되면 여성 및 소수인종 경영자들이 운영하는 기업 등 모든 중소기업들은 BART와의 계약을 수주하고자 할 때 대기업과 경쟁하는 것이 보다 수월해 질 것입니다. 이번 회의에 참석하시면 변경된 프로그램에 대한 설명과 더불어 BART 담당자들과 직접 상담하면서 궁금한 점에 대해 문의하실 수 있으며 BART가 이 프로그램을 성공적으로 시행할 수 있도록 여러분의 의견도 제시할 수 있을 것입니다.

새로운 중소기업 프로그램에는 다음과 같은 내용이 포함됩니다.

- 중소기업을 위한 계약을 개별적으로 체결할 수 있는 기회를 파악하기 위한 새로운 지침
- 전 지역에 적용되는 보증보험 지원 프로그램 및 입찰 전후의 기술 지원 프로그램 시행

자세한 사항은 BART 민권실(Office of Civil Rights)의 Cindy Chan, (510) 464-6574로 문의하시거나 웹사이트 **www.bart.gov**를 참고하여 주십시오. 언어 지원 서비스가 필요한 경우 회의 개최일 72시간 전에 (510) 464-6752로 전화하여 주십시오.

Quý vị có phải là chủ doanh nghiệp nhỏ không? BART muốn hợp tác với quý vị về những gói thầu sau đây:
XÂY CẤT — CÁC DỊCH VỤ NGHỀ NGHIỆP — CUNG ỨNG NGUỒN HÀNG — HÀNG HÓA & CÁC DỊCH VỤ

Cơ Quan Vận Chuyển Tốc Hành Vùng San Francisco Bay Area kính mời quý vị tới tham dự buổi họp đặc biệt để tìm hiểu về những thay đổi quan trọng trong Chương Trình Doanh Nghiệp Nhỏ Mới của chúng tôi. Các sáng kiến mới sẽ tạo điều kiện dễ dàng hơn cho tất cả các doanh nghiệp nhỏ trong đó bao gồm các doanh nghiệp do phụ nữ và người thiểu số làm chủ nhằm cạnh tranh với các hãng lớn hơn, đã thành lập lâu hơn bỏ thầu với BART. Quý vị sẽ có cơ hội tìm hiểu về chương trình mới này, gặp trực tiếp nhân viên của BART, nêu các thắc mắc và đóng góp ý kiến nhận xét để giúp BART thực hiện chương trình này thành công.

Các Sáng Kiến Mới cho Doanh Nghiệp Nhỏ bao gồm:

- Các hướng dẫn mới để xác định các cơ hội tách các gói thầu cho các doanh nghiệp nhỏ.
- Thực hiện chương trình hỗ trợ liên kết trên toàn Cơ Quan, và tiếp cận chương trình hỗ trợ kỹ thuật trước và sau bỏ thầu.

Để biết thêm thông tin, xin liên lạc Cindy Chan, Văn Phòng Nhân Quyền (Office of Civil Rights) của BART, tại số (510) 464-6574 hoặc truy cập **www.bart.gov**.
Nếu quý vị cần các dịch vụ hỗ trợ ngôn ngữ, xin vui lòng gọi (510) 464-6752, 72 tiếng trước ngày họp.

NEW TEST DAYS!

BIKES ON BART

In August 2012, BART tested allowing bikes on trains during the commute period. We are now in our second phase of testing. This time we will waive restrictions for a full work week from Monday, March 18 through Friday, March 22.

During the first test, customers asked for more "bike-free" cars as an option. Therefore, during this test, we ask for **no bikes on the first three cars** of each train. All other bike rules apply including no bikes on crowded cars and yield to disabled and elderly passengers.

Tell us about your experience by taking a short survey:

- Visit www.bart.gov/bikes
- Call toll-free 1-888-743-9921

Bicycles Welcome All Day

Monday, March 18 to Friday, March 22

BART

BART... and you're there.

If you need language assistance services, please call (510) 465-2278.
如果需要语言帮助服务，请拨打 BART Transit（快速交通）信息中心，电话号码为 (510) 465-2278。
통역이 필요하시면, BART 수송 정보 센터 (510) 465-2278로 전화해 주십시오.
Si necesita servicios de asistencia de idioma, llame al centro de información de tránsito del BART al (510) 465-2278.
Nếu quý vị cần các dịch vụ trợ giúp ngôn ngữ, xin gọi cho Trung Tâm Thông Tin Chuyển Chở Công Cộng của BART tại số (510) 465-2278.

Bicycles Welcome All Day Every Friday in August 2012

COMMUTE PERIOD BIKE PILOT

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

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

- Visit www.bart.gov/bikes
- Call toll-free 1-888-743-9921
- Or scan this QR code

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BART

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

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- Llame sin cargo 1-866-451-3195
- O échele un vistazo a este código QR

八月的所有星期五, BART将全天允许乘客携自行车乘车, 包括通常受限的通勤高峰时段。
这是一次实验之举, 我们希望听到您的宝贵意见。
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- 拔打免费电话 1-866-392-8987
- 或扫描本QR码

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

- www.bart.gov/bikes
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Vào những ngày thứ Sáu trong tháng Tám, BART sẽ cho phép mang xe đạp lên những chuyến tàu của họ suốt cả ngày, kể cả những giờ đi làm bình thường bị hạn chế. Đây là một thử nghiệm, và chúng tôi muốn nhận được ý kiến đóng góp của quý vị.
Xin quý vị vui lòng cho chúng tôi biết kinh nghiệm của quý vị trong thứ Sáu này bằng cách điền vào một mẫu thăm dò ngắn gọn

- Hãy ghé vào www.bart.gov/bikes
- Hoặc quét hình mã số QR này

BART... and you're there.

Your Invitation to a Very Special Event

BART FLEET OF THE FUTURE: Train Car Interior Model Event

Your Voice Matters

BART's project to replace its aging train cars is well underway. Nearly 10,000 customers have provided us with valuable feedback on the design of the new train cars via emails, survey responses, and interactive "seat labs" so far.

We are pleased to bring you another exciting opportunity to give us feedback on the Fleet of the Future design.

What is a Train Car Interior Model?

We have built a mockup of the new train car interior for public viewing. We would like you to come see it and tell us what you think. As a design review participant, you will be provided with survey forms and asked to record your observations. Your observations will help define the BART experience for years to come.

If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event.

Si necesita servicios para comunicarse en otro idioma, por favor llame al (510) 464-6752 al menos 72 horas antes de la fecha del evento.

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。

언어 지원 서비스가 필요한 경우 행사 개최일 72시간 전에 (510) 464-6752로 전화하여 주십시오.

Nếu quý vị cần các dịch vụ hỗ trợ ngôn ngữ, xin vui lòng gọi (510) 464-6752 trễ nhất 72 tiếng trước ngày họp.

DATES

Tue. July 23, 2013
Wed. July 24, 2013
Thurs. July 25, 2013
Fri. July 26, 2013

TIME

2:00 pm - 7:00 pm

LOCATION

MacArthur
BART Station
Concourse Level

555 40th Street
Oakland, CA 94609

For a preliminary look at some of the designs, visit www.bart.gov/cars

BART wants to hear from you!

The BART Property Development Department invites you to a visioning meeting to discuss the development of the Glen Park BART Parking Lot.

At this event you will have a chance to:

- Meet the Developer – Urban Real Estate Equities
- Express your ideas and opinions
- Be a part of defining the next steps towards development

DATE/FECHA/日期:

Wednesday
September 18, 2013

TIME/HORA/时间:

6:30 pm – 8:00 pm

LOCATION/UBICACIÓN/地点:

Glen Park School
(Auditorium)
151 Lippard Avenue
San Francisco, CA 94131

¡A BART le gustaría enterarse de lo que usted piensa!

El Departamento de Desarrollo de la Propiedad de BART lo invita a una reunión de conceptualización con el fin de discutir el desarrollo del Estacionamiento de la estación Glen Park de BART.

Durante este evento, usted tendrá la oportunidad de:

- Conocer a la Empresa Desarrolladora – Urban Real Estate Equities
- Expresar sus ideas y opiniones
- Participar en la definición de los siguientes pasos de desarrollo

BART希望听取您的意见！

BART 地产开发部特邀您参加一次愿景会议，讨论 Glen Park BART 泊车场的开发事宜。

会上您将有机会:

- 会见开发商 – Urban Real Estate Equities
- 表达您的想法和意见
- 参与后续开发决策过程

For more information and to RSVP:
Para obtener información adicional y confirmar su asistencia:
欲知详情或问询，请联系：

Contact Bruno Peguese
BART Property Development
bpegues@bart.gov
510-464-6879

www.bart.gov

If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event.
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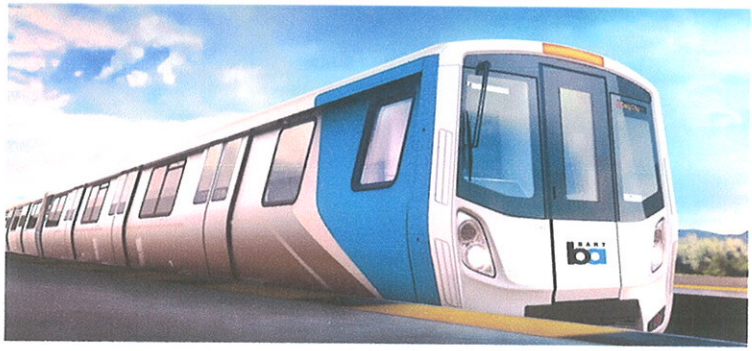
Fleet of the Future Update



A New Era Begins

BART is running the oldest big-city fleet in the United States. The average age of a BART train car is over 30 years old, and most have been carrying customers for over four decades. The technology in these old cars is outdated, particularly in the areas of propulsion, communications and failure monitoring. To prevent breakdowns and delays caused by worn-out parts, new train cars will be phased in to the existing fleet beginning in 2017.

Seat Prototype Events

Over 15,000 customers have provided BART with valuable feedback on the design of the new train cars via email, surveys, and public events so far, including the recent interior train car model at MacArthur station.

We are pleased to bring you another opportunity to give us feedback on the Fleet of the Future design. New train car builder Bombardier Transportation has provided seat prototypes for public viewing. BART would like you to come see them and tell us what you think. Your observations will help define the BART experience for years to come.

New Seat Features

- Easy to clean surfaces
- Silicone cushions that have a long life and retain shape over time
- 74% recyclable materials — steel and aluminum
- Lightweight design that reduces the energy needed to move the train

BART SEAT PROTOTYPE STATION EVENTS

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

COMING SOON

Dates and times to be determined

Pleasant Hill/ Contra Costa Centre

Lake Merritt

West Dublin/ Pleasanton

El Cerrito del Norte

Balboa Park

Powell Street

To be notified of the dates and times, sign up for project alerts at bart.gov/cars

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For more information and to give your input, visit bart.gov/cars

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- Lightweight design that reduces the energy needed to move the train

BART SEAT PROTOTYPE STATION EVENTS

West Dublin/ Pleasanton
Tuesday, October 29th
3:00 pm - 7:00 pm

Pleasant Hill/ Contra Costa Centre
Wed., October 30th
1:00 pm - 7:00 pm

Lake Merritt Station Plaza
Friday, November 1st
3:00 pm - 7:00 pm

COMING SOON

Dates and times to be determined

El Cerrito del Norte

Balboa Park

Powell Street

To be notified of the dates and times, sign up for project alerts at bart.gov/cars

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If you need language assistance services, please call (510) 464-6752 at least 48 hours prior to the date of the event.

Si necesita servicios para comunicarse en otro idioma, por favor llame al (510) 464-6752 al menos 48 horas antes de la fecha del evento.

如果您需要语言援助服务，请于活动日期前至少48 小时致电 (510) 464-6752。

언어 지원 서비스가 필요한 경우 행사 개최일 48시간 전에 (510) 464-6752로 전화하여 주십시오.

Nếu quý vị cần các dịch vụ hỗ trợ ngôn ngữ, xin vui lòng gọi (510) 464-6752 trễ nhất 48 tiếng trước ngày họp.

For more information and to give your input, visit bart.gov/cars

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- Lightweight design that reduces the energy needed to move the train

BART SEAT PROTOTYPE STATION EVENTS

El Cerrito del Norte

Monday,
November 4th

3:00 pm - 7:00 pm

Balboa Park

Tuesday,
November 5th

3:00 pm - 7:00 pm

Powell Street

(at 700 block Market Street)

Wednesday,
November 6th

11:00 am - 7:00 pm

If you need language assistance services, please call (510) 464-6752 at least 48 hours prior to the date of the event.

Si necesita servicios para comunicarse en otro idioma, por favor llame al (510) 464-6752 al menos 48 horas antes de la fecha del evento.

如果您需要语言援助服务，请于活动日期前至少48 小时致电 (510) 464-6752。

언어 지원 서비스가 필요한 경우 행사 개최일 48시간 전에
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Nếu quý vị cần các dịch vụ hỗ trợ ngôn ngữ, xin vui lòng gọi
(510) 464-6752 trễ nhất 48 tiếng trước ngày họp.

For more information and to give your input, visit bart.gov/cars

Appendix 4: Language Assistance Plan (LAP)

BART

San Francisco Bay Area Rapid Transit District

Language Assistance Plan

Updated December 17, 2013

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Acronyms and Abbreviations

ACS	American Community Survey
BART	Bay Area Rapid Transit
CBO	Community-based organization
CDE	California Department of Education
District	San Francisco Bay Area Rapid Transit District
DOL	U.S. Department of Labor
FTA	Federal Transit Administration
LAP	Language Assistance Plan
LEP	Limited English proficient
LWIA	Local Workforce Investment Area
TIC	Transit Information Center
USDOT	U.S. Department of Transportation

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EXECUTIVE SUMMARY

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

This four-factor analysis identifies appropriate language assistance measures needed to improve access to the San Francisco Bay Area Rapid Transit District (BART, or District) services and benefits for limited English proficient (LEP) persons.

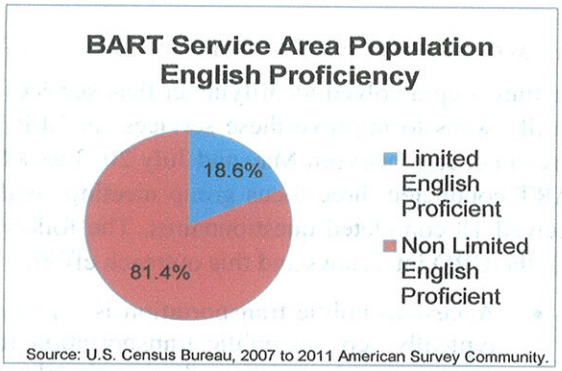
BART supports the goal of Section V of the U.S. Department of Transportation LEP Guidance (USDOT 2005) to provide meaningful access to its services by LEP persons. This Language Assistance Plan (LAP) which was previously approved by the Federal Transit Administration (FTA) in April 2010, assesses language needs in the four-county BART service area shown in Figure 1 (Alameda, Contra Costa, San Francisco, and San Mateo Counties).

BART Self Assessment

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

- identifying the number and proportion of LEP persons served or encountered in the eligible service population
- determining the frequency with which LEP individuals come into contact with BART's programs, activities, and services
- gauging the importance to LEP persons of BART's programs, activities, and services
- assessing the current resources available and the costs to provide language assistance services

Identification of LEP Individuals



For the first step of the four-factor needs assessment, the LEP population was defined as those persons who reported to the U.S. Census Bureau that they speak English "less than very well." Recent U.S. Census Bureau estimates show that nearly 1.2 million persons, or 30.5 percent of the four-county BART service area population, are foreign born [1]. The total population age 5 years and older—as estimated by the U.S. Census Bureau's 2007 to 2011 American Community Survey for the four-county BART service area—is 3,795,737. The LEP population was estimated at 703,634,

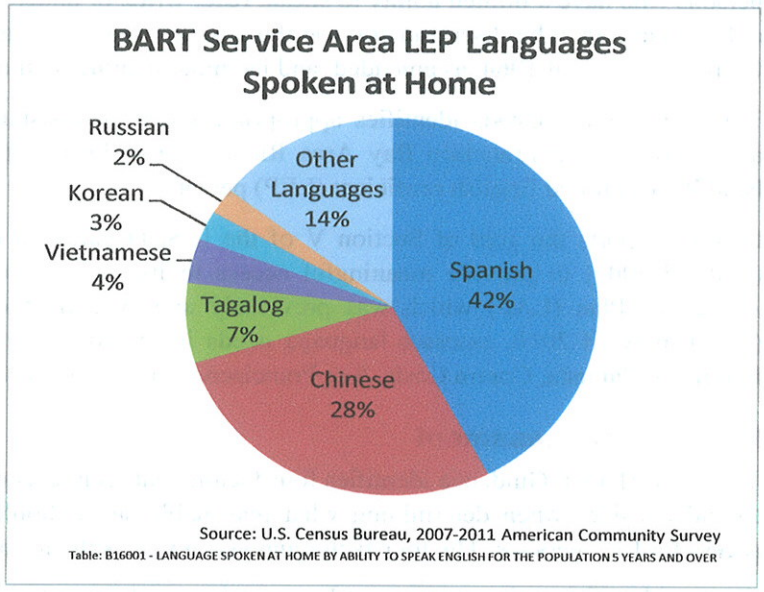
[1] *Data from 2007-2011 American Community Survey, foreign born: 1,231,559.*

or 18.5 percent of the eligible population. The primary languages spoken in the BART service area are: Spanish, Chinese (Cantonese and Mandarin), Vietnamese, Tagalog, Russian and Korean.

There are 21 languages with more than 1,000 estimated LEP persons.[2] Additional analysis shows that 45 percent of LEP persons live within 1 mile of a BART line.

Frequency of Contact by LEP Persons with BART Services

For the second step of the four-factor analysis, BART followed the USDOT Guidance and reviewed its Language Line Services requests for language assistance services, examined website page views, and reviewed its LEP encounters. These reviews disclosed that BART personnel come into contact with LEP persons frequently. Subsequently, BART engaged community-based organizations (CBOs) that serve LEP persons and populations across a broad spectrum of ethnicities residing in the Bay Area. All of the CBOs identified access to public transportation as a primary need because LEP persons typically do not have access to private transportation and rely on public transportation for mobility.



Station agents, customer information clerks, and other frontline staff reported that Spanish and Chinese were the frequently encountered languages at BART stations, based on encounters reported on the BART Transportation and Station Intranet (2699 LEP encounters from January 1, 2012 – October 15, 2013) and at BART's telephone customer helpline, Transit Information Center.

Importance to LEP Persons of BART's Programs, Activities, and Services

The third step involved identifying critical services and using input from CBOs and focus groups to identify ways to improve these services for LEP populations. Focus group meetings and surveys were conducted between May and July 2013 to solicit feedback on BART's services. Additionally, BART conducted three focus group meetings with CBOs. BART sent surveys to 129 CBOs and received 18 completed questionnaires. The following are the principle themes that emerged from both the CBO interviews and this outreach effort:

- Access to public transportation is a primary need of the LEP population. LEP persons typically rely on public transportation for mobility to access employment, health and governmental services and recreational activities.

[2] *Under USDOT Guidance, recipients seeking assurance that they comply with written translation requirements are directed to the federal "safe harbor" threshold. USDOT "safe harbor" guidance (USDOT 2005) says that BART may provide "written translation of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered."*

- LEP persons have expressed the need for more multilingual fare equipment and automated announcements within BART stations and on trains. Community groups interviewed indicated that LEP persons might feel more comfortable using public transportation if general automated announcements (arriving and departing trains, door announcements, and public safety announcements) were made in their primary language in addition to English.
- Safety and security have also been expressed as a primary concern of LEP persons. LEP persons have expressed confusion and fear as the primary reason for not using public transportation.
- **Signage and Brochures:** Some LEP populations have indicated that additional station signage and brochures should be published and made available at BART stations in their primary language.
- **System Transfers:** As another aspect of system comprehension and navigation, understanding the need to transfer between transit lines could be confusing to LEP populations. Directional instructions, either through a website or at stations on how to access destinations in specified languages would also help LEP populations.

Available Resources and Costs of Language Assistance Services

The final step in the four-factor LEP needs assessment was intended to weigh the demand for language assistance, including the needs identified in the third step of the factor analysis, with BART's current and projected financial and personnel resources. BART is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP persons in accessing its services. While BART currently does not break down all cost expenditures related to providing language assistance, these expenditures will be monitored in the future as part of BART's Language Assistance Plan. BART also will evaluate how to consolidate its language assistance measures to deliver the most cost-effective services.

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 persons with limited English proficiency. BART currently provides oral language assistance through its bilingual transit information representatives and the Language Line Service. The District's written language assistance includes the translation of vital documents posted on the BART website and the translation of meeting notices and surveys. Additionally, for public meetings, BART translates meeting notices and includes instructions for requesting translation services and/or meeting interpreters. The District is planning new language assistance services that include training for frontline personnel and outreach to LEP persons and their community organizations.

Vital Documents Guidelines

As part of its commitment to ensuring that LEP persons receive reasonable access to necessary language assistance, BART has establish guidelines for the translation of "vital" written materials or Vital Documents. These Vital Documents are either critical for obtaining services or benefits or required by law. The District has established a three-tier system for identifying and translating Vital Documents. This system also prioritizes the translation of documents.

Tier 1 documents are the most important documents critical for safety, access to the BART transit service, and awareness of legal rights, especially the right to language assistance. Tier 1 documents

are the first translation priority for the District. Tier 2 documents enhance or facilitate the customer experience, such as information about promotional events. Based on language requests, the District will evaluate whether full translations are needed for Tier 2 documents. Tier 3 documents provide information so that all riders regardless of language ability can participate in long-term transportation decisions made at BART. Translation of Tier 3 documents may be determined on a case-by-case basis.

Frequently Encountered Languages & Safe Harbor Languages

Based on the updated four-factor analysis, Spanish and Chinese are the two frequently encountered languages at BART. Vital Documents will be translated into the frequently encountered languages pursuant to BART's Vital Documents Guidelines. BART will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable to be determined on a case-by-case basis, due to the feedback from the LEP Advisory Committee and BART's desire for consistency throughout its currently planned system expansion. In addition to the frequently encountered languages, the four-factor analysis identified 21 "safe harbor" languages for BART. Pursuant to its Vital Documents Guidelines, BART has translated its Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, Vehicle Emergency & Safety Instructions (Car Card), and Notice of Language Assistance into its 21 "safe harbor" languages.

USDOT "safe harbor" guidance (USDOT 2005) says that BART should provide "written translation of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered." The total population age 5 years and older estimated by the 2007 to 2011 ACS for the four-county BART service area is 3,795,737. The LEP population was estimated at 703,634, or 18.5 percent of the eligible population. Table 6 shows 21 languages with more than 1,000 estimated LEP persons.

Plan Monitoring and Updating

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

LEP Training

The USDOT recommends LEP training for employees in public contact positions. BART has developed both an LEP training video and handbook for these employees. To date, interactive training for BART's station agents, operations supervisors, transit information clerks, customer service representatives, police personnel, survey takers and new hires totaled 398. LEP training will be provided again at recertification training every two (2) years for Train Operators, Stations Agents, and Operations Foreworkers.

1.0 INTRODUCTION

The San Francisco Bay Area Rapid Transit District (BART or District) is a rapid transit system that travels through 26 cities in San Francisco, San Mateo, Contra Costa, and Alameda Counties in California. BART operates five service lines covering 104 miles connecting 44 stations, and serves an average weekday ridership of 400,000 passengers.

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

1.1 Authority and Guidance

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

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," issued on August 16, 2000, directs each federal agency to publish guidance for its respective recipients in order to assist with its obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Providing English-only services may constitute national origin discrimination in violation of Title VI and its implementing regulations.

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

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

1.2 BART Four-Factor Analysis

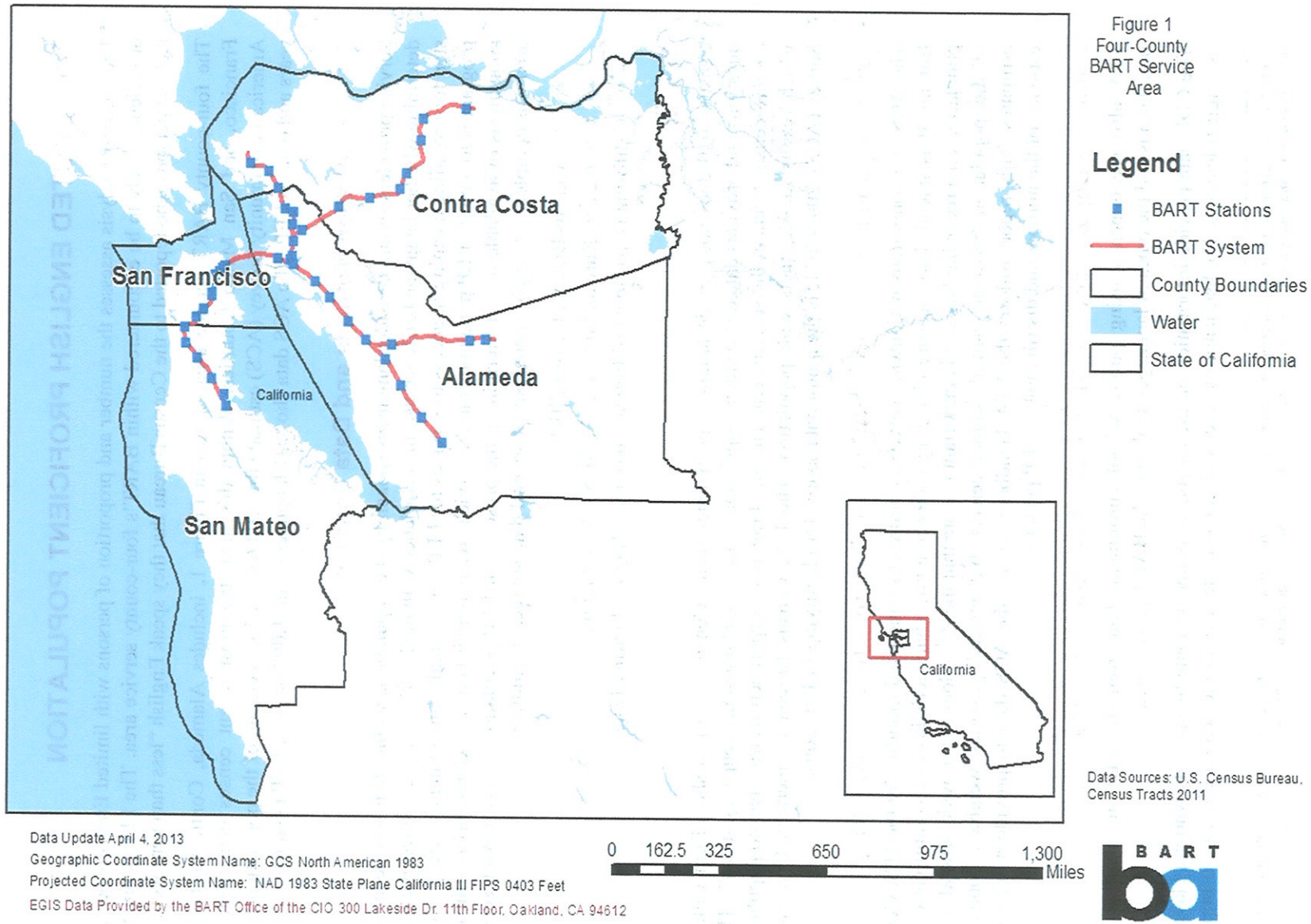
The USDOT LEP Guidance identifies four factors that recipients of federal funds, including BART, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four factor analysis involved 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
- assessing the current resources available and the costs to provide language assistance services

This document describes BART's four-factor analysis and summarizes its LEP outreach efforts.

Figure 1 **Four-County BART Service Area**



2.0 LIMITED ENGLISH PROFICIENT POPULATION

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

The four-county BART service area, shown in Figure 1, includes Alameda, Contra Costa, San Francisco, and San Mateo Counties. Within this area, the most recent census data from the American Community Survey (ACS) estimate that 703,634, or 18.5 percent, of the population age 5 years and older is LEP. The ACS data show 21 languages with 1,000 or more LEP persons[3].

2.1 Evaluation Methods and Data Sources

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

- U.S. Census Bureau, Census 2010
- U.S. Census Bureau, 2007 to 2011 ACS 5-Year Sample
- California Department of Education (CDE), English Learner Data

Census 2010

Census 2010 does not provide language proficiency data. Census 2010 is a short form with ten questions and provides data on "resident population", "race, and "housing occupancy status". There are 918 census tracts in the service area. The San Francisco Airport census tract has no population, which results in 918 tracts with population. The U.S. Census Bureau's American Community Survey (ACS), 2007-2011, is the major data source for identifying LEP persons.

American Community Survey (ACS) U.S. Census Bureau (2007-2011)

The ACS is a continuous nationwide survey of addresses conducted monthly by the U.S. Census Bureau. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis. It is important to note that the ACS does not provide official counts of the population between each decennial census, but instead provides weighted population estimates. This report follows the FTA Handbook to use the ACS data to provide a secondary estimate of the number and distribution of LEP persons.

California Department of Education English Learners Data

FTA also recommends using public school enrollment data from the CDE to identify LEP populations and the types of languages spoken in the BART service area.

The CDE data provide information on the language spoken at home by students who are classified as English learners. English learners receive special services from the school districts to improve

[3] *BART's 2011 LAP reported this data from the American Community Survey (ACS) and estimated that 689,499 of 18.6% of the population age 5 years and older is LEP. In 2011, the ACS data showed 22 languages with 1,000 or more LEP persons.*

language proficiency and meet education requirements. This category includes both primary and secondary school students ranging from kindergarten to high school. While this dataset will not identify the number of people above the school age range that speak a language other than English, it can be helpful in determining concentrations of the population speaking a similar language. There are 61 primary, secondary, and unified school districts within the BART service area[4].

2.2 LEP Population Identification

American Community Survey 2007-2011

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

Table 1 shows English proficiency by county for the BART service area. The table shows that 18.5 percent of the population age 5 years and older reported speaking English "less than very well". This is the overall LEP population.

[4] *In the 2011 LAP there were 64 primary, secondary, and unified school districts within the BART service area.*

Table 1 ACS 2007-2011 English Proficiency, by County

County or Area	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Alameda	1,396,827	798,534	331,392	266,901	19.1%
Contra Costa	970,862	652,835	186,844	131,183	13.5%
San Francisco	762,688	417,151	165,662	179,875	23.6%
San Mateo	665,360	366,609	173,076	125,675	18.9%
Service Area	**3,795,737**	**2,235,129**	**856,974**	**703,634**	**18.5%**

Source: U.S. Census Bureau, 2007-2011 American Community Survey
Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

The ACS 2007-2011 data, based on a sample of the population, include the number of persons ages 5 and above who self-identified their ability to speak English as "very well," "well", "not well" and "not at all". Table 2 displays the data on English language proficiency for the four-county BART service area by the linguistic categories identified by the U.S. Census Bureau, which include Spanish, Indo-European, Asian or Pacific Islander, and All Other Languages.

The data displayed in Table 2 are for the four-county BART service area population ages 5 years and above. When considered exclusively for persons 18 years and above, the data in Table 3 suggest that approximately 17.1 percent of the adult population residing in the BART service area (approximately 649,458 persons in total) spoke English "well, "not well," or "not at all" in 2007-2011.

Additionally, the ACS 2007-2011 data provide information on linguistically isolated households. "A linguistically isolated household is one in which no member 14 years old and over (1) speaks only English and (2) speaks a non-English language and speaks English 'very well.' In other words, all members 14 years old and over have at least some difficulty with English". In total, the ACS 2007-2011 5-Year sample data identified 1,501,874 households in the four-county BART service area. The entire membership of a linguistically isolated household would be considered LEP. Table 4 details those data for linguistically and non-linguistically isolated households.

Table 2 Service Area English Proficiency, by Language Category

	Spanish		Indo-European		Asian or Pacific Islander		All Other Languages	
English Proficiency	**Population**	**Percentage of Total Population**	**Population**	**Percentage of Total Population**	**Population**	**Percentage of Total Population**	**Population**	**Percentage of Total Population**
Speak English "Very Well"	327,411	52.5%	173,132	72.1%	329,675	50.1%	26,756	69.3%
Limited English Proficient								
Speak English "Well"	120,144	19.2%	41,076	17.1%	161,945	24.6%	7,987	20.7%
Speak English "Not Well"	119,650	19.2%	19,946	8.3%	116,783	17.8%	2,933	7.6%
Speak English "Not At All"	56,992	9.1%	6,097	2.5%	49,146	7.5%	935	2.4%
LEP Subtotal	296,786	47.5%	67,119	27.9%	327,874	49.9%	11,855	30.7%
Grand Total	**624,197**	**100.0%**	**240,251**	**100.0%**	**657,549**	**100.0%**	**38,611**	**100.0%**

Source: U.S. Census Bureau, 2007-2011 American Community Survey
Table: B16004 - AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Table 3 Limited English Proficient, Speaks English Less than Very Well, by Language Category, 18 Years and Above

	Spanish	Indo-European	Asian and Pacific Islander	All Other Languages	Total 18 Years and Above LEP Population
Alameda County	101,039	24,177	114,880	4,617	244,713
Contra Costa County	68,689	14,605	32,897	2,016	118,207
San Francisco County	37,481	14,950	116,076	1,415	169,922
San Mateo County	59,553	9,675	44,532	2,856	116,616
Service Area	**266,762**	**63,407**	**308,385**	**10,904**	**649,458**
Service Area Total Population	**3,795,737**				**17.1%**

Source: U.S. Census Bureau, 2007-2011 American Community Survey
Table: B16004 - AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Table 4 Linguistically Isolated Households, by Language Category

	Spanish		Indo-European		Asian or Pacific Islander		All Other Languages	
Category	Households	Percentage of Total Households	Households	Percentage of Total Households	Households	Percentage of Total Households	Households	Percentage of Total Households
Linguistically Isolated	53,142	3.5%	18,143	1.2%	77,304	5.1%	2,596	0.2%
Not Linguistically Isolated	156,242	10.4%	98,086	6.5%	177,528	11.8%	14,358	1.0%
Total	**209,384**	**13.9%**	**116,229**	**7.7%**	**254,832**	**17.0%**	**16,954**	**1.1%**
Total Households	**1,501,874**							

Source: U.S. Census Bureau, 2007-2011 American Community Survey
Table: B16002 HOUSEHOLD LANGUAGE BY HOUSEHOLDS IN WHICH NO ONE 14 AND OVER SPEAKS ENGLISH ONLY OR SPEAKS A LANGUAGE OTHER THAN ENGLISH AT HOME AND SPEAKS ENGLISH "VERY WELL"

Table 5 shows the top five non-English languages spoken in the BART service area in 2007-2011 among the total population ages 5 years and older (includes both LEP and non-LEP populations). Although respondents to the 2007-2011 ACS identified a variety of languages spoken within the BART service area, Spanish, Chinese, Tagalog, Vietnamese, and Hindi were the primary languages spoken.

Table 5 Primary Languages Spoken in the BART Service Area, ACS 2007-2011

Language	Population Speaking Non-English Language	Margin of Error	Percentage of Total Population
Spanish or Spanish Creole	624,197	± 9,692	16.4%
Chinese	331,946	±10,644	8.7%
Tagalog	151,533	± 8,346	4.0%
Vietnamese	46,395	± 5,131	1.2%
Hindi	39,736	± 4,470	1.0%
All Other Languages	366,801	± 6 3642	9.7%
Total Speaking Non-English Languages	**1,560,608**	**± 101,925**	**41.1%**
Total Population	**3,795,737**		

Source: U.S. Census Bureau, 2007-2011 American Community Survey
Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Figure 2 identifies the LEP census tracts using ACS 2007-2011. This map shows the census tracts where the proportion of the population speaking English less than very well is greater than or equal to 18.5 percent, the service area mean.

More than 48 percent of the Spanish language speaking population is LEP in the four-county BART service area. Figure 3 shows the census tracts where the proportion of the LEP Spanish speaking population is greater than or equal to the 48 percent of the Spanish language mean.

The study team did not prepare maps showing the "Indo-European" and "Asian or Pacific Islander" categories. Because of the large number of languages grouped within these broad categories, showing the geographic distribution of language categories would be inconclusive about where concentrations of specific languages are located. The map set prepared from the 2007 to 2011 ACS 5-Year Sample shows the geographic distribution of LEP persons for the primary languages by Census Tracts.

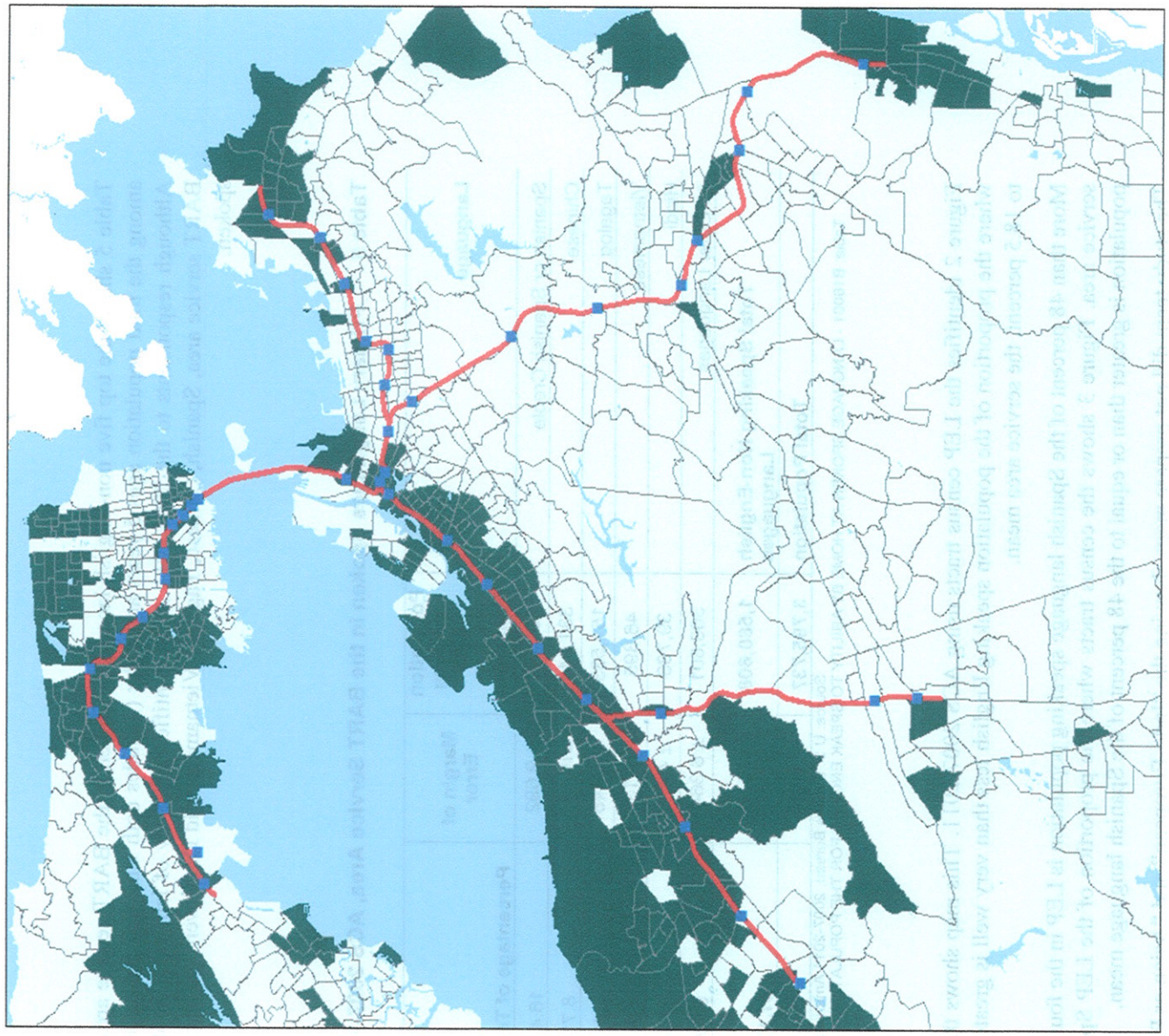


Figure 2
Limited English Proficient (LEP) Census Tracts

ACS 2007-2011
Speak English
"less than very well"

Legend

- BART Stations
- BART System
- Water
- Non-LEP
- LEP

Note: The service area average for the population older than five years that speaks English "Less than Very Well" is 18.5 percent. There are 367 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey 2007-2011.

Data Update April 4, 2013
Geographic Coordinate System Name: GCS North American 1983
Projected Coordinate System Name: NAD 1983 State Plane California III FIPS 0403 Feet
EGIS Data Provided by the BART Office of the CIO 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

0 2.25 4.5 9 13.5 18 Miles

BART

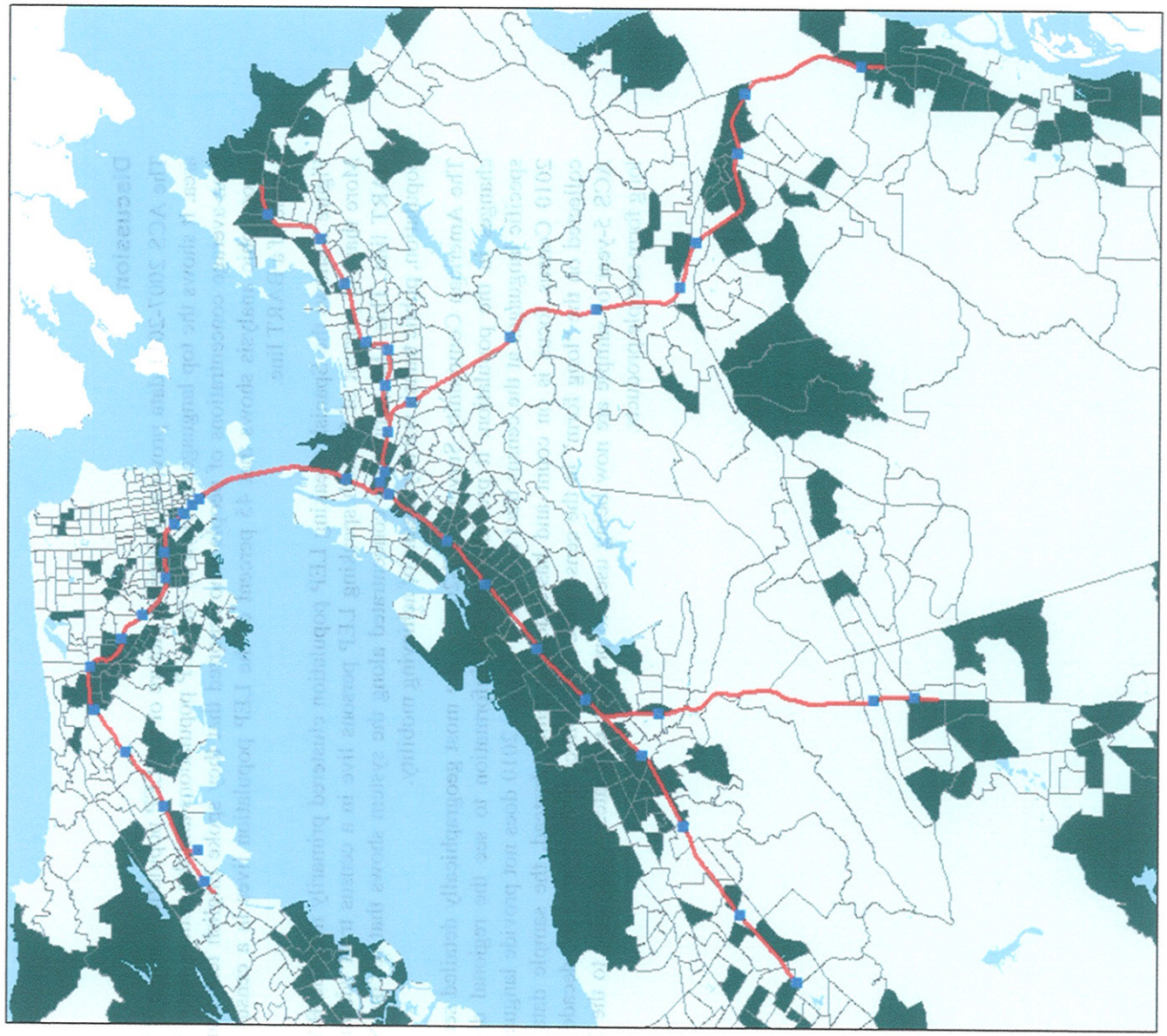


Figure 3
Spanish Limited English Proficient (LEP) Census Tracts

ACS 2007-2011
Speak English
"less than very well"

Legend

- BART Stations
- BART System
- Water

Spanish Language

LEP Census Tract

- Non-LEP
- LEP

Note: The service area average for the Spanish population older than five years that speaks English "Less than Very Well" is 47.5 percent. There are 292 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey 2007-2011.

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0 2 4 8 12 16 Miles

BART

Discussion

The ACS 2007-2011 data provides a detailed picture of the LEP population for the BART service area. It shows the top languages spoken by the LEP populations and the census tracts with higher-than-average concentrations of people who reported that they spoke English less than very well. Geographic analysis shows that 45 percent of the LEP population lives in a census tract within 1 mile of a BART line.

Figure 3 shows the Spanish speaking LEP population clustered primarily near the BART system. More than 48 percent of Spanish speaking LEP persons live in a census tract within 1 mile of a BART line. This LEP population concentrated along the system shows that for the Spanish LEP population, public transit is a key means of achieving mobility.

The American Community Survey 2007-2011 is the most geographically detailed set and reflects changes in the population. It provides detailed information to see the regional distribution of specific languages at the census tract level. The Census 2010 does not provide language data. The 2010 Census focus is on count and basic demographics. Instead, the sample data, historically collected on the "long form" in the census, are now collected throughout the decade in the ACS. ACS 5-year of sample are now being used to produce estimates comparable to the 2000 Census long form sample products.

2007 to 2011 American Community Survey

For this Factor 1 LEP analysis, the 2007-2011 American Community 5 year sample survey data was used to identify the geographic distribution of the languages spoken at home.

FTA describes limited English proficiency as having a limited ability to read, write, speak, or understand English. Similar to the approach used with the Census 2010 data, the study team defined the LEP population as the members of the population age 5 years and older who reported to the ACS that they speak English "less than very well".

USDOT "safe harbor" guidance (USDOT 2005) says that BART should provide "written translation of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered." The total population age 5 years and older estimated by the 2007 to 2011 ACS for the four-county BART service area is 3,795,737. The LEP population was estimated at 703,634, or 18.5 percent of the eligible population. Table 6 shows 21 languages with more than 1,000 estimated LEP persons.

Table 6 Person that Speak English Less than "Very Well" in the BART Service Area

Language Spoken at Home	LEP Population Estimate	Margin of Error	Percentage of Total Population
Spanish	296,786	± 9,157	7.82
Chinese (Cantonese, Mandarin)	196,647	± 7,475	5.18
Tagalog	48,168	± 4,236	1.27
Vietnamese	26,649	± 3,285	0.70
Korean	17,732	± 2,551	0.47
Russian	15,724	± 2,408	0.41
Persian	9,517	± 1,904	0.25
Japanese	9,389	± 1,651	0.25
Hindi	7,063	± 1,569	0.19
Arabic	6,731	± 1,577	0.18
Portuguese or Portuguese Creole	4,962	± 1,370	0.13
Mon-Khmer, Cambodian	3,437	± 1,148	0.09
French (incl. Patois, Cajun)	3,167	± 868	0.08
Italian	3,032	± 875	0.08
Thai	2,933	± 1,129	0.08
Gujarati	2,189	± 799	0.06
Laotian	1,980	± 890	0.05
German	1,831	± 564	0.05
Urdu	1,780	± 650	0.05
Polish	1,324	± 588	0.03
Armenian	1,013	± 570	0.03
Other Languages	41,580	± 12,427	1.10
Total	**703,634**	**± 57,691**	**18.5**

Source: U.S. Census Bureau, 2007 - 2011 American Community Survey
Table: B16001- LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION5 YEARS AND OVER

Table 7 shows the geographic distribution of the LEP population by county within the BART service area for the top six languages spoken at home.

Discussion

As shown in Table 6, the top six languages spoken by LEP persons age 5 and older in the BART service area are: Spanish, Chinese (Cantonese and Mandarin), Tagalog, Vietnamese, Korean, and Russian. These top six languages have not changed from the previous Four Factor analysis performed in 2011 using 2000 Census data.:

Table 7 ACS LEP Population, by County

County or Area	Spanish	Chinese	Tagalog	Vietnamese	Korean	Russian	Other Languages	LEP Population	Total Population Age 5 and Over
Alameda	113,945	66,243	15,904	15,354	8,563	2,136	44,756	266,901	1,396,827
	8.2%	4.7%	1.1%	1.1%	0.6%	0.2%	3.2%	19.1%	100.0%
Contra Costa	78,185	13,914	7,758	3,254	3,430	2,858	21,784	131,183	970,862
	8.1%	1.4%	0.8%	0.3%	0.4%	0.3%	2.2%	13.5%	100.0%
San Francisco	39,628	94,696	10,507	6,471	3,701	8,762	16,110	179,875	762,688
	5.2%	12.4%	1.4%	0.8%	0.5%	1.1%	2.1%	23.6%	100.0%
San Mateo	65,028	21,794	13,999	1,570	2,038	1,968	19,278	125,675	665,360
	9.8%	3.3%	2.1%	0.2%	0.3%	0.3%	2.9%	18.9%	100.0%
BART Service Area	296,786	196,647	48,168	26,649	17,732	15,724	101,928	703,634	3,795,737
	7.8%	5.2%	1.3%	0.7%	0.5%	0.4%	2.7%	18.5%	100.0%

Source: U.S. Census Bureau, 2007-2011 American Community Survey
Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

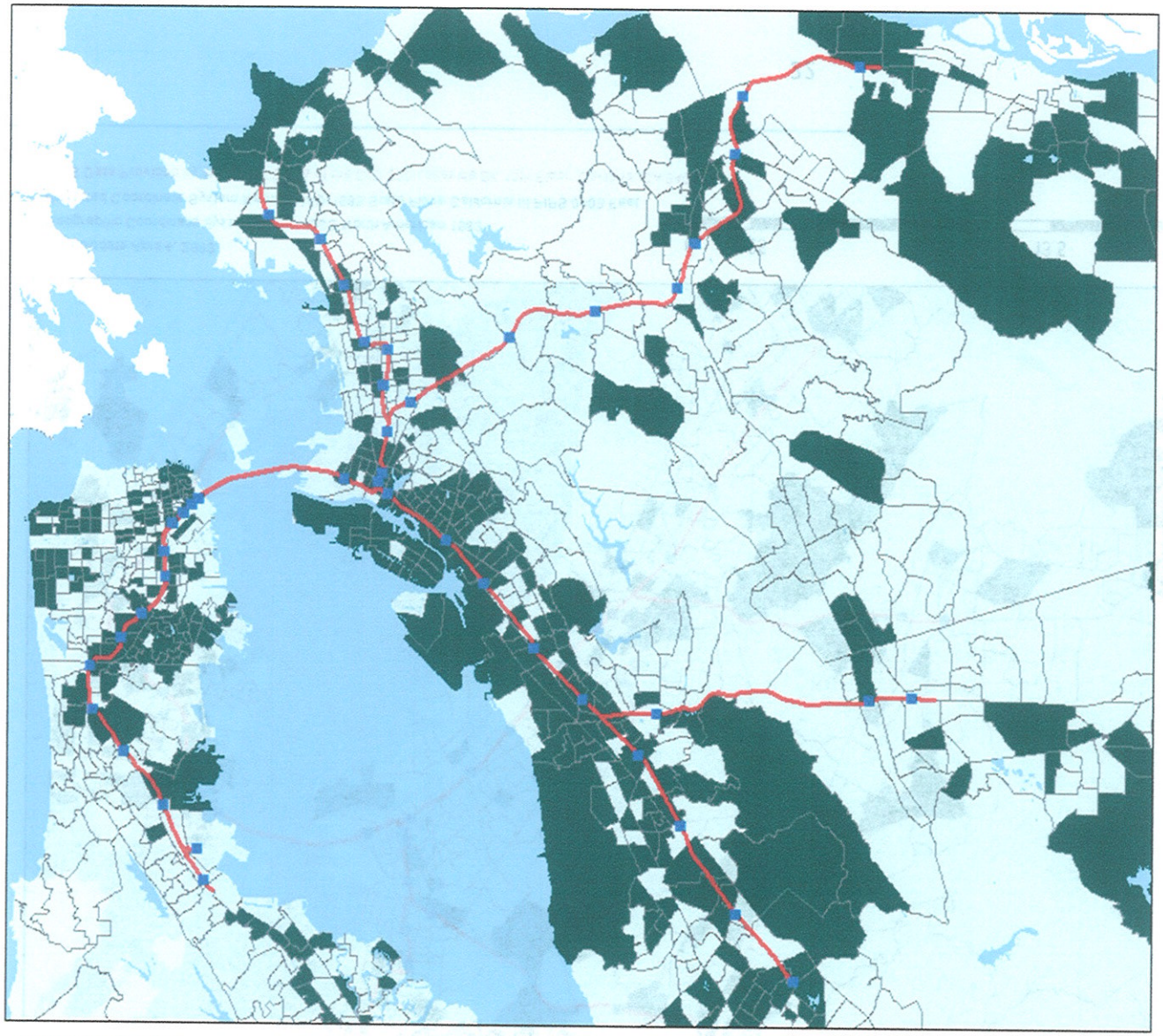

Figure 4
Chinese Limited English Proficient (LEP) Census Tracts

ACS 2007-2011
Speak English
"less than very well"

Legend

- BART Stations
- BART System
- Water

Chinese Language

LEP Census Tract

- Non-LEP
- LEP

Note: The service area average for the Chinese population older than five years that speaks English "Less than Very Well" is 59.2 percent. There are 383 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey 2007-2011.

Data Update April 4, 2013
Geographic Coordinate System Name: GCS North American 1983
Projected Coordinate System Name: NAD 1983 State Plane California III FIPS 0403 Feet
EGIS Data Provided by the BART Office of the CIO 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

0 2.25 4.5 9 13.5 18 Miles

BART

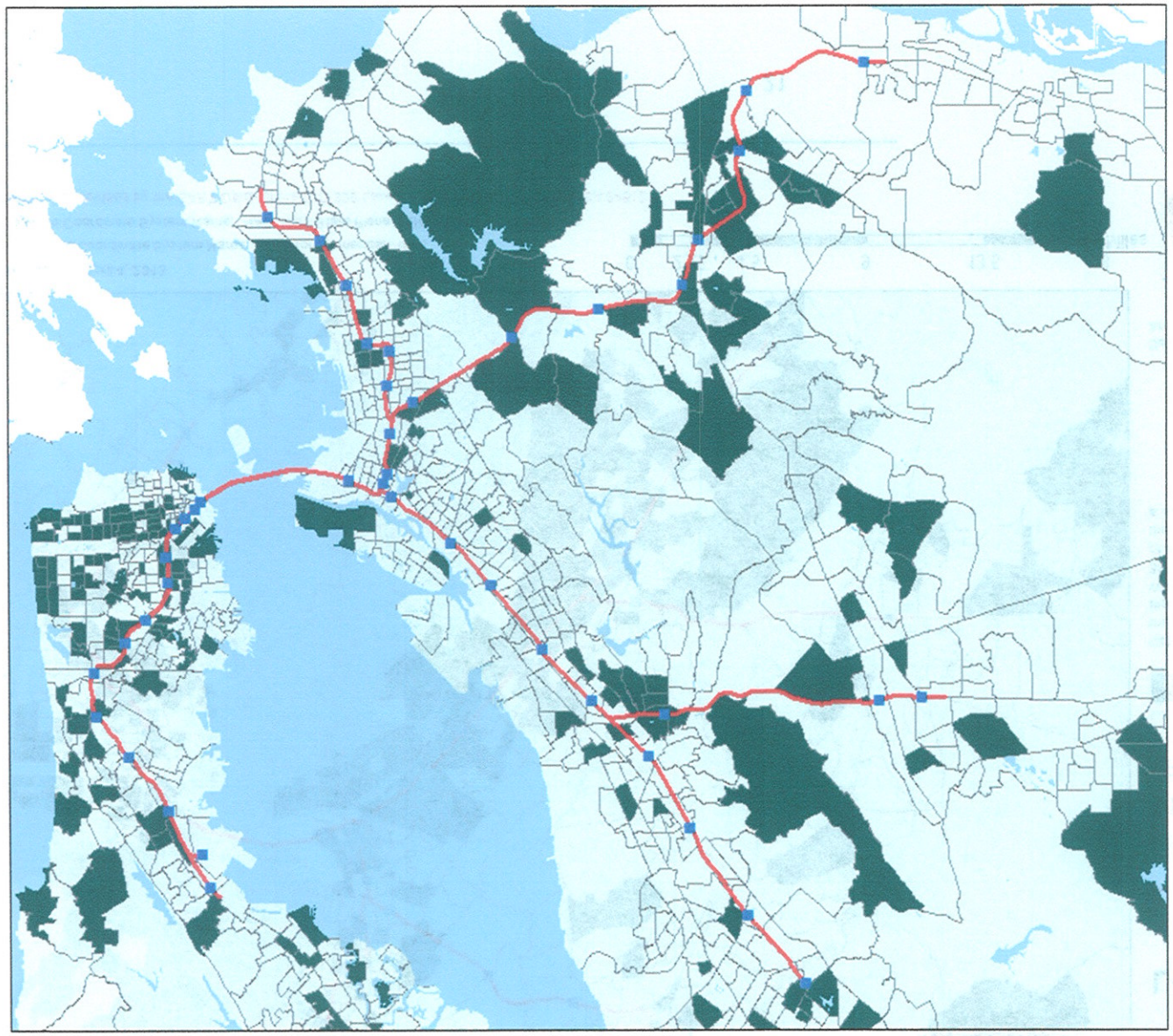

Figure 5
Russian Limited English Proficient (LEP) Census Tracts

ACS 2007-2011
Speak English
"less than very well"

Legend

- BART Stations
- BART System
- Water

Russian Language

LEP Census Tract

- Non-LEP
- LEP

Note: The service area average for the Russian population older than five years that speaks English "Less than Very Well" is 51.6 percent. There are 201 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey 2007-2011.

Data Update April 4, 2013
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EGIS Data Provided by the BART Office of the CIO 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

0 2.25 4.5 9 13.5 18 Miles

BART

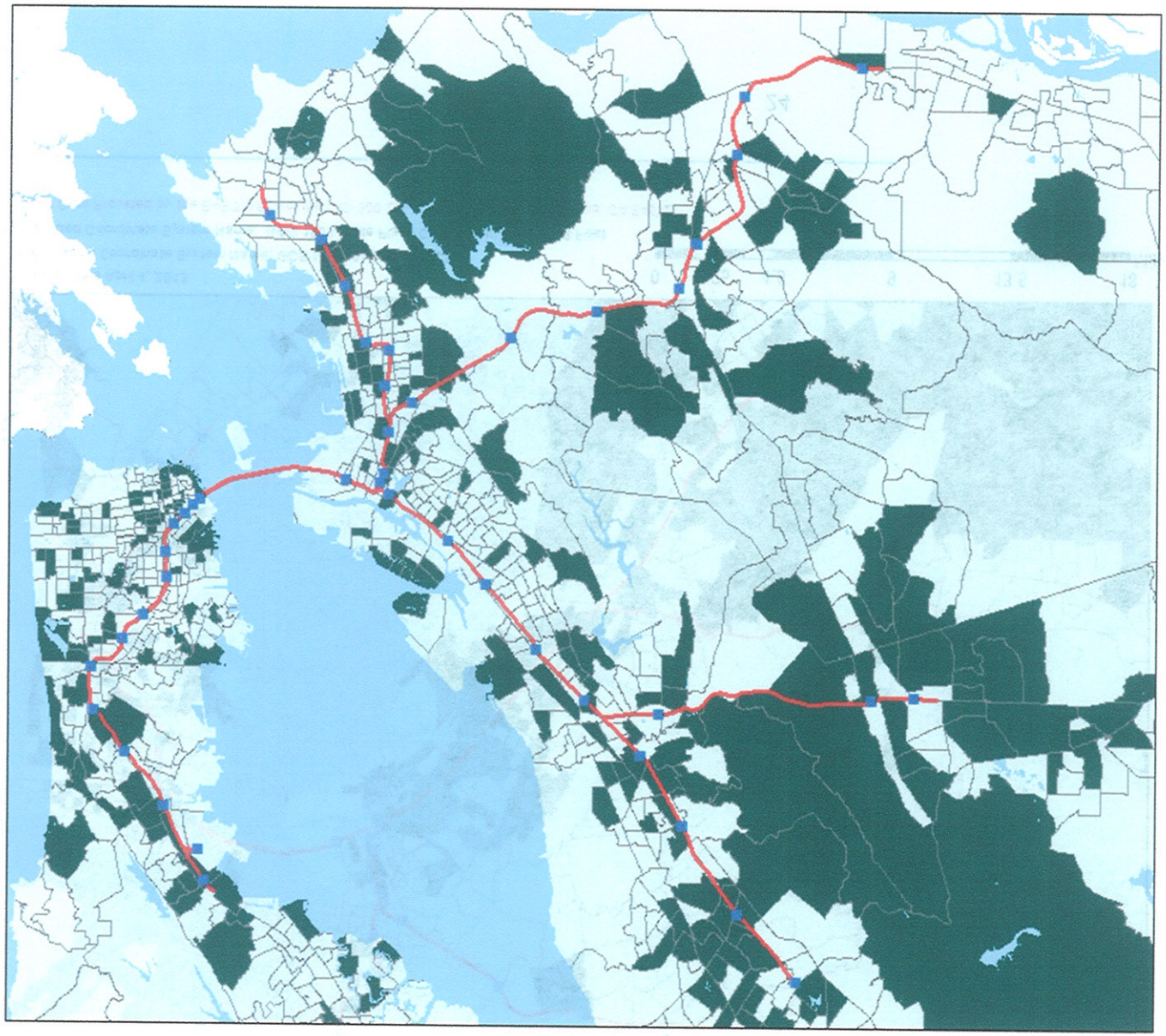

Figure 6
Korean Limited English Proficient (LEP) Census Tracts

ACS 2007-2011
Speak English
"less than very well"

Legend

- BART Stations
- BART System
- Water

Korean Language

LEP Census Tract

- Non-LEP
- LEP

Note: The service area average for the Korean population older than five years that speaks English "Less than Very Well" is 55.9 percent. There are 251 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey 2007-2011.

Data Update April 4, 2013
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Projected Coordinate System Name: NAD 1983 State Plane California III FIPS 0403 Feet
EGIS Data Provided by the BART Office of the CIO 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

0 2.25 4.5 9 13.5 18 Miles

BART

Figure 7
Vietnamese Limited English Proficient (LEP) Census Tracts

ACS 2007-2011
Speak English
"less than very well"

Legend

- BART Stations
- BART System
- Water

Vietnamese Language

LEP Census Tract

- Non-LEP
- LEP

Note: The service area average for the Vietnamese population older than five years that speaks English "Less than Very Well" is 57.4 percent. There are 283 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey 2007-2011.

Data Update April 4, 2013
Geographic Coordinate System Name: GCS North American 1983
Projected Coordinate System Name: NAD 1983 State Plane California III FIPS 0403 Feet
EGIS Data Provided by the BART Office of the CIO 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

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Miles

BART

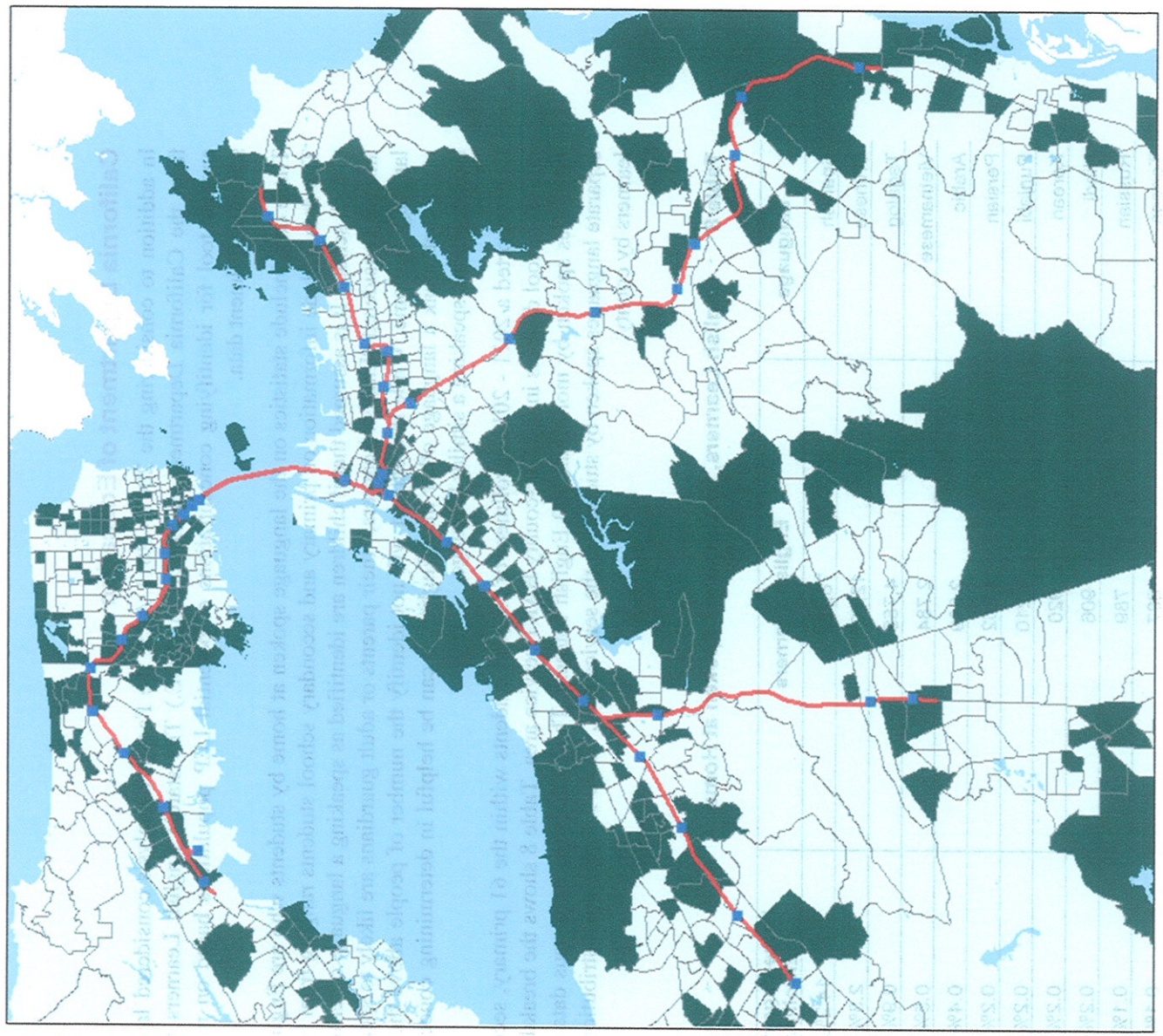

Figure 8
Tagalog Limited English Proficient (LEP) Census Tracts

ACS 2007-2011
Speak English
"less than very well"

Legend

- BART Stations
- BART System
- Water

Tagalog Language

LEP Census Tract

- Non-LEP
- LEP

Note: The service area average for the Tagalog population older than five years that speaks English "Less than Very Well" is 31.8 percent. There are 323 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey 2007-2011.

Data Update April 4, 2013
Geographic Coordinate System Name: GCS North American 1983
Projected Coordinate System Name: NAD 1983 State Plane California III FIPS 0403 Feet
EGIS Data Provided by the BART Office of the CIO 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

0 2.25 4.5 9 13.5 18 Miles

BART

California Department of Education

In addition to considering the 2007 - 2011 ACS, the Factor 1 analysis considered language data from the California Department of Education (CDE.) The state's English Learners Database is another tool for identifying concentrations of potential LEP populations based on recent public school enrollment data.

These data include statistics on the language spoken at home by students who are English learners. The data include information on primary and secondary school students ranging from kindergarten to high school. It is assumed that if children are identified as speaking a language other than English and are considered "English Learners," their parents or adult guardians are likely to speak the same language at home. While this dataset will not identify the number of people above the school age range that speak a language other than English, it can be helpful in determining concentrations of the population speaking a similar language.

CDE reported a 2011 - 2012 enrollment of 537,751 students within the 61 primary, secondary, and unified school districts in the four-county BART service area. Table 8 shows the breakdown for the languages spoken by more than 500 English learners. The CDE language census data reported 56 separate languages spoken by students in the service area. Table 9 shows the distribution of English learners by county.

Table 8 English Learners, by Language Spoken at Home

Language	English Learners	Percentage of Total Enrollment
Spanish	76,267	14.2%
Chinese	12,525	2.3%
Tagalog	4,758	0.9%
Vietnamese	2,784	0.5%
Arabic	2,309	0.4%
Persian	1,252	0.2%
Punjabi	1,210	0.2%
Korean	920	0.2%
Hindi	906	0.2%
Russian	789	0.1%
Tongan	687	0.1%
Japanese	655	0.1%
Urdu	536	0.1%
Other Languages	8,205	1.5%
Total	**113,803**	**21.2%**

Source: 2011-2012 Number of English Learners by Language, California Department of Education DataQuest
2011-2012 County Enrollment by Grade, California Department of Education DataQuest

This analysis provides a second point of reference on the overall geographic distribution of languages within the BART service area. For this analysis, enrollments of primary schools were

grouped and combined by secondary school district. Appendix B includes additional detail from the English Learner Database, including a table that shows English learners by school district for the 13 languages shown in Table 8. It also includes figures that show the distribution of English learners by school district.

Table 9 English Learners, by County

County or Area	Total Enrollment	English Learners	Percentage of English Learners
Alameda	217,685	45,402	20.9%
Contra Costa	169,377	28,890	17.1%
San Francisco	57,015	16,580	29.1%
San Mateo	93,674	22,931	24.5%
Service Area	**537,751**	**113,803**	**21.2%**

Source: 2011-2012 Number of English Learners by Language, California Department of Education DataQuest
2011-2012 County Enrollment by Grade, California Department of Education DataQuest

Discussion

The CDE data provide a similar picture of the mosaic of languages spoken within the BART service area similar to that shown by the 2007 - 2011 ACS data. Spanish and Chinese are the top languages spoken at home by English learners. While Tagalog, Vietnamese, Korean and Russian all appear in the list of languages with more than 500 English learners, the rank order of Tagalog and Vietnamese languages are the same as the ACS data set. Korean and Russian are different in ranking compared to the ACS data set.

Tongan and Urdu both appear on the English Learner language list as displayed in Table 6.

2.3 Summary

This Factor 1 analysis used two sources of data recommended by FTA to describe the LEP population within the four-county BART service area. These sources are the 2007 -2011 ACS 5-year sample and the CDE 2011-2012 data. These descriptions include tabular material showing the languages spoken at home by LEP persons as well as graphics showing the geographic distribution of languages.

These sources reflect both the evolution of the population over the past decade as well as differences in data collection methods. The ACS data are estimates based on data gathered from a sample of the population (approximately 1 in 40 households) rather than the full population, which invariably may undercount the actual number of people who speak English less than very well. ACS estimates are published with their margins of error at the 90 percent confidence level.

3.0 FREQUENCY OF CONTACT WITH LEP PERSONS

Through its analysis of available census and school district data, the Factor 1 analysis identifies significant LEP populations within the four-county BART service area. The second step of the four-factor LEP needs assessment is an evaluation of the current frequency of contact between LEP individuals and BART programs, activities, and services. The USDOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (USDOT 2005) advises that:

> "Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily."

Following this guidance, BART reviewed its encounters with LEP individuals and requests for language assistance service, through the Transportation and Station Intranet System and Language Line Services, reviewed the number of translated website page views, and reviewed its 2012 on-board customer satisfaction survey. From these reviews, BART determined that its personnel are in frequent contact with LEP persons.

The language groups with the highest frequency varied depending on the data source. At the Transit Information Center (TIC), Spanish and Chinese (Cantonese and Mandarin), were most frequently reported. Both Japanese and German speakers have a high frequency of contact with the BART website, likely because of the high number of tourists from these countries.

For purposes of estimating the frequency of contact with LEP individuals, BART has reviewed the relevant programs and services and has collected and analyzed data from the following sources:

- Transportation and Station Intranet System
- Transit Information Center
- Language Line Services
- BART's website page views
- BART's 2012 customer satisfaction survey
- BART's 2008 station profile study

LEP Contacts through the Transportation and Station Intranet

In July 2010, BART implemented the LEP Language Specific Counter to track contact with LEP persons. Frontline BART personnel — police officers, community service officers, station agents, operations supervisors and operations foreworkers — access this counter through the Transportation and Station or TSIWeb intranet system (TSI). Personnel are required to complete the LEP Language Specific Counter after assisting each LEP customer. From January 2012 through October 15 2013, 2699 non-English and limited-English speaking individuals were documented through the Transportation and Station Intranet.

Table 10 provides a summary of the contacts recorded by BART personnel from January 1, 2012 to October 15, 2013. Spanish and Chinese are the frequently language groups that frontline staff encountered.

Table 10 LEP Encounters through the Transportation and Station Intranet January 1, 2012 – October 15, 2013

Language	LEP Encounters
Spanish	1786
Chinese	776
French	20
Japanese	17
Portuguese	15
Vietnamese	13
Arabic	5
Burmese	5
Farsi	5
Haitian Creole	5
Tagalog	5
Russian	4
Hindi	4
Acholi	3
Korean	3
Other Languages	33
Total	**2699**

Source: BART Transportation and Station Intranet, October 15, 2013.

Calls to the Transit Information Center

The Transit Information Center (TIC) is staffed between 6 a.m. and 11 p.m. daily. It employs 20 transit information representatives and 1 supervisor who speak the following languages: English (16), Spanish (2), and Chinese (1) (Cantonese and Mandarin). From January 1, 2012 to October 15, 2013, the TIC documented 541 encounters with non-English and limited-English speaking individuals. LEP individuals who call the TIC have direct access to Spanish and Chinese (Cantonese and Mandarin) speaking transit information representatives. For other languages, LEP individuals can be connected to the Language Line Services.

Table 11 shows calls received from LEP contacts into the TIC. Spanish is the number one frequently encountered language.

Table 11 BART LEP Contacts from January 1, 2012 to October 15, 2013.

Language	Total
Spanish	503
Chinese*	25
Japanese	9
Portuguese	2
Thai	1
Punjabi	1
Grand Total	**541**

Note that TIC LEP Encounter Aggregate Data for Chinese include numbers reported for Cantonese, Chinese, Formosan, Mandarin, and other variants.

LEP Contacts through the Language Line Service

BART contracts with Language Line Services to assist frontline staff in providing accurate and complete interpretation to customers with Limited English Proficiency. Language Line Services provides over-the-phone telephone interpretation services in over 170 languages twenty-four hours a day, seven days a week. From October 1, 2012 to October 15, 2013 the Language Line Services received 587 calls from non-English and limited-English speaking individuals.

Table 12 represents the details of BART's efforts to provide information in multiple languages through Language Line Services. Chinese and Spanish are the top two frequently encountered language groups.

Table 12 Calls to Language Line Service January 1, 2012 – October 15, 2013

Language	LEP Encounters
Chinese	269
Spanish	213
Korean	15
Japanese	15
Russian	12
French	11
Vietnamese	11
Portuguese	8
Farsi	5
Arabic	4
Other Languages	**24**
Total	**587**

Source: Language Line Service.

BART Website

The BART website provides basic BART transit information (e.g., service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities) in seven languages: French, German, Italian, Japanese, Korean, Chinese, and Spanish. Table 13 shows the page views of the translated pages on BART's website in 2013. However, these page views shown do not reflect all translation requests for the <bart.gov> website pages. Customers frequently translate other pages of the site using third-party services, such as www.microsofttranslator.com and translate.google.com.

The basic BART transit information includes airport and transit connections used by visitors to the San Francisco Bay Area. BART has not collected statistics for standalone files such as the 'pdf' brochures in Spanish and Chinese at www.bart.gov/guide/brochures.aspx.

Table 13 BART Website Translated Page View Summary

Language	Number of Page Views	Percentage of Page Views
Japanese	43,654	32.0%
Chinese	26,240	19.2%
Spanish	18,924	13.9%
German	18,578	13.6%
French	12,277	9.0%
Italian	10,766	7.9%
Korean	6,107	4.5%
Total Views per Year	136,546	

Source: BART, January 1, 2012 – October 20, 2013.

Table 13 shows that approximately 32 percent of the translations were for Japanese pages, 19.2 percent for Chinese pages, 13.9 percent for Spanish pages and 13.6 percent for German pages. The high numbers for Japanese and German translation requests are not proportionate to the smaller size of these language groups relative to the Chinese and Spanish-speaking groups in the BART service area. These higher numbers, however, could be attributable to tourist language groups. BART serves international airports with a high percentage of tourist-riders. According to the San Francisco Convention and Visitors Bureau, Japan and Germany are the second and third highest producing international markets for San Francisco International Airport travel, behind the United Kingdom.[5]

[5] *http://www.sfcvb.org/media/downloads/travel_media/sf_facts.pdf*

BART Customer Satisfaction Survey

This on-board survey is conducted every 2 years to track customer satisfaction. While the questionnaire does not specifically collect LEP information, it is available in Spanish, Chinese, Korean and Vietnamese, in addition to English. In 2012, a total of 6,700 completed questionnaires were collected, including 135 in Spanish (2%), 74 in Chinese (1.1%), 8 in Korean (0.1%), and 4 in Vietnamese (0.1%).

The 2012 questionnaire included questions regarding English proficiency. According to survey responses, 11.9% of respondents speak a language other than English at home and report that they speak English "Well," "Not Well," or "Not at all." The percentage who speak another language at home, but speak English "Very Well," or who do not speak another language at home, is 83.9%. The remainder of respondents (4.2%) did not complete the survey questions. Please refer to Table 14 below for details.

Table 14 English Language Proficiency

Speak only English at home	57.4%
Speak another language at home	40.5%
Speak English "very well"	*26.4%*
Speak English "well"	*8.6%*
Speak English "not well"	*3.1%*
Speak English "not at all"	*0.3%*
No response re: proficiency	*2.1%*
No response re: language spoken at home	2.1%

Source: BART 2012 Customer Satisfaction Study

BART 2008 Station Profile Study

Table 15 shows an estimate of LEP riders riding the BART system that was produced using the ACS data in combination with the BART 2008 Station Profile Study data. For each of the four counties in the BART service area, the total population and LEP population were obtained from the ACS 2007-2011 database. From this, the percentage of LEP population in each of the four counties was estimated. Next, from the BART 2008 Station Profile Study and estimated FY13 average weekday ridership, the number of BART riders originating from each of the four counties was estimated. An estimate of potential LEP encounters in each county was estimated by applying a little more than half the percentage (56%) of LEP population in that county to the FY13 BART ridership originating from that county. It is estimated that on an average weekday, about 10% of BART's riders are LEP. [6]

[4] *According to the 2006 - 2008 ACS Public Use Microdata Sample (PUMS) data, the LEP population likely rides subway and rail modes at a little more than half the rate of the general population (56%). This rate assumption is based on the following data: (1) In the four-county service area, 6.4 percent of workers ride rail transit to work (includes ""subway or elevated"" and ""railroad"" categories), and (2) Among LEP populations, 3.6 percent rode rail transit to work.*

Table 15 Estimated LEP Ridership, by County

County	Population age 5+ (ACS 5-year estimates 2007- 2011)	Speak English Less than Very Well	Percentage LEP	FY2013 Avg. Weekday Riders	Percentage LEP Riders[b]	LEP Riders
Alameda	1,396,827	266,901	19.1%	77,716	10.8%	8,371
Contra Costa	970,862	131,183	13.5%	42,718	7.6%	3,254
San Francisco	762,688	179,875	23.6%	50,141	13.3%	6,666
San Mateo	665,360	125,675	18.9%	18,965	10.6%	2,019
Total	**3,795,737**	**703,634**	**18.5%**	**189,540**	**10.4%**	**19,806**

Source: U.S. Census Bureau, 2007-2011 American Community Survey
Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER
[a] Assumes round-trips. Percentages by county based on 2008 Station Profile Survey.
[b] LEP population rides subway/rail at about half (56%) the rate of general population per ACS data from 2006 to 2008.

CBO Surveys and Community Group Discussions

In May, BART distributed surveys to over 129 CBOs serving limited English populations to better understand how to increase use of the BART system by persons with limited English abilities. In addition to the CBO survey, BART conducted three community group discussions with CBOs to obtain additional information on the programs and services used by LEP persons. During these interviews the CBOs were asked a series of recommended questions from the FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (FTA 2007b). A list of the CBOs contacted for this survey is in Appendix E.

CBOs typically deal with populations living in the immediate vicinity of their offices, but they also serve greater Bay Area populations. The size of populations served by CBOs ranges from 100 to over 15,000 persons. Most CBOs also reported that in the past 5 years there has been an increase in size of populations served. The CBOs indicated that they serve populations speaking a broad range of languages, including Spanish, Chinese, Korean, Laotian, Vietnamese, Arabic, Nepalese, Cambodian, and Tagalog.

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

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

- Access to public transportation is a primary need of the LEP population. LEP persons typically rely on public transportation for mobility to access employment, health and governmental services and recreational activities.
- LEP persons have expressed the need for more multilingual fare equipment and automated announcements within BART stations and on trains. Community groups interviewed indicated that LEP persons might feel more comfortable using public transportation if general automated announcements (arriving and departing trains, door announcements, and public safety announcements) were made in their primary language in addition to English.
- Safety and security have also been expressed as a primary concern of LEP persons. LEP persons have expressed confusion and fear as the primary reason for not using public transportation.

- **Audible Announcements on Trains, and at Stations:**
- **Signage and Brochures:** Some LEP populations have indicated that additional station signage and brochures should be published and made available at BART stations in their primary language.
- **System Transfers:** As another aspect of system comprehension and navigation, understanding the need to transfer between transit lines could be confusing to LEP populations. Directional instructions, either through a website or at stations on how to

access destinations in specified languages would also help LEP populations.

Conclusion

The Factor 2 analysis showed that there is frequent contact between LEP individuals and BART personnel. Language line calls, Transit Information Center, website page views, and the employee TSI LEP encounter data all show a high degree of contact between persons with limited English proficiency and BART programs. Further, surveys and group interviews with CBOs indicated ways BART could improve its services to accommodate riders who have limited English abilities.

4.0 IMPORTANCE OF BART SERVICES TO LEP PERSONS

The third step in the four-factor LEP needs assessment is an evaluation of the importance of BART services to persons with limited English proficiency. The first component of the Factor 3 analysis was to identify critical services. Next, input received from community organizations and focus groups was used to identify ways to improve these services for LEP populations. The USDOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (USDOT 2005) advises that:

> *The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual . . . providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.*

Pursuant to this guidance, the assessment of the importance of BART's activities, programs, or services to LEP persons relies on input directly solicited from LEP communities.

4.1 Critical Services

Public transit is a key means of mobility for persons with limited English proficiency. The Factor 2 analysis showed that nearly 10 percent of BART's ridership is limited English proficient, reporting that they speak English less than very well. Nationally, according to Census 2010 data, more than 11 percent of LEP persons 16 years or older use public transit as the primary means of transportation to work. In contrast, about 4 percent of English-speaking persons use public transit for their journeys to work.

BART currently offers language assistance services at its stations and through its TIC and website. The TIC provides direct access to Spanish and Chinese (Cantonese and Mandarin) speaking transit information representatives for BART riders. For other languages, Language Line Services provides translations for over 170 languages.

The BART website provides basic BART transit information (e.g., service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities) in seven languages: Korean, Chinese, Spanish, French, German, Italian, and Japanese. BART's Basics Guide, Fare & Schedule, Safety Guide, are in print and PDF format in English, Spanish, and Chinese versions and are available at BART stations and are available in English, Spanish, Chinese, Korean, and Vietnamese on the BART website.

4.2 CBO Surveys and Community Input

Focus group meetings conducted between June and July 2013 reached more than 129 participants and 18 CBO's soliciting feedback on BART's services. A summary of these focus group meetings is in Appendix C. The following are principle themes that emerged from both the CBO interviews and this outreach effort:

- Access to public transportation is a primary need of the LEP population. LEP persons typically rely on public transportation for mobility to access employment, health and governmental services and recreational activities.
- LEP persons have expressed the need for more multilingual fare equipment and automated announcements within BART stations and on trains. Community groups interviewed indicated that LEP persons might feel more comfortable using public transportation if general automated announcements (arriving and departing trains, door announcements, and public safety announcements) were made in their primary language in addition to English.
- Safety and security have also been expressed as a primary concern of LEP persons. LEP persons have expressed confusion and fear as the primary reason for not using public transportation.
- **Signage and Brochures:** Some LEP populations have indicated that additional station signage and brochures should be published and made available at BART stations in their primary language.
- **System Transfers:** As another aspect of system comprehension and navigation, understanding the need to transfer between transit lines could be confusing to LEP populations. Directional instructions, either through a website or at stations on how to access destinations in specified languages would also help LEP populations.

4.3 LEP Access Needs

Both the LEP focus groups and the CBOs shared similar observations on the types of language assistance needed to improve access for LEP persons to the BART system.

Fare Equipment

Many participants found it difficult to use and understand BART's ticket vending machines, add-fare machines, and the parking payment process. They suggested translating instructions, as well as using pictograms, audio instructions, an interactive screen, and step-by-step instructions. Some participants pointed to other transit agencies' equipment as a model for BART.

Safety and Security

Most participants report feeling comfortable on BART trains, but sometimes feeling unsafe in BART parking lots, near ticket vending machines, and on BART platforms.

For safety concerns, participants did not know what to do in the case of an emergency; they did not know about the white courtesy phones or the emergency intercom buttons on BART cars. They suggested translating safety and emergency instructions (or providing pictograms) to address their safety concerns.

For security concerns, participants sometimes feel unsafe because they had witnessed illegal activity such as theft, fare evasion, or trouble with young riders sitting in senior/disabled designated seats. They suggested that the following would improve their feelings of security:

- Providing additional security cameras and greater BART police and station agent presence.
- Posting the BART police phone number prominently throughout the system and other clear signage indicating existing security resources.
- Having bilingual BART police wear "I Speak" buttons.

Language Assistance Measures

Some participants were unaware of existing language assistance measures in the BART system. Participants mostly prefer to learn about BART in their own language. Participants suggested the following improvements:

- Language assistance services need to appear more prominently on signs and be better advertised.
- Many participants have little time to consult a telephone line translation and prefer to see clear diagrams or translated BART announcements and information at stations or on the website; participants prefer simple language in the translations.
- Station names and real-time arrival information should be posted on automated screens in trains, visible from all seats.
- BART staff be trained in cultural sensitivity and comprehension of basic phrases in other languages.
- BART should increase the number of system maps in cars and in stations.

5.0 AVAILABLE RESOURCES AND COST OF LANGUAGE ASSISTANCE SERVICES

The last step in the four-factor LEP needs assessment is intended to weigh the demand for language assistance, including the needs identified in the Factor 3 analysis, with BART'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 was to determine what additional services may be needed to provide meaningful access. The USDOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (USDOT 2005) advises that:

> *A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, 'reasonable steps' may cease to be reasonable where the costs imposed substantially exceed the benefits.*

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 BART's Language Assistance Plan. BART also evaluates how to consolidate its language assistance measures to deliver the most cost-effective services.

5.1 Current Measures and Costs

Costs incurred by BART for the language assistance measures currently being provided to implement these Factor 4 goals include:

- staff costs attributable to Title VI compliance, including language assistance measures
- premium pay for bilingual employees
- third-party contracts for translation and interpreters

5.2 Cost-effective Practices

BART will continue to evaluate ways to improve the cost-effectiveness and the quality of its language services. Additional strategies for saving costs or improving quality may include developing internal and external language services.

Strategies for consolidating the District's language assistance measures to achieve efficiencies may include:

- continue a one-stop LEP information center for BART employees
- exploring opportunities to train bilingual staff to act as interpreters and translators
- sharing information with transit and other public agencies to pool translation resources and standardize common documents

BART utilizes qualified translators and interpreters to improve the quality of language assistance measures.

5.3 Projected Costs

BART is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP persons in accessing its services. While BART currently does not break down all cost expenditures related to providing language assistance, these expenditures will be monitored in the future as part of BART's Language Assistance Plan. BART also will continue to evaluate how to consolidate its language assistance measures to deliver the most cost-effective services.

6.0 LANGUAGE ASSISTANCE MEASURES

BART is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency.

6.1 Current Language Assistance Measures

As discussed earlier in this Language Assistance Plan, BART currently provides both oral and written language assistance. Oral language assistance includes bilingual transit information representatives that staff the TIC. These representatives speak Spanish and Chinese. Language Line Services provide interpreters for 170 languages over the telephone. This is available at each of the 44 stations in the District's system including BART's Administration Office. BART also provides interpreters at public meetings and outreach events.

Written language assistance includes:

- Translations of Vital Documents.
- Language Line Services identification ("I Speak Card") is available at all 44 stations.
- Third-party website translation services (such as <www.microsofttranslator.com> and <translate.google.com>) are available to translate content on <bart.gov>.
- Usage of pictograms or other symbols is present in stations.
- Provide interpreters as requested free of charge at outreach events community meetings,, and public meetings
- Meeting notices and survey questionnaires are translated, in at least four languages (Spanish, Chinese, Korean, and Vietnamese).
- Biannual customer satisfaction surveys in Spanish, Chinese, Vietnamese, and Korean are translated.
- Usage of document translation request tagline added to reports and flyers and also translated in Spanish, Chinese, Korean and Vietnamese. The tagline reads: "If you need this document translated in your native language, please contact 510.464.6752."

6.2 Future Language Assistance Services

BART has identified future language assistance services that can be implemented. Table 16 identifies both Category 1 and Category 2 language assistance services and current status of completion. Category 1 services can be implemented with existing resources by the stated due date or can be provided on a continual basis. Category 2 language assistance services require further study and analysis, and can be implemented if resources are available.

Table 16 Language Assistance Services

Implementation Timeframe	Language Assistance Service	Status
Category 1		
February 17, 2011	Develop a procedure to ensure that written materials are accurately translated	Completed 2011- See Vital Documents Guideline
February 17, 2011	Create a one-stop LEP information center in the Office of Civil Rights for BART employees	Completed 2011
June 30, 2011	Provide notices to LEP populations to inform them of BART's language assistance measures	Completed 2011 - Posted at all 44 BART stations, see Appendix_
June 30, 2011	Implement a training program for train operators, operations foreworkers, and new hires on the District's LEP program	Completed 2011- Since June 30, 2011 we have trained 1160 since we implemented the training program
December 31, 2011	Explore opportunities to train volunteer BART bilingual staff to act as interpreters and translators	Continuous
December 31, 2011	Enhance the BART Safety Guide to include translated emergency evacuation information	In process of updating Safety Guide to incorporate text and pictograms
December 31, 2011	Develop safety and security materials and partnering with CBOs to provide training to their constituents	Continuous with BART Police Department
On-going	Conduct outreach to LEP populations and CBOs to enhance meaningful access to BART services and benefits	Continuous
Three-year cycle	Monitor and update the LEP Plan; evaluate changes in LEP demographics	Continuous
Quarterly	Measure frequency of LEP contacts	Continuous
Category 2		
As resources become available	Explore technology or other options to improve language assistance measures at BART stations that provide information on navigating the BART system and using fare equipment and fare media, including safety, security, and other information	Continuous
	Upgrade telephone equipment in the station information booths to dual handsets to enhance customer service while using Language Line Services. Prioritize the rollout of the dual handsets in BART stations with high LEP concentrations	Continuous
	Explore the feasibility of expanding the use of pictograms for informational and instructional	Continuous

	signs with input from LEP populations.	
	Explore the feasibility of enhancing signage and automated announcements on new revenue cars so that LEP persons can clearly identify station locations and train direction	Continuous
	Explore the feasibility of using pictograms and symbols for the emergency evacuation car cards.	Continuous
	Explore the feasibility of consolidating brochures and printed media for translation.	Continuous

Source: BART, November 2013.

7.0 VITAL DOCUMENTS GUIDELINES

In accordance with Title VI and Executive Order 13166, BART will take reasonable steps to ensure that Limited English Proficient (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. Failure to ensure that LEP persons can effectively participate in or benefit from BART programs and activities, by providing language assistance measures or written translations, may violate the prohibition under Title VI against national origin discrimination.

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 frequently encountered languages at BART. Vital Documents will be translated into the frequently encountered languages pursuant to BART's Vital Documents Guidelines. BART will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable to be determined on a case-by-case basis, due to the feedback from the LEP Advisory Committee and BART's desire for consistency throughout its currently planned system expansion. In addition to the frequently encountered languages, the four-factor analysis identified 21 "safe harbor" languages for BART. Pursuant to its Vital Documents Guidelines, BART has translated its Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, Vehicle Emergency & Safety Instructions (Car Card), and Notice of Language Assistance into its 21 "safe harbor" languages.

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 evaluate the importance of these documents looking at the totality-of-circumstances and based on its own Four-Factor Analysis, listed in section 1.2.

Finally, it should be noted that the designation of a document as "vital" may not mean that a word-for-word translation of that document will be required. In some cases, a vital document may be translated by providing a summary of the key information in the document. In other cases, notice of language assistance services may be sufficient.

At each triennial review, the District will reevaluate frequently encountered languages based on its LEP tracking data so that it corresponds to the language groups the District frequently encounters.

Tier 1: Critical documents

BART defines Tier 1 as documents (a) which would have life-threatening consequences, if not translated, or (b) that, without translation, would seriously impede access to BART transit service, or (c) that, without translation, would deprive riders of an awareness of their legal rights, particularly rights to language assistance.

Tier 1 documents include customer information important to accessing BART's transit services. Such information may include emergency and general safety information, general descriptions of BART fares and schedules, how to buy a ticket or a fare card. Tier 1 also includes basic information necessary to understanding legal rights that can be exercised by riders or by persons impacted by BART construction activities. This includes information on Title VI and the right to file a complaint under Title VI. For construction projects, this includes information on construction safety and impacts; it may also include tenant relocation rights.

The form that these translations would take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of language assistance may be sufficient.

Tier 2: Documents that will enhance access to BART services and benefits

Tier 2 includes information that will enhance or facilitate the customer experience. This could include some promotional events, which offer benefits to riders like free or discounted tickets. It may also include information, presented in different formats or media, to enhance access to BART information. Information categorized as Tier 2 includes information such as service alerts which can be found in Passenger Bulletins and survey questionnaires.

The form that these translations would take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of language assistance may be sufficient.

Tier 3: Documents that will enhance transportation decision-making at BART.

Tier 3 includes information that will enhance the role that all riders, regardless of language ability, may play in long-term transportation decisions made at BART. It may include information related to the District's long-term strategic plans or information communicated in complex, public documents like Environmental Impact Reports.

The form that these translations would take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of language assistance may be sufficient.

For each tier, the District will examine documents against available resources or alternatives. Particularly in the Bay Area where there are many different languages spoken, written translations may not be the most effective method of reaching all LEPs or rendering transit information accessible. For example, in some cases, pictograms can be more effective than translated text in communicating vital information in multiple languages. In other cases, providing a translated notice of available language assistance may be better than actually translating the document.

7.2 Vital Document Identification

The determination of the "vital" status of a document is an ongoing process. Documents will evolve and so will their importance. Thus, document classification into the three tiers will need to be reevaluated on a periodic basis. In order to maintain continuity in this process, the Office of Civil Rights will coordinate the review process, with relevant departments, for vital documents.

At least once prior to the Federal Transit Administration's triennial review, input from LEP persons will be sought on the effectiveness of these Guidelines. In November 2013, BART met with its LEP Advisory Committee members and the feedback received from the LEP Advisory Committee members was considered to improve BART's Language Assistance Plan (Appendix C).

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. Pictograms may be used, if appropriate. In this situation, department staff may need to discuss the underlying message by using a variety of relevant examples until the meaning is clearly understood by translators.

Second Translator: The translation should be proofread by a second translator. Possible errors and/or suggested revisions should be discussed in detail with the original translator. If necessary, the second translator can provide a back translation from the other language into English to ensure equivalency in underlying message. If there are disagreements about the revisions and changes, the two translators should discuss the issues and negotiate the changes. If an agreement cannot be reached, District staff will decide whether a third party should be consulted. Throughout the process, translators should be encouraged to ask department staff any questions with regard to the meaning of the original message.

Focus Group: When appropriate and feasible, as determined by the District, the 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 would be used as a final verification of appropriate translation. This step may also provide helpful information to the District on how to enhance ridership and participation from different linguistic populations.

7.4 Translation of Written Script for Pre-Recorded, Automated Audio Announcements

To the greatest extent practicable, OCR staff will work with relevant BART departments to explore technology or other options to translate written scripts for pre-recorded, automated audio announcements which inform riders on safety and security announcements and how to navigate the BART system.

8.0 MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

The USDOT LEP Guidance (2005) recommends the following for monitoring and updating the plan:

> *Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.*
>
> *In addition, recipients should consider whether changes in demographics, types of services, or other needs require annual reevaluation of their LEP plan. Less frequent reevaluation may be more appropriate where demographics, services, and needs are more static. One good way to evaluate the LEP plan is to seek feedback from the community. . . Effective plans set clear goals, management accountability, and opportunities for community input and planning throughout the process.*

BART has established procedures to evaluate the effectiveness of its Language Assistance Plan on an ongoing basis to ensure meaningful access to BART's programs and services to LEP communities. These procedures will include an on-going process to solicit feedback from BART staff, LEP persons, and CBOs serving LEP populations.

For purposes of evaluating the LAP, BART will review the following information:

- Changes in demographics, types of services, or other needs.
- Changes in the frequency of encounters with LEP language groups.
- Nature and importance of programs, services and activities to LEP persons.
- Changes in resources including new technologies, additional resources, and budget availability.
- The effectiveness of current language assistance measures in meeting the needs of LEP persons.
- Staff knowledge and understanding of the LAP and how to implement it.
- Feedback from LEP persons on the effectiveness of current language assistance services.

BART will use a combination of the following qualitative and quantitative approaches to determine if the LAP is effective and meets the needs of the LEP community:

- On a triennial basis, BART will review new demographic data from the U.S. Census, American Community Survey and English Learner Data for the California Department of Education and update its LAP accordingly.

- On a quarterly 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 meets with its Limited English Proficiency Advisory Committee which consists of members from CBOs that service LEP populations within the BART service area. 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 is exploring technology options or other options to improve language assistance measures at BART stations, including upgrading telephone equipment to dual handsets to enhance customer service while using the Language Line Service and exploring the feasibility of enhancing signage and automated announcements on its new revenue cars.

- 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. Department Managers 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 Federal Transit Administration's triennial review, input from LEP persons will be sought on the effectiveness of the District's Vital Documents Guidelines.

- A qualitative analysis of BART's language assistance measures will be conducted, at least, once every three years. The analysis will assess survey input from the following stakeholders:

  (1) Station agents, police personnel, transportation supervisors, transit information clerks, and customer service representatives, to measure changes in the quantity and quality of LEP encounters, specifically how employees communicate with LEP customers and employees' awareness and understanding of BART's LAP and implementation measures.

  (2) CBOs serving LEP populations, to assess and update the nature and importance of BART activities including awareness and use of BART's language assistance services and/or of BART transit services. BART will meet with LEP persons and CBO representatives to obtain periodic feedback on the effectiveness of current language assistance services.

- BART staff will be surveyed annually to update the District's list of volunteer bilingual staff.

9.0 LEP TRAINING

The USDOT LEP Guidance (2005) recommends training for employees who come in contact with the public:

> *Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained.*

BART provided LEP training from 2012 to 2013 for station agents, operations supervisors, operations foreworker, transit information clerks, customer service representatives, BART police personnel, survey takers and new hires. BART continues to provide LEP training to all new hires and to station agents, operations foreworkers and other front-line employees during their recertification training, which is conducted every 2 years.

BART has developed 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 has developed a training handbook which will be provided to new hires, 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 explore opportunities to provide interpreter/translator training to volunteer employees.

10.0 REFERENCES

Federal Transit Administration (FTA). 2007a. *Circular 4702.1B: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients.*

———. 2007b. *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.*

U.S. Department of Transportation (USDOT). 2005. *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons.* 70 *Federal Register* 74087. December 14, 2005.

The White House. 2000. *Executive Order 13166. Improving Access to Services for Persons with Limited English Proficiency*. August 11, 2000.

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Appendix A

Notices for LEP Services

Language Translation Services

Translation services available at no cost. Contact BART station agent for more information.

Appendix B

Community-Based Organization

Organization
Asian Community Mental Health Services
Building Futures with Women and Children
Catholic Charities of the East Bay
Chinatown Community Development Center
Day Labor Center-Hayward
Family Bridges, Inc.-Hong Lok Senior Center
Gujarati Cultural Association of Bay Area
La Clinica de La Raza
Lao Family Community Development, Inc.
Oakland Chinatown Chamber of Commerce
Pilipino Bayanihan Resource Center
Purple Lotus Temple/School
Southeast Asian Community Center
The East Bay Korean-American Senior Service Center
Unity Council

Organizations Represented on BART's LEP Advisory Committee

Catholic Charities of the East Bay
Chinatown Community Development Center
Chinese for Affirmative Action
Family Bridges
Hayward Day Labor Center
La Clinica de la Raza
Lao Family Community Development, Inc.
Oakland Chinatown Chamber of Commerce
San Francisco Southeast Asian Community Center

Appendix C

Public Comment Database

Source	Date Received	Organization	Language	Comment	Category	Action
Email	11/14/13	SF Southeast Asian Community Center	English	Signage to help LEP population, I would prefer to see more digital signs, less audio announcements and keep the number of signs reasonable. Too many signs may lead to confusion.	Signage	Addressed in LAP.
Email	11/11/13	Chinese for Affirmative Action	English	Are language threshold criteria written elsewhere in the full document? If not, better to clarify in this section of the guidelines.	LAP	Addressed in LAP.
Email	11/11/13	Chinese for Affirmative Action	English	In the first paragraph of article 7.1, criteria Four-Factor Analysis is not listed/explain. If it is not mentioned anywhere else in other parts of the guidelines, it should be listed here or use an attachment to avoid ambiguity.	LAP	Addressed in LAP.
Email	11/11/13	Chinese for Affirmative Action	English	It is stated that BART will make translation of Tier 1 critical documents as a priority. From our experience working on San Francisco Language Access Ordinance, it is better to make it mandatory in the guidelines otherwise it is hard for OCR to monitor in the implementation stage.	Vital Docs	Addressed in LEP Meeting, LAP revised.
Email	11/11/13	Chinese for Affirmative Action	English	In article 7.2 (Tier 1), in order to strengthen the effort so that it would make it a priority or make it mandatory for BART to explore using technology for language assistance, it is better to delete "To the greatest extent practicable." Otherwise, agencies will generally say it is not practicable or they do not have time.	Technology	Addressed in LEP Meeting.
Email	11/18/13	Family Bridges	English	Monitor periodically (not longer than one year) if the translated vital documents are still current, if the information translate is in a timely manner, etc.	Vital Docs	Addressed in LAP.
Email	11/18/13	Family Bridges	English	Indicate what is the number or proportion of LEP persons served will warrant the written/oral translation of vital documents.	Vital Docs	Addressed in LAP.
Email	11/18/13	Family Bridges	English	The employees should be trained to assure that they know about the LEP policies and procedures, translation of vital documents, etc.	Employee Training	Current Practice. Addressed in LEP meeting.
Email	11/18/13	Family Bridges	English	Please note some LEP clients may not read and understand written materials.	Signage	Addressed in LEP Meeting.
Email	11/18/13	Lao Family	English	"Translation of these documents will be first priority for the District." We think not as a priority, it should rather be mandatory.	Vital Docs	Addressed in LEP Meeting, LAP revised.
Email	11/18/13	Lao Family	English	When translating for LEP, making sure the translator and languages/terms/and words have no politic involvement. As most LEP customers are from third world countries which they don't like to hear politic words.	Translation Review	Addressed in LEP Meeting
Email	11/18/13	Lao Family	English	In article 1.4, to the greatest extent practicable, either yes or no. If Yes, OCR staff and Bart	Technology	Addressed in LEP

Source	Date Received	Organization	Language	Comment	Category	Action
				departments must commit to explore technology.		Meeting

Appendix 5: BART Written Correspondence to Subrecipients

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688
Oakland, CA 94604-2688
(510) 464-6000

2014

January 7, 2013

Joel Keller
PRESIDENT

Thomas M. Blalock, P.E.
VICE PRESIDENT

Grace Crunican
GENERAL MANAGER

DIRECTORS

Gail Murray
1ST DISTRICT

Joel Keller
2ND DISTRICT

Rebecca Saltzman
3RD DISTRICT

Robert Raburn, Ph.D.
4TH DISTRICT

John McPartland
5TH DISTRICT

Thomas M. Blalock, P.E.
6TH DISTRICT

Zakhary Mallett, MCP
7TH DISTRICT

James Fang
8TH DISTRICT

Tom Radulovich
9TH DISTRICT

MacArthur Transit Community Partners, LLC
345 Spear St, 7th Flr
San Francisco, CA 94105
Attn: Adhi Nagraj

ATTN: Adhi Nagraj

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

BART is also required to ensure that its subrecipients are complying with the Department of Transportation (DOT) Title VI regulations monitoring its subrecipients for compliance with the regulations.

Your agency/organization is being sent this correspondence because the City of Alameda receives pass through Federal funding from BART and thus is considered by FTA to be a subrecipient whose activities must conform to applicable Title VI requirements.

In accordance with FTA Circular 4702.1B, the following are required elements of a Title VI Program applicable to the City of Alameda:

- ☐ Title VI Notice to the Public indicating you comply with Title VI and informing members of the public of the protections against discrimination afforded by Title VI, including a list of locations where the notice is posted
- ☐ Title VI Complaint Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint)
- ☐ Title VI Complaint Form
- ☐ List of transit-related Title VI investigations, complaints, and lawsuits
- ☐ Public Participation Plan, including information about outreach methods to engage minority and limited English proficient populations (LEP), as well as a summary of outreach efforts made since the last Title VI Program submission

- ☐ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance (70 FR74087 [December 14, 2005]).
- ☐ Additionally, if your agency has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by your agency, you must provide a table depicting the racial breakdown of the membership of those bodies, and a description of efforts made to encourage the participation of minorities on such bodies.

As a subrecipient, you are required to submit your Title VI Program to BART so that it may be reviewed for compliance with applicable Title VI requirements. Such reports shall be submitted to BART on a triennial basis, or as necessary in BART's determination to enable it to carry out its monitoring obligations. While you may develop and submit your own notice to beneficiaries, complaint procedures, complaint form, public participation plan and language assistance plan, you may also choose to adopt some elements included in BART's Title VI Program, where appropriate. For informational purposes and to assist in your compliance, sample of forms and procedures can be found at **www.bart.gov/guide/titlevi**.

BART plans to create a Title VI training program for all subrecipients to assist with program compliance. Starting in April of 2014, we will inform you of the training, as well as your due date for your Program.

BART will take appropriate measures necessary to ensure subrecipient agencies comply with all applicable federal requirements, including periodic on-sight visits monitoring programs to ensure compliance with Title VI.

It is your responsibility to seek adequate and accurate guidance to ensure that you comply. Should you need clarification on how to carry out your Title VI reporting obligations, please contact, me at 510-464-7580.

Sincerely,

Sharon C. Moore
Manager, EEO Programs
San Francisco Bay Area Rapid Transit District (BART)

cc: Michael Tanner, BART Grant Development & Reporting
Ronald Avery, BART Capital Development & Control

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688
Oakland, CA 94604-2688
(510) 464-6000

January 7, 2013

2014

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PRESIDENT

Thomas M. Blalock, P.E.
VICE PRESIDENT

Grace Crunican
GENERAL MANAGER

DIRECTORS

Gail Murray
1ST DISTRICT

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2ND DISTRICT

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3RD DISTRICT

Robert Raburn, Ph.D.
4TH DISTRICT

John McPartland
5TH DISTRICT

Thomas M. Blalock, P.E.
6TH DISTRICT

Zakhary Mallett, MCP
7TH DISTRICT

James Fang
8TH DISTRICT

Tom Radulovich
9TH DISTRICT

City of Alameda
ATTN: Virenda Patel
City Hall West
950 West Mall Square
Alameda California 94501

ATTN: Virenda Patel

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

BART is also required to ensure that its subrecipients are complying with the Department of Transportation (DOT) Title VI regulations monitoring its subrecipients for compliance with the regulations.

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well as a summary of outreach efforts made since the last Title VI Program submission

- ☐ Language Assistance Plan for providing language assistance to persons with limited English proficiency (LEP), based on the DOT LEP Guidance (70 FR74087 [December 14, 2005]).
- ☐ Additionally, if your agency has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by your agency, you must provide a table depicting the racial breakdown of the membership of those bodies, and a description of efforts made to encourage the participation of minorities on such bodies.

As a subrecipient, you are required to submit your Title VI Program to BART so that it may be reviewed for compliance with applicable Title VI requirements. Such reports shall be submitted to BART on a triennial basis, or as necessary in BART's determination to enable it to carry out its monitoring obligations. While you may develop and submit your own notice to beneficiaries, complaint procedures, complaint form, public participation plan and language assistance plan, you may also choose to adopt some elements included in BART's Title VI Program, where appropriate. For informational purposes and to assist in your compliance, sample of forms and procedures can be found at **www.bart.gov/guide/titlevi**.

BART plans to create a Title VI training program for all subrecipients to assist with program compliance. Starting in April of 2014, we will inform you of the training, as well as your due date for your Program.

BART will take appropriate measures necessary to ensure subrecipient agencies comply with all applicable federal requirements, including periodic on-sight visits monitoring programs to ensure compliance with Title VI.

It is your responsibility to seek adequate and accurate guidance to ensure that you comply. Should you need clarification on how to carry out your Title VI reporting obligations, please contact, me at 510-464-7580.

Sincerely,

Sharon C. Moore
Manager, EEO Programs
San Francisco Bay Area Rapid Transit District (BART)

cc: Michael Tanner, BART Grant Development & Reporting
Ronald Avery, BART Capital Development & Control

Appendix 6: Board Approval of San Francisco Bay Area Rapid Transit District Title VI Civil Rights Program, 2013 Triennial Update

Pending Board Approval, January 23, 2014.

Appendix 7: Board Adoption of System-wide Service Standards and Polices

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

Meeting	Notice Announced By	Date and Time	Location of Meeting: 344 20th Street Oakland, California
Board Meeting	President Joel Keller	9:00 a.m., Thursday, January 9, 2014	Board Room Third Floor

Kenneth A. Duron
District Secretary

Upcoming Meetings for which Notices have previously been transmitted:

Special Board Meeting
9:00 a.m., Thursday, January 2, 2014

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * * * * *

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/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Date of Notice: December 27, 2013

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA
January 9, 2014
9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, January 9, 2014, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th 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), and via email or via regular mail upon request. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting. Those interested in being on the mailing list for meeting notices (email or regular mail) can do so by providing the District Secretary with the appropriate address.

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
Assistant District Secretary

Staff
Cont.

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. (4)
   "Take BART Holiday Shopping" sweepstakes grand prize winner.

2. CONSENT CALENDAR

   A. Approval of Minutes of the Meetings of December 5, 2013 (Special), and December 5, 2013 (Regular).* Board requested to authorize. (7)

   B. 2014 Standing Committee and Special Appointment.* Board requested to authorize. (7)

   C. Agreement No. 6M4269A, with Nor-Cal Moving Services, for On-Call Moving Services at Various District Locations.* Board requested to authorize. (12)

   D. Agreement with Autodesk, Inc., for Software Enterprise License Agreement.* Board requested to authorize. (10)

   E. Award of Contract No. 15SV-110, Site Restoration at Various Locations.* Board requested to authorize. (12)

   F. Award of Contract No. 79HA-110, Coliseum Station Security Fence.* Board requested to authorize. (11)

3. ADMINISTRATION ITEMS
   Director Murray, Chairperson

   A. Agreement No. 6M4282, with Frasco, Inc., for Investigative Services for the District's Self-insured Workers' Compensation Program.* Board requested to authorize. (1)

   B. Amended and Restated San Francisco Bay Area Rapid Transit District Flexible Benefits Plan.* Board requested to authorize. (1)

   C. Title VI of the Civil Rights Act of 1964: District Service Standards and Policies.* Board requested to adopt. (10)

* Attachment available

Staff
Cont.

4. ENGINEERING AND OPERATIONS ITEMS
Director Fang, Chairperson

A. Award of Contract No. 07EA-110, 19th Street Station Entrance Enclosure.* Board requested to authorize. (12)

B. Award of Contract No. 15IK-120, Replacement of Motorized Station Security Access Grilles Phase 2.* Board requested to authorize. (11)

C. Fleet of the Future: New Rail Car Design and Public Outreach.* For information. (11)

5. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS
Director Blalock, Chairperson
NO ITEMS.

6. GENERAL MANAGER'S REPORT

7. BOARD MATTERS

A. Board Member Reports.
(Board member reports as required by Government Code Section 53232.3(d) are available through the Office of the District Secretary.)

B. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)

8. 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.)

Staff Contacts:

(1)	Carter Mau	464-6194	Administration and Budget
(2)	Kenton Rainey	464-7022	BART Police Department
(3)	David Kutrosky	464-6993	Capitol Corridor
(4)	Kerry Hamill	464-6153	External Affairs
(5)	Mark Smith	874-7472	Independent Police Auditor
(6)	Scott Schroeder	464-6070	Office of the Controller/Treasurer
(7)	Kenneth A. Duron	464-6080	Office of the District Secretary
(8)	Matthew Burrows	464-6037	Office of the General Counsel
(9)	Grace Crunican	464-6060	Office of the General Manager
(10)	Marcia deVaughn	464-6126	Office of the General Manager
(11)	Paul Oversier	464-6710	Operations
(12)	Robert Powers	874-7410	Planning and Development

* Attachment available

EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:		GENERAL MANAGER ACTION REQ'D:		
DATE: 1/2/14		BOARD INITIATED ITEM: No		
Originator/Prepared by: Rachel Russell Dept:	General Counsel	Controller/Treasurer	District Secretary	BARC
Signature/Date: 1/2/14	1/2/14	[ ]	[ ]	1-2-14 [ ]

Status: Approved Date Created: 12/20/2013

TITLE:

Title VI Service Standards and Policies

NARRATIVE

BACKGROUND:

FTA most recently approved BART's Service Standards, Policies, and Monitoring Program in the 2011 Title VI Triennial Update Report. Pursuant to FTA Title VI Circular 4702.1B (October 2012), BART is required to submit its Title VI Program to FTA once every three years. Since a required element of the Program consists of system-wide service standards and policies, staff seeks Board approval of the service standards and policies that will be incorporated into the 2013 Title VI Triennial Report to be brought back to the Board for approval at a later date.

DISCUSSION:

FTA Title VI Circular 4702.1B (October 2012) requires that all fixed route transit providers, such as BART, set service standards and policies for service mode(s) it provides to address how service is distributed across the transit system. Fixed route transit providers are also required to adopt system-wide service policies to ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Specifically, FTA requires that fixed route providers develop quantitative standards for the following indicators: i) vehicle load; ii) vehicle headway; iii) on-time performance; and iv) service availability. FTA also requires that fixed route providers develop a policy for each of the following service indicators: i) distribution of transit amenities and ii) vehicle assignment.

The BART Board in July 2013 adopted an FTA-required Disparate Impact/Disproportionate Burden (DI/DB) Policy which established a 5 percent threshold for determining when adverse effects of a major service change would be deemed to disproportionately affect minority and low-income populations. This DI/DB Policy threshold is used as guidance in setting a similar 5 percent threshold for assessment of Service Standards and Policies.

Staff seeks Board approval of the proposed Service Standards and Policies summarized below and described more fully in the attached Exhibit A:

Vehicle Load Standard: the average maximum passengers per car on minority lines will not exceed the applicable Peak and Off Peak Vehicle Load Standards listed below and will not exceed by 5 percent or more in aggregate the average passengers per car on non-minority lines.

Peak Period Peak Direction Vehicle Load Standard = 100 passengers per car

Off-Peak Vehicle Load Standard = 63 passengers per car

Vehicle Headway Standard: headways on minority lines will not be greater than the base headway standard of 15 minutes during the early morning, mid-day, and AM and PM Peak Periods, and will not be greater than 20 minutes during the evening and weekend service periods. In addition, during the peak periods when additional "rush trains" are added to supplement base service headways, the average maximum number of passengers per train on minority lines will not exceed by 5 percent or more in aggregate the average maximum number of passengers per train on non-minority lines.

On-Time Performance Standard: the average aggregate train on-time performance of minority lines will not be both below the District's system-wide standard (currently 94 percent) and 5 percent or more lower than the average on-time performance of non-minority lines.

Service Availability Standard: for purposes of the 4 county BART service area, the average linear distance to the nearest BART station from the population center of minority census tracts will not exceed by 5 percent or more the average linear distance to the nearest BART station from the population center of non-minority census tracts.

Distribution of Transit Amenities Policy: transit amenities, which include items of comfort, convenience, and safety for BART riders are to be distributed equitably, generally in proportion to station ridership. BART has identified 21 transit amenity categories to be evaluated, in accordance with the new Title VI Circular, and has also identified a number of station pairs having similar ridership levels, locations (urban or suburban) and station design. With certain limitations, minority stations will not have fewer amenities than similar non-minority stations in a majority (11 or more) out of the 21 categories evaluated.

Vehicle Assignment Policy: the average remaining minimum useful life of the rail cars assigned to minority lines in aggregate will not be 5 percent or more less than the average remaining minimum useful life of the rail cars assigned to non-minority lines.

These proposed Service Standards and Policies would apply not only over the 2012 through 2013 period covered in the Triennial Update, but also the next three years beyond 2013.

The attached presentation explains each of these Service Standards and Policies in greater detail. In addition, the Service Monitoring Report which evaluates the District's actual performance relative to these standards will be presented for Board approval at the next regularly scheduled meeting.

FISCAL IMPACT:

Adopting the proposed Title VI Service Standards and Policies would allow the District to maintain its eligibility for Federal transit funding.

ALTERNATIVES:

Do not adopt the proposed Title VI Service Standards and Policies at this time, and request an extension

from the FTA of the deadline for the District's submittal of its Title VI Triennial Update Report.

RECOMMENDATION:

Adoption of the following motion.

MOTION:

The Board of Directors adopts the proposed Title VI Service Standards and Policies as described in attached Exhibit A.

Appendix 8: 2012 BART Customer Satisfaction Study Report

2012 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 high levels of customer satisfaction. The study entails 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.

BART 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 6,700 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 a two-week period in September 2012.

The following Executive Summary highlights the most salient findings of 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 48 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 2010 study. Those which might influence customer perception include:

- A recovering local economy evidenced by falling unemployment and increased BART ridership. Specifically:
  - Unemployment in the three-county BART District decreased from 10.6% in September 2010 to 8.1% in September 2012;
  - Average weekday ridership topped 400,000 for the first time in BART's history, which represented a 14% increase between the two survey periods. This impacted seat availability and train crowding, especially during peak commute periods.
- Replacement of BART's upholstered wool seat coverings with vinyl seat coverings, which are easier to keep clean. This change was made in response to customers' concerns about seat cleanliness. At the time of the survey, approximately 25% of the fleet had the new vinyl seats.
- Continued replacement of carpeting in train cars with hard surface flooring, which is easier to keep clean.
- An evening service increase on the Richmond-Millbrae line in September 2012. Four additional trains in each direction were added between 7 p.m. and 8 p.m. in order to meet growing ridership demands.

- An increase in average gasoline prices from about $3.10/gallon in September 2010 to about $4.20/gallon in September 2012.
- A pilot program in August 2012, which temporarily lifted many restrictions on bringing bicycles onboard BART trains on Fridays.
- An unusually large number of escalator outages in summer 2012 which drew media attention to BART's aging equipment and other issues due to weather, vandalism, and homelessness.
- A relatively small fare increase of 1.4% in July 2012.
- The elimination of the EZ Rider card for fare payment and increased adoption of the Clipper Card. At the time of the survey, greater than half (51%) of average weekday BART trips were made using a Clipper Card.
- Extensive rider and community outreach to gather input for the "Fleet of the Future," new train cars which will replace BART's current fleet.
- An incident at the Civic Center Station in July 2011 in which a BART Police Officer fatally shot a man armed with a knife. This triggered a series of protests, some of which impacted train service. Prior to one such planned protest, BART disabled cell phone service on portions of its system. This was followed by more protests and ultimately resulted in a Board-adopted policy regarding cell phone service interruption within the BART system.
- The opening of BART's 44th station, West Dublin/Pleasanton, in February 2011.

EXECUTIVE SUMMARY

BART continues to be generally well regarded by its customers:

- **Overall satisfaction among riders is 84%. Only 5% say they are dissatisfied with BART's services.**
- **93% definitely or probably would recommend BART to a friend or out-of-town guest.**
- **70% agree strongly or somewhat that "BART is a good value for the money."**

Ratings on all three key tracking questions increased over the past two years. Overall satisfaction is up two percentage points vs. 2010 (from 82% very or somewhat satisfied to 84%), and perception of value for the money is up six points (from 64% strongly or somewhat agree to 70%). The increases in the overall scores are due to gains in the top ratings (e.g., "very satisfied," "agree strongly"). While customers' overall willingness to recommend BART remains relatively flat at 93%, the top rating (those who would "definitely recommend" BART) has increased from 65% to 69%.

Percent of BART customers saying . . .	2008	2010	2012
They are **very satisfied**	42%	36%	40%
They would **definitely recommend** BART	70%	65%	69%
They **agree strongly** that BART is a good value for the money	32%	24%	30%

Customers in all demographic and behavioral groups give generally positive satisfaction ratings to BART. These segments include: weekday peak, weekday off-peak, and weekend customers; frequent and infrequent riders; and customers of all ages, genders, ethnicities, and income levels.

Most BART riders have other options for transportation. Only 17% of BART riders would not make their trip if BART were unavailable. Nearly half (48%) could have driven (by themselves or in a carpool) instead of using BART on their surveyed trip. Thirty-four percent could have taken a bus or some other form of public transit. Given the high percentage of "choice riders" (those who have transportation options other than BART), it is essential for BART to provide good value to its riders. Ridership levels are somewhat correlated with customer perception of BART as a good value for the money.

Among ratings of specific service attributes, the highest-rated and lowest-rated attributes are relatively consistent with the last survey. The highest-rated attributes are: *availability of maps/schedules, on-time performance, Clipper Cards (new on 2012 survey), BART tickets (new on 2012 survey), and timeliness of connections between BART trains.* The lowest-rated attributes are: *restroom cleanliness, presence of BART Police on trains, presence of BART Police in parking lots, condition/cleanliness of seats on trains,* and *elevator cleanliness.* Note that ratings of elevator cleanliness declined vs. 2010 as discussed on the next page.

EXECUTIVE SUMMARY (continued)

Among the 45 attributes that can be compared against 2010 results[1], 24 were statistically flat as compared to 2010 (refer to Appendix C for details). Among the remaining attributes:

- 11 attributes had statistically significant declines, ranging from -4.6% to -1.1%;
- 10 attributes had statistically significant increases, ranging from 1.1% to 4.7%.

Among the ratings with the biggest declines, most relate to cleanliness or maintenance. The ratings with the biggest declines are *Escalator availability and reliability, Elevator cleanliness, Station cleanliness, Availability of seats on trains, and Elevator availability and reliability.*

In the months preceding the survey, BART had experienced an unusually high number of escalator outages. At one point, 28 of BART's 179 escalators were out of service. As twelve of these were in busy downtown San Francisco stations, the impacts of the out-of-service escalators were widely felt. One main factor contributing to these outages is aging equipment – most of BART's escalators are 40 years old and will soon be due for replacement or a major overhaul. Additionally, issues due to weather, vandalism, and homelessness impact escalator availability. BART has both short-term and long-term plans to improve escalators. Over the summer, BART brought in additional staff and contractors to speed up escalator repair time, particularly on the heavily used San Francisco escalators. These efforts led to an improvement in escalator availability. BART is planning to replace or overhaul the escalators in the next five to six years to improve reliability. BART is also exploring building enclosures around the entrances of busy street level escalators. These would protect the escalators from the weather and prevent loitering in station entrances during non-service hours.

With regard to elevator cleanliness, BART instituted a program in which Station Agents inspect elevators every two hours and catalog the results. Also, BART recently installed signage in the elevators asking customers to alert a Station Agent if there is a cleanliness issue. These changes should result in cleaner elevators for BART's customers.

The decline in Station Cleanliness ratings is likely due to increased stress on the system due to increased ridership. Compounding this, BART actually has fewer workers to clean its stations than it did 10 years ago due to budget cuts. In the next budget year, BART plans to dedicate more resources to improving the station environment for customers, including hiring more station cleaners. It is also likely that customers took the areas around stations into account when rating station cleanliness. Some customers mentioned that they frequently encountered people sleeping or panhandling at station entrances and on trains. BART is currently working with community groups in San Francisco's Civic Center area and Mission District to improve the station / plaza environments in these areas and address issues pertaining to loitering around stations.

Ratings of seat availability have declined due to the large increase in BART's average weekday ridership. Compared to the 2010 survey period, BART ridership was up 14% in 2012. That's an additional 48,000+ passengers on the trains every day. While BART has been modifying its cars to make more room for passengers, this has involved removing some seats to create more open space. Long-term, as BART replaces its fleet with new train cars, it plans to expand the size of its fleet from 669 cars to 1,000 cars. This will result in an overall increase in seat availability, fleet-wide.

[1] Two attributes added to the 2012 survey ("Clipper Cards" and "BART tickets") can't be compared against 2010 data. Also note that one attribute was re-worded to be more specific: "Helpfulness and Courtesy of BART Personnel" was changed to "Helpfulness and Courtesy of Station Agents" on the 2012 survey.

The ratings with the biggest increases are *Noise level on trains, On-time performance of trains, Leadership in solving regional transportation problems, Condition/Cleanliness of seats on trains, and Comfort of seats on trains.*

After hitting a low point in 2010, customers' ratings of *Noise level on trains* rebounded, with an increase of 4.7%. One factor contributing to this improvement is increased rail grinding. BART has been able to improve the availability of both of its rail grinders by making maintenance improvements to the equipment, enabling BART to increase the number of track miles ground. It should be noted, however, that while ratings of this attribute improved, it continues to be one of the lowest rated attributes (in the bottom quintile). BART continues to explore ways to address track noise. Planned improvements include:

- scheduling rail grinding based on system-wide noise mapping and analysis, allowing BART to concentrate its efforts where they will have the most impact;
- implementing an optimal rail profile to reduce wear and corrugation (ripples on the rail which increase noise).

Long-term, BART is exploring using a different type of door technology for its new train cars, which is expected to noticeably reduce noise levels on trains.

On-time performance, a key driver of overall customer satisfaction, has consistently been among the top three ranked attributes since 2000. With this year's increase, it hit an all-time high rating in terms of customers' perceptions. The improved perceptions track well with BART's actual performance metrics, which also showed an increase in on-time performance statistics between the two survey periods.

Customers tend to think of BART's *leadership in solving regional transportation problems* in terms of BART's overall impact on the region. Since BART carries many thousands of riders, provides fast and frequent service, and covers multiple counties, customers have stated that BART eases traffic and congestion, regional transportation problems. Thus, the increase in this attribute may be related to BART's ridership increase.

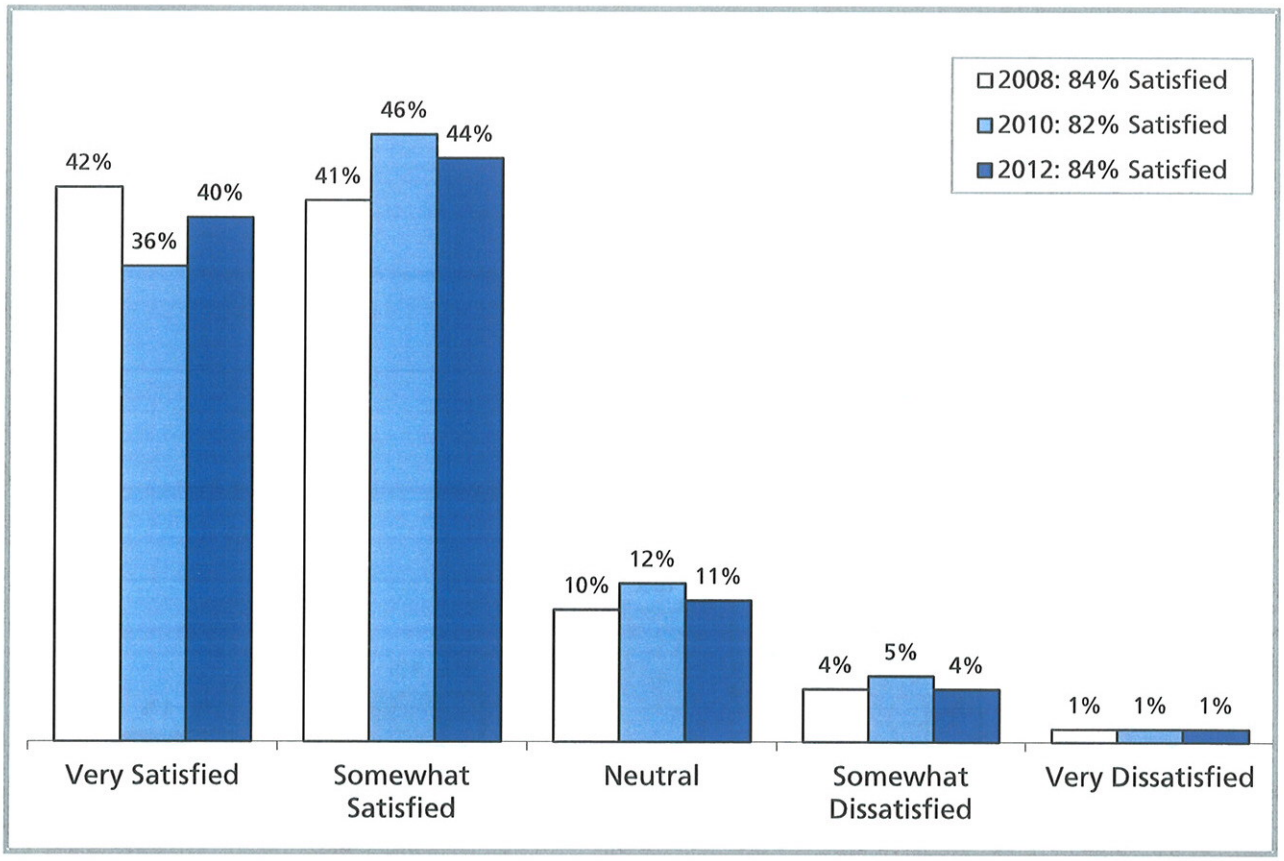
The increases in ratings of train seats show that BART's investment in new vinyl seats appears to be paying off. Passengers who were surveyed on trains with vinyl seats gave significantly higher ratings to seat condition/cleanliness than passengers on trains with upholstered wool seats. At the time of the survey, about 25% of the fleet was outfitted with the new seats. As BART continues to replace seats, it is expected that seat ratings will continue to improve.

Looking forward, BART expects to serve even greater numbers of customers as the economy continues to improve and the system expands. Average weekday ridership has been increasing for the past couple of years, reaching a historic high of nearly 417,000 trips in October 2012. New projects expected to open within the next couple of years include BART's 45th station, Warm Springs / South Fremont (expected opening: late 2015) and the Oakland Airport Connector, an Automated Guideway Transit system directly connecting the Coliseum BART station with the Oakland International Airport (expected opening: late 2014). One of the major challenges BART faces is continuing to provide its growing customer base with fast, reliable service with its aging train cars, stations, and equipment. BART is currently working on replacing its entire fleet of train cars, but it has many other unfunded capital needs which will need to be addressed to continue to meet the needs of the Bay Area.

DETAILED RESULTS

OVERALL SATISFACTION - TRENDING
(2008 / 2010 / 2012 Comparison)

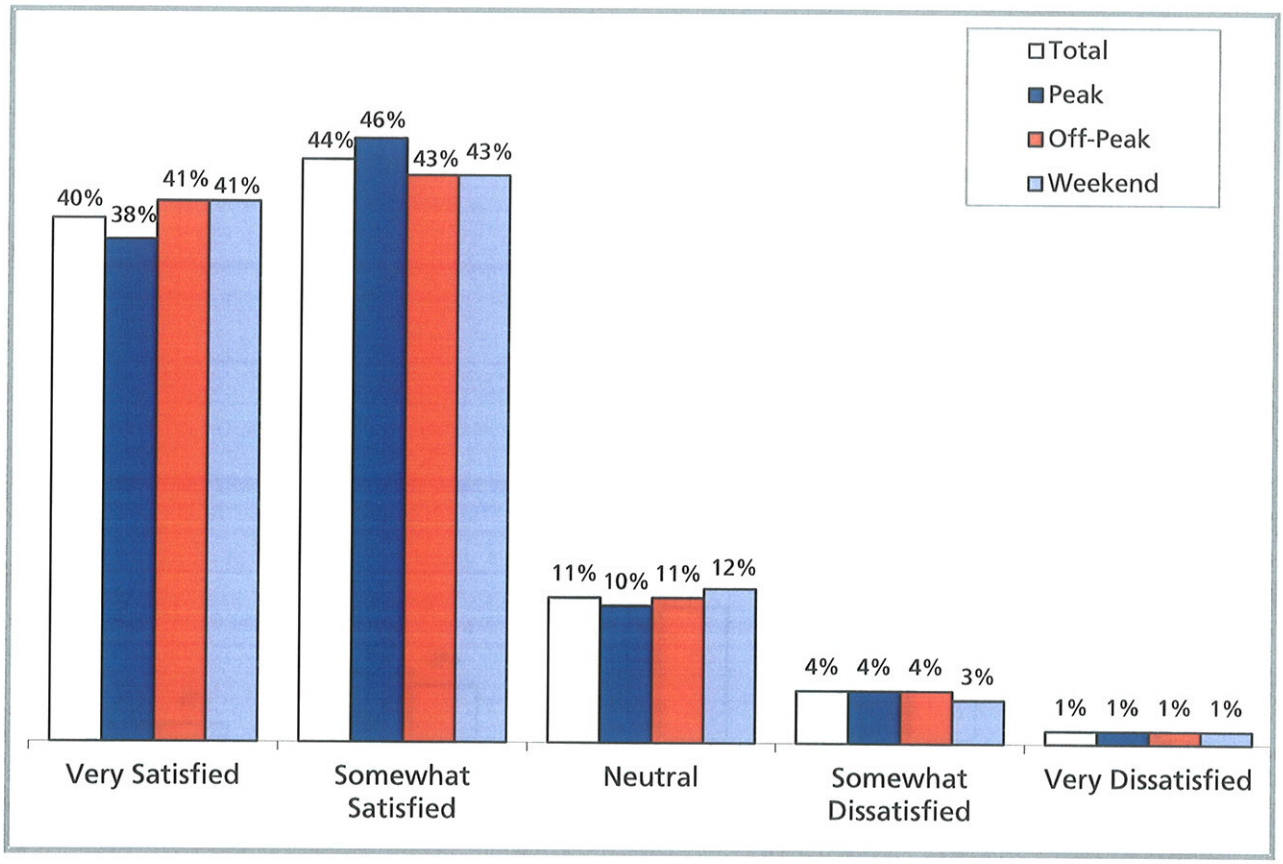
Overall satisfaction measured by those who are **very satisfied** or **somewhat satisfied** has rebounded, from 84% in 2008 to 82% in 2010 and 84% in 2012. This was driven by an increase in those who are **very satisfied**. The dissatisfied percentage has remained very low – in the 5% - 6% range – over the past three surveys.



2012 OVERALL SATISFACTION

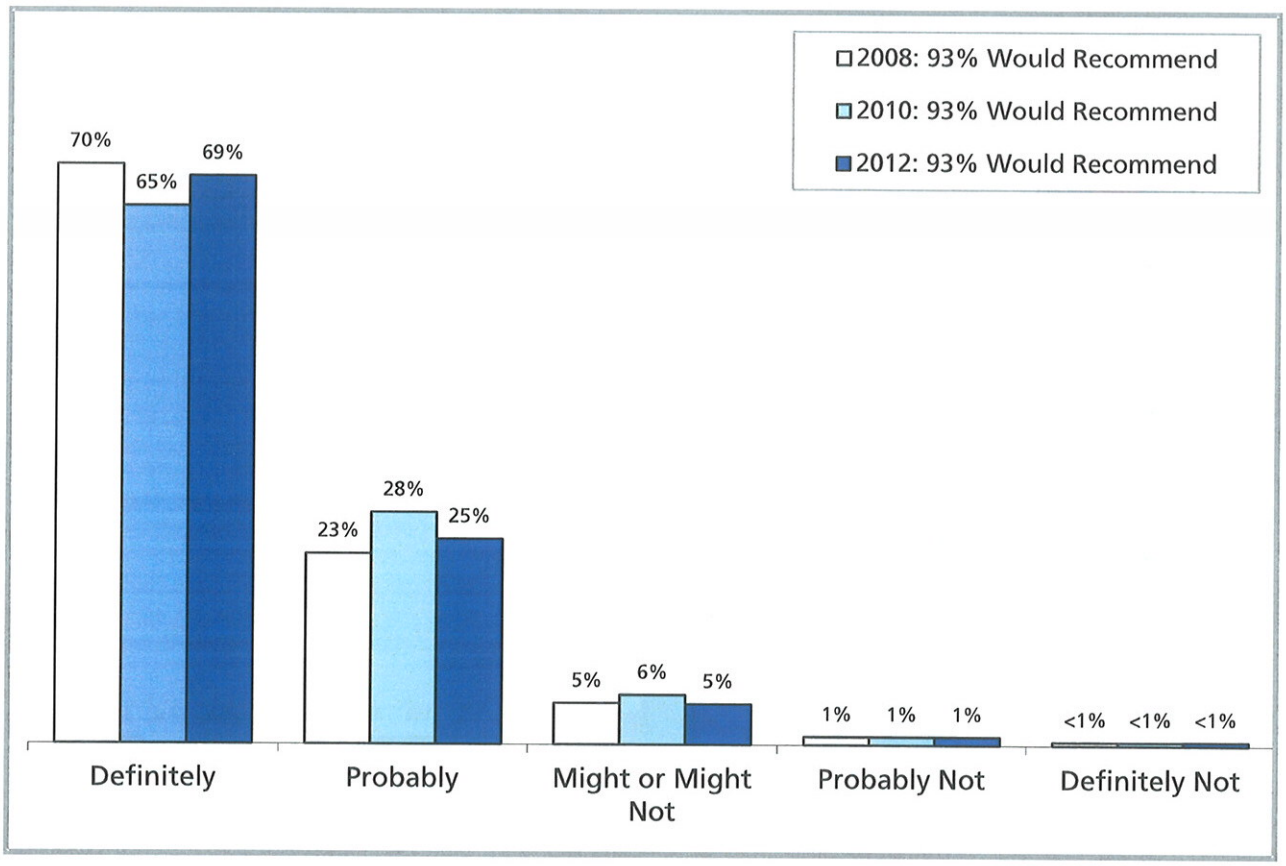
(Peak / Off-Peak / Weekend Comparison)

While overall satisfaction is at 84%, there are key differences among customers who ride during different time periods. Peak riders are more likely to be somewhat satisfied (as opposed to very satisfied), while a higher percentage of off-peak and weekend riders say they are very satisfied with BART.



WILLINGNESS TO RECOMMEND BART - TRENDING
(2008 / 2010 / 2012 Comparison)

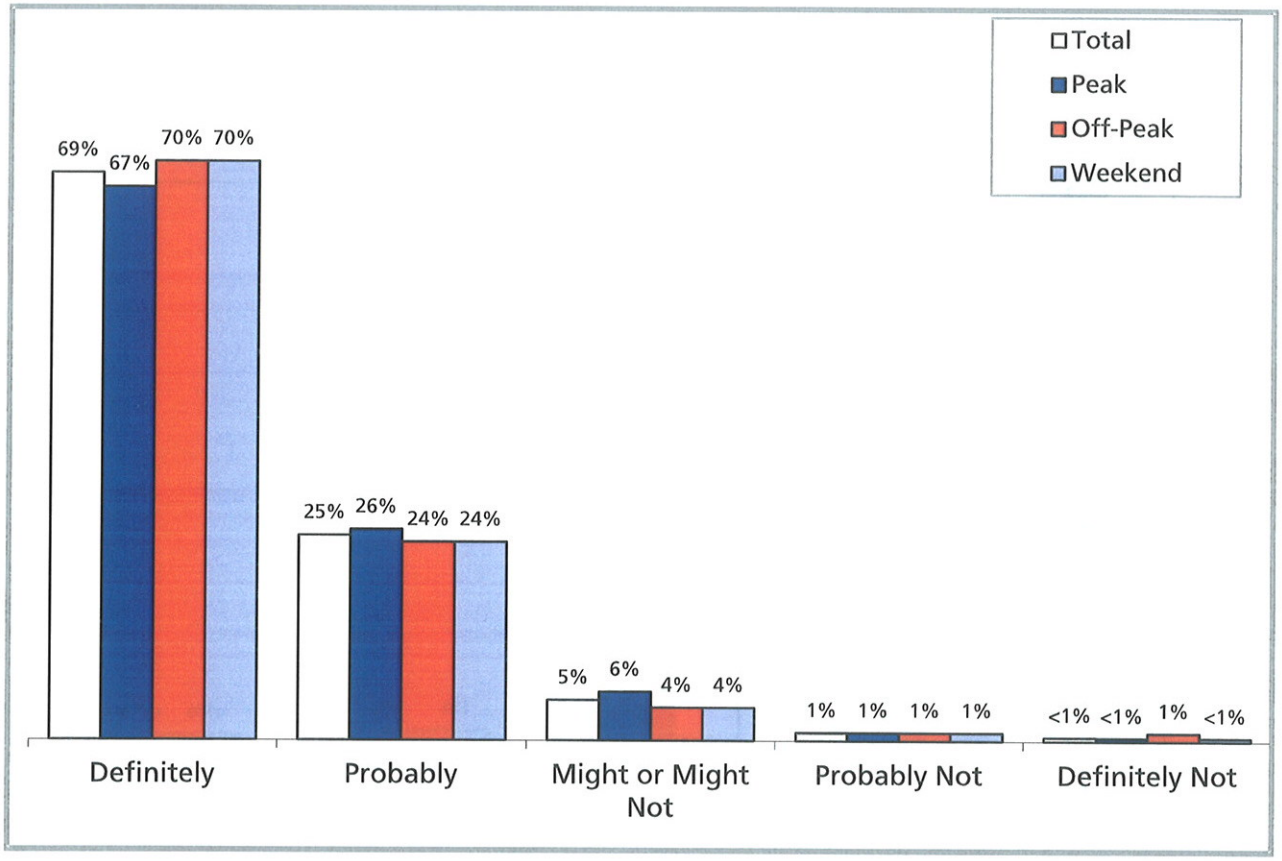
Overall willingness to recommend BART has remained steady at 93% over the last four years. Compared to 2010, there has been an increase in the "definitely" recommend category and a corresponding decrease in the "probably" recommend category.



2012 WILLINGNESS TO RECOMMEND BART

(Peak / Off-Peak / Weekend Comparison)

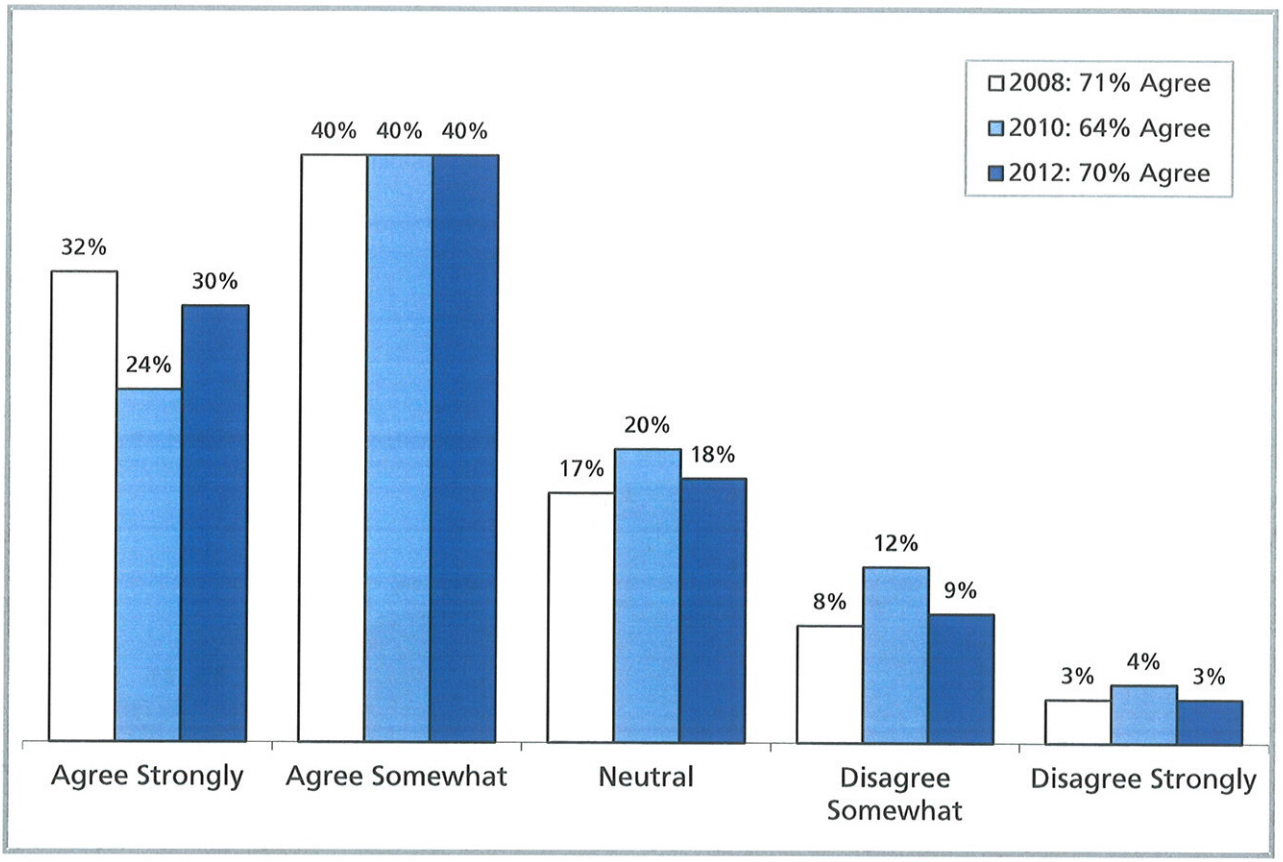
Peak period customers are slightly less likely to definitely recommend BART than off-peak and weekend riders.



PERCEPTION OF BART AS GOOD VALUE - TRENDING

(2008 / 2010 / 2012 Comparison)

The majority of riders see BART as a good value. This rating is considerably higher in 2012 (70%) than in 2010 (64%), and nearly equal to 2008 (71%). Of note is the significant increase since the last survey in those who strongly agree that BART is a good value for the money. The percentage of riders who disagree or are neutral has decreased over this time period.

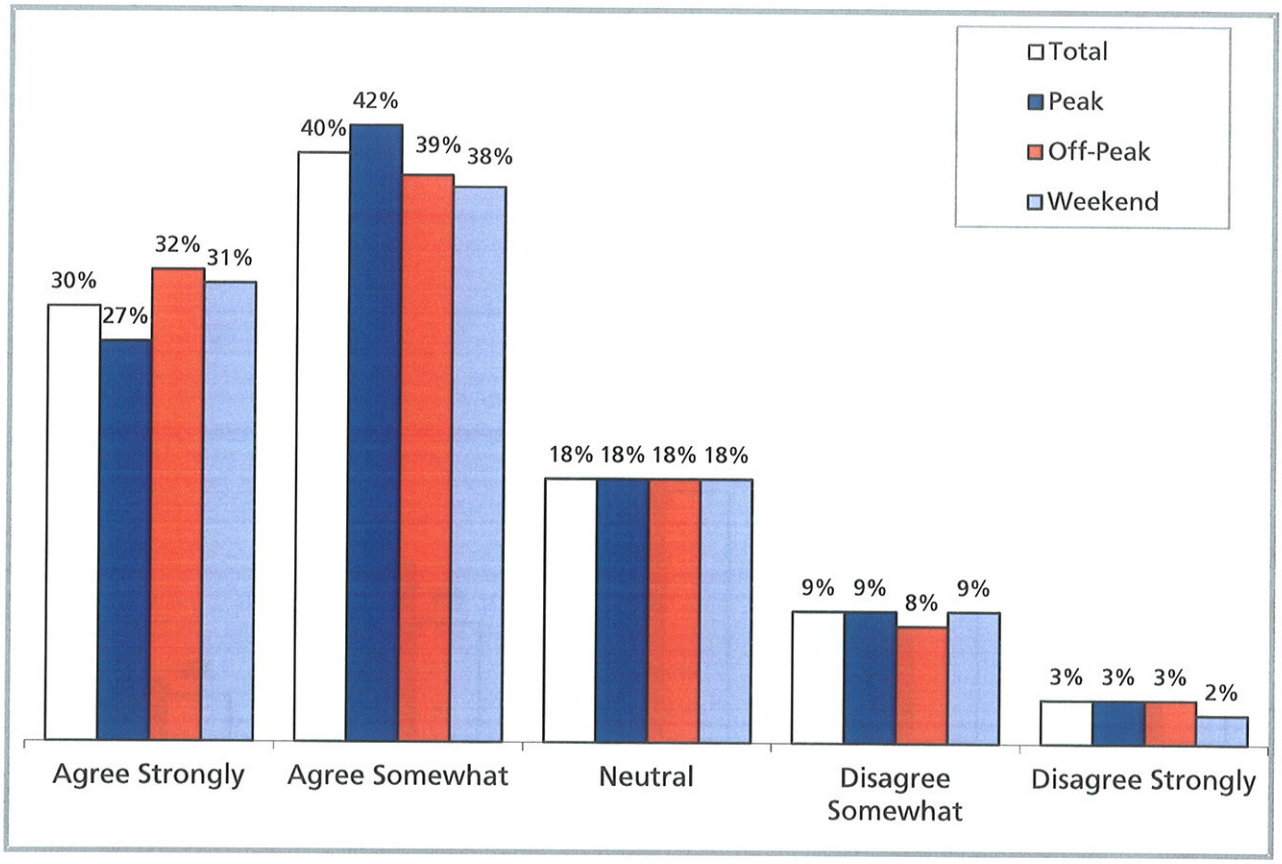


2012 PERCEPTION OF BART AS GOOD VALUE

(Peak / Off-Peak / Weekend Comparison)

Fewer peak period riders strongly agree that BART is a good value for the money than off-peak or 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, who tend to ride less frequently.



SPECIFIC SERVICE ATTRIBUTES

In the 2012 survey, customers rated BART on 48 specific service attributes. The chart on the opposite page shows mean ratings for each of these 48 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 accurate to within ±0.05 at a 95% confidence level.

BART received the highest marks for:

- Availability of maps and schedules
- On-time performance
- Clipper cards
- BART tickets
- Timeliness of connections between BART trains
- bart.gov website

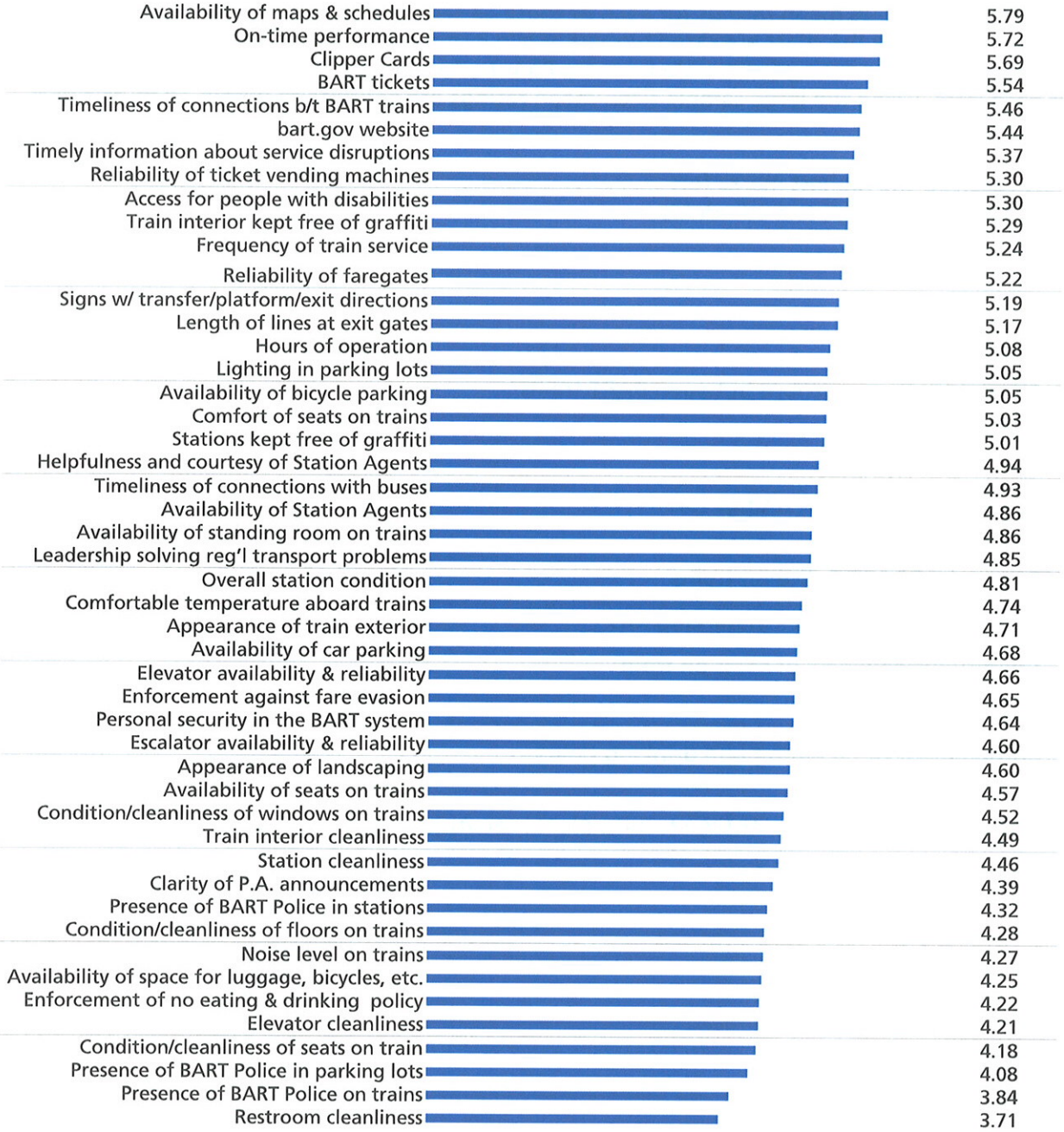
BART received the lowest ratings for:

- Restroom cleanliness
- Presence of BART Police on trains
- Presence of BART Police in parking lots
- Condition/cleanliness of seats on train
- Elevator cleanliness
- Enforcement of no eating and drinking policy

For a chart showing the percentage results, please see Appendix D.

2012 RATING OF SPECIFIC SERVICE ATTRIBUTES

Mean Rating (7 point scale)



Among the 45 attributes that can be compared against prior survey results[2], about half (51%) received lower ratings than in 2010. The chart in the next sub-section shows the percent change in the mean rating from 2010 to 2012. Note that many of these changes are not statistically significant.

Looking at statistically significant changes:
- 11 attributes had statistically significant declines, ranging from -4.6% to -1.1%;
- 10 attributes had statistically significant increases, ranging from 1.1% to 4.7%.
- The remaining 24 attributes are statistically flat as compared to 2010. (Refer to Appendix C for details on statistical significance.)

While cleanliness remains an issue with riders as two of the five attributes with the largest declines in ratings relate to it, there has been improvement in this area since the last survey. (In 2010, four of the five attributes with the biggest declines were related to cleanliness.) Riders are also concerned with escalator and elevator reliability and availability of seats on trains. The ratings with the largest declines are:
- Escalator availability and reliability (-4.6%)
- Elevator cleanliness (-4.1%)
- Station cleanliness (-2.6%)
- Availability of seats on trains (-2.6%)
- Elevator availability and reliability (-2.1%)

Customers' ratings of escalators were impacted by an unusually large number of out-of-service escalators in the months prior to the survey. As many of these escalators were in busy downtown San Francisco stations, the impacts were widely felt. A main factor contributing to the escalator outages is aging equipment – most of BART's escalators are 40 years old and will soon be due for replacement or a major overhaul. Additionally, issues due to weather, vandalism, and homelessness impact escalator availability. Over the summer, BART brought in additional staff and contractors to speed up escalator repair time, resulting in improved escalator availability. In the next five to six years, BART is planning to replace or overhaul the escalators to improve reliability. BART is also exploring building enclosures around the entrances of busy street level escalators. These would protect the escalators from the weather and prevent loitering in station entrances during non-service hours.

The declines in cleanliness are likely related to increased ridership, which puts more stress on the system. BART also has fewer workers to clean its stations today than it did 10 years ago due to budget cuts. In the next budget year, BART plans to dedicate more resources to improving the station environment for customers, including hiring more station cleaners. BART is also currently working with community groups in San Francisco's Civic Center area and Mission District to improve the station / plaza environments in these areas and address issues pertaining to loitering around stations. Specifically relating to elevators, BART has instituted a program in which Station Agents inspect elevators every two hours and catalog the results. Also, BART recently installed signage in the elevators asking customers to alert a Station Agent if there is a cleanliness issue.

The decline in ratings of seat availability is due to the large increase in ridership since the last survey. Compared to the 2010 survey period, BART's average weekday ridership was up 14% in the 2012 survey period. That's an additional 48,000+ passengers on the trains every day. While

[2] Two attributes added to the 2012 survey ("Clipper Cards" and "BART tickets") can't be compared against 2010 data. Additionally, as "Helpfulness and Courtesy of BART Personnel" was changed to "Helpfulness and Courtesy of Station Agents" on the 2012 survey, this attribute can't be compared against 2010 data.

BART has been modifying its cars to make more room for passengers, this has involved removing some seats to create more open space. Long-term, as BART replaces its fleet with new train cars, it plans to expand the size of its fleet from 669 cars to 1,000 cars. This will result in an overall increase in seat availability, fleet-wide.

BART has made progress on one of the attributes that has been consistently rated near the bottom of the list (noise), on one of the most important attributes to customers (on-time performance), and on one of BART's "target issues" (seat cleanliness – refer to next section for discussion of target issues).

The ratings with the greatest increases are:

- Noise level on trains (+4.7%)
- On-time performance of trains (+2.9%)
- Leadership in solving regional transportation problems (+2.8%)
- Condition/Cleanliness of seats on trains (+2.7%)
- Comfort of seats on trains (+2.4%)

One factor contributing to the improved perceptions of *noise level on trains* is increased rail grinding. BART has been able to improve the availability of both of its rail grinders by making maintenance improvements to the equipment, enabling BART to increase the number of track miles ground. BART continues to explore ways to address track noise. Planned improvements include:

- scheduling rail grinding based on system-wide noise mapping and analysis, allowing BART to concentrate its efforts where they will have the most impact;
- implementing an optimal rail profile to reduce wear and corrugation (ripples on the rail which increase noise).

Long-term, BART is exploring using a different type of door technology for its new train cars, which is expected to noticeably reduce noise levels on trains.

On-time performance, a key driver of overall customer satisfaction, has consistently been among the top three ranked attributes since 2000. With this year's increase, it hit an all-time high rating in terms of customers' perceptions. The improved perceptions track well with BART's actual performance metrics, which also showed an increase in on-time performance statistics between the two survey periods.

Customers tend to think of BART's *leadership in solving regional transportation problems* in terms of BART's overall impact on the region. Since BART carries many thousands of riders, provides fast and frequent service, and covers multiple counties, customers have stated that BART eases traffic and congestion, regional transportation problems. Thus, the increase in this attribute may be related to BART's ridership increase.

The increases in ratings of train seats show that BART's investment in new vinyl seats appears to be paying off. Passengers who were surveyed on trains with vinyl seats gave significantly higher ratings to seat condition/cleanliness than passengers on trains with upholstered wool seats. At the time of the survey, about 25% of the fleet was outfitted with the new seats. As BART continues to replace seats, it is expected that seat ratings will continue to improve.

SERVICE ATTRIBUTE RATINGS: PERCENTAGE CHANGES

2012 vs. 2010 comparisons

SCALE: 1 = Poor, 7 = Excellent	2012 Mean	2010 Mean	Difference	%Change (mean) ^	Statistically Significant at 95% Conf. Lvl?
Escalator availability and reliability	4.60	4.82	-0.22	-4.6%	Yes
Elevator cleanliness	4.21	4.39	-0.18	-4.1%	Yes
Station cleanliness	4.46	4.58	-0.12	-2.6%	Yes
Availability of seats on trains	4.57	4.69	-0.12	-2.6%	Yes
Elevator availability and reliability	4.66	4.76	-0.10	-2.1%	Yes
Restroom cleanliness	3.71	3.78	-0.07	-1.9%	No
Presence of BART Police in stations	4.32	4.40	-0.08	-1.8%	Yes
Availability of space on trains for luggage...	4.25	4.32	-0.07	-1.6%	Yes
Availability of standing room on trains	4.86	4.94	-0.08	-1.6%	Yes
Length of lines at exit gates	5.17	5.25	-0.08	-1.5%	Yes
Reliability of faregates	5.22	5.30	-0.08	-1.5%	Yes
Enforcement against fare evasion	4.65	4.71	-0.06	-1.3%	No
bart.gov website	5.44	5.50	-0.06	-1.1%	Yes
Presence of BART Police on trains	3.84	3.88	-0.04	-1.0%	No
Overall station condition / state of repair	4.81	4.86	-0.05	-1.0%	No
Personal security in BART system	4.64	4.68	-0.04	-0.9%	No
Appearance of train exterior	4.71	4.75	-0.04	-0.8%	No
Availability of car parking	4.68	4.71	-0.03	-0.6%	No
Presence of BART Police in parking lots	4.08	4.10	-0.02	-0.5%	No
Appearance of landscaping	4.60	4.62	-0.02	-0.4%	No
Stations kept free of graffiti	5.01	5.03	-0.02	-0.4%	No
Comfortable temperature aboard trains	4.74	4.75	-0.01	-0.2%	No
Reliability of ticket vending machines	5.30	5.31	-0.01	-0.2%	No
Availability of Station Agents	4.86	4.86	0.00	0.0%	No
Enforcement of no eating or drinking policy	4.22	4.22	0.00	0.0%	No
Access for people with disabilities	5.30	5.29	0.01	0.2%	No
Signs with transfer / platform / exit directions	5.19	5.18	0.01	0.2%	No
Condition / cleanliness of windows on trains	4.52	4.51	0.01	0.2%	No
Availability of maps and schedules	5.79	5.77	0.02	0.3%	No
Timely information about service disruptions	5.37	5.35	0.02	0.4%	No
Lighting in parking lots	5.05	5.02	0.03	0.6%	No
Hours of operation	5.08	5.04	0.04	0.8%	No
Availability of bicycle parking	5.05	5.01	0.04	0.8%	No
Timeliness of connections w/ buses	4.93	4.89	0.04	0.8%	No
Condition / cleanliness of floors on trains	4.28	4.24	0.04	0.9%	No
Train interior kept free of graffiti	5.29	5.23	0.06	1.1%	Yes
Timeliness of connections b/t BART trains	5.46	5.39	0.07	1.3%	Yes
Clarity of public address announcements	4.39	4.32	0.07	1.6%	Yes
Train interior cleanliness	4.49	4.41	0.08	1.8%	Yes
Frequency of train service	5.24	5.14	0.10	1.9%	Yes
Comfort of seats on trains	5.03	4.91	0.12	2.4%	Yes
Condition / cleanliness of seats on trains	4.18	4.07	0.11	2.7%	Yes
Leadership in solving reg'l transport. problems	4.85	4.72	0.13	2.8%	Yes
On-time performance of trains	5.72	5.56	0.16	2.9%	Yes
Noise level on trains	4.27	4.08	0.19	4.7%	Yes
Helpfulness and courtesy of Station Agents**	4.94	-	-	-	-
BART Tickets*	5.54	-	-	-	-
Clipper Cards*	5.69	-	-	-	-

^ The % change (mean) is calculated by dividing the difference in means by the 2010 mean. For example, on the "Escalator availability" rating, the 2010 rating is 4.82; the 2012 rating is 4.82. The difference between these two mean ratings is -0.22. So the calculation for the above table is -0.22 divided by 4.82 = -4.6%.

* Not asked in 2010

** In 2010, this attribute was phrased more broadly as "Helpfulness and courtesy of BART Personnel"

QUADRANT ANALYSIS

The chart on the opposite page (titled "2012 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 are rated relatively low by BART riders. Based on the vertical axis used since 1996, the seven target issues include:

- Condition / cleanliness of seats on trains
- Availability of space on trains for luggage, bicycles, and strollers
- Condition / cleanliness of floors on trains
- Station cleanliness
- Car interior cleanliness
- Availability of seats on trains
- Personal security in the BART system

Compared to 2010, there is one new target issue – availability of seats on trains. This is a challenging issue to address in the near term as BART is serving an increasing number of riders with its existing aging fleet. Long-term, however, BART is planning on increasing the size of its fleet from 669 to 1,000 cars, which will increase the overall number of seats.

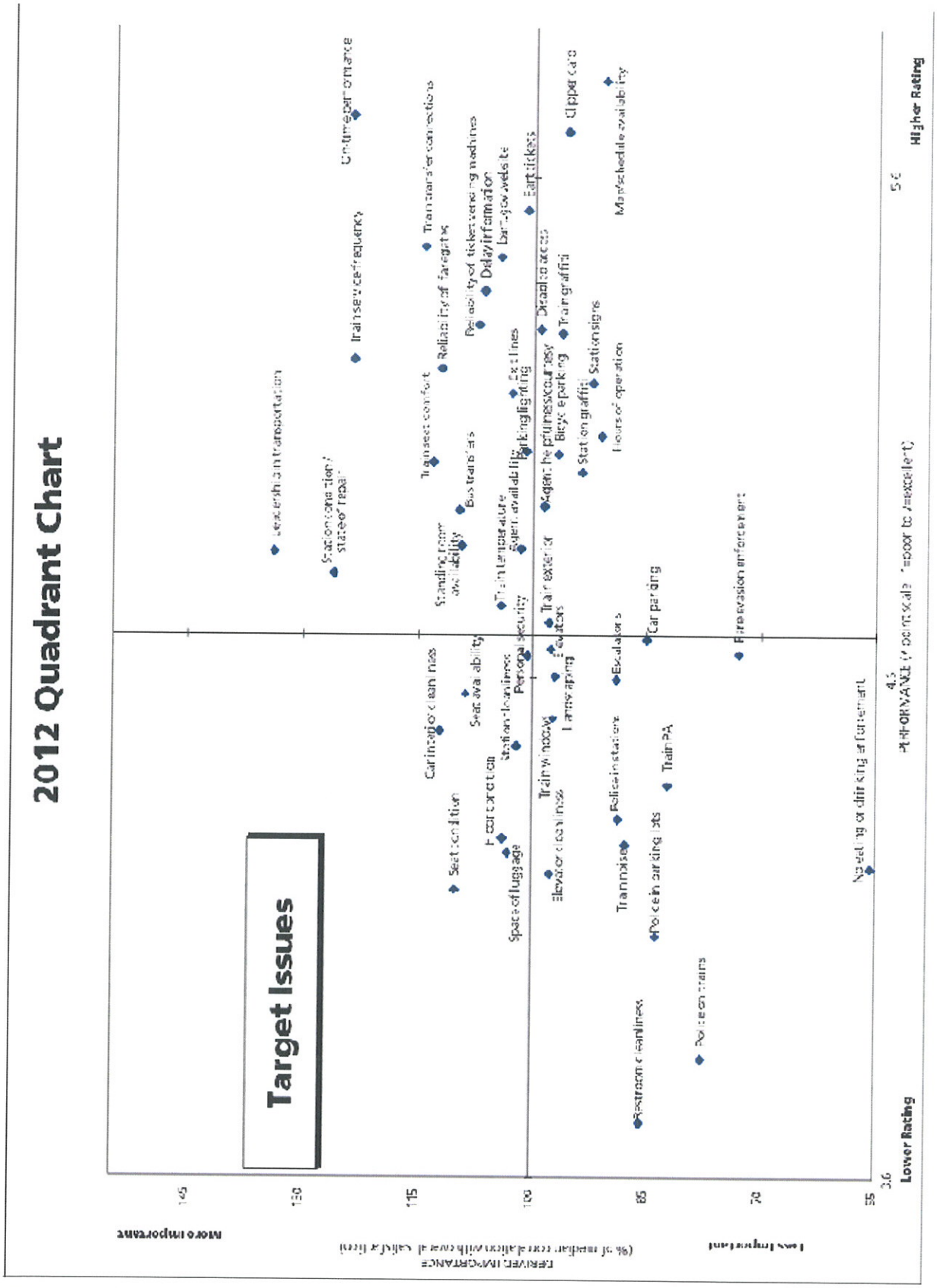
While seat condition and car interior cleanliness remain target issues, they have both shown improvement since 2010. This is most likely due to the investment BART has made in new vinyl seat coverings, which are easier to keep clean.

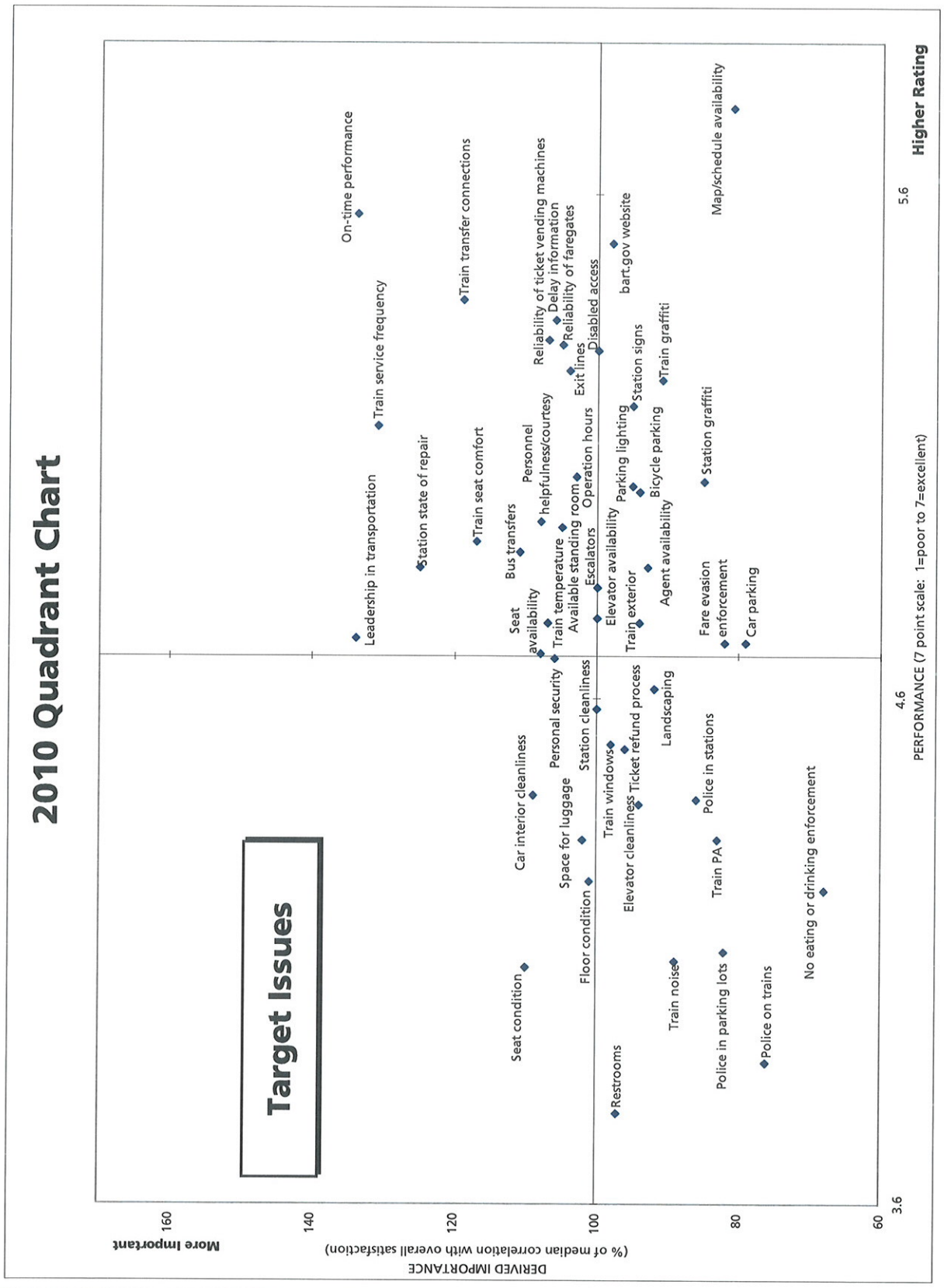
With regard to station cleanliness, BART anticipates putting increased focus on stations in the next budget year. The appearance and cleanliness of stations should improve with planned heavy-duty cleaning, painting, and the hiring of additional station cleaners.

Note that identifying how the above issues can be addressed may be driven by resources available and tradeoffs. In considering strategies to address these items, it will also be important to maintain the ratings for those items in the top right quadrant, particularly on-time performance.

For comparison purposes, the 2010 Quadrant Chart is included after the 2012 chart.

Note: The vertical axis on the opposite page is based on using a mean statistic of 6.85. The mean was the mean of all the attributes for the 1996 benchmark study.


2012 Quadrant Chart
Target Issues
More important
Less important
DERIVED IMPORTANCE
(% of regular commuters who call it)
PERFORMANCE (5 point scale - poor to excellent)
Lower Rating
Higher Rating
Leadership in transportation
Station cleanliness
Station repair
On-time performance
Train service frequency
Train announcements
Reliability of faregates
Standing room availability
Bus transfers
Reliability of ticket vending machines
Delay/info mation
bart.gov website
Parking lighting
Gas lines
Bart tickets
Train interior
Agency helpfulness
Bicycle parking
Train graffiti
Clipper card
Station graffiti
Signs
Hours of operation
Map/schedule availability
Car interior cleanliness
Seat condition
Seat availability
Heat/air conditioning
Station cleanliness
Personal security
Train ride
Elevator cleanliness
Lamps/lighting
Escalators
Car parking
Restroom cleanliness
Police in stations
Train PA
Police on trains
Fare evasion enforcement
Speeding or driving after dark


2010 Quadrant Chart
Target Issues
More Important
DERIVED IMPORTANCE
(% of median correlation with overall satisfaction)
160
140
120
100
80
60
3.6
4.6
5.6
PERFORMANCE (7 point scale: 1=poor to 7=excellent)
Higher Rating
On-time performance
Leadership in transportation
Train service frequency
Station state of repair
Train transfer connections
Train seat comfort
Seat availability
Bus transfers
Personnel
helpfulness/courtesy
Train temperature
Available standing room
Operation hours
Escalators
Reliability of ticket vending machines
Delay information
Reliability of faregates
Exit lines
Disabled access
bart.gov website
Elevator availability
Parking lighting
Station signs
Train exterior
Bicycle parking
Agent availability
Train graffiti
Fare evasion enforcement
Station graffiti
Car parking
Map/schedule availability
Seat condition
Car interior cleanliness
Personal security
Station cleanliness
Space for luggage
Floor condition
Train windows
Elevator cleanliness
Ticket refund process
Landscaping
Police in stations
Train PA
Restrooms
Train noise
Police in parking lots
Police on trains
No eating or drinking enforcement

SATISFACTION TRENDS

The chart on the next page shows the overall satisfaction ratings recorded since the first BART Customer Satisfaction Survey in 1996. 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 a low of 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 the 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 completion of the renovation program.

The 2006 survey reflects residual effects of these improvements. Other factors in the 2004 to 2006 time period were another small fare increase and a labor settlement without a work stoppage. 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.

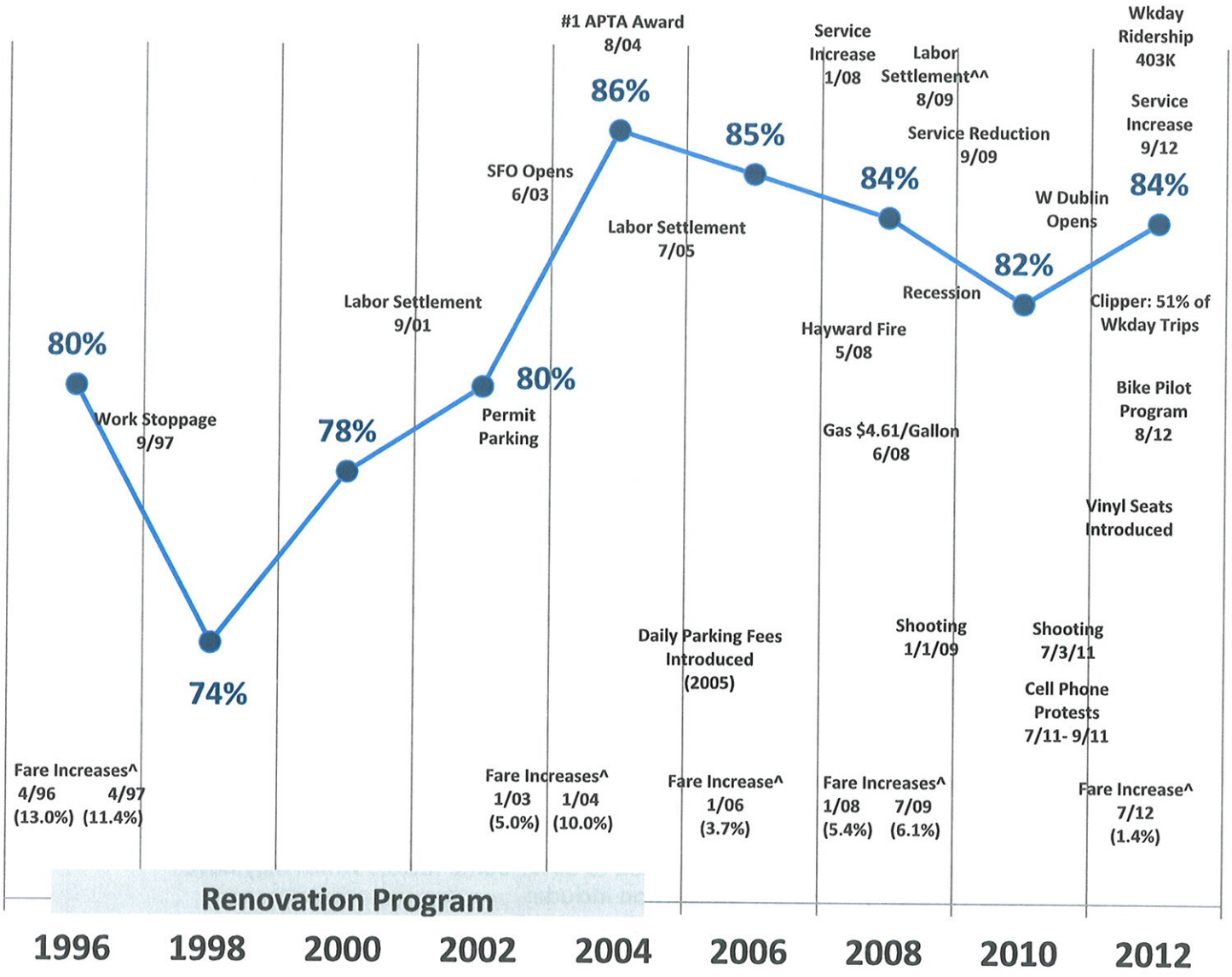
Between the 2008 and 2010 surveys, BART ridership dropped 7% reflecting the impacts of the longest recession since World War II, running from December 2007 through June 2009. Between these two survey periods, unemployment in the three-county BART District rose from 6.3% to 10.6%. BART implemented a 6.1% fare increase in July 2009, six months earlier than anticipated, in order to help close a budget deficit.[3] 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 (unemployment in the BART District was 8.1%), gas prices were on the rise, and BART customer satisfaction rebounded to 84%. Some factors which may have influenced the increase in customer satisfaction include:

- The replacement of BART's upholstered wool seat coverings with vinyl seat coverings, which are easier to keep clean (completed on approximately 25% of the fleet at the time of the survey);
- Strong on-time performance, a key driver of customer satisfaction;
- An increase in evening service on the Richmond-Millbrae line (four additional trains in each direction between 7 p.m. and 8 p.m.);
- A relatively small fare increase of 1.4% in July 2012 (the smallest fare increase in BART's history).

[3] 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).

SATISFACTION TRENDS: 1996 - 2012



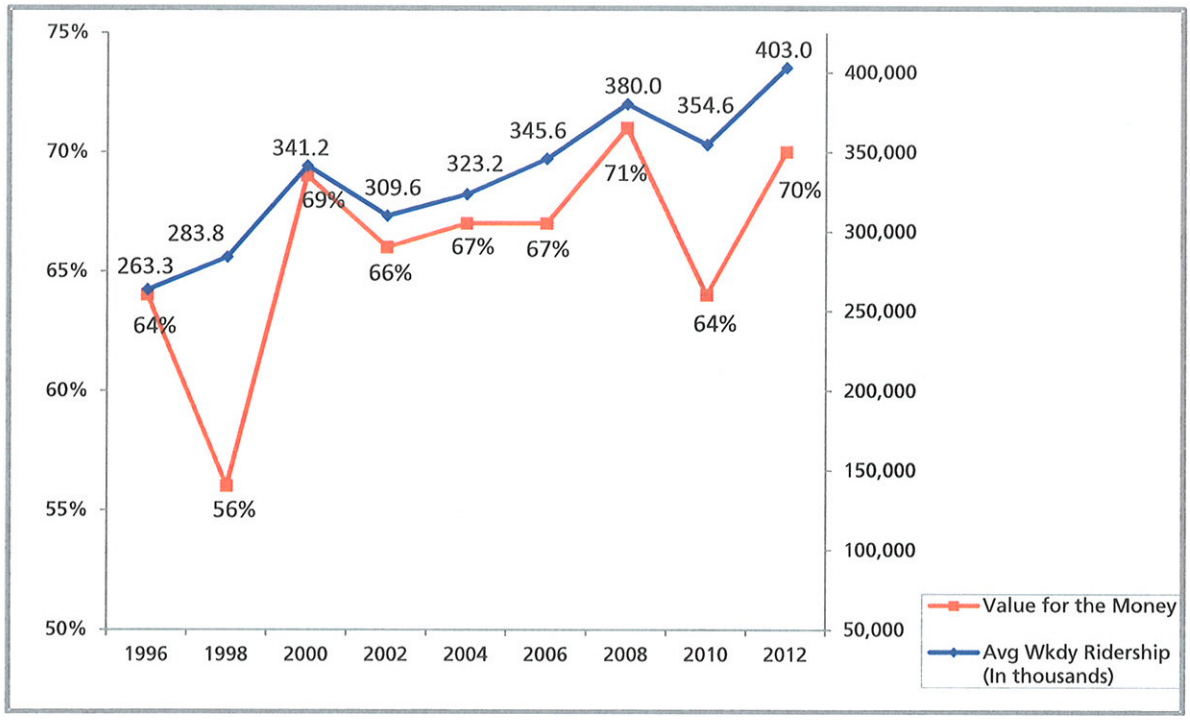
^ Percentages shown reflect average fare increases. The 2006 fare increase of 3.7% does not include an additional $0.10 capital surcharge. The 7/09 fare increase of 6.1% does not include the minimum fare increase (+$0.25) or the SFO premium fare increase (+$2.50).

^^ Work stoppage announced, but averted in 8/09.

VALUE TRENDS AND RIDERSHIP

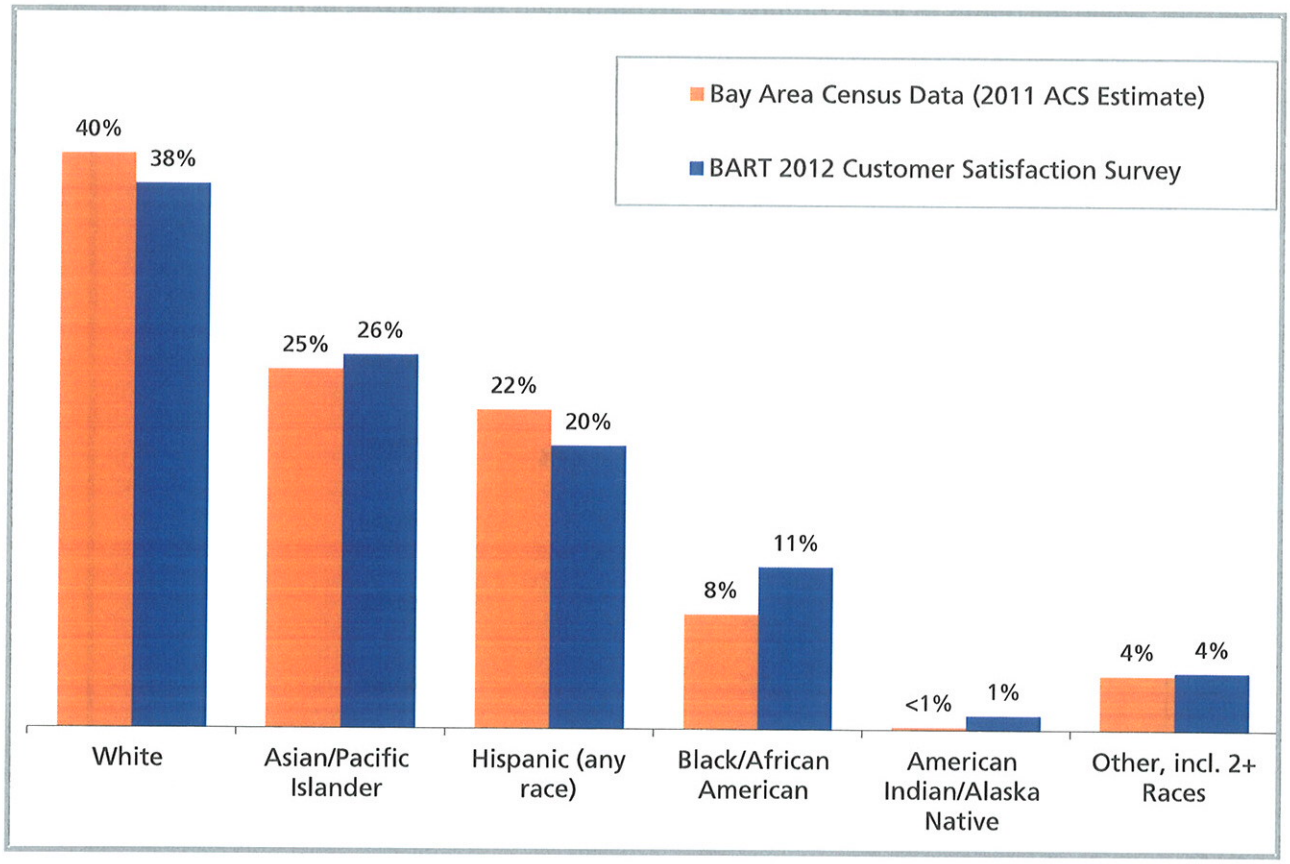
The chart below shows overall value ratings since 1996 on the primary axis. Average weekday ridership figures for September of each year (in thousands) are shown on the secondary axis.

It is interesting to note that perceptions of value and average weekday ridership levels are correlated. That is, in many years, increases in value ratings are accompanied by increases in ridership, while decreases in value ratings are accompanied by decreases in ridership. Note that this does not prove causation, and there are other factors that influence both value ratings and ridership, such as the state of the economy and gas prices.



BART CUSTOMER ETHNICITY COMPARED TO REGIONAL DATA

BART customers' ethnicities reflect the diversity of the Bay Area.



Sources:

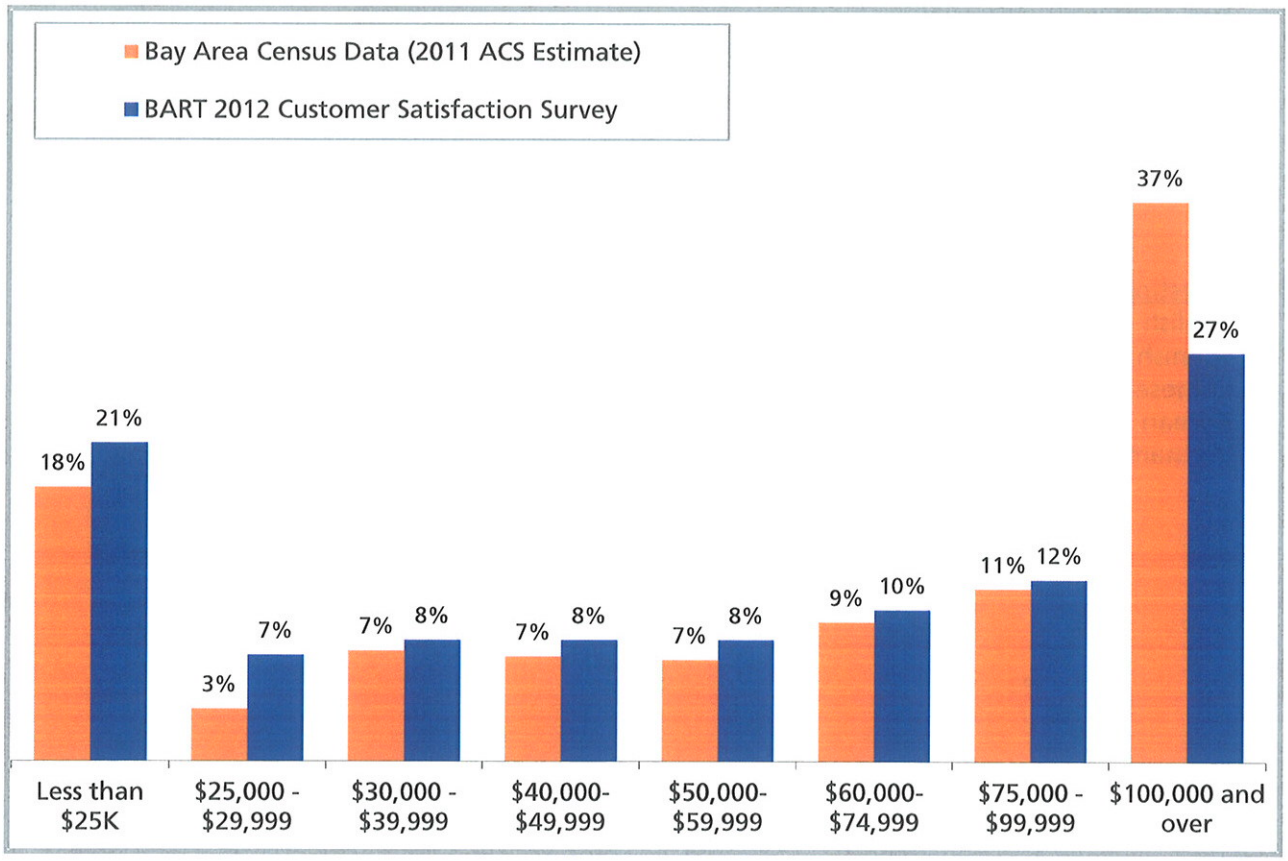
- U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates: Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (http://factfinder2.census.gov)
- BART 2012 Customer Satisfaction Survey

Notes:

1) The ACS 2011 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 6,531 responses and excludes 3% non-response.
4) In order to maintain comparability with prior years' BART data, those who responded to the ethnicity question but skipped the Hispanic question are included within the non-Hispanic race categories.
5) 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 are notable differences at the lowest and highest income categories.



Sources:

- U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates: Table B19001 "Household Income in the Past 12 Months." Universe: Households. (http://factfinder2.census.gov)
- BART 2012 Customer Satisfaction Survey

Notes:

1) The ACS 2011 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 6,070 responses and excludes 9% non-response. Note that 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.

Appendix A:
QUESTIONNAIRE

Questionnaires in:
English
Spanish
Chinese
Korean
Vietnamese

BART Survey & Contest

Grand Prize: Win an iPad!
Enter on back for a chance to win an iPad or one of four $100 Clipper cards

Please complete this survey. Survey information will be treated confidentially. Unless otherwise stated, your answers should refer to your overall BART experience. Please hand the completed survey back to the survey coordinator. If necessary, you can also mail the survey to: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

USAGE OF BART

1. Which BART station did you enter before boarding this train?
   _____ (Entry Station)
2. About what time did you get on this train?
   _____ (Hour) _____ (Minute) ☐ AM ☐ PM
3. At which BART station will you exit the system?
   _____ (Exit Station)
4. Are you transferring between BART trains on this trip?
   ☐ No ☐ Yes
5. What is the **primary** purpose of this trip? *(Check one)*
   - ☐ Commute to/from work
   - ☐ School
   - ☐ Airplane trip
   - ☐ Sports event
   - ☐ Visit friends/family
   - ☐ Medical/Dental
   - ☐ Shopping
   - ☐ Restaurant
   - ☐ Theater or Concert
   - ☐ Other: _____
6. If BART service were not available, how would you make this trip? *(Check your one best option)*
   - ☐ I would not make this trip
   - ☐ Bus or other transit
   - ☐ Drive alone to my destination & park
   - ☐ Carpool
   - ☐ Other: _____
7. Did you use a **Clipper / TransLink** card to pay the fare for this BART trip?
   ☐ No ☐ Yes
8. What **type of fare** did you pay for this BART trip? *(Check one)*
   - ☐ Regular BART fare
   - ☐ High Value Discount ($48 or $64 value)
   - ☐ Muni Fast Pass
   - ☐ BART Plus
   - ☐ Senior discount
   - ☐ Disabled discount
   - ☐ Student discount
   - ☐ Other: _____
9. How did you travel between home and BART today?
   - ☐ Walked all the way to BART
   - ☐ Bicycle
   - ☐ Bus/transit
   - ☐ Drove alone → Where did you **park**? ☐ In BART lot ☐ Off-site
   - ☐ Carpooled → What fee, *if any*, did you **pay**? ☐ None/free ☐ Daily Reserved ☐ Daily fee ☐ Monthly Reserved
   - ☐ Dropped off
   - ☐ Other: _____
10. How long have you been riding BART?
    - ☐ This is my first time on BART
    - ☐ 6 months or less
    - ☐ More than 6 months but less than 1 year
    - ☐ 1 – 2 years
    - ☐ 3 – 5 years
    - ☐ More than 5 years
11. How often do you **currently** ride BART? *(Check one)*
    - ☐ 6 – 7 days a week
    - ☐ 5 days a week
    - ☐ 3 – 4 days a week
    - ☐ 1 – 2 days a week
    - ☐ 1 – 3 days a **month**
    - ☐ Less than once a **month** → About how many times a year? _____

OPINION OF BART

12. Overall, how satisfied are you with the services provided by BART?
    - ☐ Very Satisfied
    - ☐ Somewhat Satisfied
    - ☐ Neutral
    - ☐ Somewhat Dissatisfied
    - ☐ Very Dissatisfied
13. Would you recommend using BART to a friend or out-of-town guest?
    - ☐ Definitely
    - ☐ Probably
    - ☐ Might or might not
    - ☐ Probably not
    - ☐ Definitely not
14. 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

15. After you boarded the train for this trip, did you stand because seating was unavailable?
    ☐ No ☐ Yes – whole trip ☐ Yes – part of trip

→ **NOTE:** *Please answer BOTH Questions 16a and 16b.*

16a. Are you of Hispanic, Latino or Spanish origin?
    ☐ No ☐ Yes

16b. 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: _____

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

17. Do you speak a language other than English at home?
    ☐ No
    ☐ Yes → If "Yes," how well do you speak English? ☐ Very Well ☐ Well ☐ Not well ☐ Not at all
18. Gender: ☐ Male ☐ Female
19. Age:
    - ☐ 12 or younger
    - ☐ 13 - 17
    - ☐ 18 - 24
    - ☐ 25 - 34
    - ☐ 35 - 44
    - ☐ 45 - 54
    - ☐ 55 - 64
    - ☐ 65 and older
20. What is your total 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
21. Including yourself, how many people live in your household?
    ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+

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OVER

22 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. Only 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
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 buses	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
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
Personal security in the BART system	1	2	3	4	5	6	7
bart.gov website	1	2	3	4	5	6	7
Leadership in solving regional transportation problems	1	2	3	4	5	6	7

BART STATION RATING	POOR						EXCELLENT
Length of lines at exit gates	1	2	3	4	5	6	7
Reliability of ticket vending machines	1	2	3	4	5	6	7
Reliability of faregates	1	2	3	4	5	6	7
Clipper cards	1	2	3	4	5	6	7
BART tickets	1	2	3	4	5	6	7
Escalator availability and reliability	1	2	3	4	5	6	7
Elevator availability and reliability	1	2	3	4	5	6	7
Presence of BART Police in stations	1	2	3	4	5	6	7
Presence of BART Police in parking lots	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
Appearance of landscaping	1	2	3	4	5	6	7
Stations kept free of graffiti	1	2	3	4	5	6	7
Station cleanliness	1	2	3	4	5	6	7
Restroom cleanliness	1	2	3	4	5	6	7
Elevator cleanliness	1	2	3	4	5	6	7
Signs with transfer / platform / exit directions	1	2	3	4	5	6	7
Overall condition / state of repair	1	2	3	4	5	6	7

BART TRAIN RATING	POOR						EXCELLENT
Availability of seats on trains	1	2	3	4	5	6	7
Availability of space on trains for luggage, bicycles, and strollers	1	2	3	4	5	6	7
Availability of standing room on trains	1	2	3	4	5	6	7
Comfort of seats on trains	1	2	3	4	5	6	7
Condition / cleanliness of seats on trains	1	2	3	4	5	6	7
Comfortable temperature aboard trains	1	2	3	4	5	6	7
Noise level on trains	1	2	3	4	5	6	7
Clarity of public address announcements	1	2	3	4	5	6	7
Presence of BART Police on trains	1	2	3	4	5	6	7
Appearance of train exterior	1	2	3	4	5	6	7
Condition / cleanliness of windows on trains	1	2	3	4	5	6	7
Train interior kept free of graffiti	1	2	3	4	5	6	7
Train interior cleanliness	1	2	3	4	5	6	7
Condition / cleanliness of floors on trains	1	2	3	4	5	6	7

COMMENTS:

_____

_____ *(Give additional feedback at www.bart.gov/comments)*

To enter the contest, enter your name and contact information below:

NAME: _____

DAYTIME TELEPHONE NUMBER: (____) _____

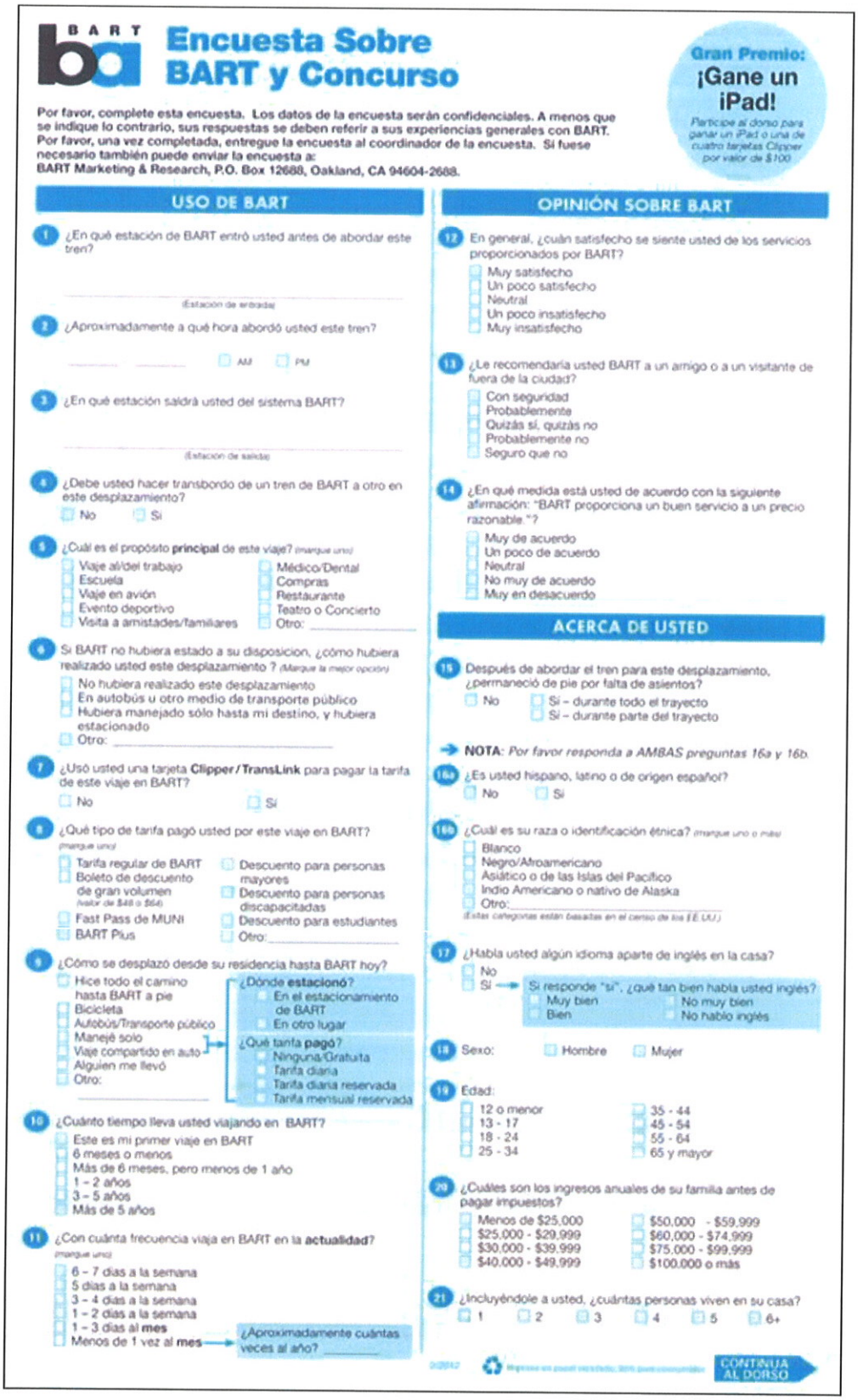
EMAIL ADDRESS: _____

May we contact you in the future to ask your opinion about BART? ☐ Yes ☐ No

Would you like to sign up for a weekly BART email with contests, discounts and events close to BART stations? *(Coming Soon)* ☐ Yes ☐ No

CONTEST RULES: No purchase necessary. You may enter more than once. Void where prohibited. Any mailed entries must be received at BART headquarters by October 15, 2012. Winners will be chosen by a random drawing. Need not be present to win. Entries valid only on official survey form. Survey team members and their families and BART employees and their families are not eligible to enter. Prizes are non-transferable and cannot be substituted for cash. All federal, state and local regulations apply. Contest open to U.S. legal residents of California 18 years or older. Prize winners must meet all eligibility requirements. Awarding of prizes subject to entrant verification. Prizes include one iPad (Approximate value $600.00) and one of four Clipper Cards (Value $100 each). Visit www.bart.gov/survey for full details.

OVER



BART

Encuesta Sobre BART y Concurso

Gran Premio: ¡Gane un iPad!
Participe al dorso para ganar un iPad o una de cuatro tarjetas Clipper por valor de $100

Por favor, complete esta encuesta. Los datos de la encuesta serán confidenciales. A menos que se indique lo contrario, sus respuestas se deben referir a sus experiencias generales con BART. Por favor, una vez completada, entregue la encuesta al coordinador de la encuesta. Si fuese necesario también puede enviar la encuesta a:
BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

USO DE BART

1. ¿En qué estación de BART entró usted antes de abordar este tren?
   _____ (Estación de entrada)
2. ¿Aproximadamente a qué hora abordó usted este tren?
   _____ _____ ☐ AM ☐ PM
3. ¿En qué estación saldrá usted del sistema BART?
   _____ (Estación de salida)
4. ¿Debe usted hacer transbordo de un tren de BART a otro en este desplazamiento?
   ☐ No ☐ Sí
5. ¿Cuál es el propósito **principal** de este viaje? *(marque uno)*
   - ☐ Viaje al/del trabajo
   - ☐ Escuela
   - ☐ Viaje en avión
   - ☐ Evento deportivo
   - ☐ Visita a amistades/familiares
   - ☐ Médico/Dental
   - ☐ Compras
   - ☐ Restaurante
   - ☐ Teatro o Concierto
   - ☐ Otro: _____
6. Si BART no hubiera estado a su disposición, ¿cómo hubiera realizado usted este desplazamiento? *(Marque la mejor opción)*
   - ☐ No hubiera realizado este desplazamiento
   - ☐ En autobús u otro medio de transporte público
   - ☐ Hubiera manejado sólo hasta mi destino, y hubiera estacionado
   - ☐ Otro: _____
7. ¿Usó usted una tarjeta **Clipper / TransLink** para pagar la tarifa de este viaje en BART?
   ☐ No ☐ Sí
8. ¿Qué tipo de tarifa pagó usted por este viaje en BART? *(marque uno)*
   - ☐ Tarifa regular de BART
   - ☐ Boleto de descuento de gran volumen *(valor de $48 o $64)*
   - ☐ Fast Pass de MUNI
   - ☐ BART Plus
   - ☐ Descuento para personas mayores
   - ☐ Descuento para personas discapacitadas
   - ☐ Descuento para estudiantes
   - ☐ Otro: _____
9. ¿Cómo se desplazó desde su residencia hasta BART hoy?
   - ☐ Hice todo el camino hasta BART a pie
   - ☐ Bicicleta
   - ☐ Autobús/Transporte público
   - ☐ Manejé solo
   - ☐ Viaje compartido en auto
   - ☐ Alguien me llevó
   - ☐ Otro: _____

   → ¿Dónde **estacionó**?
   - ☐ En el estacionamiento de BART
   - ☐ En otro lugar

   → ¿Qué tarifa **pagó**?
   - ☐ Ninguna/Gratuita
   - ☐ Tarifa diaria
   - ☐ Tarifa diaria reservada
   - ☐ Tarifa mensual reservada
10. ¿Cuánto tiempo lleva usted viajando en BART?
    - ☐ Este es mi primer viaje en BART
    - ☐ 6 meses o menos
    - ☐ Más de 6 meses, pero menos de 1 año
    - ☐ 1 - 2 años
    - ☐ 3 - 5 años
    - ☐ Más de 5 años
11. ¿Con cuánta frecuencia viaja en BART en la **actualidad**? *(marque uno)*
    - ☐ 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 1 vez al **mes** → ¿Aproximadamente cuántas veces al año? _____

OPINIÓN SOBRE BART

12. En general, ¿cuán satisfecho se siente usted de los servicios proporcionados por BART?
    - ☐ Muy satisfecho
    - ☐ Un poco satisfecho
    - ☐ Neutral
    - ☐ Un poco insatisfecho
    - ☐ Muy insatisfecho
13. ¿Le recomendaría usted BART a un amigo o a un visitante de fuera de la ciudad?
    - ☐ Con seguridad
    - ☐ Probablemente
    - ☐ Quizás sí, quizás no
    - ☐ Probablemente no
    - ☐ Seguro que no
14. ¿En qué medida está usted de acuerdo con la siguiente afirmación: "BART proporciona un buen servicio a un precio razonable."?
    - ☐ Muy de acuerdo
    - ☐ Un poco de acuerdo
    - ☐ Neutral
    - ☐ No muy de acuerdo
    - ☐ Muy en desacuerdo

ACERCA DE USTED

15. Después de abordar el tren para este desplazamiento, ¿permaneció de pie por falta de asientos?
    ☐ No ☐ Sí – durante todo el trayecto ☐ Sí – durante parte del trayecto

→ **NOTA**: *Por favor responda a AMBAS preguntas 16a y 16b.*

16a. ¿Es usted hispano, latino o de origen español?
    ☐ No ☐ Sí
16b. ¿Cuál es su raza o identificación étnica? *(marque uno o más)*
    - ☐ Blanco
    - ☐ Negro/Afroamericano
    - ☐ Asiático o de las Islas del Pacífico
    - ☐ Indio Americano o nativo de Alaska
    - ☐ Otro: _____

    (Estas categorías están basadas en el censo de los EE.UU.)
17. ¿Habla usted algún idioma aparte de inglés en la casa?
    ☐ No ☐ Sí → Si responde "sí", ¿qué tan bien habla usted inglés?
    - ☐ Muy bien
    - ☐ Bien
    - ☐ No muy bien
    - ☐ No hablo inglés
18. Sexo: ☐ Hombre ☐ Mujer
19. Edad:
    - ☐ 12 o menor
    - ☐ 13 - 17
    - ☐ 18 - 24
    - ☐ 25 - 34
    - ☐ 35 - 44
    - ☐ 45 - 54
    - ☐ 55 - 64
    - ☐ 65 y mayor
20. ¿Cuáles son los ingresos anuales de su familia antes de pagar impuestos?
    - ☐ Menos de $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 o más
21. ¿Incluyéndole a usted, ¿cuántas personas viven en su casa?
    ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+

Impreso en papel reciclado, 30% post-consumidor

CONTINUA AL DORSO

22 Por favor, ayude a BART a mejorar el servicio calificando cada una de las siguientes categorías. "7" (excelente) es la calificación más alta que puede darle al servicio. "1" (pésimo) es la calificación más baja que puede darle al servicio. También puede usted usar cualquier número entre el 1 y el 7. Deje en blanco conteste solamente aquellos atributos que no sean pertinentes para usted.

CALIFICACIONES GENERALES	PÉSIMO						EXCELENTE
Trenes puntuales, de acuerdo al horario	1	2	3	4	5	6	7
Horarios de funcionamiento	1	2	3	4	5	6	7
Frecuencia del servicio de trenes	1	2	3	4	5	6	7
Disponibilidad de mapas y horarios	1	2	3	4	5	6	7
Información oportuna sobre interrupciones en el servicio	1	2	3	4	5	6	7
Puntualidad de conexiones entre trenes de BART	1	2	3	4	5	6	7
Puntualidad de conexiones con autobuses	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
Alumbramiento de estacionamientos	1	2	3	4	5	6	7
Acceso para personas con discapacidades	1	2	3	4	5	6	7
Aplicación de normas contra la evasión de tarifas	1	2	3	4	5	6	7
Aplicación de normas que prohiben comer y beber	1	2	3	4	5	6	7
Seguridad personal en el sistema BART	1	2	3	4	5	6	7
Página web bart.gov	1	2	3	4	5	6	7
Liderazgo en la solución de problemas regionales de transporte	1	2	3	4	5	6	7

CALIFICACIONES A ESTACIONES DE BART	PÉSIMO						EXCELENTE
Longitud de filas en las puertas de salida	1	2	3	4	5	6	7
Fiabilidad de las máquinas de venta de boletos	1	2	3	4	5	6	7
Fiabilidad de las puertas de aplicación de tarifas	1	2	3	4	5	6	7
Tarjetas Clipper	1	2	3	4	5	6	7
Boletos de BART	1	2	3	4	5	6	7
Disponibilidad y fiabilidad de escaleras mecánicas	1	2	3	4	5	6	7
Disponibilidad y fiabilidad de elevadores	1	2	3	4	5	6	7
Presencia de Policía BART en las estaciones	1	2	3	4	5	6	7
Presencia de Policía BART en los estacionamientos	1	2	3	4	5	6	7
Disponibilidad de agentes en las estaciones	1	2	3	4	5	6	7
Ayuda y cortesía de los agentes en las estaciones	1	2	3	4	5	6	7
Aspecto de la zona ajardinada	1	2	3	4	5	6	7
Estaciones libres de graffiti	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
Señales de indicación de transbordos /andenes / salidas	1	2	3	4	5	6	7
Condición general / estado de funcionamiento	1	2	3	4	5	6	7

CALIFICACIONES A TRENES BART	PÉSIMO						EXCELENTE
Disponibilidad de asientos en los trenes	1	2	3	4	5	6	7
Disponibilidad de espacio en los trenes para equipaje, bicicletas y carritos de bebé (carreolas)	1	2	3	4	5	6	7
Disponibilidad de espacio para permanecer de pie en los trenes	1	2	3	4	5	6	7
Comodidad de asientos en los trenes	1	2	3	4	5	6	7
Condición / limpieza de asientos en los trenes	1	2	3	4	5	6	7
Temperatura confortable a bordo de los trenes	1	2	3	4	5	6	7
Nivel de ruido en los trenes	1	2	3	4	5	6	7
Claridad de los avisos por megafonía	1	2	3	4	5	6	7
Presencia de Policía BART en los trenes	1	2	3	4	5	6	7
Aspecto exterior del tren	1	2	3	4	5	6	7
Condición / limpieza de ventanas en los trenes	1	2	3	4	5	6	7
Interior de los trenes libre de graffiti	1	2	3	4	5	6	7
Limpieza del interior de los trenes	1	2	3	4	5	6	7
Condición / limpieza del piso en los trenes	1	2	3	4	5	6	7

COMENTARIOS:

Para participar en el concurso, anote su nombre y sus datos de contacto a continuación:

NOMBRE: _____

NÚMERO DE TELÉFONO (Diurno: ( ) _____

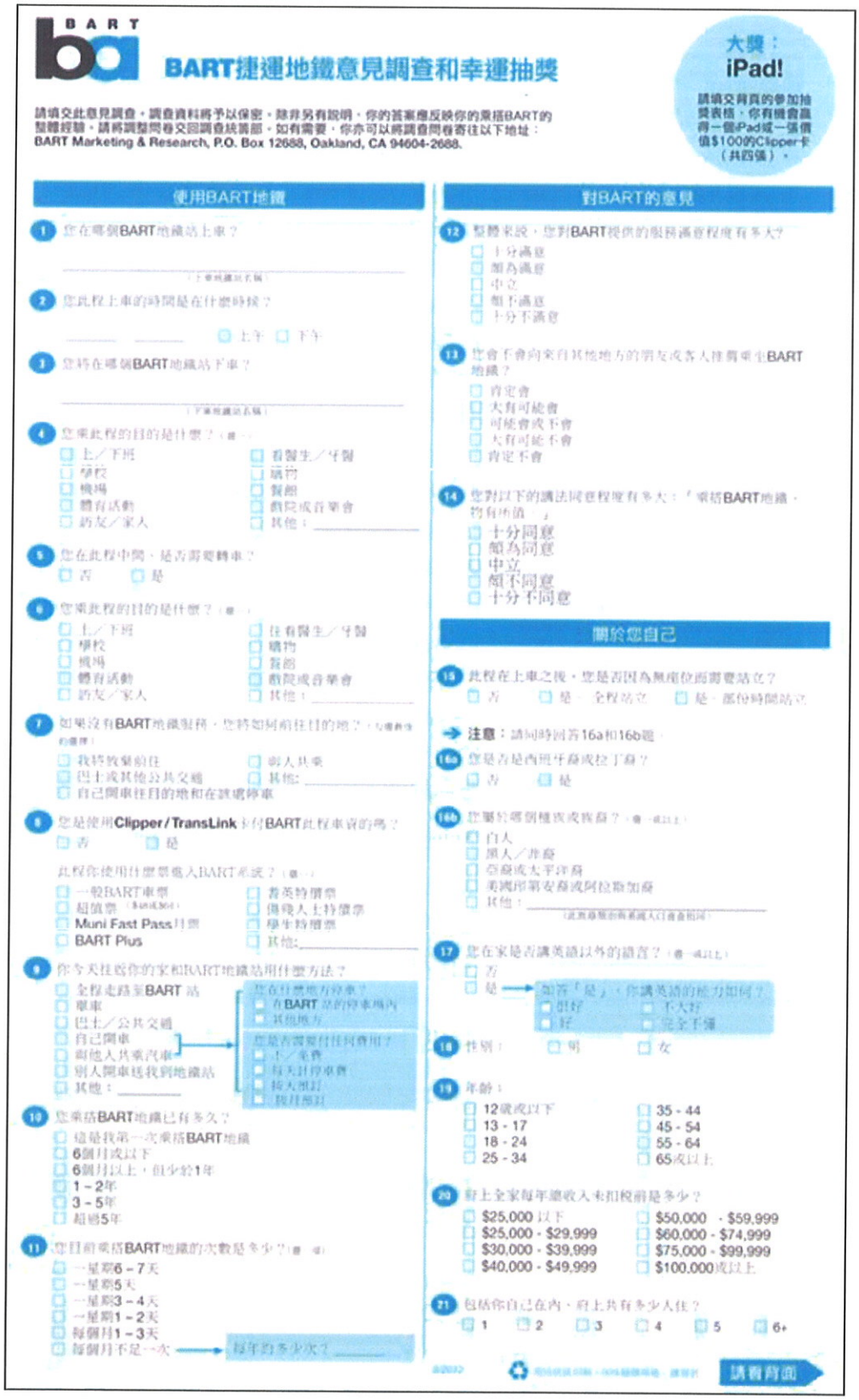
DIRECCIÓN DE CORREO ELECTRÓNICO: _____

¿Podemos ponernos en contacto con usted en el futuro para pedirle su opinión acerca del servicio de BART? ☐ Sí ☐ No

¿Desea inscribirse para recibir e-mails semanales de BART con concursos, descuentos y eventos próximos a las paradas de BART? ☐ Sí ☐ No

Reglas del concurso: No es necesario realizar ninguna compra. Usted puede participar más de una vez. No válido donde está prohibido. Todas las participaciones enviadas por correo deben recibirse en la sede de BART en o antes del 15 de octubre, 2012. Los ganadores serán seleccionados al azar por sorteo. No es necesario estar presente para ganar. Sólo serán válidas las participaciones en el formulario oficial de la encuesta. Los componentes del equipo de la encuesta y sus familiares así como los empleados de BART y sus familiares no pueden participar. Los premios son intransferibles y no se pueden sustituir por dinero en efectivo. Se acatarán todos los reglamentos federales, estatales y locales. El concurso está abierto a residentes legales de los EE.UU. mayores de 18 años y que residan en California. Los ganadores de premios deberán cumplir todos los requisitos de elegibilidad. La entrega de premios está sujeta a la verificación de los participantes. Los premios incluyen un iPad (valor aproximado $600.00) y una de cuatro tarjetas Clipper (valor de $100 cada una). Visite www.bart.gov/survey para obtener todos los detalles.

CONTINUA AL DORSO



BART

BART捷運地鐵意見調查和幸運抽獎

大獎：
iPad!
請填交背頁的參加抽獎表格，你有機會贏得一個iPad或一張價值$100的Clipper卡（共四張）。

請填交此意見調查，調查資料將予以保密。除非另有說明，你的答案應反映你的乘搭BART的整體經驗。請將調整問卷交回調查統籌部。如有需要，你亦可以將調查問卷寄往以下地址：
BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

使用BART地鐵

1 您在哪個BART地鐵站上車？

（上車地鐵站名稱）

2 您此程上車的時間是在什麼時候？

_____ _____ ☐ 上午 ☐ 下午

3 您將在哪個BART地鐵站下車？

（下車地鐵站名稱）

4 您乘此程的目的是什麼？（單一）

- ☐ 上／下班
- ☐ 學校
- ☐ 機場
- ☐ 體育活動
- ☐ 朋友／家人
- ☐ 看醫生／牙醫
- ☐ 購物
- ☐ 餐館
- ☐ 戲院或音樂會
- ☐ 其他：_____

5 您在此程中間，是否需要轉車？

☐ 否 ☐ 是

6 您乘此程的目的是什麼？（單一）

- ☐ 上／下班
- ☐ 學校
- ☐ 機場
- ☐ 體育活動
- ☐ 朋友／家人
- ☐ 往看醫生／牙醫
- ☐ 購物
- ☐ 餐館
- ☐ 戲院或音樂會
- ☐ 其他：_____

7 如果沒有BART地鐵服務，您將如何前往目的地？（勾選所有的選擇）

- ☐ 我將放棄前往
- ☐ 巴士或其他公共交通
- ☐ 自己開車往目的地和在該處停車
- ☐ 與人共乘
- ☐ 其他：_____

8 您是使用**Clipper / TransLink**卡付BART此程車資的嗎？

☐ 否 ☐ 是

此程你使用什麼票進入BART系統？（單一）

- ☐ 一般BART車票
- ☐ 超值票（$6.00或以上）
- ☐ Muni Fast Pass月票
- ☐ BART Plus
- ☐ 普英特價票
- ☐ 傷殘人士特價票
- ☐ 學生特價票
- ☐ 其他：_____

9 你今天往返你的家和BART地鐵站用什麼方法？

- ☐ 全程走路至BART 站
- ☐ 單車
- ☐ 巴士／公共交通
- ☐ 自己開車
- ☐ 與他人共乘汽車
- ☐ 別人開車送我到地鐵站
- ☐ 其他：_____

→ 您在自己地方停車？
- ☐ 在BART 站的停車場內
- ☐ 其他地方

→ 您是否需要付往何費用？
- ☐ 上／車費
- ☐ 每天日停車費
- ☐ 按天預訂
- ☐ 按月預訂

10 您乘搭BART地鐵已有多久？

- ☐ 這是我第一次乘搭BART地鐵
- ☐ 6個月或以下
- ☐ 6個月以上，但少於1年
- ☐ 1 - 2年
- ☐ 3 - 5年
- ☐ 超過5年

11 您目前乘搭BART地鐵的次數是多少？（單一項）

- ☐ 一星期6 - 7天
- ☐ 一星期5天
- ☐ 一星期3 - 4天
- ☐ 一星期1 - 2天
- ☐ 每個月1 - 3天
- ☐ 每個月不足一次 → 每年約多少次？_____

對BART的意見

12 整體來說，您對BART提供的服務滿意程度有多大？

- ☐ 十分滿意
- ☐ 頗為滿意
- ☐ 中立
- ☐ 頗不滿意
- ☐ 十分不滿意

13 您會不會向來自其他地方的朋友或客人推薦乘坐BART地鐵？

- ☐ 肯定會
- ☐ 大有可能會
- ☐ 可能會或不會
- ☐ 大有可能不會
- ☐ 肯定不會

14 您對以下的講法同意程度有多大：「乘搭BART地鐵，物有所值。」

- ☐ 十分同意
- ☐ 頗為同意
- ☐ 中立
- ☐ 頗不同意
- ☐ 十分不同意

關於您自己

15 此程在上車之後，您是否因為無座位而需要站立？

☐ 否 ☐ 是，全程站立 ☐ 是，部份時間站立

→ **注意**：請同時回答16a和16b題。

16a 您是否是西班牙裔或拉丁裔？

☐ 否 ☐ 是

16b 您屬於哪個種族或族裔？（單一或以上）

- ☐ 白人
- ☐ 黑人／非裔
- ☐ 亞裔或太平洋裔
- ☐ 美國印第安裔或阿拉斯加裔
- ☐ 其他：_____

（此族裔類別將被編入訪查員指南）

17 您在家是否講英語以外的語言？（單一或以上）

- ☐ 否
- ☐ 是 → 如答「是」，你講英語的能力如何？
  - ☐ 很好
  - ☐ 不大好
  - ☐ 好
  - ☐ 完全不懂

18 性別：☐ 男 ☐ 女

19 年齡：

- ☐ 12歲或以下
- ☐ 13 - 17
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65歲以上

20 府上全家每年總收入未扣稅前是多少？

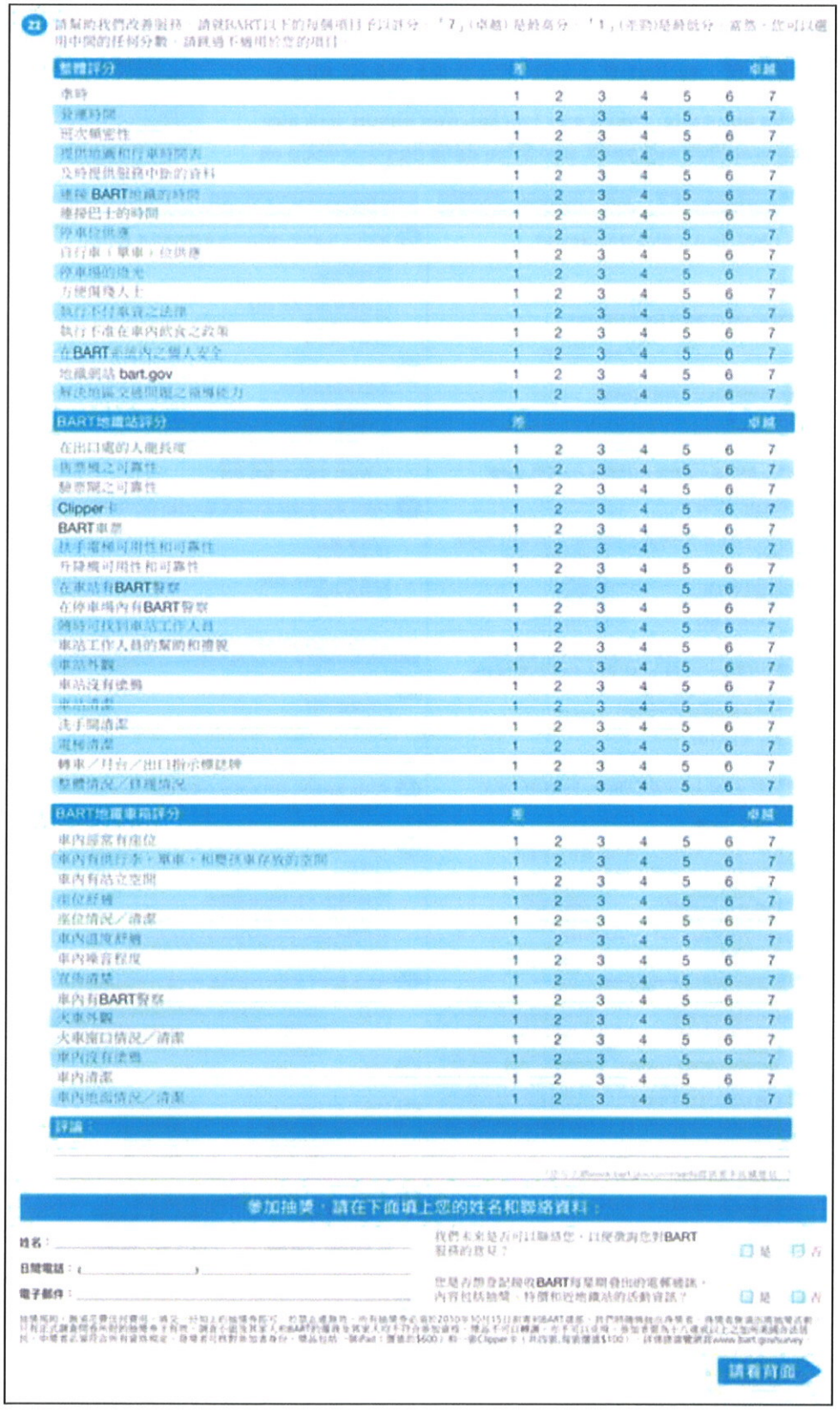
- ☐ $25,000 以下
- ☐ $25,000 - $29,999
- ☐ $30,000 - $39,999
- ☐ $40,000 - $49,999
- ☐ $50,000 - $59,999
- ☐ $60,000 - $74,999
- ☐ $75,000 - $99,999
- ☐ $100,000或以上

21 包括你自己在內，府上共有多少人住？

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+

8/2012

請看背面



22 請幫助我們改善服務。請就BART以下的每個項目予以評分，「7」(卓越)是最高分，「1」(差勁)是最低分。當然，您可以選用中間的任何分數。請跳過不適用於您的項目。

整體評分	差						卓越
準時	1	2	3	4	5	6	7
營運時間	1	2	3	4	5	6	7
班次頻密性	1	2	3	4	5	6	7
提供地鐵和行車時間表	1	2	3	4	5	6	7
及時提供服務中斷的資料	1	2	3	4	5	6	7
連接BART地鐵的時間	1	2	3	4	5	6	7
連接巴士的時間	1	2	3	4	5	6	7
停車位供應	1	2	3	4	5	6	7
自行車（單車）位供應	1	2	3	4	5	6	7
停車場的燈光	1	2	3	4	5	6	7
方便殘疾人士	1	2	3	4	5	6	7
執行不付車資之法律	1	2	3	4	5	6	7
執行不准在車內飲食之政策	1	2	3	4	5	6	7
在BART系統內之個人安全	1	2	3	4	5	6	7
地鐵網站 bart.gov	1	2	3	4	5	6	7
解決地區交通問題之領導能力	1	2	3	4	5	6	7

BART地鐵站評分	差						卓越
在出口處的人龍長度	1	2	3	4	5	6	7
售票機之可靠性	1	2	3	4	5	6	7
驗票閘之可靠性	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
扶手電梯可用性和可靠性	1	2	3	4	5	6	7
升降機可用性和可靠性	1	2	3	4	5	6	7
在車站有BART警察	1	2	3	4	5	6	7
在停車場內有BART警察	1	2	3	4	5	6	7
隨時可找到車站工作人員	1	2	3	4	5	6	7
車站工作人員的幫助和禮貌	1	2	3	4	5	6	7
車站外觀	1	2	3	4	5	6	7
車站沒有塗鴉	1	2	3	4	5	6	7
車站清潔	1	2	3	4	5	6	7
洗手間清潔	1	2	3	4	5	6	7
電梯清潔	1	2	3	4	5	6	7
轉車／月台／出口指示標誌牌	1	2	3	4	5	6	7
整體清況／維護情況	1	2	3	4	5	6	7

BART地鐵車箱評分	差						卓越
車內經常有座位	1	2	3	4	5	6	7
車內有供行李、單車、和嬰孩車存放的空間	1	2	3	4	5	6	7
車內有站立空間	1	2	3	4	5	6	7
座位舒適	1	2	3	4	5	6	7
座位清況／清潔	1	2	3	4	5	6	7
車內溫度舒適	1	2	3	4	5	6	7
車內噪音程度	1	2	3	4	5	6	7
窗玻清潔	1	2	3	4	5	6	7
車內有BART警察	1	2	3	4	5	6	7
火車外觀	1	2	3	4	5	6	7
火車窗口清況／清潔	1	2	3	4	5	6	7
車內沒有塗鴉	1	2	3	4	5	6	7
車內清潔	1	2	3	4	5	6	7
車內地面清況／清潔	1	2	3	4	5	6	7

評論：

_____

_____

參加抽獎，請在下面填上您的姓名和聯絡資料：

姓名：_____

日間電話：(_____) _____

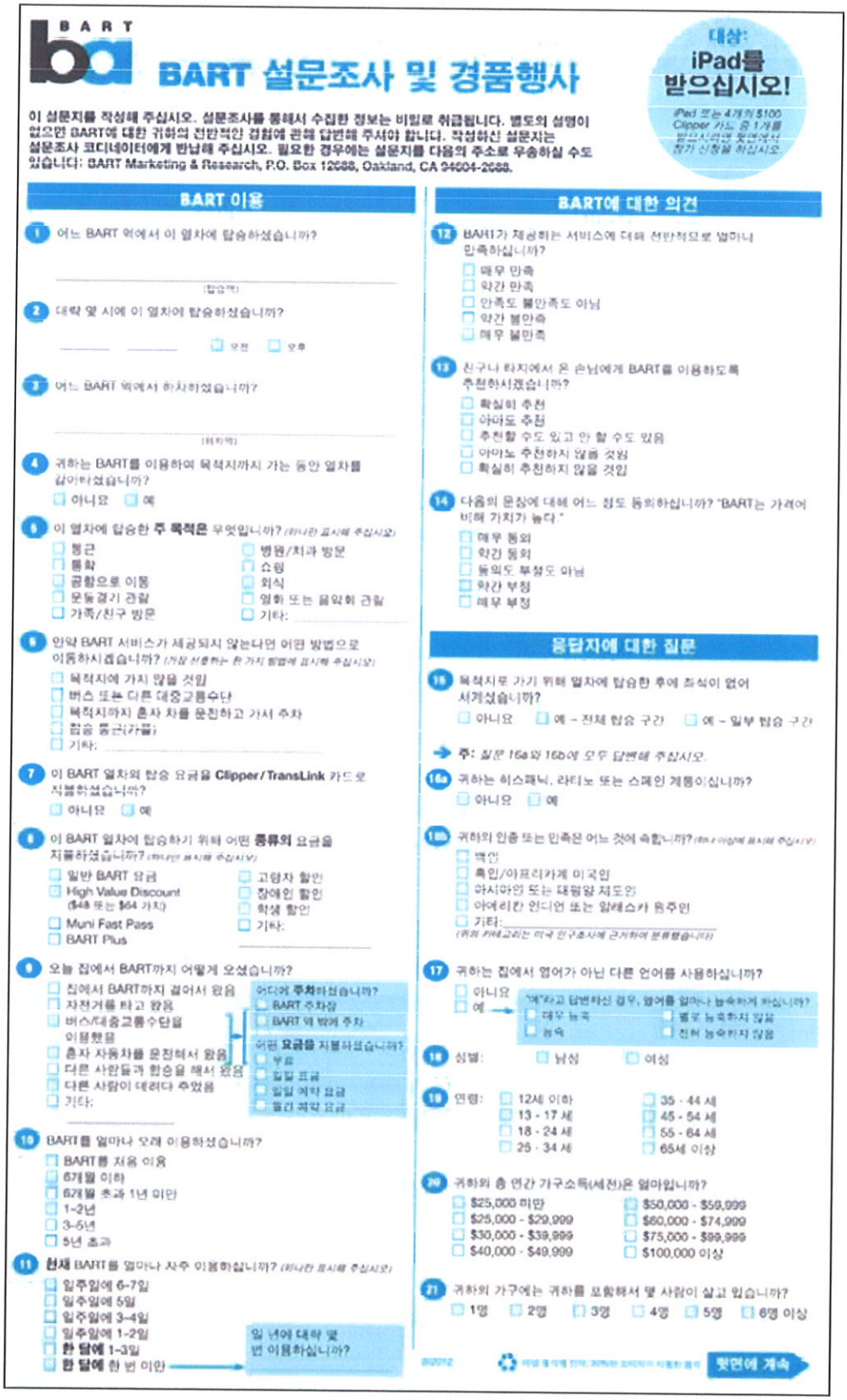
電子郵件：_____

我們未來是否可以聯絡您，以便徵詢您對BART服務的意見？ ☐ 是 ☐ 否

您是否想登記接收BART每星期發出的電郵通訊，內容包括抽獎、特價和近地鐵站的活動資訊？ ☐ 是 ☐ 否

抽獎規則：無須支付費用或購買。填妥一份知上表抽獎參加表格。於2010年10月15日前寄回BART總部。只限18歲或以上之加州居民參加。中獎者必須符合所有資格規定。

請看背面



BART

BART 설문조사 및 경품행사

대상:
iPad를 받으십시오!
iPad 또는 4개의 $100 Clipper 카드 중 1개를 받으실수있는 추첨에서 참가 신청을 하십시오.

이 설문지를 작성해 주십시오. 설문조사를 통해서 수집한 정보는 비밀로 취급됩니다. 별도의 설명이 없으면 BART에 대한 귀하의 전반적인 경험에 관해 답변해 주셔야 합니다. 작성하신 설문지는 설문조사 코디네이터에게 반납해 주십시오. 필요한 경우에는 설문지를 다음의 주소로 우송하실 수도 있습니다: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

BART 이용

1. 어느 BART 역에서 이 열차에 탑승하셨습니까?
   _____ (탑승역)
2. 대략 몇 시에 이 열차에 탑승하셨습니까?
   _____ _____ ☐ 오전 ☐ 오후
3. 어느 BART 역에서 하차하셨습니까?
   _____ (하차역)
4. 귀하는 BART를 이용하여 목적지까지 가는 동안 열차를 갈아타셨습니까?
   ☐ 아니요 ☐ 예
5. 이 열차에 탑승한 **주 목적은** 무엇입니까? *(하나만 표시해 주십시오)*
   ☐ 통근 ☐ 병원/치과 방문
   ☐ 통학 ☐ 쇼핑
   ☐ 공항으로 이동 ☐ 외식
   ☐ 오락경기 관람 ☐ 영화 또는 음악회 관람
   ☐ 가족/친구 방문 ☐ 기타: _____
6. 만약 BART 서비스가 제공되지 않는다면 어떤 방법으로 이동하시겠습니까? *(가장 선호하는 한 가지 방법에 표시해 주십시오)*
   ☐ 목적지에 가지 않을 것임
   ☐ 버스 또는 다른 대중교통수단
   ☐ 목적지까지 혼자 차를 운전하고 가서 주차
   ☐ 합승 통근(카풀)
   ☐ 기타: _____
7. 이 BART 열차의 탑승 요금을 **Clipper / TransLink** 카드로 지불하셨습니까?
   ☐ 아니요 ☐ 예
8. 이 BART 열차에 탑승하기 위해 어떤 **종류의** 요금을 지불하셨습니까? *(하나만 표시해 주십시오)*
   ☐ 일반 BART 요금
   ☐ High Value Discount ($48 또는 $64 가치)
   ☐ Muni Fast Pass
   ☐ BART Plus
   ☐ 고령자 할인
   ☐ 장애인 할인
   ☐ 학생 할인
   ☐ 기타: _____
9. 오늘 집에서 BART까지 어떻게 오셨습니까?
   ☐ 집에서 BART까지 걸어서 왔음
   ☐ 자전거를 타고 왔음
   ☐ 버스/대중교통수단을 이용했음
   ☐ 혼자 자동차를 운전해서 왔음
   ☐ 다른 사람들과 합승을 해서 왔음
   ☐ 다른 사람이 데려다 주었음
   ☐ 기타: _____

   어디에 **주차**하셨습니까?
   ☐ BART 주차장
   ☐ BART 역 밖에 주차

   어떤 **요금을** 지불하셨습니까?
   ☐ 무료
   ☐ 일일 표준
   ☐ 일일 할인 요금
   ☐ 월간 패스 요금
10. BART를 얼마나 오래 이용하셨습니까?
    ☐ BART를 처음 이용
    ☐ 6개월 이하
    ☐ 6개월 초과 1년 미만
    ☐ 1-2년
    ☐ 3-5년
    ☐ 5년 초과
11. **현재** BART를 얼마나 자주 이용하십니까? *(하나만 표시해 주십시오)*
    ☐ 일주일에 6-7일
    ☐ 일주일에 5일
    ☐ 일주일에 3-4일
    ☐ 일주일에 1-2일
    ☐ **한 달에** 1-3일
    ☐ **한 달에** 한 번 미만

    → 일 년에 대략 몇 번 이용하십니까? _____

BART에 대한 의견

12. BART가 제공하는 서비스에 대해 전반적으로 얼마나 만족하십니까?
    ☐ 매우 만족
    ☐ 약간 만족
    ☐ 만족도 불만족도 아님
    ☐ 약간 불만족
    ☐ 매우 불만족
13. 친구나 타지에서 온 손님에게 BART를 이용하도록 추천하시겠습니까?
    ☐ 확실히 추천
    ☐ 아마도 추천
    ☐ 추천할 수도 있고 안 할 수도 있음
    ☐ 아마도 추천하지 않을 것임
    ☐ 확실히 추천하지 않을 것임
14. 다음의 문장에 대해 어느 정도 동의하십니까? "BART는 가격에 비해 가치가 높다."
    ☐ 매우 동의
    ☐ 약간 동의
    ☐ 동의도 부정도 아님
    ☐ 약간 부정
    ☐ 매우 부정

응답자에 대한 질문

15. 목적지로 가기 위해 열차에 탑승한 후에 좌석이 없어 서게셨습니까?
    ☐ 아니요 ☐ 예 – 전체 합승 구간 ☐ 예 – 일부 합승 구간

    → **주:** *질문 16a와 16b에 모두 답변해 주십시오.*

16a. 귀하는 히스패닉, 라티노 또는 스페인 계통이십니까?
    ☐ 아니요 ☐ 예

16b. 귀하의 인종 또는 민족은 어느 것에 속합니까? *(하나 이상에 표시해 주십시오)*
    ☐ 백인
    ☐ 흑인/아프리카계 미국인
    ☐ 아시아인 또는 태평양 제도인
    ☐ 아메리칸 인디언 또는 알래스카 원주민
    ☐ 기타: _____
    (위의 카테고리는 미국 인구조사에 근거하여 분류됩니다)
17. 귀하는 집에서 영어가 아닌 다른 언어를 사용하십니까?
    ☐ 아니요
    ☐ 예 → "예"라고 답변하신 경우, 영어를 얼마나 능숙하게 하십니까?
    ☐ 매우 능숙 ☐ 별로 능숙하지 않음
    ☐ 능숙 ☐ 전혀 능숙하지 않음
18. 성별: ☐ 남성 ☐ 여성
19. 연령:
    ☐ 12세 이하
    ☐ 13 - 17 세
    ☐ 18 - 24 세
    ☐ 25 - 34 세
    ☐ 35 - 44 세
    ☐ 45 - 54 세
    ☐ 55 - 64 세
    ☐ 65세 이상
20. 귀하의 총 연간 가구소득(세전)은 얼마입니까?
    ☐ $25,000 미만
    ☐ $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 이상
21. 귀하의 가구에는 귀하를 포함해서 몇 사람이 살고 있습니까?
    ☐ 1명 ☐ 2명 ☐ 3명 ☐ 4명 ☐ 5명 ☐ 6명 이상

8/2012 재생 종이에 인쇄. 재활용 표시되지 않음 뒷면에 계속

22 다음의 각 항목을 평가하시서 BART가 서비스를 개선하는 데 도움을 주시기 바랍니다. "7(매우 좋음)"은 가장 높은 등급이고, "1(매우 나쁨)"은 가장 낮은 등급입니다. 또한 그 사이의 어떤 등급도 선택하실 수 있습니다. 귀하에게 해당되지 않는 항목만 건너뛰십시오.

BART에 대한 전반적인 평가	매우 나쁨						매우 좋음
열차의 정시 도착 및 출발	1	2	3	4	5	6	7
운행 시간	1	2	3	4	5	6	7
열차의 운행 횟수	1	2	3	4	5	6	7
지도와 운행 시간표 제공	1	2	3	4	5	6	7
운행 중단에 대한 적시 안내	1	2	3	4	5	6	7
BART 열차 사이를 적시에 연결	1	2	3	4	5	6	7
버스와 적시에 연결	1	2	3	4	5	6	7
주차장 제공	1	2	3	4	5	6	7
자전거 주차장 제공	1	2	3	4	5	6	7
주차장의 조명	1	2	3	4	5	6	7
장애인 편의 시설	1	2	3	4	5	6	7
무임 승차 방지	1	2	3	4	5	6	7
취식 및 음주 금지 정책 집행	1	2	3	4	5	6	7
BART 시스템 내에서의 개인 안전	1	2	3	4	5	6	7
bart.gov 웹사이트	1	2	3	4	5	6	7
지역 교통 문제를 해결하는 리더십	1	2	3	4	5	6	7

BART 역에 대한 평가	매우 나쁨						매우 좋음
출구의 총 길이	1	2	3	4	5	6	7
탑승권 판매기의 신뢰성	1	2	3	4	5	6	7
자동개찰구의 신뢰성	1	2	3	4	5	6	7
Clipper 카드	1	2	3	4	5	6	7
BART 탑승권	1	2	3	4	5	6	7
에스컬레이터 운행 상태 및 신뢰성	1	2	3	4	5	6	7
엘리베이터 운행 상태 및 신뢰성	1	2	3	4	5	6	7
BART 역 내에 경찰관 배치	1	2	3	4	5	6	7
BART 주차장 내에 경찰관 배치	1	2	3	4	5	6	7
역무원의 근무 상태	1	2	3	4	5	6	7
역무원의 도움과 친절성	1	2	3	4	5	6	7
조경 상태	1	2	3	4	5	6	7
역에 낙서가 없도록 유지	1	2	3	4	5	6	7
역의 청결성	1	2	3	4	5	6	7
화장실의 청결성	1	2	3	4	5	6	7
엘리베이터의 청결성	1	2	3	4	5	6	7
환승/승강장/출구 방향을 안내하는 표지판	1	2	3	4	5	6	7
전반적인 상태/보수 상태	1	2	3	4	5	6	7

BART 열차에 대한 평가	매우 나쁨						매우 좋음
열차 내에 좌석 제공	1	2	3	4	5	6	7
열차 내에 짐가방, 자전거, 유모차를 실을 공간 제공	1	2	3	4	5	6	7
열차 내에 입석 제공	1	2	3	4	5	6	7
열차 좌석의 편안함	1	2	3	4	5	6	7
열차 내 좌석의 상태/청결성	1	2	3	4	5	6	7
열차 내의 쾌적한 온도	1	2	3	4	5	6	7
열차의 소음 수준	1	2	3	4	5	6	7
안내 방송의 명확성	1	2	3	4	5	6	7
열차 내에 BART 경찰관 배치	1	2	3	4	5	6	7
열차 외관	1	2	3	4	5	6	7
열차 창문의 상태/청결성	1	2	3	4	5	6	7
열차 내부에 낙서가 없도록 유지	1	2	3	4	5	6	7
열차 내부의 청결성	1	2	3	4	5	6	7
열차 바닥의 상태/청결성	1	2	3	4	5	6	7

의견:

(www.bart.gov/contact/ 를 방문하셔서 추가 의견을 제공해 주십시오.)

경품행사에 참가하시려면 귀하의 이름과 연락처를 아래에 입력해 주십시오.

이름: _____

주간 전화번호: (____) _____

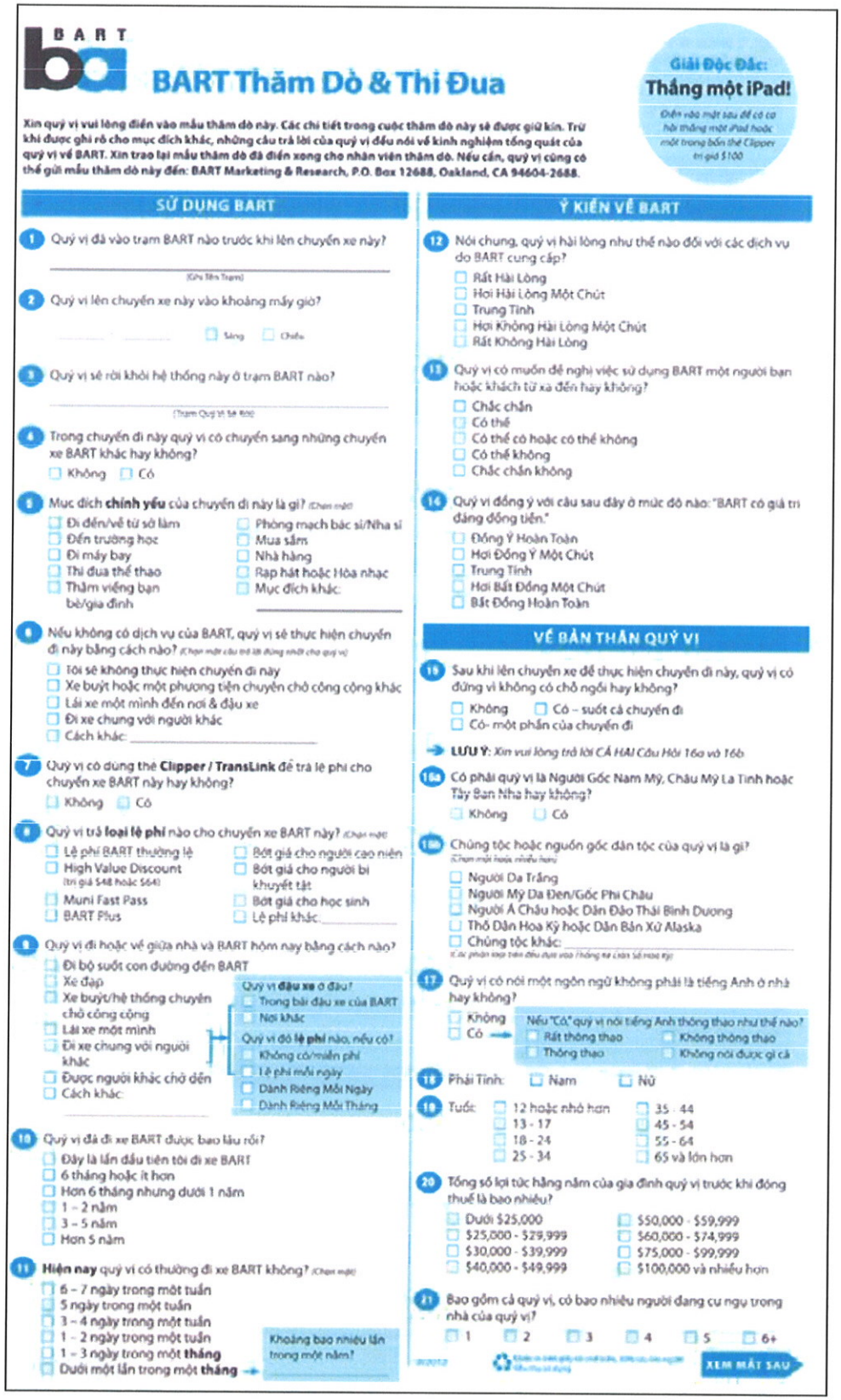
이메일 주소: _____

저희가 나중에 BART에 대한 귀하의 의견을 듣기 위해 연락을 드려도 좋겠습니까? ☐ 예 ☐ 아니요

경품행사, 할인, BART 역 가까이에서 열리는 행사 등을 알려주는 주간 BART 이메일을 받도록 등록하시겠습니까? *(곧 제공됩니다)* ☐ 예 ☐ 아니요

경품행사 규칙: 구입할 필요가 없습니다. 두 번 이상 참가하실 수도 있습니다. 경품행사가 끝나는 곳에서는 무효입니다. 2012년 10월 15일까지 BART 본부에 접수되어야 합니다. 당첨자는 무작위 추첨에 의해 선정됩니다. 경품행사에 참여하지 않아도 당첨될 수 있습니다. 공식 설문조사 참가에 들어 있는 참가 신청서만이 유효합니다. 설문조사 응답들과 가족, 그리고 BART 직원 및 가족들은 참가할 자격이 없습니다. 경품은 양도하거나 현금으로 교환할 수 없습니다. 영업일부, 주일부, 지방정부의 모든 규정이 적용됩니다. 경품행사에 참가하려면 18세 이상 된 California의 합법적 미국 거주자이어야 합니다. 경품 당첨자들은 모든 자격 요건을 충족시켜야 합니다. 경품을 수령하려면 참가자 확인을 거쳐야 합니다. 경품에는 iPad와 $600.00 상당의 가치 1세와 Clipper Card 서비스업체에게 1개씩 총 5. 각각 $100의 가치가 포함됩니다. 상세한 내용을 알아보시려면 www.bart.gov/survey를 방문하십시오.

앞면 확인



BART

BART Thăm Dò & Thi Đua

Giải Độc Đắc: Thắng một iPad!

Điền vào một sau để có cơ hội thắng một iPad hoặc một trong bốn thẻ Clipper trị giá $100

Xin quý vị vui lòng điền vào mẫu thăm dò này. Các chi tiết trong cuộc thăm dò này sẽ được giữ kín. Trừ khi được ghi rõ cho mục đích khác, những câu trả lời của quý vị đều nói về kinh nghiệm tổng quát của quý vị về BART. Xin trao lại mẫu thăm dò đã điền xong cho nhân viên thăm dò. Nếu cần, quý vị cũng có thể gửi mẫu thăm dò này đến: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

SỬ DỤNG BART

1 Quý vị đã vào trạm BART nào trước khi lên chuyến xe này?

_____
(Ghi Tên Trạm)

2 Quý vị lên chuyến xe này vào khoảng mấy giờ?

_____ _____ ☐ Sáng ☐ Chiều

3 Quý vị sẽ rời khỏi hệ thống này ở trạm BART nào?

_____
(Trạm Quý Vị Sẽ Rời)

4 Trong chuyến đi này quý vị có chuyển sang những chuyến xe BART khác hay không?

☐ Không ☐ Có

5 Mục đích **chính yếu** của chuyến đi này là gì? *(Chọn một)*

- ☐ Đi đến/về từ sở làm
- ☐ Đến trường học
- ☐ Đi máy bay
- ☐ Thi đua thể thao
- ☐ Thăm viếng bạn bè/gia đình
- ☐ Phòng mạch bác sĩ/Nha sĩ
- ☐ Mua sắm
- ☐ Nhà hàng
- ☐ Rạp hát hoặc Hòa nhạc
- ☐ Mục đích khác: _____

6 Nếu không có dịch vụ của BART, quý vị sẽ thực hiện chuyến đi này bằng cách nào? *(Chọn một câu trả lời đúng nhất cho quý vị)*

- ☐ Tôi sẽ không thực hiện chuyến đi này
- ☐ Xe buýt hoặc một phương tiện chuyên chở công cộng khác
- ☐ Lái xe một mình đến nơi & đậu xe
- ☐ Đi xe chung với người khác
- ☐ Cách khác: _____

7 Quý vị có dùng thẻ **Clipper / TransLink** để trả lệ phí cho chuyến xe BART này hay không?

☐ Không ☐ Có

8 Quý vị trả **loại lệ phí** nào cho chuyến xe BART này? *(Chọn một)*

- ☐ Lệ phí BART thường lệ
- ☐ High Value Discount *(trị giá $48 hoặc $64)*
- ☐ Muni Fast Pass
- ☐ BART Plus
- ☐ Bớt giá cho người cao niên
- ☐ Bớt giá cho người bị khuyết tật
- ☐ Bớt giá cho học sinh
- ☐ Lệ phí khác: _____

9 Quý vị đi hoặc về giữa nhà và BART hôm nay bằng cách nào?

- ☐ Đi bộ suốt con đường đến BART
- ☐ Xe đạp
- ☐ Xe buýt/hệ thống chuyên chở công cộng
- ☐ Lái xe một mình
- ☐ Đi xe chung với người khác
- ☐ Được người khác chở đến
- ☐ Cách khác: _____

Quý vị **đậu xe** ở đâu?
- ☐ Trong bãi đậu xe của BART
- ☐ Nơi khác

Quý vị đó **lệ phí** nào, nếu có?
- ☐ Không có/miễn phí
- ☐ Lệ phí mỗi ngày
- ☐ Dành Riêng Mỗi Ngày
- ☐ Dành Riêng Mỗi Tháng

10 Quý vị đã đi xe BART được bao lâu rồi?

- ☐ Đây là lần đầu tiên tôi đi xe BART
- ☐ 6 tháng hoặc ít hơn
- ☐ Hơn 6 tháng nhưng dưới 1 năm
- ☐ 1 - 2 năm
- ☐ 3 - 5 năm
- ☐ Hơn 5 năm

11 **Hiện nay** quý vị có thường đi xe BART không? *(Chọn một)*

- ☐ 6 - 7 ngày trong một tuần
- ☐ 5 ngày trong một tuần
- ☐ 3 - 4 ngày trong một tuần
- ☐ 1 - 2 ngày trong một tuần
- ☐ 1 - 3 ngày trong một **tháng**
- ☐ Dưới một lần trong một **tháng** →

Khoảng bao nhiêu lần trong một năm? _____

Ý KIẾN VỀ BART

12 Nói chung, quý vị hài lòng như thế nào đối với các dịch vụ do BART cung cấp?

- ☐ Rất Hài Lòng
- ☐ Hơi Hài Lòng Một Chút
- ☐ Trung Tính
- ☐ Hơi Không Hài Lòng Một Chút
- ☐ Rất Không Hài Lòng

13 Quý vị có muốn đề nghị việc sử dụng BART một người bạn hoặc khách từ xa đến hay không?

- ☐ Chắc chắn
- ☐ Có thể
- ☐ Có thể có hoặc có thể không
- ☐ Có thể không
- ☐ Chắc chắn không

14 Quý vị đồng ý với câu sau đây ở mức độ nào: "BART có giá trị đáng đồng tiền."

- ☐ Đồng Ý Hoàn Toàn
- ☐ Hơi Đồng Ý Một Chút
- ☐ Trung Tính
- ☐ Hơi Bất Đồng Một Chút
- ☐ Bất Đồng Hoàn Toàn

VỀ BẢN THÂN QUÝ VỊ

15 Sau khi lên chuyến xe để thực hiện chuyến đi này, quý vị có đứng vì không có chỗ ngồi hay không?

- ☐ Không ☐ Có – suốt cả chuyến đi
- ☐ Có- một phần của chuyến đi

→ **LƯU Ý:** *Xin vui lòng trả lời CẢ HAI Câu Hỏi 16a và 16b*

16a Có phải quý vị là Người Gốc Nam Mỹ, Châu Mỹ La Tinh hoặc Tây Ban Nha hay không?

☐ Không ☐ Có

16b Chủng tộc hoặc nguồn gốc dân tộc của quý vị là gì? *(Chọn một hoặc nhiều hơn)*

- ☐ Người Da Trắng
- ☐ Người Mỹ Da Đen/Gốc Phi Châu
- ☐ Người Á Châu hoặc Dân Đảo Thái Bình Dương
- ☐ Thổ Dân Hoa Kỳ hoặc Dân Bản Xứ Alaska
- ☐ Chủng tộc khác: _____

(Các phần loại trên đều dựa vào Thông tin của Sở Hoa Kỳ)

17 Quý vị có nói một ngôn ngữ không phải là tiếng Anh ở nhà hay không?

☐ Không
☐ Có →

Nếu "Có," quý vị nói tiếng Anh thông thạo như thế nào?
- ☐ Rất thông thạo
- ☐ Không thông thạo
- ☐ Thông thạo
- ☐ Không nói được gì cả

18 Phái Tính: ☐ Nam ☐ Nữ

19 Tuổi:
- ☐ 12 hoặc nhỏ hơn
- ☐ 13 - 17
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65 và lớn hơn

20 Tổng số lợi tức hằng năm của gia đình quý vị trước khi đóng 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 và nhiều hơn

21 Bao gồm cả quý vị, có bao nhiêu người đang cư ngụ trong nhà của quý vị?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6+

XEM MẶT SAU

22 Xin quý vị vui lòng giúp BART cải thiện dịch vụ bằng cách đánh giá mỗi đặc điểm sau đây. "7" (xuất sắc) là mức đánh giá cao nhất, và "1" (kém) là mức đánh giá thấp nhất. Quý vị cũng có thể dùng bất cứ con số nào ở giữa. Chỉ bỏ qua những đặc điểm nào không áp dụng cho quý vị.

ĐÁNH GIÁ TOÀN BỘ BART	KÉM						XUẤT SẮC
Các chuyến xe chạy đúng giờ	1	2	3	4	5	6	7
Giờ hoạt động	1	2	3	4	5	6	7
Mức độ thường xuyên của dịch vụ xe điện	1	2	3	4	5	6	7
Bản đồ và lịch trình được cung cấp sẵn	1	2	3	4	5	6	7
Thông tin nhanh chóng về những lúc dịch vụ bị ngăn trở	1	2	3	4	5	6	7
Nối tiếp đúng lúc giữa các chuyến xe BART	1	2	3	4	5	6	7
Nối tiếp đúng lúc với các chuyến xe buýt	1	2	3	4	5	6	7
Bãi đậu xe có sẵn	1	2	3	4	5	6	7
Bãi đậu xe đạp có sẵn	1	2	3	4	5	6	7
Đèn sáng trong các bãi đậu xe	1	2	3	4	5	6	7
Phương tiện ra vào thuận tiện cho người bị khuyết tật	1	2	3	4	5	6	7
Thi hành luật đối với trường hợp lẩn tránh trả tiền vé	1	2	3	4	5	6	7
Thi hành luật về việc cấm ăn uống	1	2	3	4	5	6	7
An ninh cá nhân tại hệ thống BART	1	2	3	4	5	6	7
website bart.gov	1	2	3	4	5	6	7
Lãnh đạo trong việc giải quyết những vấn đề về chuyên chở trong vùng	1	2	3	4	5	6	7

ĐÁNH GIÁ TRẠM BART	KÉM						XUẤT SẮC
Chiều dài của những hàng người đứng chờ ở cổng ra	1	2	3	4	5	6	7
Mức đáng tin cậy của những máy bán vé	1	2	3	4	5	6	7
Mức đáng tin cậy của những cổng thâu vé	1	2	3	4	5	6	7
Thẻ Clipper	1	2	3	4	5	6	7
Vệ sĩ BART	1	2	3	4	5	6	7
Mức có sẵn và đáng tin cậy của thang cuốn tự động	1	2	3	4	5	6	7
Mức có sẵn và đáng tin cậy của thang máy	1	2	3	4	5	6	7
Sự hiện diện của Cảnh Sát BART tại các trạm	1	2	3	4	5	6	7
Sự hiện diện của Cảnh Sát BART tại các bãi đậu xe	1	2	3	4	5	6	7
Mức có sẵn của các Nhân Viên Của Trạm	1	2	3	4	5	6	7
Mức giúp đỡ và nhã nhặn của các Nhân Viên Của Trạm	1	2	3	4	5	6	7
Phong thái của vườn cảnh	1	2	3	4	5	6	7
Các trạm được giữ gìn sạch sẽ và không bị vẽ bừa bãi	1	2	3	4	5	6	7
Trạm xe sạch sẽ	1	2	3	4	5	6	7
Phòng vệ sinh sạch sẽ	1	2	3	4	5	6	7
Thang máy sạch sẽ	1	2	3	4	5	6	7
Các bảng hiệu có chỉ dẫn về việc chuyển xe / sân ga / lối ra	1	2	3	4	5	6	7
Tình trạng toàn bộ / tình trạng sửa chữa	1	2	3	4	5	6	7

ĐÁNH GIÁ XE BART	KÉM						XUẤT SẮC
Có sẵn ghế ngồi trên xe	1	2	3	4	5	6	7
Có sẵn chỗ trên xe cho hành lý, xe đạp, và xe đẩy cho trẻ em	1	2	3	4	5	6	7
Có sẵn chỗ đứng trên xe	1	2	3	4	5	6	7
Ghế ngồi thoải mái trên xe	1	2	3	4	5	6	7
Tình trạng / mức sạch sẽ của những ghế ngồi trên xe	1	2	3	4	5	6	7
Nhiệt độ thoải mái trên xe	1	2	3	4	5	6	7
Mức ồn ào trên xe	1	2	3	4	5	6	7
Thông báo công cộng rõ ràng	1	2	3	4	5	6	7
Sự hiện diện của Cảnh Sát BART trên xe	1	2	3	4	5	6	7
Phong thái bên ngoài của xe	1	2	3	4	5	6	7
Tình trạng / mức sạch sẽ của những cửa sổ trên xe	1	2	3	4	5	6	7
Bên trong xe được giữ sạch không bị vẽ bừa bãi	1	2	3	4	5	6	7
Bên trong xe sạch sẽ	1	2	3	4	5	6	7
Tình trạng / mức sạch sẽ của sàn xe	1	2	3	4	5	6	7

NHẬN XÉT:

_____

_____

(Xin thêm nhận xét tại www.bart.gov/comments.)

Để tham gia cuộc thi đua, hãy ghi tên họ và chi tiết liên lạc của quý vị dưới đây:

TÊN HỌ: _____

SỐ ĐIỆN THOẠI BAN NGÀY: (_____) _____

ĐỊA CHỈ EMAIL: _____

Chúng tôi có thể liên lạc với quý vị trong tương lai để xin ý kiến của quý vị về BART hay không? ☐ Có ☐ Không

Quý vị có muốn ghi tên để nhận email hàng tuần của BART về những cuộc thi đua, giảm giá và những dịp tổ chức gần các trạm BART không? *(Sắp Được Thực Hiện)* ☐ Có ☐ Không

LUẬT LỆ CỦA CUỘC THI: Không cần mua gì cả. Quý vị có thể ghi tên nhiều lần. Không có giá trị ở nơi bị ngăn cấm. Vào thứ ghi tên tham gia cuộc thi qua bưu điện điền đầy phải được tiếp nhận tại trụ sở BART trước ngày 15 Tháng Mười, 2012. Người thắng giải sẽ được chọn bằng cách rút thăm ngẫu nhiên. Quý vị không cần có mặt để thắng giải. Các đơn ghi tên tham gia chỉ hợp lệ nếu được điền đầy đủ chính xác. Các thành viên trong toàn thể và gia đình họ và nhân viên BART và gia đình họ đều không hợp lệ để điền vào để tham gia. Các giải thưởng đều không được chuyển nhượng cho người khác và không được thay thế bằng tiền mặt. Mọi điều lệ của tiểu bang, liên bang và địa phương đều áp dụng. Cuộc thi mở rộng cho cư dân hợp pháp của Hoa Kỳ tại California từ 18 tuổi trở lên. Người thắng giải phải nộp đủ tất cả mọi điều kiện hợp lệ. Việc trao giải thưởng sẽ ở được xác nhận của người ghi tên tham gia cuộc thi. Giải thưởng gồm có một thẻ trị giá khoảng $600.00 và một trong bốn Clipper Card chưa thẻ trị giá $100. Hãy ghé vào www.bart.gov/survey để biết đầy đủ chi tiết.

XEM MẶT SAU

Appendix B:
COMPLETE TABULATIONS

Note: "Don't know/NA" excluded from questions unless otherwise indicated.

Percentages may not add to 100% due to multiple response, item non-response and rounding. Base sizes may not match throughout report due to item non-response.

TIME ENTERED THE BART SYSTEM FOR THIS TRIP

2. About what time did you get on this train?^

The following time distribution includes both weekday and weekend survey periods.

	Total		
	2008	2010	2012
Base: (All Respondents)	8,216	5,804	6,700
	(%)	(%)	(%)
AM			
Before 6 am	4	2	2
6 am – 9 am	23	20	20
9 am – 12 noon	15	16	12
PM			
12 noon– 4 pm	17	16	17
4 pm – 7 pm	32	33	34
After 7 pm	8	10	12
Don't Know/No answer	1	3	2
	100	100	100

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 charts show BART stations entered by survey participants and BART stations at which they planned to exit.

BASE: (All Respondents = 6,700)	STATION ENTERED September 2012 (%)	STATION EXITED September 2012 (%)
EAST BAY		
Richmond	1	1
El Cerrito del Norte	2	2
El Cerrito Plaza	1	1
North Berkeley	1	1
Downtown Berkeley	4	5
Ashby	1	1
MacArthur	2	2
19th Street/Oakland	3	3
12th Street/Oakland City Center	3	3
Lake Merritt	2	2
Fruitvale	3	2
Coliseum/Oakland Airport	2	2
San Leandro	2	2
Bay Fair	2	2
Hayward	1	2
South Hayward	1	1
Union City	1	2
Fremont	3	3
Concord	2	1
Pleasant Hill	1	1
Walnut Creek	1	1
Lafayette	1	1
Orinda	1	1
Rockridge	1	1
West Oakland	1	2
North Concord/Martinez	1	*
Castro Valley	1	*
Dublin/Pleasanton	2	2
West Dublin/Pleasanton	1	*
Pittsburg/Bay Point	2	1
El Cerrito (Unspecified)	*	*
Oakland (Unspecified)	*	*

*Less than 1%

BART STATION ENTERED AND EXITED (continued)

BASE: (All Respondents – 6,780)	STATION ENTERED September 2012 (%)	STATION EXITED September 2012 (%)
WEST BAY		
Embarcadero	8	9
Montgomery Street	7	7
Powell Street	7	7
Civic Center/UN Plaza	6	5
16th Street/Mission	2	3
24th Street/Mission	3	3
Glen Park	2	2
Balboa Park	3	3
Daly City	3	3
Colma	1	2
South San Francisco	1	1
San Bruno	1	1
San Francisco International Airport	2	2
Millbrae	2	1
San Francisco (Unspecified)	*	*
Airport (Unspecified)	*	*
OTHER/UNDETERMINED	**1**	**2**

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 weekday riders.

	Total		
	2008^	2010	2012
Base: (All Respondents)	-	5,804	6,700
	(%)	(%)	(%)
Yes	-	20	21
No	-	79	78
Don't Know/No answer	-	1	2
	100	100	100

	Peak			Off-Peak			Weekend		
	2008^	2010	2012	2008^	2010	2012	2008^	2010	2012
Base: (All Respondents)	-	2,792	3,217	-	2,143	2,499	-	868	985
	%	%	%	%	%	%	%	%	%
Yes	-	16	17	-	22	23	-	31	27
No	-	83	81	-	77	76	-	68	72
Don't Know/No answer	-	1	2	-	1	1	-	1	2
	100	100	100	100	100	100	100	100	100

^ Not asked in 2008 survey

TRIP PURPOSE (Multi-Year Comparison)

5. What is the primary purpose of this trip?

The majority of BART riders are commuting to or from work, particularly during the weekday peak period. On weekends, the most common trip purposes are commuting to/from work or visiting family/friends. (Refer to the next page for trip purpose by time period.)

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
Commute to/from Work	57	58	59
School	10	10	9
Visit Family/Friends	9	8	8
Shopping	4	3	3
Airplane Trip	3	3	3
Sports Event	2	2	3
Theater or Concert	2	3	2
Restaurant	2	1	2
Medical/Dental	2	1	2
Work-Related Activity	2	1	1
Personal Business	1	1	1
Tourism/Sightseeing	1	1	1
Fitness/Recreation	*	*	*
Public Event	*	1	*
Museum/Art Gallery/Library	1	*	*
Other	2	2	2
More than One Purpose	3	3	3
Don't Know/No Answer	1	1	1
	100	100	100

* less than 1%
^ not measured in that year's survey

TRIP PURPOSE (By Time Period)

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Commute to/from Work	73	73	74	50	52	53	24	21	25
School	9	10	8	13	13	11	5	4	4
Visit Family/Friends	4	4	4	9	9	9	23	21	22
Shopping	2	1	1	3	3	3	10	7	11
Airplane Trip	2	2	3	3	4	3	4	5	5
Sports Event	1	1	2	3	1	2	5	9	6
Theater or Concert	2	2	1	1	2	2	5	11	5
Restaurant	1	1	1	2	1	2	5	3	3
Medical/Dental	1	1	1	3	2	2	1	1	1
Work-Related Activity	1	1	1	3	2	2	2	1	1
Personal Business	1	1	*	1	1	1	1	2	1
Tourism/Sightseeing	*	*	*	1	1	1	1	1	1
Fitness/Recreation	*	*	*	*	*	*	1	1	1
Public Event	*	*	-	*	*	*	*	2	1
Museum/Art Gallery/Library	*	*	*	1	1	*	2	1	1
Other	1	1	1	3	3	3	5	4	6
More than One Purpose	2	2	2	4	4	4	4	5	5
Don't Know/No Answer	1	1	1	1	1	1	2	1	2
	100	100	100	100	100	100	100	100	100

Less than 1%
2008
*Compare your results to last year's survey

OTHER MODE COULD HAVE UTILIZED

6. If BART service were not available, how would you make this trip?^

- Seventeen percent would not make the trip if BART were not available.
- Forty-eight percent could have driven (by themselves or in a carpool) instead of taking BART.
- Thirty-four percent could have utilized a bus or some other form of public transit.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
I would not make this trip	°	°	17
BART is my only option	24	25	°
Drive alone to my destination and park	41	37	37
Bus or other transit	30	29	34
Carpool	11	11	12
Other	4	5	4
Don't Know/No Answer	1	1	1

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
I would not make this trip	°	°	14	°	°	17	°	°	24
BART is my only option	23	25	°	24	26	°	25	24	°
Drive alone to my destination and park	44	41	41	39	35	36	35	32	30
Bus or other transit	29	29	34	31	31	36	28	27	30
Carpool	12	11	13	10	9	11	13	16	13
Other	3	4	3	5	5	5	5	7	5
Don't Know/No Answer	1	1	1	1	1	1	1	1	1

[illegible] Although not asked for multiple modes were reported, totals may not add to 100%.
^ In 2008 and 2010 this question was worded: "[illegible] trip?" Changed slightly in 2012 to "If BART service were not available, how would you make this trip?"
° Denotes not applicable or less than one percent.

CLIPPER / TRANSLINK USE

7. Did you use a Clipper / TransLink Card to pay the fare for this BART trip?

- More than half of all riders used Clipper to pay for their trip.^
- Peak period riders are more likely to have used a Clipper card, while weekend riders are less likely to have used one of the cards.

	Total
	2012
Base: (All Respondents)	6,700
	(%)
Yes	55
No	44
Don't Know/No answer	1
	100

	Peak	Off-Peak	Weekend
	2012	2012	2012
Base: (All Respondents)	3,217	2,499	985
	%	%	%
Yes	62	52	41
No	38	47	58
Don't Know/No answer	1	1	1
	100	100	100

^ A total of 55% are shown as the per-trip Clipper card usage rate. In addition, a total of 66% have Clipper cards for fare payment. In 2012, respondents were asked, "Did you use a Clipper / TransLink Card to pay for this BART trip?"

^^ The overall increase of seven riders using Clipper is slightly higher than the Clipper usage rate on BART in September 2012 (56% vs. 51%). This may be due to survey methodology differences. It may be that Clipper card users, even if they did not use Clipper for the trip in question,

FARE

8. What type of fare did you pay for this BART trip?^

- About seven out of ten riders pay the regular fare.
- Usage of the high-value discount fare has declined since 2010, most likely due to limited availability of high-value discount paper tickets. (The discount is available on Clipper Cards.)
- Usage of the high-value discount fare is highest among peak riders.
- On weekends, most riders pay the regular fare.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	6,804	6,700
	(%)	(%)	(%)
Regular Fare	61	61	72
High Value Discount^^	23	25	15
Muni Fast Pass	8	4	4
Senior	3	4	4
Disabled	2	2	2
BART Plus	1	1	*
Student	*	1	*
Other/Don't Know/NA^^	1	2	4
	100	100	100

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Regular Ticket	55	54	66	65	64	74	75	78	83
High Value Discount^^	31	33	20	19	22	11	10	9	5
Muni Fast Pass	8	5	4	8	4	4	6	3	2
Senior	2	3	3	4	4	4	5	5	4
Disabled	2	1	2	2	2	2	1	2	2
BART Plus	1	1	*	1	1	*	1	*	*
Student	*	1	*	*	1	*	*	1	*
Other/Don't Know/NA^^	1	2	4	2	2	4	2	2	4
	100	100	100	100	100	100	100	100	100

^ This question was modified on the 2010 survey. In 2008, the question asked, "What type of ticket did you use to enter the BART system on this trip?"

^^ In order to compare 2008 with 2010, the 2008 data for High Value Discount and EZ Rider were combined. (EZ Rider was listed as a ticket type choice in 2008, but not in 2010, when it was included in a separate question.) Additionally, "Child" was listed as a ticket type on the 2008 survey, but not on subsequent surveys. In the above tables, "Child" is included in the "Other" category.

HOW TRAVELED BETWEEN HOME AND BART

9. How did you travel between home and BART today?

- Nearly one third of riders walk to BART.
- Five percent of riders bicycle to BART, an increase of one percentage point since 2010. This increase has occurred in the off-peak period.
- Peak riders are more likely to have driven alone to BART than riders in other time periods.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
Walked	31	32	31
Drove Alone	28	28	29
Bus/Transit	18	16	17
Dropped Off	11	11	10
Carpooled	6	6	6
Biked	4	4	5
Other/Combo/DK/NA	3	4	3
	100	100	100

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents	3,027	2,792	3,217	2,286	2,142	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Walked	29	28	28	31	34	32	35	36	38
Drove Alone	33	35	34	25	25	25	19	15	18
Bus/Transit	17	14	15	21	18	18	17	16	17
Dropped Off	11	12	10	10	10	10	11	12	11
Carpooled	5	4	5	4	5	5	10	12	9
Biked	4	4	4	5	4	6	5	4	4
Other/Combo/DK/NA	2	3	2	4	4	4	3	5	3
	100	100	100	100	100	100	100	100	100

WHERE PARKED/FEE

9A. Where did you park?
9B. What fee, if any, did you pay?

- The number of riders who park in BART lots has remained relatively constant since 2008.
- As might be expected, more peak riders pay for monthly reserved parking than riders in other time periods.

	Total		
	2008	2010	2012
Base: (Drove/Carpooled)	2,097	1,059	2,283
	(%)	(%)	(%)
Parked			
In BART Lot	69	71	71
Off-site	17	14	15
Don't Know/No answer	14	16	14
	100	100	100
Fee Paid			
None/free	47	29	32
Daily fee	18	32	35
Daily reserved	°	2	2
Hourly fee	1	°	°
Monthly reserved^	7	6	6
Don't Know/No answer	28	32	26
	100	100	100

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (Drove/Carpooled)	1,157	1,093	1,267	678	632	747	261	234	269
	%	%	%	%	%	%	%	%	%
Parked									
In BART Lot	70	72	75	66	67	63	76	74	73
Off-site	18	13	13	20	18	21	9	7	8
Don't Know/No answer	13	15	11	15	16	16	16	20	19
	100	100	100	100	100	100	100	100	100
Fee									
None/free	45	25	27	43	26	29	67	57	61
Daily fee	19	37	40	22	35	36	2	4	8
Daily reserved	°	2	3	°	2	2	°	1	*
Hourly fee	1	°	°	1	°	°	1	°	°
Monthly reserved^	9	7	8	6	5	4	1	1	2
Don't Know/No answer	27	30	22	29	32	30	30	38	29
	100	100	100	100	100	100	100	100	100

* Less than 1%
° Choice not offered on that year's survey
^ "Monthly fee" was changed to "monthly reserved" on the 2010 questionnaire

LENGTH OF TIME A BART CUSTOMER

10. How long have you been riding BART?

- Greater than half of survey respondents have been riding BART for more than five years.
- Nineteen percent of riders have been riding BART for less than one year.

	Total			
	2008	2010	2012	
Base: (All Respondents)	6,216	5,804	6,700	
	(%)	(%)	(%)	
Six Months or Less	15	14	14	
More than Six Months but Less than a Year	5	4	5	**Less than a Year = 19%**
1 – 2 Years	14	12	13	
3 – 5 Years	17	17	15	
More than 5 Years	49	53	53	**More than 5 Years = 53%**
Don't Know/No Answer	*	1	*	
	100	100	100	

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Six Months or Less	14	12	12	15	14	14	18	18	17
More than Six Months but Less than a Year	6	5	5	5	4	5	4	4	4
1 – 2 Years	14	12	14	14	12	13	13	12	12
3 – 5 Years	18	18	14	17	16	15	15	15	15
More than 5 Years	49	53	54	50	53	52	50	51	52
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 (82%) are made by customers who ride BART at least one day per week.
- 56% 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; 67% of peak period trips are made by frequent customers.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
5 or More Days a Week	56	54	56
3 – 4 Days a Week	17	17	16
1 – 2 Days a Week	9	9	10
1, 2, 3 Days a Month	9	9	9
Less than Once a Month	8	9	8
Don't Know/No Answer	1	1	1
	100	100	100

At least once a week = 82%

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
5 or More Days a Week	68	66	67	50	50	50	32	28	34
3 – 4 Days a Week	16	16	15	19	21	19	13	12	14
1 – 2 Days a Week	7	7	6	10	9	11	16	17	16
1, 2, 3 Days a Month	5	4	5	10	10	10	20	22	17
Less than Once a Month	4	6	5	10	10	9	18	20	17
Don't Know/No Answer	*	1	1	1	1	1	1	1	2
	100	100	100	100	100	100	100	100	100

OVERALL SATISFACTION WITH BART

12. Overall, how satisfied are you with the services provided by BART?

- Overall satisfaction with BART has increased significantly since 2010.
- The increase is greatest among weekend riders.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
Very Satisfied	42	36	40
Somewhat Satisfied	41	46	44
Neutral	10	12	11
Somewhat Dissatisfied	4	5	4
Very Dissatisfied	1	1	1
Don't Know/No Answer	*	*	*
	100	100	100
MEAN: (5 point scale)	4.20	4.12	4.18

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Very Satisfied	39	34	38	44	37	41	50	39	41
Somewhat Satisfied	44	48	46	40	45	43	35	41	43
Neutral	10	12	10	10	12	11	11	14	12
Somewhat Dissatisfied	5	5	4	4	4	4	3	4	3
Very Dissatisfied	1	1	1	1	1	1	1	1	1
Don't Know/No Answer	*	*	*	1	*	*	*	*	1
	100	100	100	100	100	100	100	100	100
MEAN: (5 point scale)	4.15	4.10	4.16	4.23	4.13	4.20	4.31	4.13	4.21

* Less than 0.5

OVERALL SATISFACTION WITH BART (continued)

Read % across

GROUP	BASE #	Satisfied %	Neutral %	Dissatisfied %	NA %	MEAN (5 point scale)
TOTAL 2012	**(6,700)**	**84**	**11**	**5**	*****	**4.18**
By Frequency of Riding BART						
3+ Days a Week	(4,850)	84	10	5	*	4.16
Less Frequently but at Least Monthly	(1,231)	85	10	4	*	4.22
Less often	(547)	81	13	5	1	4.25
By Gender						
Male	(3,099)	85	10	5	*	4.20
Female	(3,272)	84	11	5	*	4.18
By Age						
13 – 34	(3,256)	81	14	5	*	4.10
35 – 64	(3,048)	86	8	5	*	4.25
65 & Older	(311)	92	4	3	*	4.42
By Standing/Not Standing						
Yes	(1,713)	80	13	7	*	4.06
No	(4,934)	86	10	4	*	4.22
By Ethnicity						
White	(3,005)	88	8	4	*	4.25
Black/African Amer.	(880)	80	14	5	*	4.17
Asian/Pac. Islander	(1,906)	82	13	5	*	4.10
Other	(767)	82	12	6	*	4.18
By Hispanic / Latino / Spanish Origin						
Yes	(1,280)	83	12	5	*	4.21
No	(5,236)	85	10	5	*	4.18
By Disabled Fare Type						
Disabled discount	(126)	85	9	7	-	4.22

* Less than 1%

OVERALL SATISFACTION WITH BART (continued)

GROUP	BASE #	Satisfied %	Neutral %	Dissatisfied %	NA %	MEAN (5 point scale)
		Read % across				
TOTAL 2012	**(6,700)**	**84**	**11**	**5**	*****	**4.18**
By Trip Purpose						
Commute to Work	(3,936)	84	10	6	*	4.15
School	(585)	82	15	4	*	4.14
Shopping	(209)	85	11	2	2	4.36
Medical/Dental	(109)	82	14	3	-	4.24
Airplane Trip	(207)	83	11	5	-	4.23
Sports Event	(182)	88	7	4	1	4.35
Visit Friends/Family	(562)	84	12	4	*	4.22
Restaurant	(112)	86	10	4	-	4.28
Theater/Concert	(125)	93	4	3	-	4.32
By Access Mode						
Walk	(2,095)	86	10	4	*	4.24
Bike	(316)	81	10	10	*	3.98
Bus/Transit	(1,117)	84	12	4	1	4.21
Drive Alone	(1,911)	84	10	6	*	4.14
Carpool	(373)	84	11	4	*	4.18
Dropped Off	(688)	84	11	4	*	4.18
By Household Income						
Under $25,000	(1,303)	82	14	5	*	4.20
$25,000- $49,999	(1,325)	83	12	5	*	4.16
$50,000 - $74,999	(1,084)	84	10	6	*	4.15
$75,000 - $99,999	(729)	86	10	4	*	4.20
$100,000 or More	(1,629)	87	7	5	*	4.21
By How Long Riding BART						
6 Months or Less	(924)	81	15	3	1	4.21
6 Months – One Year	(326)	87	9	4	*	4.25
One – Two Years	(887)	85	11	4	*	4.19
Three – Five Years	(1,002)	84	10	6	*	4.14
More than Five Years	(3,540)	84	10	6	*	4.18

OVERALL SATISFACTION WITH BART (continued)

GROUP	BASE #	Satisfied %	Neutral %	Dissatisfied %	NA %	MEAN (5 point scale)
		Read % across				
TOTAL 2012	**(6,700)**	**84**	**11**	**5**	*****	**4.18**
By Other Mode Could Have Used for Trip^						
Would not make trip	(1,110)	84	10	5	*	4.20
Bus/Other Transit	(2,303)	83	12	5	*	4.19
Drive Alone	(2,511)	85	10	5	*	4.18
Carpool	(833)	83	11	6	*	4.11
Other	(279)	82	12	6	-	4.13
By BART Recommendation						
Definitely	(4,599)	94	5	1	*	4.46
Probably	(1,662)	70	22	7	*	3.72
Might/Might Not	(329)	32	34	33	1	2.98
Definitely/Probably Not	(86)	17	26	56	1	2.41
By Statement, "BART is a Good Value for the Money"						
Agree Strongly	(1,989)	97	2	1	*	4.63
Agree Somewhat	(2,696)	90	7	2	*	4.22
Neutral	(1,188)	70	24	5	*	3.87
Disagree	(782)	52	25	23	*	3.37

WILLINGNESS TO RECOMMEND BART

13. Would you recommend using BART to a friend or out-of-town guest?

- Over nine in ten (93%) would definitely or probably recommend using BART to a friend or out-of-town guest. There has been a slight shift from those who would probably recommend BART to those who would definitely recommend BART.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,304	6,700
	(%)	(%)	(%)
Definitely	70	65	69
Probably	23	28	25
Might or Might Not	5	6	5
Probably Not	1	1	1
Definitely Not	*	*	*
Don't Know/No Answer	*	*	*
	100	100	100
MEAN: (5 point scale)	**4.62**	**4.57**	**4.61**

Definitely or Probably = 93%

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Definitely	68	62	67	71	68	70	74	69	70
Probably	25	30	26	22	26	24	21	24	24
Might or Might Not	5	6	6	5	5	4	4	5	4
Probably Not	1	1	1	1	1	1	1	1	1
Definitely Not	*	*	*	*	*	1	*	1	*
Don't Know/No Answer	*	*	*	*	*	*	*	*	1
	100	100	100	100	100	100	100	100	100

*Less than 1%

VALUE

14. To what extent do you agree with the following statement: "BART is a good value for the money?"

- Seventy percent of BART riders agree with the statement: "BART is a good value for the money." This percentage has increased significantly from 64% in 2010 and is comparable to the 71% of respondents in 2008 who agreed with the statement.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
Agree Strongly	32	24	30
Agree Somewhat	40	40	40
Neutral	17	20	18
Disagree Somewhat	8	12	9
Disagree Strongly	3	4	3
Don't Know/No Answer	1	1	1
	100	100	100
MEAN: (5 point scale)	3.90	3.68	3.86

Agree Strongly or Somewhat = 70%

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Agree Strongly	30	22	27	32	25	32	37	27	31
Agree Somewhat	42	41	42	39	39	39	35	37	38
Neutral	16	20	18	18	19	18	16	21	18
Disagree Somewhat	9	12	9	8	12	8	8	11	9
Disagree Strongly	3	4	3	3	4	3	2	4	2
Don't Know/No Answer	1	1	1	1	1	*	1	1	1
	100	100	100	100	100	100	100	100	100

*Less than 1%

SEATING AVAILABILITY

15. After you boarded the train for this trip, did you stand because seating was unavailable?

- About one in four had to stand because seating was unavailable.
- Among those who had to stand, 44% had to stand for the whole trip.
- Peak hours had the highest percentage of standees.

	Total		
	2008	**2010**	**2012**
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
Yes, stood	19	18	26
No, did not stand	80	81	74
Don't Know/No Answer	1	1	1
	100	100	100
Base: (Stood During Trip)	1,196	1,050	1,713
	(%)	(%)	(%)
For Whole Trip	36	36	44
For Most of Trip	28	28	°
For Part of Trip	°	°	55
For Small Portion	31	27	°
Don't Know/No Answer	6	8	*
	100	100	100

Stood = 26%

Whole trip = 44% of standees

	Peak			Off-Peak			Weekend		
	2008	**2010**	**2012**	**2008**	**2010**	**2012**	**2008**	**2010**	**2012**
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Yes, stood	27	22	33	13	15	20	9	13	17
No, did not stand	73	77	66	86	84	80	90	86	82
Don't Know/No Answer	1	1	1	1	1	1	1	2	1
	100	100	100	100	100	100	100	100	100
Base: (Stood)	807	616	1,057	305	324	490	83	109	167
	%	%	%	%	%	%	%	%	%
For Whole Trip	39	42	49	29	28	39	29	31	34
For Most of Trip	29	29	°	24	28	°	23	28	°
For Part of Trip	°	°	51	°	°	61	°	°	65
For Small Portion	28	23	°	37	34	°	34	30	°
Don't Know/No Answer	4	6	*	10	11	*	15	11	1
	100	100	100	100	100	100	100	100	100

° Choice not offered on that year's survey.
* Less than 1%

ETHNIC IDENTIFICATION

16b. What is your race or ethnic identification? *(Check one or more.)*
16a. Are you of Hispanic, Latino or Spanish origin?^

- BART has a diversified ridership.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
White	44	45	45
Asian or Pacific Islander	30	29	28
Black/African American	12	13	13
American Indian or Alaska Native	2	2	2
Other/No Answer	16	15	16
Hispanic	17	18	19

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
White	43	43	44	45	46	44	47	50	49
Asian or Pacific Islander	33	34	31	27	25	26	27	22	26
Black/African American	11	11	12	13	15	14	12	12	13
American Indian or Alaska Native	2	2	2	2	2	2	3	2	2
Other/No Answer	15	13	15	17	15	18	16	18	15
Hispanic	16	16	18	17	19	20	18	20	20

^ This question was modified in 2010 to conform with wording on the 2010 US Census. On the 2008 survey, the question was phrased as "Are you Spanish, Hispanic, or Latino?"

Base: Multiple responses were accepted, so columns will not add to 100%. Reported percentages for ethnicity and Hispanic origin are not exclusive, e.g., a respondent who indicates she is White and Hispanic is included in both categories. The ethnicity data on the next page are also reported differently, so the percentages shown will differ.

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 no response) to the 2011 American Community Survey Estimates.

Race and Ethnicity
BART Compared to Bay Area Counties in BART's Service Area

Population	ALAMEDA 1,529,875	CONTRA COSTA 1,066,096	SAN FRANCISCO 812,826	SAN MATEO 727,209	FOUR-COUNTY TOTAL 4,136,006	BART 2012 CUST. SAT. SURVEY 6,531
	%	%	%	%	%	%
White (non-Hispanic)	34	47	42	42	40	38
Black/African American (non-Hispanic)	12	9	6	3	8	11
Asian/Pacific Islander (non-Hispanic)	27	14	34	26	25	26
American Indian or Alaska Native (non-Hispanic)	<1	<1	<1	<1	<1	1
Other, including 2+ Races (non-Hispanic)	4	5	3	4	4	4
Total Non-Hispanic	**77**	**75**	**85**	**74**	**78**	**80**
Hispanic	**23**	**25**	**15**	**26**	**22**	**20**

Sources:
- U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates: Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (http://factfinder2.census.gov)
- BART 2012 Customer Satisfaction Survey

Notes:
1) The ACS 2011 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 6,531 responses and excludes 3% non-response.
4) In order to maintain comparability with prior years' BART data, those who responded to the ethnicity question but skipped the Hispanic question are included within the non-Hispanic race categories.
5) Totals may not add to 100% due to rounding.

ENGLISH PROFICIENCY

17. Do you speak a language other than English at home?
17a. If "Yes," how well do you speak English?

- Four in ten riders speak a language other than English at home.

	Total
	2012
Base: (All Respondents)	6,700
	(%)
Speak language other than English	
Yes	40
No	57
No Answer	2
	100

	2012
Base: (Speak other than English at home)	2,711
	(%)
Speak English:	
Very Well	65
Well	21
Not Well	8
Not at All	1
Don't Know/No Answer	5
	100

	Peak	Off-Peak	Weekend
	2012	2012	2012
Base: (All Respondents)	3,217	2,499	985
	%	%	%
Yes	41	40	39
No	57	58	59
Don't Know/No Answer	2	2	2
	100	100	100

	Peak	Off-Peak	Weekend
	2012	2012	2012
Base: (Speak other than English at home)	1,323	1,003	385
	%	%	%
Very Well	70	62	57
Well	18	23	27
Not Well	7	8	9
Not at All	1	1	1
Don't Know/No Answer	4	6	6
	100	100	100

Data from prior years are not shown as the question was not asked on prior surveys.

GENDER

18. Gender

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
Male	46	47	46
Female	51	51	49
Don't Know/No answer	3	2	5
	100	100	100

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Male	44	44	43	50	49	50	44	51	48
Female	54	54	52	47	49	45	52	47	47
Don't Know/No answer	2	2	5	3	2	4	4	2	5
	100	100	100	100	100	100	100	100	100

AGE

19. Age

- Just over two-thirds of BART riders are under age 45.
- On weekends, nearly one out of four riders is 18 – 24 years old.

	Total			
	2008	2010	2012	
Base: (All Respondents)	6,216	5,804	6,700	
	(%)	(%)	(%)	
12 or Younger^	*	*	-	
13 – 17	3	2	2	
18 – 24	18	17	18	
25 – 34	27	29	29	
35 – 44	19	19	18	**Under 45 = 67%**
45 – 54^^	17	16	16	
55 – 64^^	10	11	12	
65 & Older	5	4	5	
Don't Know/No answer	1	1	1	
	100	100	100	

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
12 or Younger^	*	-	-	*	*	-	1	*	-
13 – 17	2	2	2	2	2	2	4	4	5
18 – 24	15	12	13	21	22	21	23	23	24
25 – 34	29	31	29	26	27	29	25	28	30
35 – 44	21	21	20	17	18	17	16	15	14
45 – 54^^	18	18	18	16	16	15	13	12	10
55 – 64^^	11	12	13	10	10	10	9	11	11
65 and Older	3	3	4	6	5	5	7	6	5
Don't Know/No answer	1	1	1	1	1	1	1	1	1
	100	100	100	100	100	100	100	100	100

* Less than 1%
- Zero
^ As the survey methodology is based on surveying riders who are at least 12 years of age, completed questionnaires from riders ages 12 and younger were removed from the database in 2012.
^^ While both the 2008 and 2010 survey instruments offered this choice, the reports for those years combined the "45-54" and the "55-64" choices as "45-64" to allow comparison to the 2006 report, where the survey instrument offered only "45-64."

INCOME

20. What is your total annual household income before taxes?^

- Nearly one-fourth of BART riders have household incomes of $100,000 or more.
- Peak riders are more affluent than other riders.

	Total		
	2008	2010	2012
Base: (All Respondents)	6,216	5,804	6,700
	(%)	(%)	(%)
Under $25,000	22	22	19
$25,000 – $49,999	16	16	20
$50,000 – $74,999	16	17	16
$75,000 – $99,999	11	11	11
$100,000 and over	25	24	24
Don't Know/No answer	9	10	9
	100	100	100

Under $50,000 = 39%

$100,000 or more = 24%

	Peak			Off-Peak			Weekend		
	2008	2010	2012	2008	2010	2012	2008	2010	2012
Base: (All Respondents)	3,027	2,792	3,217	2,286	2,143	2,499	903	868	985
	%	%	%	%	%	%	%	%	%
Under $25,000	15	14	13	27	29	24	29	32	28
$25,001 – $49,999	16	16	17	16	17	22	18	16	22
$50,000 – $74,999	19	19	18	14	15	15	15	16	14
$75,000 – $99,999	13	13	12	9	9	9	9	8	10
$100,000 and over	29	29	29	23	20	22	18	18	16
Don't Know/No answer	8	10	10	10	10	8	10	10	10
	100	100	100	100	100	100	100	100	100

^ Responses were combined to allow comparison of the 2012 survey with the 2010 and 2008 surveys, which had different income categories on the survey instrument.

BART CUSTOMER HOUSEHOLD INCOMES COMPARED TO REGION

BART Customer Household Incomes Compared to Bay Area Counties in BART's Service Area

- BART customer incomes track household incomes in the region.
- There are, however, differences at the highest and lowest income levels.

Household Income

BART Compared to Bay Area Counties in BART's Service Area

Households	Alameda 545,559	Contra Costa 376,326	San Francisco 342,706	San Mateo 256,526	4 County Total 1,521,117	BART 2012 Customer Satisfaction Survey 6,070
	%	%	%	%	%	%
Less than $25,000	20	16	22	12	18	21
$25,000-$29,999	4	4	3	3	3	7
$30,000-$39,999	8	8	7	7	7	8
$40,000-$49,999	7	8	6	7	7	8
$50,000-$59,999	7	6	6	7	7	8
$60,000-$74,999	10	9	8	10	9	10
$75,000-$99,999	12	12	11	11	11	12
$100,000 and Over	34	38	37	43	37	27
Total	100	100	100	100	100	100

Sources:
- U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates: Table B19001 "Household Income in the Past 12 Months." Universe: Households. (http://factfinder2.census.gov)
- BART 2012 Customer Satisfaction Survey

Notes:
1) The ACS 2011 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 6,070 responses and excludes 9% 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

21. Including yourself, how many people live in your household?

- Nearly one-third of riders live in two-person households.

	Total
	2012
Base: (All Respondents)	6,700
	(%)
One	18
Two	31
Three	20
Four	17
Five	7
Six or more	5
No Answer/Multiple responses	3
	100

	Peak	Off-Peak	Weekend
	2012	2012	2012
Base: (All Respondents)	3,217	2,499	985
	%	%	%
One	17	19	22
Two	32	29	31
Three	20	21	17
Four	16	18	15
Five	7	6	8
Six or more	4	5	5
No Answer/Multiple responses	3	2	3
	100	100	100

Data from prior years are not shown as the question was not asked in prior surveys.

RATING BART ON SPECIFIC ATTRIBUTES

22. 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 can use any number in between. Only 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 and "don't know" responses were eliminated when calculating the arithmetic mean.

RATING BART ON SPECIFIC ATTRIBUTES (continued)

	Mean Ratings (7-point scale)						Mean Score Change 2012-2010
	Total			By Strata (2012)			
	2008	2010	2012	Peak	Off-Peak	Weekend	
Base (All Respondents)	6,216	5,804	6,700	3,217	2,499	985	
OVERALL RATINGS	B	A	B	B	A	B	A
Availability of maps/schedules	5.81	5.77	5.79	5.77	5.82	5.80	0.02
On-time performance of trains	5.57	5.56	5.72	5.66	5.78	5.78	0.16
Timeliness of connections between BART trains	5.43	5.39	5.46	5.40	5.53	5.51	0.07
bart.gov website	5.59	5.50	5.44	5.39	5.47	5.52	-0.06
Timely information about service disruptions	5.32	5.35	5.37	5.29	5.45	5.47	0.02
Access for people with disabilities	5.39	5.29	5.30	5.21	5.37	5.39	0.01
Frequency of train service	5.23	5.14	5.24	5.22	5.27	5.22	0.10
Hours of operation	5.17	5.04	5.08	5.18	5.03	4.90	0.04
Lighting in parking lots	5.07	5.02	5.05	4.99	5.09	5.18	0.03
Availability of bicycle parking	5.00	5.01	5.05	4.95	5.10	5.19	0.04
Timeliness of connections with buses	4.96	4.89	4.93	4.89	4.96	5.00	0.04
Leadership in solving regional transportation problems	4.89	4.72	4.85	4.77	4.90	4.98	0.13
Availability of car parking	4.56	4.71	4.68	4.61	4.64	4.99	-0.03
Enforcement against fare evasion	4.87	4.71	4.65	4.49	4.74	4.92	-0.06
Personal security in BART system	4.84	4.68	4.64	4.55	4.70	4.80	-0.04
Enforcement of no eating and drinking policy	4.32	4.22	4.22	4.08	4.29	4.54	0.00

RATING BART ON SPECIFIC ATTRIBUTES (continued)

	Mean Ratings (7-point scale)						Mean Score Change 2012-2010
	Total			By Strata (2012)			
	2008	2010	2012	Peak	Off-Peak	Weekend	
Base (All Respondents)	6,216	5,804	6,700	3,217	2,499	985	
BART STATION RATINGS	#	#	#	#	#	#	Δ
Clipper Cards	°	°	5.69	5.64	5.75	5.72	-
BART tickets	°	°	5.54	5.47	5.57	5.65	-
Reliability of ticket vending machines	5.37	5.31	5.30	5.22	5.37	5.43	-0.01
Reliability of faregates	5.42	5.30	5.22	5.10	5.29	5.43	-0.08
Signs with transfer / platform / exit directions	5.30	5.18	5.19	5.11	5.26	5.28	0.01
Length of lines at exit gates	5.26	5.25	5.17	5.00	5.30	5.39	-0.08
Stations kept free of graffiti	5.13	5.03	5.01	4.97	5.06	5.04	-0.02
Helpfulness and courtesy of Station Agents^	°	°	4.94	4.86	5.02	5.01	-
Availability of Station Agents	4.94	4.86	4.86	4.78	4.92	4.94	0.00
Overall condition/state of repair	5.00	4.86	4.81	4.70	4.89	4.98	-0.05
Elevator availability/reliability	4.91	4.76	4.66	4.54	4.71	4.91	-0.10
Escalator availability/reliability	5.00	4.82	4.60	4.41	4.70	4.98	-0.22
Appearance of landscaping	4.71	4.62	4.60	4.51	4.65	4.79	-0.02
Station cleanliness	4.77	4.58	4.46	4.40	4.51	4.55	-0.12
Presence of BART Police in stations	4.51	4.40	4.32	4.18	4.38	4.63	-0.08
Elevator cleanliness	4.53	4.39	4.21	4.11	4.26	4.42	-0.18
Presence of BART Police in parking lots	4.24	4.10	4.08	3.92	4.15	4.47	-0.02
Restroom cleanliness	3.91	3.78	3.71	3.66	3.72	3.86	-0.07

° Choice not offered on that year's survey.
^In prior years, this attribute was more broad, phrased as "Helpfulness and courtesy of BART Personnel"

RATING BART ON SPECIFIC ATTRIBUTES (continued)

	Mean Ratings (7-point scale)						Mean Score Change 2012-2010
	Total			By Strata (2012)			
	2008	2010	2012	Peak	Off-Peak	Weekend	
Base (All Respondents)	6,216	5,804	6,700	3,217	2,499	985	
BART TRAIN RATINGS	#	#	#	#	#	#	Δ
Train interior kept free of graffiti	5.29	5.23	5.29	5.22	5.33	5.40	0.06
Comfort of seats on trains	5.07	4.91	5.03	4.91	5.10	5.24	0.12
Availability of standing room on trains	4.90	4.94	4.86	4.67	5.00	5.17	-0.08
Comfortable temperature aboard trains	4.87	4.75	4.74	4.55	4.89	5.02	-0.01
Appearance of train exterior	4.74	4.75	4.71	4.63	4.77	4.85	-0.04
Availability of seats on trains	4.70	4.69	4.57	4.35	4.73	4.91	-0.12
Condition / cleanliness of windows on trains	4.48	4.51	4.52	4.41	4.60	4.67	0.01
Train interior cleanliness	4.58	4.41	4.49	4.34	4.60	4.73	0.08
Clarity of public address announcements	4.33	4.32	4.39	4.27	4.47	4.54	0.07
Condition / cleanliness of floors on trains	4.42	4.24	4.28	4.10	4.42	4.54	0.04
Noise level on trains	4.31	4.08	4.27	4.17	4.30	4.50	0.19
Availability of space on trains for luggage, bicycles, and strollers	4.27	4.32	4.25	4.03	4.40	4.60	-0.07
Condition/cleanliness of seats on trains	4.31	4.07	4.18	4.00	4.29	4.48	0.11
Presence of BART Police on trains	3.92	3.88	3.84	3.72	3.93	4.03	-0.04

Appendix C:
TESTS OF STATISTICAL SIGNIFICANCE
2010 VS. 2012

TEST OF STATISTICAL SIGNIFICANCE at the 95% and 90% Confidence Levels

	2012					2010							Statistical significance	
SCALE: 1=Poor, 7=Excellent	Total Response	Don't Know	Sample Size	Mean	Standard Deviation	Total Response	Don't Know	Sample Size	Mean	Standard Deviation	Mean Difference	T-Score	At 95%	At 90%
OVERALL SATISFACTION	6,700	22	6,678	4.18	0.85	5,804	18	5,786	4.12	0.86	0.06	3.90553	yes	yes
RECOMMEND TO FRIEND	6,700	24	6,676	4.61	0.67	5,804	16	5,788	4.57	0.68	0.04	3.29768	yes	yes
"BART IS A GOOD VALUE"	6,700	46	6654	3.86	1.04	5,804	35	5,769	3.68	1.08	0.18	9.42508	yes	yes
On-time performance of trains	6,700	142	6,558	5.72	1.12	5,804	208	5,596	5.56	1.15	0.16	7.73744	yes	yes
Hours of operation	6,700	274	6,426	5.08	1.61	5,804	297	5,507	5.04	1.58	0.04	1.36662	no	no
Frequency of train service	6,700	302	6,398	5.24	1.34	5,804	316	5,488	5.14	1.32	0.10	4.08882	yes	yes
Availability of maps and schedules	6,700	396	6,304	5.79	1.25	5,804	449	5,355	5.77	1.22	0.02	0.87220	no	no
Timely information about service disruptions	6,700	564	6136	5.37	1.36	5,804	565	5,239	5.35	1.34	0.02	0.78801	no	no
Timeliness of connections b/t BART trains	6,700	1,019	5,681	5.46	1.22	5,804	1,026	4,778	5.39	1.23	0.07	2.91002	yes	yes
Timeliness of connections w/ buses	6,700	2,100	4,600	4.93	1.47	5,804	1,989	3,815	4.89	1.45	0.04	1.25191	no	no
Availability of car parking	6,700	1,580	5,120	4.68	1.75	5,804	1,421	4,383	4.71	1.67	-0.03	-0.85386	no	no
Availability of bicycle parking	6,700	2,566	4,134	5.05	1.53	5,804	2,380	3,424	5.01	1.47	0.04	1.15597	no	no
Lighting in parking lots	6,700	1,731	4969	5.05	1.41	5,804	1,485	4,319	5.02	1.38	0.03	1.03446	no	no
Access for people with disabilities	6,700	2,348	4,352	5.30	1.42	5,804	2,101	3,703	5.29	1.36	0.01	0.32228	no	no
Enforcement against fare evasion	6,700	1,921	4,779	4.65	1.75	5,804	1,882	3,922	4.71	1.63	-0.06	-1.65254	no	yes
Enforcement of no eating or drinking policy	6,700	1,225	5475	4.22	1.91	5,804	1,246	4,558	4.22	1.84	0.00	0.00000	no	no
Personal security in BART system	6,700	976	5,724	4.64	1.57	5,804	933	4,871	4.68	1.52	-0.04	-1.32969	no	no
bart.gov website	6,700	1,499	5201	5.44	1.31	5,804	1,434	4,370	5.50	1.27	-0.06	-2.26934	yes	yes
Leadership in solving regional transportation problems	6,700	1,946	4,754	4.85	1.52	5,804	1,835	3,969	4.72	1.54	0.13	3.94934	yes	yes
Length of lines at exit gates	6,700	522	6,178	5.17	1.39	5,804	570	5,234	5.25	1.31	-0.08	-3.16076	yes	yes
Reliability of ticket vending machines	6,700	811	5,889	5.30	1.37	5,804	775	5,029	5.31	1.33	-0.01	-0.38620	no	no
Reliability of faregates	6,700	740	5,960	5.22	1.35	5,804	776	5,028	5.30	1.30	-0.08	-3.15758	yes	yes
Clipper Cards*	6,700	1,466	5234	5.69	1.38	-	-	-	-	-	-	-	-	-
BART Tickets*	6,700	1,153	5,547	5.54	1.34	-	-	-	-	-	-	-	-	-
Escalator availability and reliability	6,700	918	5,782	4.60	1.72	5,804	937	4,867	4.82	1.51	-0.22	-7.02715	yes	yes
Elevator availability and reliability	6,700	1,871	4,829	4.66	1.67	5,804	1,872	3,932	4.76	1.54	-0.10	-2.91027	yes	yes
Presence of BART Police in stations	6,700	1,115	5,585	4.32	1.63	5,804	1,032	4,772	4.40	1.55	-0.08	-2.55658	yes	yes
Presence of BART Police in parking lots	6,700	1,577	5123	4.08	1.78	5,804	1,492	4,312	4.10	1.70	-0.02	-0.55713	no	no
Availability of Station Agents	6,700	986	5,714	4.86	1.53	5,804	964	4,840	4.86	1.46	0.00	0.00000	no	no
Helpfulness & Courtesy of Station Agents^	6,700	992	5,708	4.60	1.61	-	-	-	-	-	-	-	-	-
Appearance of landscaping	6,700	1,239	5,461	4.60	1.59	5,804	1,196	4,608	4.62	1.51	-0.02	-0.64625	no	no

*Attribute was not measured in 2010

^In 2010, this attribute was more broad, phrased as "Helpfulness and courtesy of BART Personnel"

TEST OF STATISTICAL SIGNIFICANCE at the 95% and 90% Confidence Levels
(Continued)

	2012					2010							Statistical significance	
SCALE: 1=Poor, 7=Excellent	Total Response	Don't Know	Sample Size	Mean	Standard Deviation	Total Response	Don't Know	Sample Size	Mean	Standard Deviation	Mean Difference	T-Score	At 95%	At 90%
Stations kept free of graffiti	6,700	1,072	5,628	5.01	1.52	5,804	917	4,887	5.03	1.46	-0.02	-0.68733	no	no
Station cleanliness	6,700	828	5872	4.46	1.64	5,804	791	5,013	4.58	1.59	-0.12	-3.86826	yes	yes
Restroom cleanliness	6,700	1,863	4,837	3.71	1.83	5,804	1,732	4,072	3.78	1.81	-0.07	-1.80927	no	yes
Elevator cleanliness	6,700	2,099	4,601	4.21	1.80	5,804	2,034	3,770	4.39	1.68	-0.18	-4.72241	yes	yes
Signs with transfer / platform / exit directions	6,700	1,110	5,590	5.19	1.43	5,804	1,035	4,769	5.18	1.44	0.01	0.35342	no	no
Stations - Overall condition / state of repair	6,700	855	5,845	4.81	1.40	5,804	822	4,982	4.86	1.34	-0.05	-1.89559	no	yes
Availability of seats on trains	6,700	463	6237	4.57	1.56	5,804	507	5,297	4.69	1.49	-0.12	-4.21816	yes	yes
Availability of space on trains for luggage, bicycles, strollers	6,700	841	5,859	4.25	1.66	5,804	860	4,944	4.32	1.61	-0.07	-2.21958	yes	yes
Availability of standing room on trains	6,700	693	6,007	4.86	1.48	5,804	738	5,066	4.94	1.42	-0.08	-2.89683	yes	yes
Comfort of seats on trains	6,700	678	6,022	5.03	1.43	5,804	708	5,096	4.91	1.46	0.12	4.35900	yes	yes
Condition / cleanliness of seats on train	6,700	635	6,065	4.18	1.77	5,804	652	5,152	4.07	1.72	0.11	3.33062	yes	yes
Comfortable temperature aboard trains	6,700	660	6040	4.74	1.55	5,804	654	5,150	4.75	1.51	-0.01	-0.34493	no	no
Noise level on trains	6,700	648	6,052	4.27	1.71	5,804	651	5,153	4.08	1.73	0.19	5.82491	yes	yes
Clarity of public address announcements	6,700	830	5,870	4.39	1.70	5,804	810	4,994	4.32	1.67	0.07	2.15944	yes	yes
Presence of BART Police on trains	6,700	1,064	5,636	3.84	1.75	5,804	1,053	4,751	3.88	1.67	-0.04	-1.18972	no	no
Appearance of train exterior	6,700	922	5,778	4.71	1.50	5,804	869	4,935	4.75	1.45	-0.04	-1.40076	no	no
Condition / cleanliness of windows on train	6,700	794	5,906	4.52	1.60	5,804	756	5,048	4.51	1.57	0.01	0.32938	no	no
Train interior kept free of graffiti	6,700	832	5,868	5.29	1.42	5,804	803	5,001	5.23	1.39	0.06	2.22075	yes	yes
Train interior cleanliness	6,700	731	5,969	4.49	1.65	5,804	718	5,086	4.41	1.63	0.08	2.55746	yes	yes
Condition / cleanliness of floors on trains	6,700	697	6,003	4.28	1.76	5,804	687	5,117	4.24	1.71	0.04	1.21298	no	no

Appendix D:
SERVICE ATTRIBUTE RATINGS - PERCENTAGES

Service Attribute Ratings – Percentages

SCALE: 1=Poor, 7=Excellent	Mean	Top Two %	Neutral %	Bottom Two %	Don't Know %
Availability of maps & schedules	5.79	63	29	2	6
On-time performance	5.72	63	33	1	2
Clipper Cards	5.69	50	25	3	22
BART tickets	5.54	48	32	3	17
Timeliness of connections between BART trains	5.46	46	37	2	15
bart.gov website	5.44	42	33	2	22
Timely information about service disruptions	5.37	48	40	3	8
Access for people with disabilities	5.30	32	30	3	35
Reliability of ticket vending machines	5.30	44	41	3	12
Train interior kept free of graffiti	5.29	45	39	4	12
Frequency of train service	5.24	44	48	3	5
Reliability of faregates	5.22	42	44	3	11
Signs w/ transfer/platform/exit directions	5.19	39	40	4	17
Length of lines at exit gates	5.17	41	47	4	8
Hours of operation	5.08	46	42	8	4
Availability of bicycle parking	5.05	26	31	4	38
Lighting in parking lots	5.05	30	40	4	26
Comfort of seats on trains	5.03	37	47	5	10
Stations kept free of graffiti	5.01	36	42	6	16
Helpfulness and courtesy of Station Agents^	4.94	36	41	8	15
Timeliness of connections with buses	4.93	26	38	4	31
Availability of standing room on trains	4.86	32	51	6	10
Availability of Station Agents	4.86	32	46	7	15
Leadership solving reg'l trans. problems	4.85	26	40	5	29
Overall station condition	4.81	28	54	6	13
Comfortable temperature aboard trains	4.74	32	50	8	10
Appearance of train exterior	4.71	29	50	7	14
Availability of car parking	4.68	29	38	10	24
Elevator availability & reliability	4.66	25	39	9	28
Enforcement against fare evasion	4.65	26	36	9	29
Personal security in the BART system	4.64	27	50	9	15
Appearance of landscaping	4.60	25	47	9	18
Escalator availability & reliability	4.60	29	45	12	14
Availability of seats on trains	4.57	26	57	10	7
Condition/cleanliness of windows on trains	4.52	26	51	11	12
Train interior cleanliness	4.49	27	50	12	11
Station cleanliness	4.46	25	51	12	12
Clarity of P.A. announcements	4.39	25	49	13	12
Presence of BART Police in stations	4.32	20	51	12	17

Continued on next page

SCALE: 1=Poor, 7=Excellent	Mean	Top Two %	Neutral %	Bottom Two %	Don't Know %
Condition/cleanliness of floors on trains	4.28	25	49	16	10
Noise level on trains	4.27	23	51	16	10
Availability of space for luggage, bicycles, strollers	4.25	21	52	14	13
Enforcement of no eating & drinking policy	4.22	24	40	17	18
Elevator cleanliness	4.21	18	37	14	31
Condition/cleanliness of seats on train	4.18	23	50	18	9
Presence of BART Police in parking lots	4.08	18	43	16	24
Presence of BART Police on trains	3.84	15	49	20	16
Restroom cleanliness	3.71	13	38	21	28

Appendix E:
DESCRIPTION OF METHODOLOGY AND RESPONSE RATE SUMMARY

DESCRIPTION OF METHODOLOGY

FIELD PROCEDURES

In total, 12 interviewers worked on the 2012 study. The interviewer training session was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Friday, September 7, 2012, and the field interviewing was conducted from September 8 through September 21, 2012.

Interviewers, for the most part, worked in crews of two. In addition to the interviewers, roving supervisors also worked on the project.

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 (origination/destination stations were generally Balboa Park, Castro Valley, Concord, El Cerrito Plaza, South Hayward, San Francisco International Airport, and Millbrae)[4], continually collecting completed surveys and distributing surveys to new riders entering their car.

The questionnaires were available in English, Spanish, Chinese, Vietnamese, and Korean. In 2010, it was noted that there was a decrease in the percentage of non-English language surveys received as compared to 2008. In 2012, in order to allow more time for limited English proficient riders to complete surveys, 19 runs were extended to the ends of the lines. Additionally, interviewers wore a badge (a copy of which was also on the back of their clipboards) that said in the respective languages: "I have surveys in English, Spanish, Chinese, Vietnamese, and Korean." In 2012, 221 non-English language surveys were completed, representing 3.3% of total surveys (unweighted). This is up from 2010, when 126 non-English language surveys were completed (2.2% of total surveys).

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.

Interviewers returned completed questionnaires to the CC&G office within 24 hours of interviewing (except weekend crews, who returned their questionnaires Monday morning). 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.

[4] Nineteen runs were extended to the ends of the lines to allow more time for survey completion. On these runs, the origin/destination stations included Richmond, Fremont, and Daly City.

DESCRIPTION OF METHODOLOGY (continued)

During the editing process, an omission was discovered on the Spanish language version of the questionnaire. On question 6 ("If BART service were not available, how would you make this trip?"), the "carpool" option was not listed. Those who wrote in "carpool" under "other" were coded as such; however, the fact that it was not listed as a separate option may have led to under-reporting of potential carpoolers among those completing Spanish language questionnaires. As Spanish language questionnaires account for a relatively small percentage of total weighted questionnaires (1.8%), the impact of this omission on the overall results is minimal. For example, if the carpool percent on the Spanish questionnaires would have been much higher (12%, instead of 2%) were it listed as a separate option, the overall carpool percent would only increase by 0.2% from 12.4% to 12.6%.

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 766 surveys were reviewed in this manner (11% of all surveys). An additional 9% of surveys were checked for data input on the key questions only (questions 12, 13, and 14).

SAMPLING

Sampling was achieved by selecting BART train trips that most closely resembled trains selected for the 2010 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 - 43 trips.

DESCRIPTION OF METHODOLOGY (continued)

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 following chart shows the actual number of interviews by ridership segment and the number of interviews 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 (weighting %).

	Weekday Peak	Weekday Off-peak	Saturday	Sunday	Weekly Total
Interviews completed	2,341	2,514	860	985	6,700
Interviews weighted by strata	3,217	2,499	588	397	6,700
Estimated # of BART riders*	1,138,344	884,218	208,003	140,452	2,371,017
Weighting %	48.01%	37.29%	8.77%	5.92%	100%

*Estimated number of BART riders taken from ridership data collected by the week of September 10, 2012. Weekday numbers include four weekdays.

ROUNDING

Beginning with this study, a new rounding protocol was developed. In previous years, percentages were rounded to a tenth of a percent first, prior to rounding to a whole percentage. For example, a percentage of 16.4555261% would have been rounded to 17%. Beginning with the 2012 data, percentages are rounded up or down using seven places after the decimal point. For example, a percentage of 16.4555261% is rounded to 16%. For the most part, this change has only been made for the 2012 data shown in this report.[5]

[5] Data for the three key tracking questions for 2008 and 2010 were reviewed and adjusted as needed based on the new rounding protocol.

2012 BART Customer Satisfaction Study
Response Rate / % of Riders Who Completed Survey / Distribution Rate

	Total	Peak	Off-Peak	Weekend
Children under 13	155	34	43	78
Language barrier	101	25	32	44
Sleeping	284	136	84	64
Left train	208	152	39	17
Refused	3,245	1,048	1,259	938
Already Participated	128	41	64	23
Partials (not processed)	356	110	126	120
Qst. distributed and not returned	1,323	428	487	408
TOTAL NON-RESPONSE	5,800	1,974	2,134	1,692
Completes collected	6,452	2,225	2,425	1,802
Completes mailed back	248	116	89	43
TOTAL COMPLETES	6,700	2,341	2,514	1,845
PASSENGERS ON SAMPLED CARS (Total completes +Total Non-response)	*12,500*	*4,315*	*4,648*	*3,537*

Response Rate & % of Riders Who Completed Survey

PASSENGERS ON SAMPLED CARS	*12,500*	*4,315*	*4,648*	*3,537*
Less:				
Children Under 13	(155)	(34)	(43)	(78)
Language Barrier	(101)	(25)	(32)	(44)
Sleeping	(284)	(136)	(84)	(64)
POTENTIAL RESPONDENTS	*11,960*	*4,120*	*4,489*	*3,351*
TOTAL COMPLETES	*6,700*	*2,341*	*2,514*	*1,845*
Response Rate [1]	***56.0%***	***56.8%***	***56.0%***	***55.1%***
% of Riders Who Completed Survey [2]	***53.6%***	***54.3%***	***54.1%***	***52.2%***

Distribution Rate

PASSENGERS ON SAMPLED CARS	*12,500*	*4,315*	*4,648*	*3,537*
Less:				
Children Under 13	(155)	(34)	(43)	(78)
Language Barrier	(101)	(25)	(32)	(44)
Sleeping	(284)	(136)	(84)	(64)
POTENTIAL RESPONDENTS	*11,960*	*4,120*	*4,489*	*3,351*
Total Completes	6,700	2,341	2,514	1,845
Qst. taken home and not returned by Oct 15	1,323	428	487	408
Partials (not processed)	356	110	126	120
TOTAL QST. DISTRIBUTED	*8,379*	*2,879*	*3,127*	*2,373*
Distribution Rate [3]	***70.1%***	***69.9%***	***69.7%***	***70.8%***

[1] Total Completes divided by Potential Respondents
[2] Total Completes divided by Passengers on Sampled Cars
[3] Total Questionnaires Distributed divided by Potential Respondents

Appendix F:
CODING OF RESPONDENT COMMENTS

CODING OF RESPONDENT COMMENTS

EDITING AND CODING

This section outlines editing and coding procedures utilized on the 2012 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, 1,793 respondents, or 27% 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 2,481 comments were tabulated and coded.

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.

2012 Customer Satisfaction Study
Code Sheet – Comment Code Frequencies

[FREQUENCIES FOR EACH ARE INDICATED IN BRACKETS]

1 Agent Availability [4]
2 Bus Connections/Muni Connections/Caltrain Connections [12]
3 Bike Issues [130]
4 General compliments [228]
5 Disability / Senior issues [31]
6 Escalators and elevators (except cleanliness) [33]
7 Extensions [46]
8 Fares and Fare Policies [188]
9 Graffiti [3]
10 Overall Train/Track Maintenance/Conditions (not including noise, windows, or cleanliness) [24]
11 Lighting [4]
12 Other specific comments [13]
13 Announcements and PA (Public Address System) issues [34]
14 Personnel (except police) [38]
15 Parking [54]
16 Police/enforcement issues (except bikes)/Security [213]
17 Overall station conditions/state of repair [11]
18 Station cleanliness (except graffiti) [112]
19 Service - type of service, amount of service, etc. [357]
20 Signage, maps, and printed schedules [66]
21 Seats on trains/Crowding [101]
22 Comments about surveys/research [38]
23 Train Cleanliness - including interior, seats, and exterior (except graffiti) [191]
24 Temperature [47]
25 Fare Collection - general (lines/confusing/change/tickets with low amounts) [12]
26 Fare Collection Equipment (machines-faregates broken/doesn't work/doesn't accept bills) [23]
27 Refunds [1]
28 Tickets (de-magnetized, cannot read balance amount, do not work) [1]
29 Windows/etching [3]
30 Clipper Card/TransLink [24]
31 Need for more restrooms/bathrooms/open restrooms [32]
32 Car overall condition (change carpets/musty/doors not working) [110]
33 New vinyl seats [120]

51 Reliability/Delays/Delay information [50]
52 Train noise [50]
53 Computer/Internet/Wi-Fi/Web site [19]
54 Oscar Grant shooting/Charles Hill shooting [17]
40 Other [41]

Appendix G:
QUADRANT CHARTS BY RIDERSHIP SEGMENT

QUADRANT CHARTS BY RIDERSHIP SEGMENT

The chart titled "2012 Quadrant Chart" (See "Detailed Results") 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 and 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."

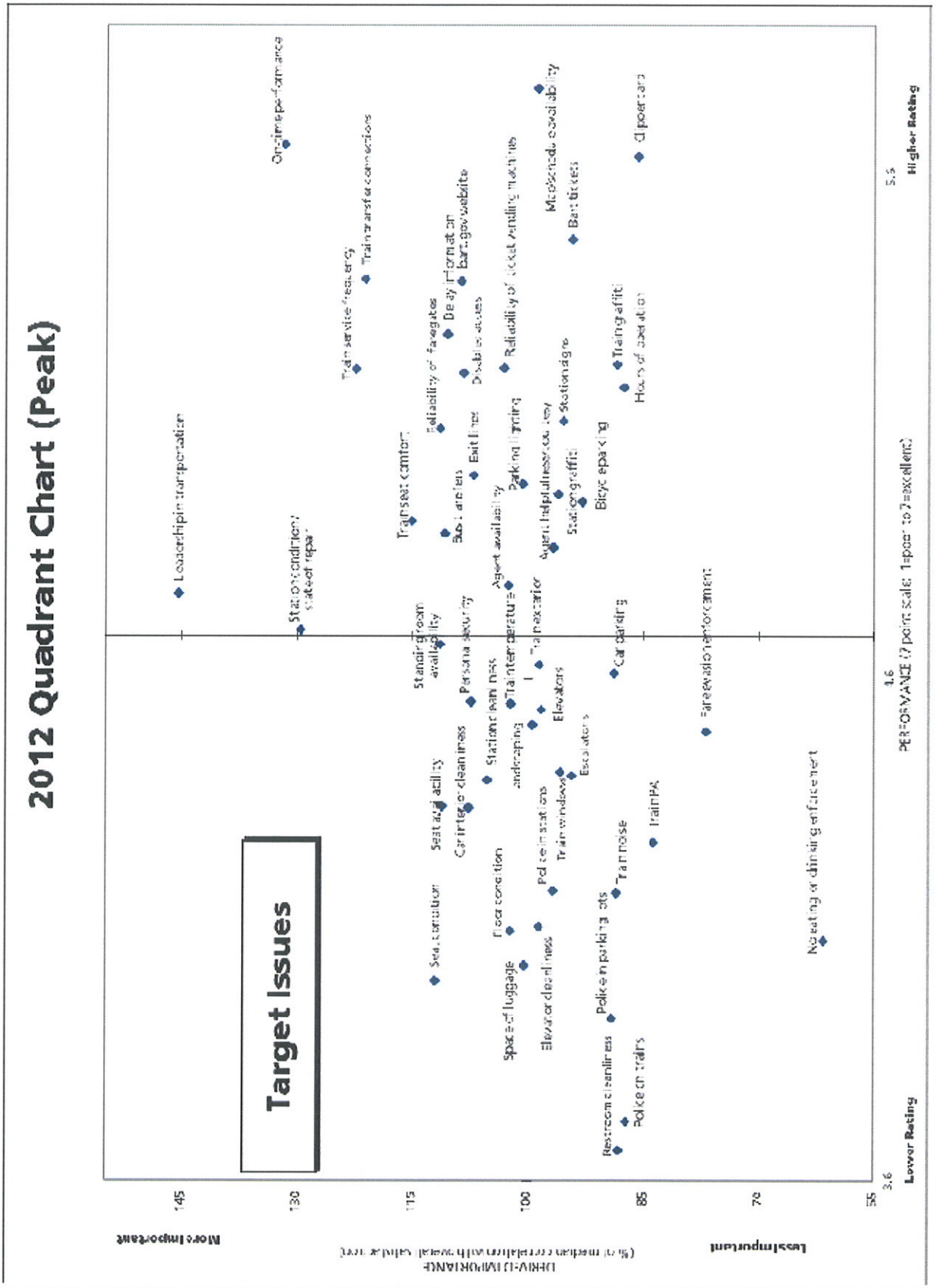
For example, customer ratings of on-time performance are very strongly correlated with overall satisfaction (i.e., customers that are happy with BART's on-time performance tend to be more satisfied overall, and conversely customers that are disappointed with on-time performance tend to be less satisfied overall). On the other hand, customer ratings of map/schedule availability have only a weak correlation with overall satisfaction (i.e., it is not uncommon for customers to rate map/schedule availability highly, even though they are dissatisfied overall with BART services). Therefore, on-time performance is located in the upper part of the chart, while map/schedule availability is located in the lower part.

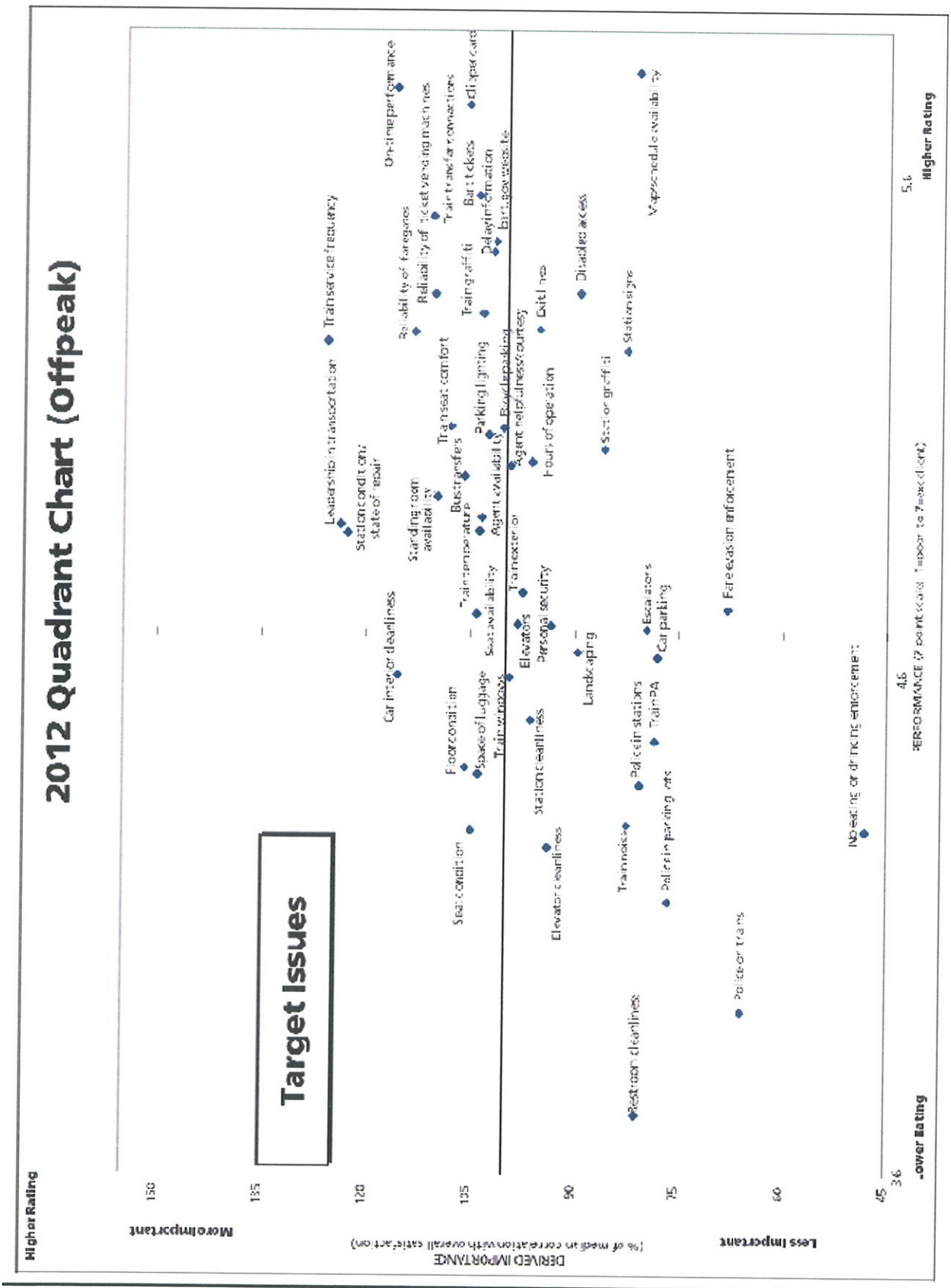
Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. Those service attributes above 100 are more correlated with overall satisfaction, while those below 100 are less so.

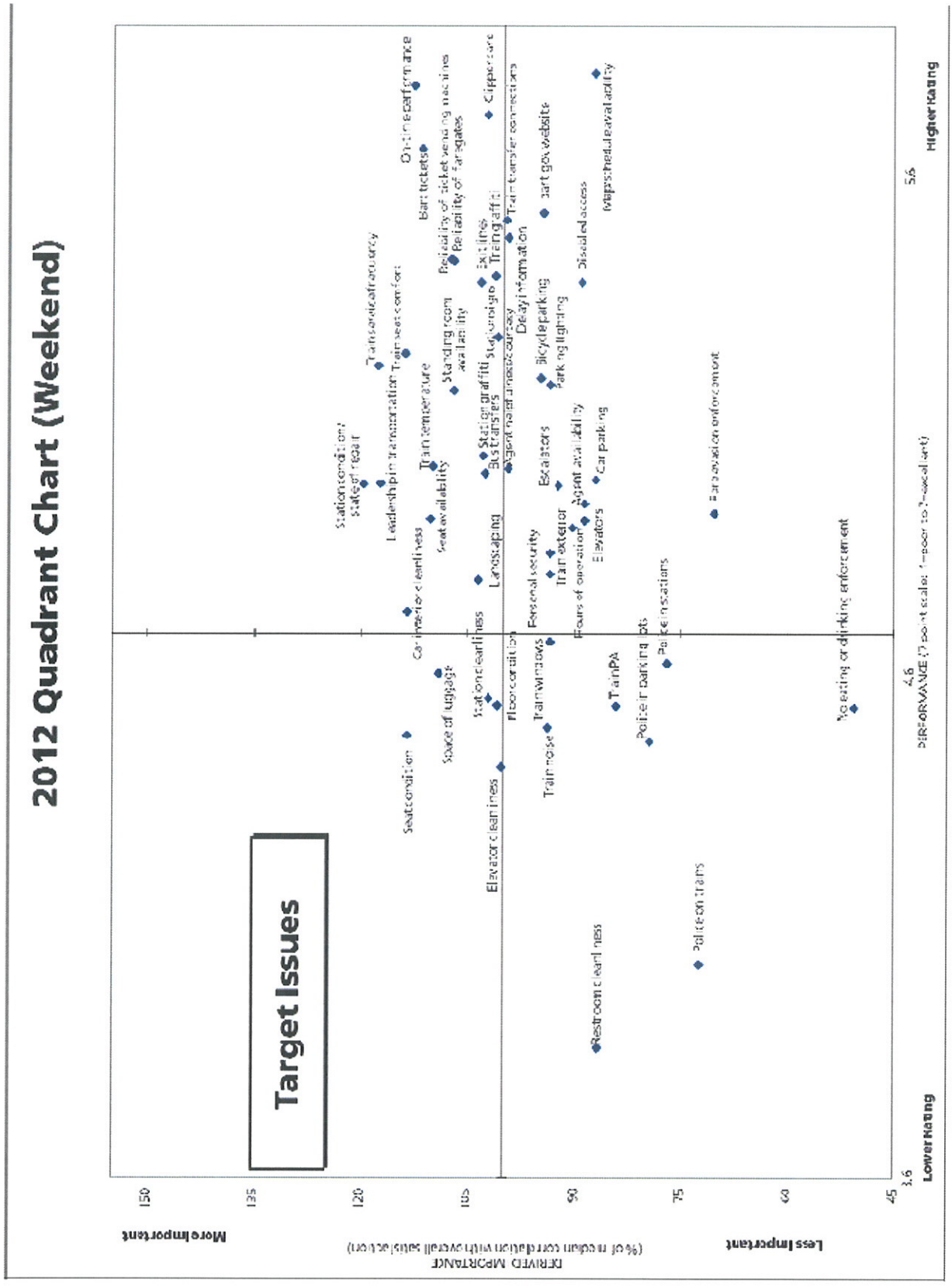
Note that some service attributes are seen as fairly unimportant on average because not all customers are affected by them, even though they are quite important to specific customer segments (e.g., parking availability, elevator cleanliness, restrooms, and bicycle parking).

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.


2012 Quadrant Chart (Peak)
Target Issues
Leadership in transportation
On-time performance
Station cleanliness
Station restrooms
Train service frequency
Train/transfer connections
Transit center
Reliability of faregates
Bay Area Rapid Transit
Bart.gov/website
Exit time
Elevators
Reliability of ticket vending machines
Agent availability
Parking lighting
Agent: Helpfulness/courtesy
Station graffiti
Bart tickets
Bicycle parking
Train graffiti
Hours of operation
Clipper cards
Car cleanliness
Seat availability
Seat condition
Car temperature
Train interior
Escalators
Train noise
Police in parking lots
Police on trains
Restroom cleanliness
Fare evasion/enforcement
Not eating or drinking enforcement
Lesser Importance
More Importance
Lower Rating
Higher Rating
3.6
4.6
5.6
PERFORMANCE (7 point scale: 1=poor to 7=excellent)
DRIVER-IMPORTANCE
(% of ratings of 6 or 7 on 7 point scale)
145
130
115
100
85
70
55


2012 Quadrant Chart (Offpeak)
Higher Rating
Lower Rating
More Important
Less Important
DERIVED IMPORTANCE
(% of models in correlation with overall satisfaction)
PERFORMANCE (7 point scale: Poor to Excellent)
Target Issues
Car interior cleanliness
Station cleanliness
Elevator cleanliness
Train announcements
Space for luggage
Floor condition
Seat condition
Train temperature
Seat availability
Elevators
Landscaping
Station restrooms
Police in stations
Train PA
Escalators
Car parking
Personal security
Train exterior
Agent availability
Bus transfers
Parking lighting
Bicycle parking
Agent helpfulness/courtesy
Hours of operation
Station graffiti
Train graffiti
Delay information
Bart employee courtesy
Bart tickets
Elliptical cars
Train transfer connections
Reliability of ticket vending machines
Reliability of faregates
On-time performance
Station signs
Vape needle availability
Disabled access
Fare evasion enforcement
Police on trains
Restroom cleanliness
Police in parking lots
Train ride
Station conditions/ state of repair
Leadership in transportation
Transit service frequency
Increasing or drinking enforcement
45
60
75
90
105
120
135
150
3.6
4.8
5.6


2012 Quadrant Chart (Weekend)
Target Issues
More Important
Less Important
DERIVED IMPORTANCE
(% of reason correlation with overall satisfaction)
150
135
120
105
90
75
60
45
3.6
Lower Rating
4.6
5.6
Higher Rating
PERFORMANCE (7 point scale: 1=poor to 7=excellent)
Station condition
Station cleanliness
Leadership transmitting
Train temperature
Train seat comfort
Seat availability
Standing room availability
Reliability of ticket vending machines
Reliability of fare gates
Online performance
Bart tickets
Signage
Bus transfers
Train graffiti
Clipper card
Agent helpfulness/courtesy
Train transfer connections
Delay information
Bart gov website
Bicycle parking
Parking lighting
Disabled access
Wayside/Platform availability
Car parking
Elevators
Hours of operation
Escalators
Train exterior
Personal security
Fare evasion enforcement
Police stations
Police parking lots
Train PA
Police on trains
Restroom cleanliness
Eating or drinking enforcement
Train noise
Train windows
Floor condition
Elevator cleanliness
Seat condition
Space of luggage
Car interior cleanliness
Landscaping

Appendix 9: Demographic and Service Profile Maps and Charts

Satisfaction metrics

- Most riders (84%) are satisfied with BART.
- Greater than nine out of ten would recommend BART to a friend or out-of-town guest.
- 70% agree that BART is a good value for the money.

Q: Overall, how satisfied are you with the services provided by BART?

	Percent	
Very satisfied	40%	} 84%
Somewhat satisfied	44%	
Neutral	11%	
Somewhat dissatisfied	4%	
Very dissatisfied	1%	
No response	*	
Total	100%	

*Less than 1%

Q: Would you recommend using BART to a friend or out-of-town guest?

	Percent	
Definitely	69%	} 93%
Probably	25%	
Might or might not	5%	
Probably not	1%	
Definitely not	*	
No response	*	
Total	100%	

*Less than 1%

Q: To what extent do you agree with the following statement: "BART is a good value for the money?"

	Percent	
Agree strongly	30%	} 70%
Agree somewhat	40%	
Neutral	18%	
Disagree somewhat	9%	
Disagree strongly	3%	
No response	1%	
Total	100%	

Frequency of BART usage

- Greater than half of BART trips are made by passengers who ride five or more days per week.

Q: How often do you currently ride BART?

	Percent	
6-7 days/week	16%	} 56%
5 days/week	40%	
3-4 days/wk	16%	
1-2 days/wk	10%	
1-3 days/mo	9%	
Less than once/month	8%	
No response	1%	
Total	100%	

Mode of access from home to BART

- The most common access modes from home to BART are walking or driving alone.

Q: How did you travel between home and BART today?

	Percent
Walked	31%
Drove alone	29%
Bus/transit	17%
Got dropped off	10%
Carpooled	6%
Bicycle	5%
Other	2%
No response	1%
Total	100%

Auto availability

- The following auto availability data are from the 2008 BART Station Profile Study. This study is based on a survey of weekday passengers only and shows that two out of three weekday riders have access to a vehicle.

Q: Do you have a car, truck, or motorcycle that you could have used instead of BART to make your trip today?

	Percent
Yes	67%
No	31%
No response	2%
Total	100%

Transferring

- About one in five riders transfers trains on their BART trip.

Q: Are you transferring between BART trains on this trip?

	Percent
Yes	21%
No	78%
No response	2%
Total	100%

Fare type

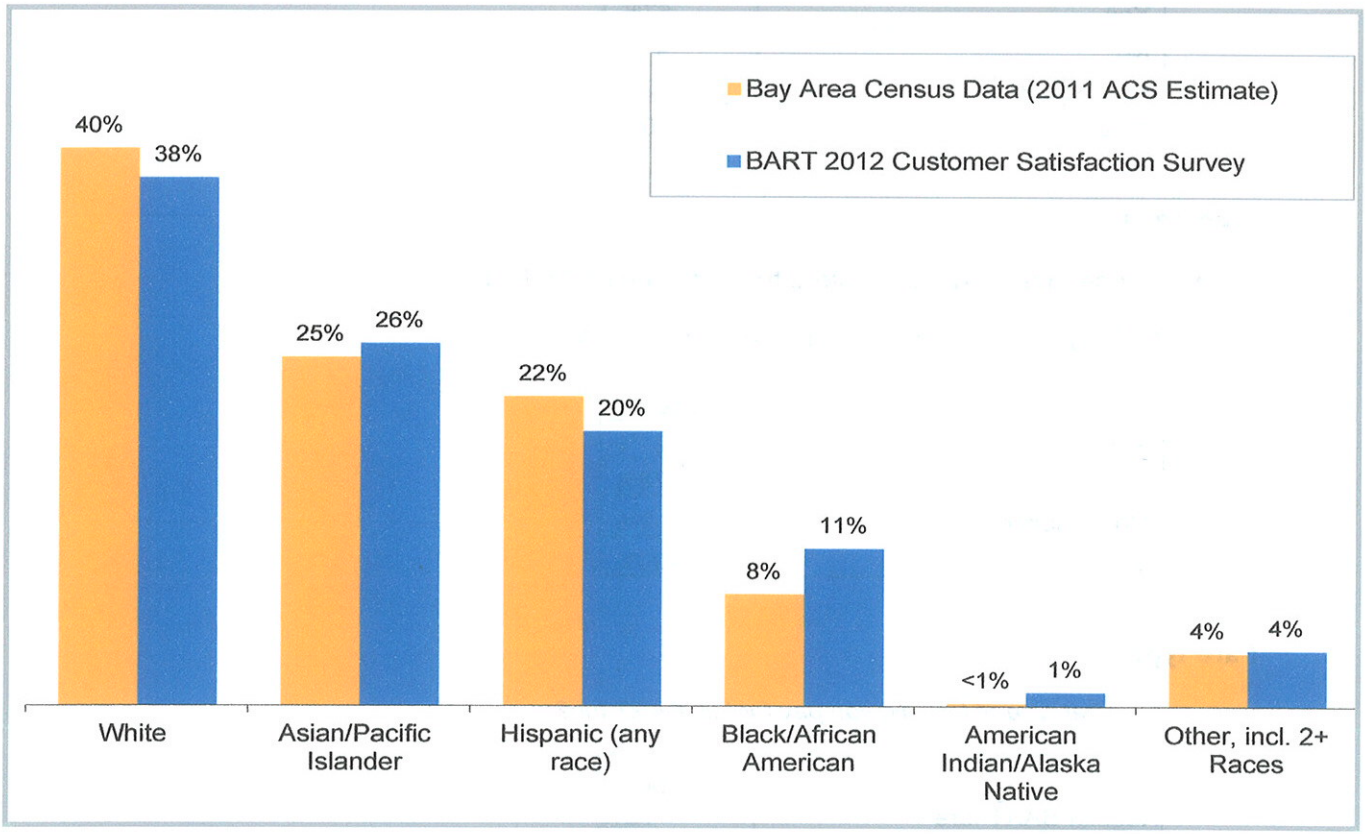
Q: What type of fare did you pay for this BART trip?

	Percent
Regular BART fare	72%
High Value Discount	15%
Muni Fast Pass	4%
Senior discount	4%
Disabled discount	2%
Student discount	*
BART Plus	*
Other	1%
No response	3%
Total	100%

*Less than 1%

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 / ethnicities of BART's customers reflect the diversity of the region. BART's customer base is approximately 62% minority, as compared to about 60% in the service area, according to the 2011 American Community Survey (ACS). (Note: the 2011 ACS estimate is slightly higher than the 2010 Census figure used elsewhere in this report, which places the minority population at 59.4%.)



Sources:

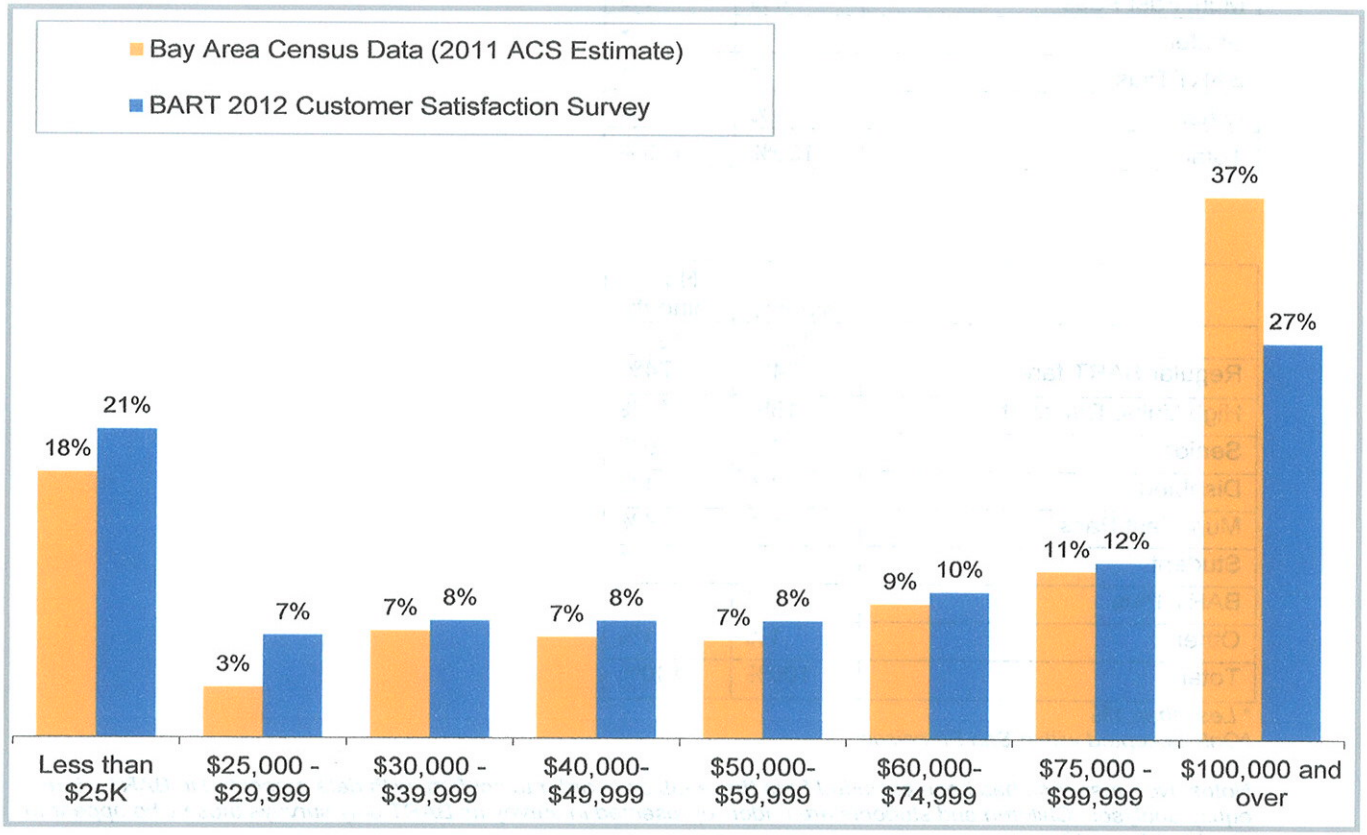
- U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates. Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (http://factfinder2.census.gov)
- BART 2012 Customer Satisfaction Survey

Notes:

1) The ACS 2011 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 6,531 responses and excludes 3% non-response.
4) In order to maintain comparability with prior years' BART data, those who responded to the ethnicity question but skipped the Hispanic question are included within the non-Hispanic race categories.
5) Totals may not add to 100% due to rounding.

Household income

The chart below displays the household income ranges of BART's customers in comparison to those of the four-county service area as a whole. The data show that BART customers' incomes approximately track those of the service area as a whole. However, there are some differences at the lower and higher income categories. BART customers are more likely to have household incomes under $30,000 a year, and less likely to have household incomes of $100,000 or more a year. Approximately 43% of BART's riders have household incomes under $50,000 vs. 36% of four-county residents.



Sources:

- U.S. Census Bureau, 2011 American Community Survey 1-Year Estimates: Table B19001 "Household Income in the Past 12 Months." Universe: Households. (http://factfinder2.census.gov)
- BART 2012 Customer Satisfaction Survey

Notes:

1) The ACS 2011 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 6,070 responses and excludes 9% non-response. Note that 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.

Fare type by Protected Group

	Low income (HHI <$50K)	Not low income (HHI ≥$50K+)
	%	%
Regular BART fare	80%	70%
High Value Discount	8%	21%
Senior	3%	4%
Disabled	3%	1%
Muni Fast Pass^	4%	4%
Student	*	*
BART Plus	*	*
Other	1%	1%
Total	100%	100%

	Minority	Non-minority
	%	%
Regular BART fare	74%	74%
High Value Discount	16%	14%
Senior	3%	6%
Disabled	2%	1%
Muni Fast Pass^	4%	4%
Student	*	*
BART Plus	*	*
Other	1%	1%
Total	100%	100%

** Less than 1%*
^Only accepted within San Francisco

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

Trip type by Protected Group

	Low income (HHI <$50K)	Not low income (HHI ≥$50K+)
	%	%
Intra-East Bay	29%	20%
Intra-West Bat	22%	22%
TransBay	44%	56%
Unknown	4%	2%
Total	100%	100%

	Minority	Non-minority
	%	%
Intra-East Bay	27%	20%
Intra-West Bat	22%	23%
TransBay	48%	55%
Unknown	4%	2%
Total	100%	100%

Station-level Data: Race/Ethnicity and Household Income

BART conducted a large scale survey of its passengers, the 2008 BART Station Profile Survey, in spring 2008. The survey methodology was designed to ensure a sufficient sample size at each of BART's stations in order to facilitate analysis at the station level. Note that this survey was conducted on weekdays only and is therefore only representative of BART's weekday passengers. At the time this survey was conducted, the estimated non-white percentage of the population in BART's service area was approximately 56% based on available data (American Community Survey 1 year estimates: 2007). The stations highlighted in the table below have a minority percentage at or exceeding 56%.

Race/Ethnicity by Station

HOME ORIGIN STATIONS (sorted in descending order on Total Non-white)	Total Non-white (%)	Non-Hispanic (%)					Hispanic, Any Race (%)
		White	Black/ African American	Asian	American Indian	Other/2+ Races	
Coliseum / Oakland Airport	82	18	47	9	1	4	22
South Hayward	79	21	15	44	0	4	16
Union City	78	22	6	58	0	3	11
Balboa Park	77	23	8	43	0	3	23
Richmond	74	26	33	13	0	3	25
Pittsburg / Bay Point	73	27	22	25	0	5	21
South San Francisco	73	27	3	52	0	3	14
Hayward	71	29	16	27	1	3	23
Fremont	70	30	5	54	0	2	9
Colma	68	32	4	45	0	2	16
El Cerrito del Norte	68	32	24	26	0	3	14
Daly City	67	33	4	45	0	4	14
Bay Fair	67	33	19	28	0	4	15
12th St. /Oakland City Center	66	34	23	27	0	4	11
San Leandro	65	35	18	26	1	3	17
San Bruno	59	41	2	35	0	2	19
Lake Merritt	57	43	14	27	0	4	12
Fruitvale	56	44	19	14	1	4	18
Powell St.	55	45	6	31	1	4	13
West Oakland	55	45	27	14	1	3	10
Dublin / Pleasanton	52	48	6	35	0	4	8
Millbrae	50	50	3	34	0	2	11
North Concord / Martinez	50	50	9	19	0	4	18
19th St. / Oakland	48	52	18	15	0	5	10
Castro Valley	47	53	6	26	0	3	11
Montgomery St.	46	54	4	29	0	4	10
Glen Park	46	54	4	22	0	3	17
MacArthur	46	54	22	11	0	5	7
Civic Center / UN Plaza	44	56	7	18	0	5	14
El Cerrito Plaza	44	56	4	25	0	4	10
Ashby	40	60	13	13	0	5	9
Downtown Berkeley	38	62	5	22	0	2	8
24th St. Mission	38	62	3	13	1	4	18
16th St. Mission	35	65	3	13	0	2	17
Pleasant Hill	35	65	3	19	0	2	11
Walnut Creek	30	70	4	17	0	2	7
North Berkeley	30	70	4	14	0	4	8
Rockridge	25	75	3	11	0	3	7
Orinda	23	77	3	15	0	1	4
Lafayette	22	78	1	13	0	2	6

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 (under $50,000 per year) at or exceeding 35%. At the time this survey was conducted, the estimated percentage of the population in BART's service area with household incomes under $50,000 per year was 35% (American Community Survey 1 year estimates: 2007).

Household Income by Station

HOME ORIGIN STATIONS (sorted in descending order on HHI < $50K)	Under $50K		ANNUAL HOUSEHOLD INCOME (%)							
			Under $15,000	$15,000-$24,999	$25,000-$49,999	$50,000-$74,999	$75,000-$99,999	$100,000-$149,999	$150,000-$199,999	$200,000 +
Powell St.	54		18	16	19	18	11	11	4	3
Downtown Berkeley	45		14	9	21	16	12	14	8	5
12th St. / Oakland City Ctr	44		13	9	23	16	14	13	5	7
Civic Center / UN Plaza	43		13	12	18	17	14	13	6	7
19th St. / Oakland	42		10	9	23	24	14	12	4	4
Balboa Park	42		10	9	23	20	13	15	6	4
Richmond	41		10	9	22	21	13	16	4	4
Coliseum / Oakland Airport	41		10	10	22	19	12	14	9	4
Lake Merritt	38		9	7	22	20	12	19	7	4
MacArthur	38		7	8	22	25	12	14	6	5
Ashby	35		8	10	17	20	18	16	8	3
Fruitvale	34		10	8	16	21	13	17	8	6
Hayward	31		6	7	18	21	15	18	9	5
16th St. Mission	30		8	7	15	18	15	19	10	8
24th St. Mission	30		6	8	16	19	14	18	11	9
El Cerrito del Norte	29		5	6	18	23	16	19	8	4
San Leandro	29		6	7	16	19	17	20	10	5
Bay Fair	28		7	8	13	24	19	18	7	3
Pittsburg / Bay Point	28		5	6	17	23	17	22	7	3
Colma	28		5	6	17	21	15	20	9	7
Daly City	25		5	5	15	19	17	21	11	7
Montgomery St.	25		7	4	14	20	16	17	12	9
South Hayward	25		5	6	14	21	15	25	9	5
Embarcadero	24		5	3	16	17	19	20	9	12
West Oakland	24		6	5	13	17	14	19	11	15
El Cerrito Plaza	24		6	5	13	18	17	22	11	8
San Bruno	24		4	4	16	19	16	22	9	9
North Berkeley	22		4	6	12	18	13	23	14	11
Glen Park	21		4	4	12	18	17	20	13	11
South San Francisco	20		4	3	13	18	19	25	14	4
Concord	20		5	4	11	18	20	24	15	4
Union City	18		3	4	11	20	18	27	10	6
Millbrae	17		4	3	11	17	17	23	13	14
Rockridge	17		4	3	10	13	11	22	16	22
North Concord / Martinez	16		2	4	10	20	20	28	11	4
Fremont	15		4	4	8	18	18	23	15	10
Castro Valley	13		2	2	9	16	18	28	13	13
Pleasant Hill	13		3	3	7	17	19	30	11	10
Walnut Creek	11		2	2	7	14	14	25	18	19
Dublin / Pleasanton	10		3	1	6	15	16	27	17	14
Orinda	8		2	1	5	8	9	20	16	38
Lafayette	7		1	1	4	10	12	24	19	28

Limited English Proficiency

On the 2012 Customer Satisfaction Survey, BART added a couple of questions to gauge Limited English Proficiency (LEP) status. BART has defined Limited English Proficient as those who report that they speak English less than "Very Well." This includes those who speak English "Well," "Not Well," and "Not at All." Based on responses to these questions, approximately 12% 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)	84%
Speak another language and speak English less than "very well" (LEP)	12%
No response	4%

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.

Demographic data by Station Area using US Census 2010

The table below shows the minority and non-minority percentages within a station's catchment area using tract-level data from US Census 2010. Trip origin data from BART's 2008 Station Profile Study were used to define a station's catchment area using Census tracts. Stations where the minority percentages exceed the 2010 service area average of 59% are highlighted.

Minority Status by Station

Station	% Minority	% White
Coliseum	91%	9%
Richmond	87%	13%
South Hayward	85%	15%
South San Francisco	78%	22%
Hayward	78%	22%
Balboa Park	77%	23%
San Leandro	76%	24%
Fruitvale	75%	25%
El Cerrito del Norte	74%	26%
Union City	74%	26%
Lake Merritt	73%	27%
Fremont	73%	27%
12th Street	71%	29%
Bay Fair	70%	30%
Glen Park	66%	34%
Pittsburg/Bay Point	63%	37%
19th Street	63%	37%
West Oakland	63%	37%
Daly City	61%	39%
Colma	61%	39%
Powell	57%	43%
Montgomery	57%	43%
San Bruno	56%	44%
Macarthur	56%	44%
Ashby	54%	46%
24th Street	53%	47%
Millbrae	51%	49%
North Concord/Martinez	51%	49%
El Cerrito Plaza	51%	49%
Civic Center	50%	50%
Downtown Berkeley	50%	50%
Castro Valley	49%	51%
Concord	48%	52%
16th Street	45%	55%
Embarcadero	43%	57%
Dublin/Pleasanton	43%	57%
North Berkeley	38%	62%
Pleasant Hill	36%	64%
Rockridge	32%	68%
Orinda	31%	69%
Walnut Creek	28%	72%
Lafayette	23%	77%
Total System	**59%**	**41%**

Demographic data by Station Area using American Community Survey 2006-2010

The table below shows the low income and non-low income percentages within a station's catchment area using tract-level data from the American Community Survey 2006 – 2010 (five-year estimates). Trip origin data from BART's 2008 Station Profile Study were used to define a station's catchment area using Census tracts. Stations where the minority percentages exceed the 2010 service area average of 24% are highlighted.

Income Status by Station

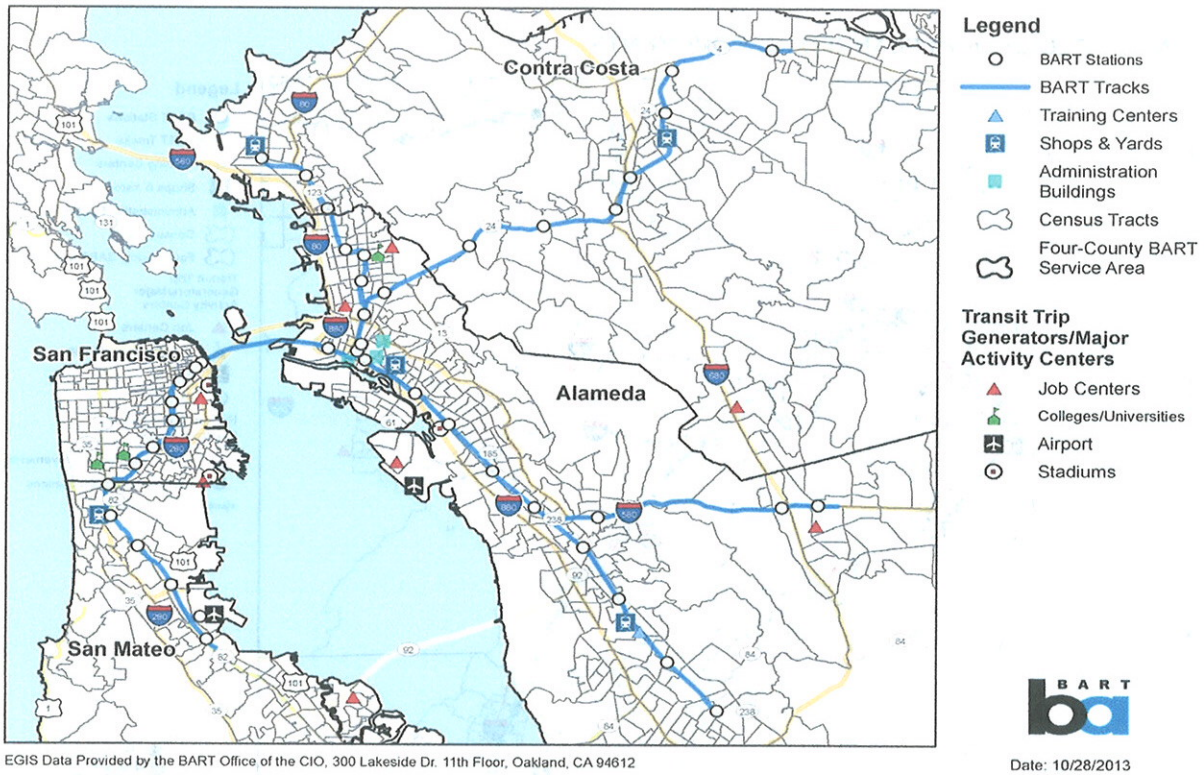
Station	% Low Income	% Not Low Income
Coliseum	49%	51%
Berkeley	44%	56%
Richmond	43%	57%
Lake Merritt	39%	61%
Fruitvale	39%	61%
12th Street	37%	63%
Ashby	36%	64%
19th Street	36%	64%
Powell	34%	66%
Hayward	32%	68%
West Oakland	31%	69%
Macarthur	31%	69%
Civic Center	30%	70%
San Leandro	29%	71%
Pittsburg/Bay Point	29%	71%
Montgomery	27%	73%
North Concord/Martinez	26%	74%
South Hayward	26%	74%
El Cerrito del Norte	26%	74%
16th Street	25%	75%
Balboa Park	25%	75%
Concord	25%	75%
24th Street	25%	75%
Glen Park	24%	76%
Bay Fair	24%	76%
North Berkeley	22%	78%
Embarcadero	22%	78%
El Cerrito Plaza	20%	80%
Daly City	19%	81%
Union City	18%	82%
South San Francisco	18%	82%
San Bruno	18%	82%
Castro Valley	16%	84%
Pleasant Hill	16%	84%
Millbrae	16%	84%
Colma	15%	85%
Fremont	14%	86%
Rockridge	13%	87%
Dublin/Pleasanton	11%	89%
Walnut Creek	10%	90%
Orinda	9%	91%
Lafayette	8%	92%
Total System	24%	76%

Demographic maps, US Census 2010 and American Community Survey 2007-2011

Base map

The map below shows all 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.

BART Basemap



EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

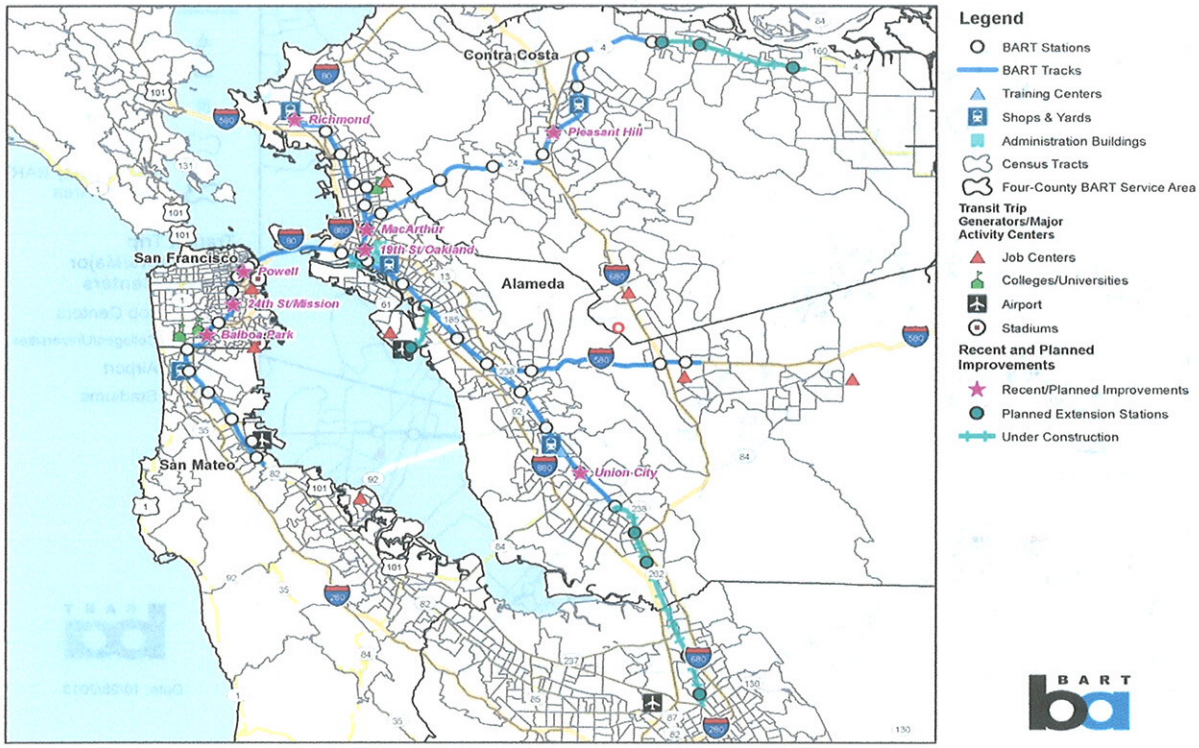
Date: 10/28/2013

Base map: Stations recently modernized or scheduled for modernization over the next five years.

Completed projects: Since the last Title VI update dated 12/31/11, BART has completed station modernization projects at **Pleasant Hill**, **Powell St**. (one phase), and **Union City** (one phase). Planning for subsequent phases is currently underway at **Powell St.** and **Union City**.

Other modernization projects currently in the final design or construction phases include: **Richmond, 24th St. Mission, Balboa Park, MacArthur,** and **19th St. Oakland**.

BART'S RECENT AND PLANNED IMPROVEMENTS

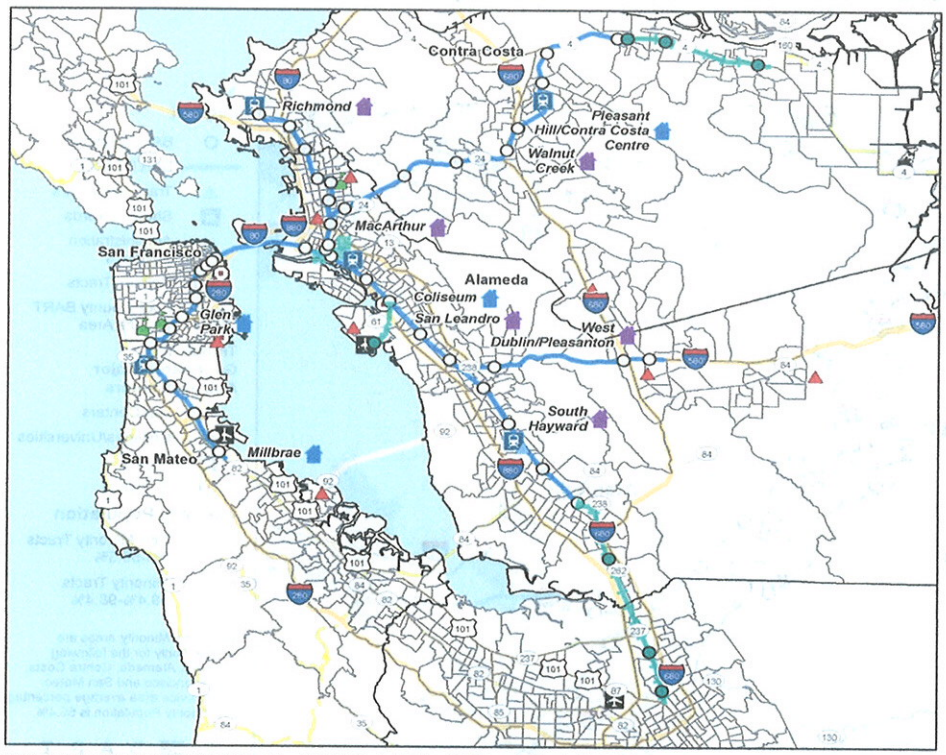


EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

Date: 10/28/2013

Base map: Stations slated for Transit-Oriented Development (TOD) projects

Station Modernization Program: Transit Oriented Development (TOD) Projects



Legend

- BART Stations
- BART Tracks
- Planned Extension Stations
- Under Construction
- Training Centers
- Shops & Yards
- Administration Buildings
- Census Tracts
- Four-County BART Service Area

Transit Trip Generators/Major Activity Centers

- Job Centers
- Colleges/Universities
- Airport
- Stadiums

TOD Projects

- Approved TOD Projects
- TOD Exclusive Negotiating Agreements

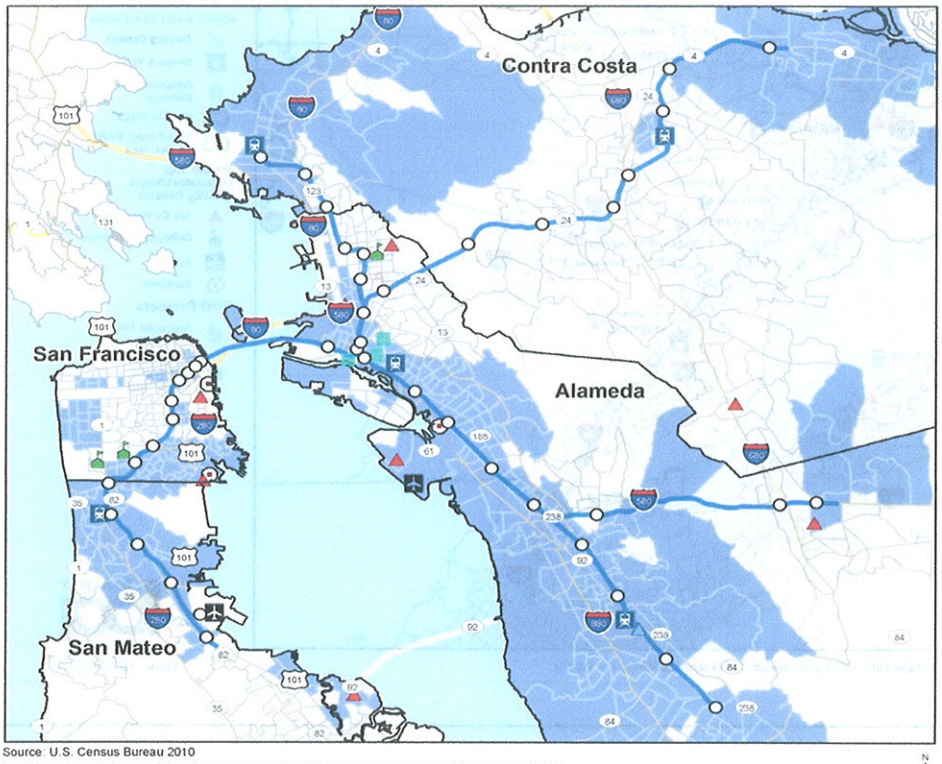
EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

Date: 10/30/2013

Demographic Maps: Minority and Non-Minority

The map below shows the census tracts where the minority population exceeds the four-county service area average of 59.4% (based on US Census 2010).

Minority Population



Legend

- BART Stations
- BART Tracks
- Training Centers
- Shops & Yards
- Administration Buildings
- Census Tracts
- Four-County BART Service Area

Transit Trip Generators/Major Activity Centers

- Job Centers
- Colleges/Universities
- Airport
- Stadiums

Minority Population

- Non-Minority Tracts 0%-59.3%
- Minority Tracts 59.4%-98.4%

Note: The Minority areas are mapped only for the following counties: Alameda, Contra Costa, San Francisco and San Mateo. The service area average percentage for Minority Population is 59.4%.

Source: U.S. Census Bureau 2010
EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

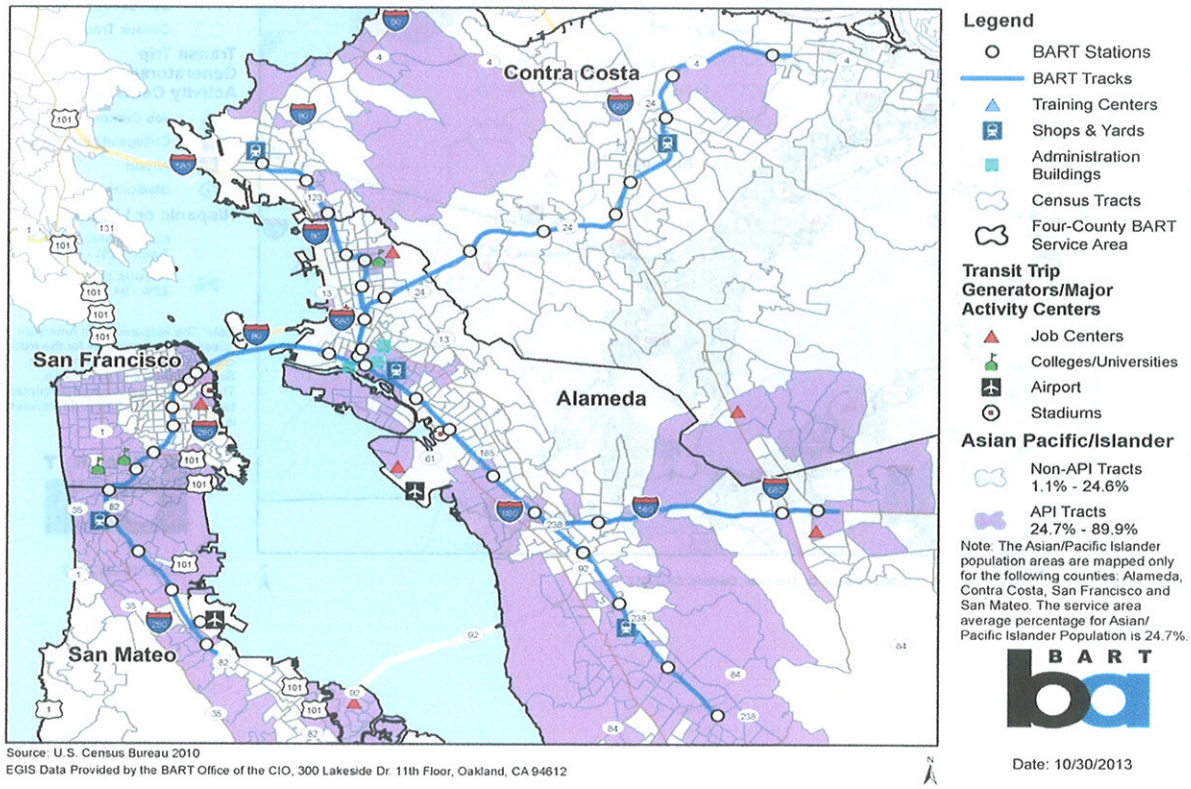
Date: 10/29/2013

Demographic Maps: By Specific Race

Looking specifically at different minority groups, BART created a set of maps showing tracts in which the percentage of Asian/Pacific Islander, Hispanic, and Black/African American residents exceeded the service area average.

The map below shows tracts in which the **Asian / Pacific Islander** population exceeds the service area average of 24.7%.

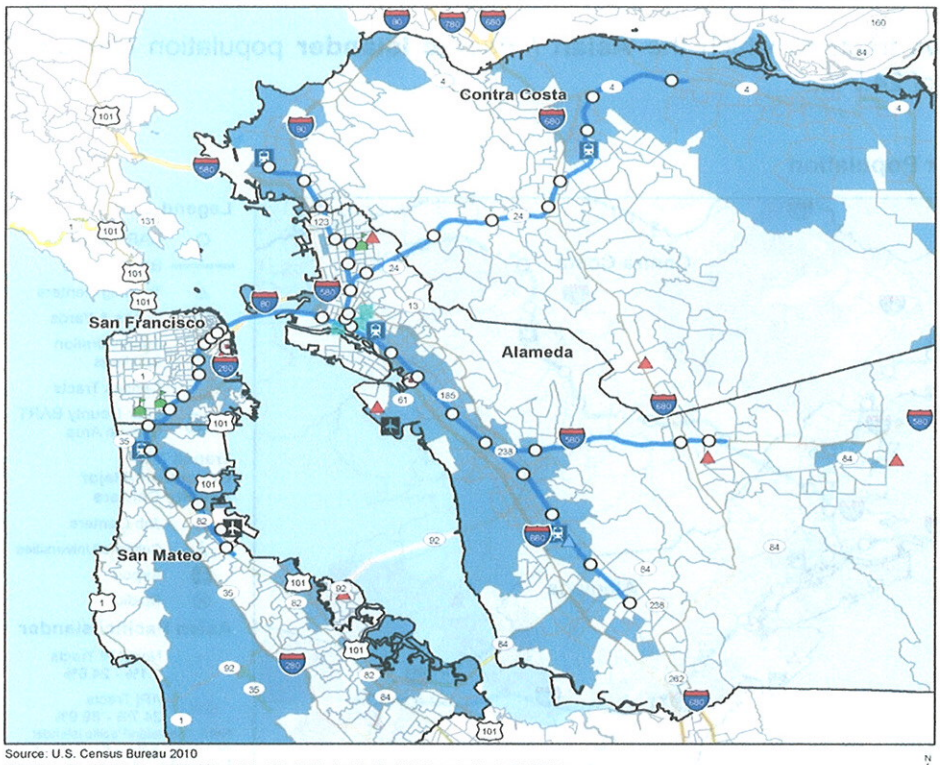
Asian/Pacific Islander Population



Source: U.S. Census Bureau 2010
EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

The map below shows tracts in which the **Hispanic** population exceeds the service area average of 22.0%.

Hispanic or Latino Population



Source: U.S. Census Bureau 2010
EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

Legend

- BART Stations
- BART Tracks
- Training Centers
- Shops & Yards
- Administration Buildings
- Four-County BART Service Area
- Census Tracts

Transit Trip Generators/Major Activity Centers

- Job Centers
- Colleges/Universities
- Airport
- Stadiums

Hispanic or Latino

- Non Hispanic or Latino Tracts 1.2% - 21.9%
- Hispanic or Latino Tracts 22% - 84.2%

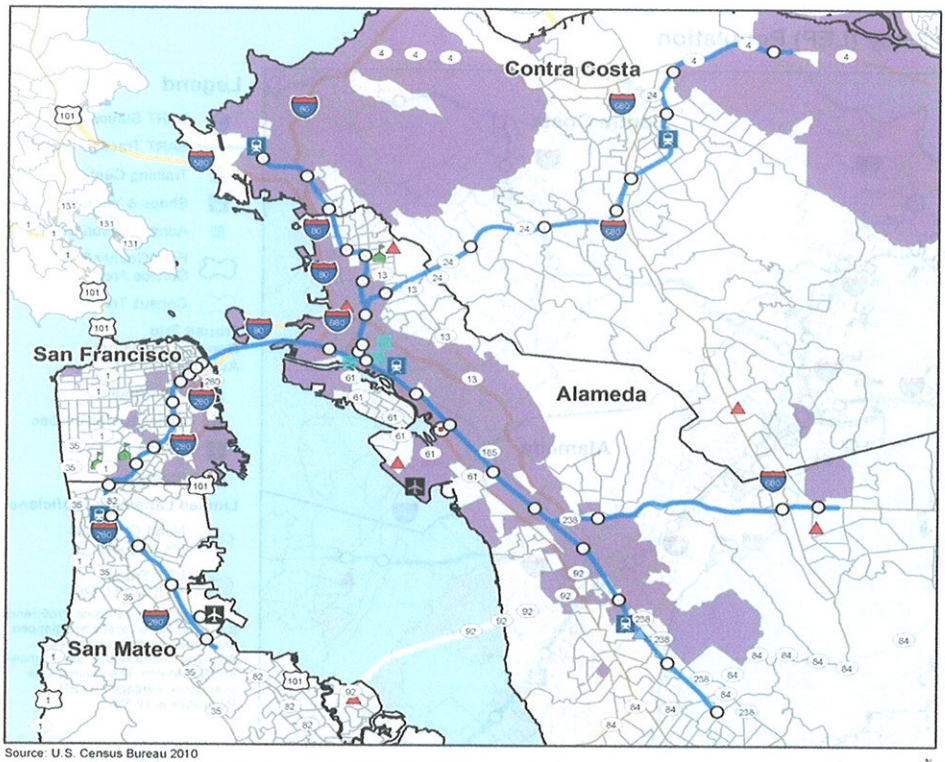
Note: The Hispanic/Latin American areas are mapped only for the following counties: Alameda, Contra Costa, San Francisco and San Mateo. The service area average percentage for Hispanic/Latin American Population is 22.0%.

BART

Date: 10/30/2013

The map below shows tracts in which the **Black / African American** population exceeds the service area average of 8.4%.

Black or African-American Population



Source: U.S. Census Bureau 2010
EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

Legend

- BART Stations
- BART Tracks
- Training Centers
- Shops & Yards
- Administration Buildings
- Census Tracts
- Four-County BART Service Area

Transit Trip Generators/Major Activity Centers

- Job Centers
- Colleges/Universities
- Airport
- Stadiums

Black or African-American

- Non Black or African-American Tracts 0.1% - 8.3%
- Black or African-American Tracts 8.4% - 66.8%

Note: The Black or African-American population areas are mapped only for the following counties: Alameda, Contra Costa, San Francisco and San Mateo. The service area average percentage for Black or African-American Population is 8.4%

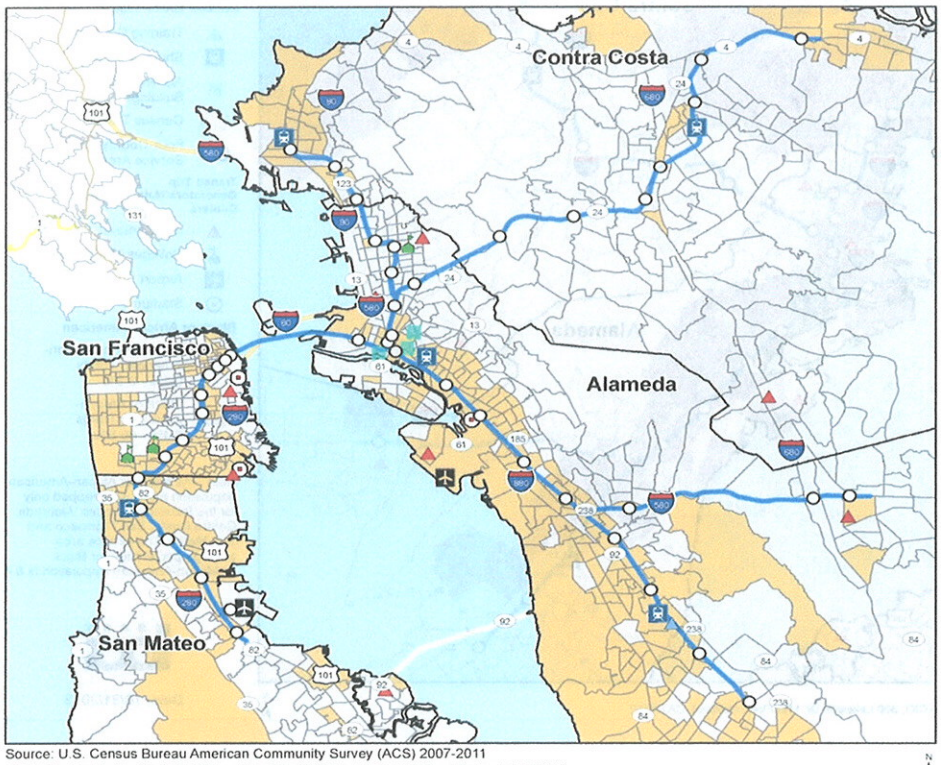
BART

Date: 10/31/2013

Demographic Maps: By Limited English Proficiency (LEP)

The map below shows tracts in which the **LEP** population exceeds the service area average of 18.5%.

Limited English Proficiency (LEP) Population



Legend

- BART Stations
- BART Tracks
- Training Centers
- Shops & Yards
- Administration Buildings
- Four-County BART Service Area
- Census Tracts

Transit Trip Generators/Major Activity Centers

- Job Centers
- Colleges/Universities
- Airport
- Stadiums

Limited Language Proficiency

- Non LEP Tracts 0% - 18.4%
- LEP Tracts 18.5% - 81.5%

Note: The Limited English Proficiency (LEP) population areas are mapped only for the following counties: Alameda,Contra Costa, San Francisco and San Mateo. The service area average percentage for LEP Population is 18.5%.

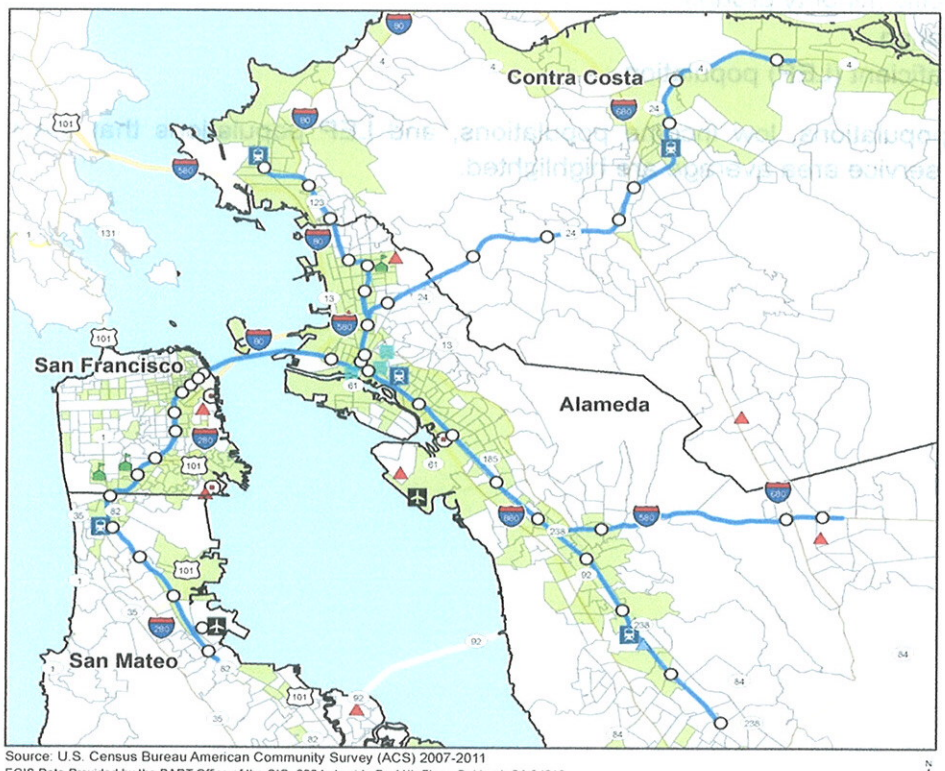
Source: U.S. Census Bureau American Community Survey (ACS) 2007-2011
EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

Date: 10/31/2013

Demographic Maps: Low-Income

The map below shows the census tracts where the low income population exceeds the four-county service area average of 24.7%. Due to the high cost of living in the BART service area, BART has defined low income as 200% of the federal poverty level.

Low-Income Population



Legend

- BART Stations
- BART Tracks
- Training Centers
- Shops & Yards
- Administration Buildings
- Census Tracts
- Four-County BART Service Area

Transit Trip Generators/Major Activity Centers

- Job Centers
- Colleges/Universities
- Airport
- Stadiums

Low-Income Census Tracts

- Non Low-Income Tracts 0% - 24.6%
- Low-Income Tracts 24.7% - 81.9%

Note: The Low-Income population areas are mapped only for the following counties: Alameda, Contra Costa, San Francisco and San Mateo. The service area average percentage for Low-Income Population is 24.7%.

Source: U.S. Census Bureau American Community Survey (ACS) 2007-2011
EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

Date: 10/31/2013

Census Tract Table

Please see attachments for tables showing the following information by individual tract in BART's service area:

- Total population
- Minority population
- Population for specific minority groups
- Low income population
- Limited English Proficient (LEP) population

Tracts with minority populations, low income populations, and LEP populations that are the same as / exceed the service area average are highlighted.

Appendix 10: Service Monitoring Results, Detailed Analysis of Peak Period Peak Direction Vehicle Load Levels

Detailed Analysis of Peak Period Peak Direction Vehicle Load Levels

One-Hour Peak-of-the-Peak Vehicle Load Levels

As discussed in the **Service Standards and Policies** section of this Triennial Update, BART employs a one-hour Peak-of-the-Peak Peak Direction Vehicle Load standard of 107 passengers per car. With an average seating capacity of 63 seats per car, this standard implies that the remaining 44 standees enjoy 6.5 square feet of floor space. As shown in Table 1 below, BART exceeded this standard in two instances on average over the last two years, the Green Line during the AM peak hour and the Blue Line during the PM peak hour.

Table 1
One Hour Peak-of-the-Peak Vehicle Load Levels

AM Inbound

Line	Station Range	Minority	2012	2013	Average	Rank
Green	Fremont to Daly City	Yes	107	116	112	1
Orange	Fremont to Richmond	Yes	93	92	93	5
Yellow	Pitts/Bay Point to SFO	No	97	99	98	4
Red	Richmond to Millbrae	Yes	98	103	101	3
Blue	Dublin/Pleasanton to Daly City	Yes	105	107	106	2

PM Outbound

Line	Station Range	Minority	2012	2013	Average	Rank
Green	Daly City to Fremont	Yes	99	111	105	2
Orange	Richmond to Fremont	Yes	95	97	96	4
Yellow	SFO to Pitts/Bay Point	No	102	106	104	3
Red	Millbrae to Richmond	Yes	90	101	96	5
Blue	Daly City to Dublin/Pleasanton	Yes	104	116	110	1

In order to address this crowding situation on the Green Line and Blue Lines, BART has lengthened peak hour trains over the past two years. BART has secured funding to repair two out of service accident cars which will be used to increase further the size of all the peak hour Green Line and Blue Line trains. Also, when the Green Line is extended to the Warm Springs Station in 2015 and Berryessa Station in 2017/2018 additional cars will be allocated to this Line to achieve balanced loading levels across the BART system.

Peak Shoulder Vehicle Load Levels

In order to meet the greater space requirements of disabled passengers, passengers with bicycles, and passengers with luggage, BART uses a lower Vehicle Load standard of 90 passengers per revenue vehicle during the combined four-hour AM and PM peak shoulder periods. This Vehicle Load level provides 10.5 square feet of floor space per standee.

Table 2
Peak Shoulder Period Vehicle Load Levels

AM Peak Two Hour Shoulder Inbound

Line	Station Range	Minority	2012	2013	Average	Rank
Green	Fremont to Daly City	Yes	91	98	94	1
Orange	Fremont to Richmond	Yes	70	68	69	4
Yellow	Pitts/Bay Point to SFO	No	85	89	87	2
Red	Richmond to Millbrae	Yes	64	74	69	5
Blue	Dublin/Pleasanton to Daly City	Yes	80	84	82	3

PM Two Hour Peak Shoulder Outbound

Line	Station Range	Minority	2012	2013	Average	Rank
Green	Daly City to Fremont	Yes	76	86	81	2
Orange	Richmond to Fremont	Yes	69	75	72	4
Yellow	SFO to Pitts/Bay Point	No	89	94	91	1
Red	Millbrae to Richmond	Yes	63	71	67	5
Blue	Daly City to Dublin/Pleasanton	Yes	77	82	80	3

As shown in the tables above, BART exceeded this Peak Shoulder Vehicle Load standard over the two year period on the Green Line during the AM period and on the Yellow Line during the PM period. The actions noted above which would increase peak hour peak direction train lengths on the Green Line would also result in longer trains on this line during the Peak Shoulder Periods.

Appendix 11: Major Service Change Policy and Board Adoption Documents

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."

Adopted: 7/11/13

"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 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 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

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).

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

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.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

Meeting	Notice Announced By	Date and Time	Location of Meeting: 344 20th Street Oakland, California
Board Meeting	President Tom Radulovich	9:00 a.m., Thursday, July 11, 2013	Board Room Third Floor

Kenneth A. Duron
District Secretary

Upcoming Meetings for which Notice has previously been transmitted:

NO MEETINGS WEEK OF JULY 1, 2013

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * * * * *

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/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Date of Notice: June 28, 2013

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA

July 11, 2013
9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, July 11, 2013, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th 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), and via email or via regular mail upon request. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting. Those interested in being on the mailing list for meeting notices (email or regular mail) can do so by providing the District Secretary with the appropriate address.

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.

Kenneth A. Duron
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 Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special).* Board requested to authorize.

   B. Agreement with MuniServices, LLC, for Sales and Use Tax (Sales Tax) Revenue Collection Services (Agreement No. 6M5059).* Board requested to authorize. — 4

3. ADMINISTRATION ITEMS
   Director Murray, Chairperson

   A. Agreement with San Francisco Municipal Transportation Agency for Fast Pass Payments for the Period January 1, 2010, through June 30, 2014.* Board requested to authorize. — 7

   B. Agreement with Athens Administrators for Workers' Compensation Third Party Administration Service for the District's Workers' Compensation Program (Agreement No. 6M4257).* Board requested to authorize. — 10

   C. Title VI Policies: Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.* Board requested to adopt. — 14 and Pkg. A

   D. Draft Amendment to the District's Code of Conduct Policies.* For information. — 18

   E. Draft District Whistleblower Policy.* For information. — 19

4. ENGINEERING AND OPERATIONS ITEMS
   Director Fang, Chairperson

   A. Award of Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation.* Board requested to authorize. — 20

   B. 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).* Board requested to authorize. — 23

* Attachment available

C. Response to Request for Proposals for Management and Administrative Services for the San Joaquin Joint Powers Authority.* Board requested to authorize. — 27 and Pkg. B

5. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS
Director Blalock, Chairperson
NO ITEMS.

6. GENERAL MANAGER'S REPORT

7. BOARD MATTERS

A. Board Member Reports. For information.
(Board members provide brief reports on meetings attended at District expense, as required by Government Code Section 53232.3(d).)

B. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)

8. 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

bart

EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:		GENERAL MANAGER ACTION REQ'D:		
DATE: 7/5/13		BOARD INITIATED ITEM: No		
Originator/Prepared by: Rachel Russell Dept: Office of Civil Rights Signature/Date: 7/5/13	General Counsel 3/8/13 [ ]	Controller/Treasurer [ ]	District Secretary [ ]	BARC 4-3-13 [ ]

Status: Routed	Date Created: 06/24/2013

TITLE:

Title VI Policies:
Major Service Change Policy
Disparate Impact and Disproportionate Burden Policy

NARRATIVE

Purpose:

To request Board approval of the Major Service Change Policy and the Disparate Impact and Disproportionate Burden Policy.

Discussion:

Federal Transit Administration (FTA) Title VI Requirements Circular 4702.1B (Circular), effective October 2012, requires recipients of federal funding to develop a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. Under the Circular, recipients must conduct an equity analysis prior to implementing either a major service change or a fare change. The equity analysis will determine whether the adverse effects of a proposed change disproportionately affect minority or low-income populations or riders. As a federally-funded recipient, BART must establish policies, after engaging the public in the policies' decision-making process, that define when adverse effects constitute a disparate impact or disproportionate burden and when service changes are "major."

The Circular requires Board consideration and approval of the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.

Major Service Change Policy:

The Major Service Change Policy includes a threshold that determines what level of service change constitutes a major service change. Only service changes that meet or exceed the threshold established by the Major Service Change Policy will require an equity analysis. As part of the District's Title VI Corrective Action Plan, the major service change threshold was developed in 2010, after an extensive public comment and outreach process. BART hosted 18 multilingual community meetings through its service region to solicit feedback from the public. An online survey was also available for those who were unable to attend a public meeting. Outreach for the meetings was conducted using a variety of methods including: newsletters and communications from community based organizations, target e-mails, phone calls, web posting on bart.gov, print and online media, ethnic media, and flyer posting at BART Stations and within the community. Analysis of the survey data collected during the public meetings found that a

small contingent (26%) of those surveyed thought the proposed threshold was too high. The majority (74%) of those surveyed thought the proposed threshold was "reasonable", "too low", something they had "no opinion" about, or were "unclear".

The Major Service Change Policy applies to new lines, extensions, and stations. Additionally, any increase and/or decrease of 25% or more in line length, service levels and service hours both in aggregate changes across all lines and cumulative changes within a three year period will require a Title VI equity analysis.

Exclusions to the Major Service Change Policy include any changes to service which are caused by: temporary services in effect less than 180 days, a new line "break-in" period, acts of other governmental agencies, forces of nature, competing infrastructure failure, and overlapping services.

Pursuant to new 2012 requirements of the Circular, the 2010 Major Service Change Policy must now be approved by the Board.

Disparate Impact and Disproportionate Burden Policy:

The Disparate Impact and Disproportionate Burden Policy will be used to assess proposed Major Service Changes and all fare changes. The Disparate Impact and Disproportionate Burden Policy establishes thresholds that define when adverse impacts of these changes are borne disproportionately by minority and/or low-income populations or riders. A finding of disparate impact or disproportionate burden would then require that BART undertake additional steps to justify or lessen impacts.

The following summarizes the proposed definitions of disproportionate to determine Disparate Impact and Disproportionate Burden on minority or low-income (protected) populations or riders:

- **Fares.** For fare changes, 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 fare type changes, 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.
- **Service.** 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.
- **New service and new fares.** 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:

- 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

Public Participation

In developing the Major Service Change Policy, staff conducted extensive public participation including eighteen (18) multilingual community meetings throughout the service area and separate meetings with local transportation equity advocacy groups. Staff also distributed a survey at the community meetings, requesting feedback on the proposed threshold. The survey was also available online at bart.gov.

In developing the Disparate Impact and Disproportionate Burden Policy, staff presented the Disparate Impact and Disproportionate Burden Policy to the BART Office of Civil Rights' Title VI and Environmental Justice Advisory Committee (Advisory Committee) and held focus group meetings with local transportation equity advocacy groups. The Advisory Committee consists of members of community-based organizations that serve minority and low-income 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. 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 Fourteen (14) individual comments were received in response to BART's web-based outreach.

As described in the attached report, comments from the Advisory Committee and the transportation equity advocacy groups showed support for BART's Disparate Impact and Disproportionate Burden Policy. Revisions requested by the Advisory Committee and the transportation equity advocacy groups were taken into consideration and used in the development of the Disparate Impact and Disproportionate Burden Policy. For example, the transportation equity advocacy groups suggested that BART require an analysis of cumulative impacts in its Disparate Impact and Disproportionate Burden Policy. The Policy was revised to include an evaluation of such impacts.

Fiscal Impact:

There is no immediate fiscal impact associated with adoption of the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. While the two policies will not impose a fiscal impact, implementation and support of the policies will require a financial commitment from the District.

Alternative:

Do not adopt a Major Service Change Policy or a Disparate Impact and Disproportionate Burden Policy, or defer adoption of the Policies to a later date. If the District defers adoption of these Policies, it will not be able to undertake any fare changes or major service changes until these Policies are adopted. If the District does not adopt these Policies, it will not be in compliance with Title VI requirements and its related regulations and will be at risk of losing federal funding.

Recommendation:

It is recommended that the Board adopt the following motion.

Motion:

The Board approves the attached Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy

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

Appendix 12: Disparate Impact and Disproportionate Burden Policy and Board Adoption Documents

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

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[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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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.

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,

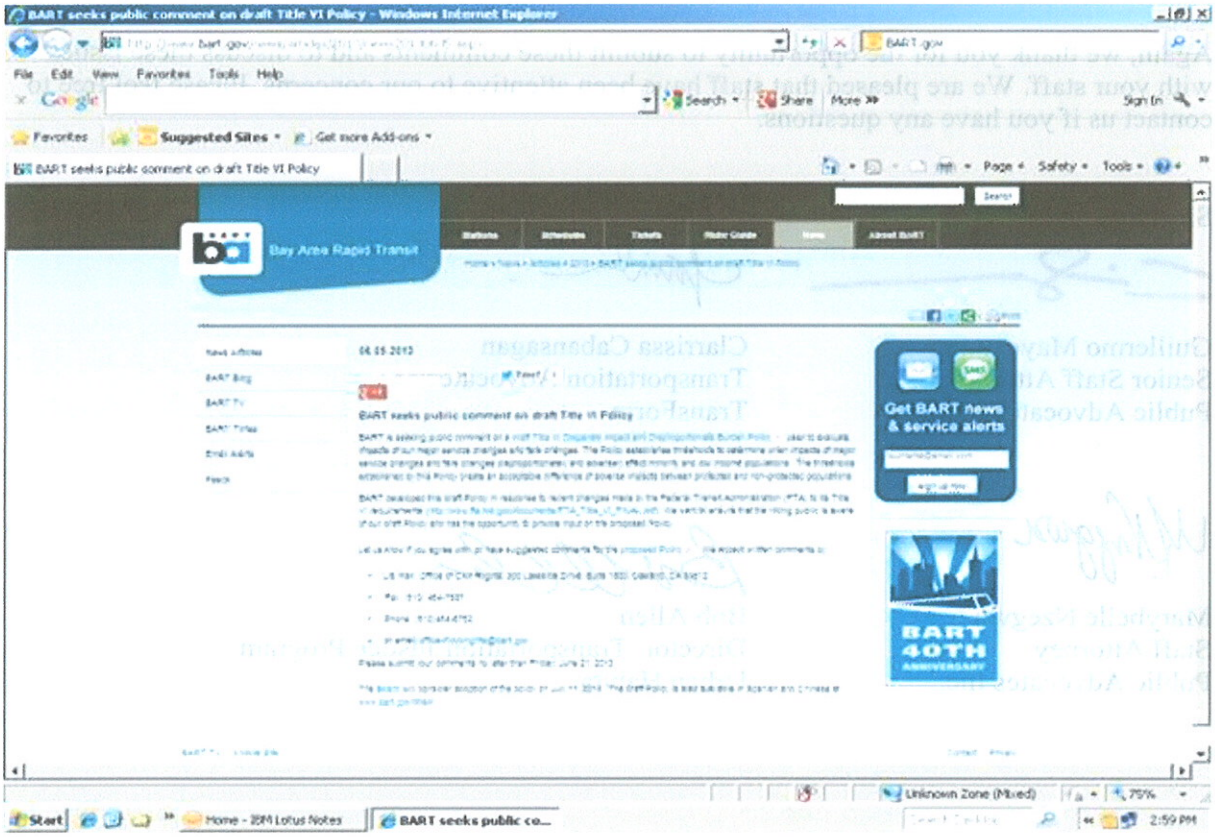
Guillermo Mayer
Senior Staff Attorney
Public Advocates Inc.

Clarrissa Cabansagan
Transportation Advocate
TransForm

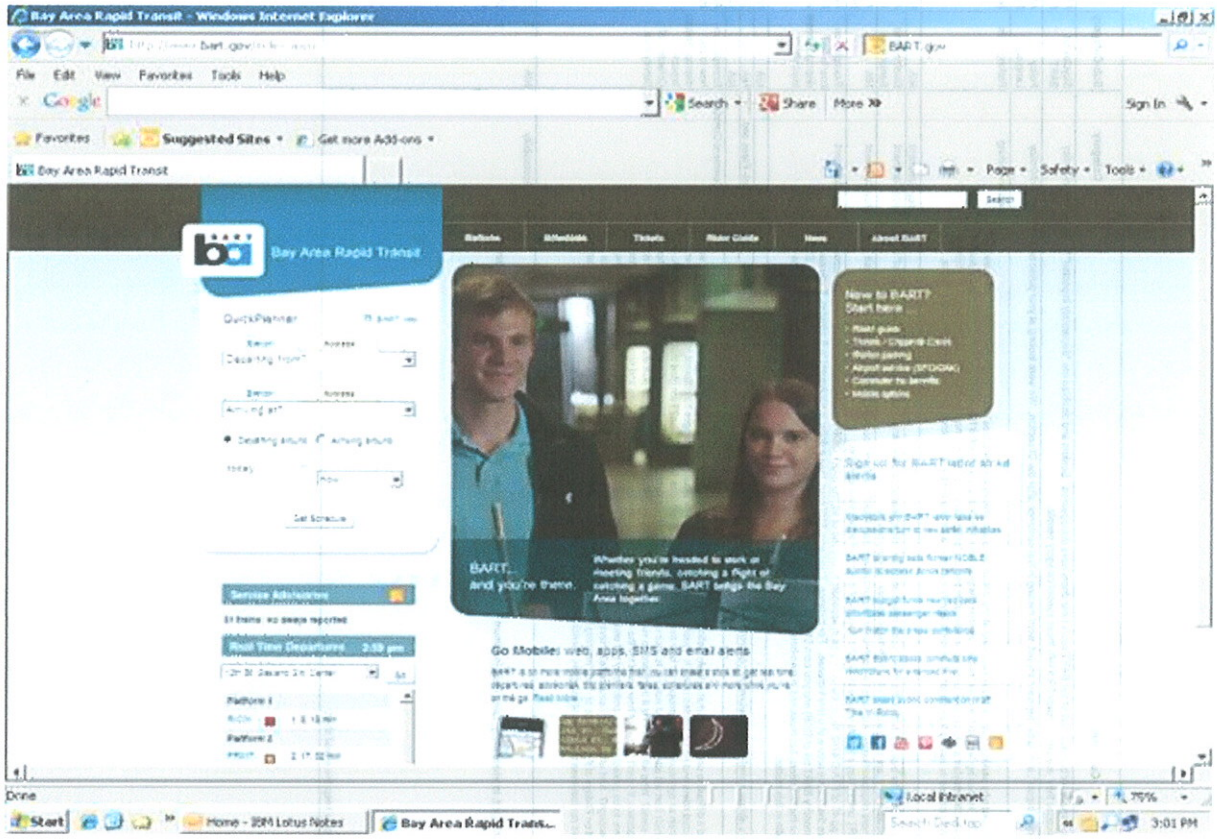
Marybelle Nzegwu
Staff Attorney
Public Advocates Inc.

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 b'k of $200) and you earn $10/ hour, then your fare increase is equivalent to an hour of your time. If you earn $30/ hour, the fare increase is 20 minutes. Measured in dollars, the increases appear to be the same for the two riders, but measured in man-hours, the poorer rider is facing an increase that is 300% bigger than the fare increase for the less poor rider. That is a disparate impact, so the policy should reflect that. Thanks for your attn in this matter.	Policy-Comment	Examples on how to find disproportionate impacts	Addressed in Policy and webinar
8	FB			5 "Likes" as June 12, 2013 10:00am	N/A	N/A	N/A
9	FB	June 5 at 6:41pm	English	The price we pay does not equal the quality of service we receive. BART is always late and there's always something that delays my commute. I would boycott BART forever if I had another way to get to work.	Comment- Fares and	N/A	N/A
11	TW	6/5/2013 15:11		1 "Favorite" as of June 12, 2013 10:11am	N/A	N/A	N/A
12	EM	6/11/2013 22:40	English	To Whom it May Concern, I have read the draft document on the Bart website and I have some comments.First of all, I found it difficult to understand what actually defined disparate impact and disproportionate burden. For example: "A fare change will be considered to have a disproportionate impact when the difference between the changes for protected riders and non-protected riders is equal to or greater than 5%" How would the changes be different for protected riders and non-protected riders? Does this include some kind of calculation of how often at-risk groups ride the train as opposed to other groups? Or how much further they ride? What does facially mean? I am glad that Bart will attempt to get more data when sample sizes are too small. I am also glad that there will be channels through which Bart will attempt to find ways to reduce or eliminate disproportionate burden/disparate impact of service changes. But who will be the one determining what is a "legitimate objective"? Who will determine if a sample size is too small? Who will determine if there are no viable alternatives? Who does the oversight for these policies? My main concern is that I found it hard to be clear how Bart will determine these impacts, and I am a graduate student in statistics. If I can't figure out how you'd tell the difference between the changes for protected riders and non-protected riders, how will people with significantly less quantitative training understand it? My worry is that the people who are to be protected by this policy may not understand it and therefore may not be in a position to actually evaluate whether they think the protection is adequate. Even if it's translated into Spanish and Chinese, will it be clear enough? And what about Vietnamese? Have demographics been looked into for other languages? Thank you for posting this and seeking public comment. I am aware of Bart's research into extending service hours later at night on Fridays at the expense of early morning hours on Saturdays; I believe there was a disproportionate impact found there and I was glad that Bart did the legwork to check. Knowing that there is oversight for these things makes me feel even better about using the service. Thank you for all your hard work.	Policy-Comment-Question	Examples on how to find disproportionate impacts. Collection of Survey data	Addressed in the Policy
13	EM	6/20/2013 19:24	English	Potential "Title VI"Discrimination To Who It May Concern:To Who It May Concern: I wish to address, for draft policy, what I feel is a potential "Title VI" discrimination. When BART first opened, BART based it's fares on "distance traveled". Along the way, things changed, to where today, lower fares (minimum fares) are given to folks living in "the burbs", while charging "inner - city" residents, who are generally facing financial challenges high fares. For example: "Inner City Fares" of "Short / Minimum Distance": Mac Arthur - Coliseum = $2.05 West Oakland - Coliseum = $2.00 "Burbs Fares" of "Longer Distance Traveled": Orinda - Concord = $1.75 Walnut Creek - Bay Point = $1.75 Bay Fair - Fremont = $1.75 Bay Fair - Dublin = $1.75 Can you say "DISCRIMINATION" ??? Can you say "Title VI - DISCRIMINATION" ??? There are more examples that I can give, but I want to keep this e-mail short.	Fares- Accessibility	N/A	Comment has been addressed by e-mail.

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 low-income populations or riders." It discusses "disparate impact" as applying to minority populations and riders and "disproportionate burden" as applying to low-income populations or riders. 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-15 (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

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

Meeting	Notice Announced By	Date and Time	Location of Meeting: 344 20th Street Oakland, California
Board Meeting	President Tom Radulovich	9:00 a.m., Thursday, July 11, 2013	Board Room Third Floor

Kenneth A. Duron
District Secretary

Upcoming Meetings for which Notice has previously been transmitted:

NO MEETINGS WEEK OF JULY 1, 2013

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * * * * *

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/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Date of Notice: June 28, 2013

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA

July 11, 2013
9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, July 11, 2013, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th 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), and via email or via regular mail upon request. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting. Those interested in being on the mailing list for meeting notices (email or regular mail) can do so by providing the District Secretary with the appropriate address.

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.

Kenneth A. Duron
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 Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special).* Board requested to authorize.

   B. Agreement with MuniServices, LLC, for Sales and Use Tax (Sales Tax) Revenue Collection Services (Agreement No. 6M5059).* Board requested to authorize. — 4

3. ADMINISTRATION ITEMS
   Director Murray, Chairperson

   A. Agreement with San Francisco Municipal Transportation Agency for Fast Pass Payments for the Period January 1, 2010, through June 30, 2014.* Board requested to authorize. — 7

   B. Agreement with Athens Administrators for Workers' Compensation Third Party Administration Service for the District's Workers' Compensation Program (Agreement No. 6M4257).* Board requested to authorize. — 10

   C. Title VI Policies: Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.* Board requested to adopt. — 14 and Pkg. A

   D. Draft Amendment to the District's Code of Conduct Policies.* For information. — 18

   E. Draft District Whistleblower Policy.* For information. — 19

4. ENGINEERING AND OPERATIONS ITEMS
   Director Fang, Chairperson

   A. Award of Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation.* Board requested to authorize. — 20

   B. 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).* Board requested to authorize. — 23

* Attachment available

C. Response to Request for Proposals for Management and Administrative Services for the San Joaquin Joint Powers Authority.* Board requested to authorize. — 27 and Pkg. B

5. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS
Director Blalock, Chairperson
NO ITEMS.

6. GENERAL MANAGER'S REPORT

7. BOARD MATTERS

A. Board Member Reports. For information.
(Board members provide brief reports on meetings attended at District expense, as required by Government Code Section 53232.3(d).)

B. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)

8. 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

bart

EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:	GENERAL MANAGER ACTION REQ'D:			
DATE: 7/5/13	BOARD INITIATED ITEM: No			
Originator/Prepared by: Rachel Russell Dept: Office of Civil Rights Signature/Date: 7/5/13	General Counsel 2/21/13 [ ]	Controller/Treasurer [ ]	District Secretary [ ]	BARC 4-3-13 [ ]
Status: Routed	Date Created: 06/24/2013			

TITLE

Title VI Policies:
Major Service Change Policy
Disparate Impact and Disproportionate Burden Policy

NARRATIVE

Purpose:

To request Board approval of the Major Service Change Policy and the Disparate Impact and Disproportionate Burden Policy.

Discussion:

Federal Transit Administration (FTA) Title VI Requirements Circular 4702.1B (Circular), effective October 2012, requires recipients of federal funding to develop a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. Under the Circular, recipients must conduct an equity analysis prior to implementing either a major service change or a fare change. The equity analysis will determine whether the adverse effects of a proposed change disproportionately affect minority or low-income populations or riders. As a federally-funded recipient, BART must establish policies, after engaging the public in the policies' decision-making process, that define when adverse effects constitute a disparate impact or disproportionate burden and when service changes are "major."

The Circular requires Board consideration and approval of the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.

Major Service Change Policy:

The Major Service Change Policy includes a threshold that determines what level of service change constitutes a major service change. Only service changes that meet or exceed the threshold established by the Major Service Change Policy will require an equity analysis. As part of the District's Title VI Corrective Action Plan, the major service change threshold was developed in 2010, after an extensive public comment and outreach process. BART hosted 18 multilingual community meetings through its service region to solicit feedback from the public. An online survey was also available for those who were unable to attend a public meeting. Outreach for the meetings was conducted using a variety of methods including: newsletters and communications from community based organizations, target e-mails, phone calls, web posting on bart.gov, print and online media, ethnic media, and flyer posting at BART Stations and within the community. Analysis of the survey data collected during the public meetings found that a

small contingent (26%) of those surveyed thought the proposed threshold was too high. The majority (74%) of those surveyed thought the proposed threshold was "reasonable", "too low", something they had "no opinion" about, or were "unclear".

The Major Service Change Policy applies to new lines, extensions, and stations. Additionally, any increase and/or decrease of 25% or more in line length, service levels and service hours both in aggregate changes across all lines and cumulative changes within a three year period will require a Title VI equity analysis.

Exclusions to the Major Service Change Policy include any changes to service which are caused by: temporary services in effect less than 180 days, a new line "break-in" period, acts of other governmental agencies, forces of nature, competing infrastructure failure, and overlapping services.

Pursuant to new 2012 requirements of the Circular, the 2010 Major Service Change Policy must now be approved by the Board.

Disparate Impact and Disproportionate Burden Policy:

The Disparate Impact and Disproportionate Burden Policy will be used to assess proposed Major Service Changes and all fare changes. The Disparate Impact and Disproportionate Burden Policy establishes thresholds that define when adverse impacts of these changes are borne disproportionately by minority and/or low-income populations or riders. A finding of disparate impact or disproportionate burden would then require that BART undertake additional steps to justify or lessen impacts.

The following summarizes the proposed definitions of disproportionate to determine Disparate Impact and Disproportionate Burden on minority or low-income (protected) populations or riders:

- **Fares.** For fare changes, 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 fare type changes, 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.
- **Service.** 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.
- **New service and new fares.** 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:

- 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.

Public Participation

In developing the Major Service Change Policy, staff conducted extensive public participation including eighteen (18) multilingual community meetings throughout the service area and separate meetings with local transportation equity advocacy groups. Staff also distributed a survey at the community meetings, requesting feedback on the proposed threshold. The survey was also available online at bart.gov.

In developing the Disparate Impact and Disproportionate Burden Policy, staff presented the Disparate Impact and Disproportionate Burden Policy to the BART Office of Civil Rights' Title VI and Environmental Justice Advisory Committee (Advisory Committee) and held focus group meetings with local transportation equity advocacy groups. The Advisory Committee consists of members of community-based organizations that serve minority and low-income 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. 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. Fourteen (14) individual comments were received in response to BART's web-based outreach.

As described in the attached report, comments from the Advisory Committee and the transportation equity advocacy groups showed support for BART's Disparate Impact and Disproportionate Burden Policy. Revisions requested by the Advisory Committee and the transportation equity advocacy groups were taken into consideration and used in the development of the Disparate Impact and Disproportionate Burden Policy. For example, the transportation equity advocacy groups suggested that BART require an analysis of cumulative impacts in its Disparate Impact and Disproportionate Burden Policy. The Policy was revised to include an evaluation of such impacts.

Fiscal Impact:

There is no immediate fiscal impact associated with adoption of the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. While the two policies will not impose a fiscal impact, implementation and support of the policies will require a financial commitment from the District.

Alternative:

Do not adopt a Major Service Change Policy or a Disparate Impact and Disproportionate Burden Policy, or defer adoption of the Policies to a later date. If the District defers adoption of these Policies, it will not be able to undertake any fare changes or major service changes until these Policies are adopted. If the District does not adopt these Policies, it will not be in compliance with Title VI requirements and its related regulations and will be at risk of losing federal funding.

Recommendation:

It is recommended that the Board adopt the following motion

Motion:

The Board approves the attached Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.

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

Appendix 13: Title VI Fare Equity Analyses

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

Title VI Assessment for the Fare Increase effective July 1, 2012

April 30, 2012

EXECUTIVE SUMMARY

Resolution 4885, adopted by the BART Board in 2003, authorized four biennial, inflation-based, fare increases. The amount of the increase is based on the change in inflation over a two-year period, with one-half percent subtracted from that number to account for ongoing improvements in BART operating efficiencies. The last in the series of such productivity-adjusted inflation-based fare increases, calculated at 1.4%, is scheduled to be implemented on July 1, 2012.

In conformance with its current Title VI procedures, BART undertook an equity analysis of the July 2012 fare increase and actively sought public input in a variety of ways using approaches outlined in BART's Public Participation Plan.

The public was asked about the inflation-based fare increase and two other fare scenarios that are estimated to generate the same amount of revenue ($4.8 million) in the upcoming fiscal year. Feedback was also requested regarding continuation of BART's current inflation-based fare increase program for future years. Public outreach results are summarized in a separate "Public Participation Summary Report for the Fare Increase effective July 1, 2012."

The disparate impact analysis described in this report shows that the inflation-based fare change analyzed would not result in a disproportionately high and adverse effect on minority or low-income populations compared, respectively, to non-minority and non-low-income populations.

Highlights from the disparate impact analysis and input from the public can be summarized as follows:

- The inflation-based fare increase will not result in a disproportionately high and adverse effect on minority and low-income groups, as compared to non-minority and non-low-income groups, respectively.
- The inflation-based fare increase will not increase BART's minimum fare of $1.75 and thus would have no impact on the approximately 20% of BART passengers paying the minimum-fare, who experienced a 17% increase with BART's 2009 fare increase. Approximately 39% of passengers paying the minimum fare are considered low-income.
- In addition to the July fare increase question, the survey included a question about extending BART's current inflation-based fare increase program to future years. As reported in the "Public Participation Summary Report for the Fare Increase effective July 1, 2012," it is worth noting that approximately 60% of the responses indicated support for continuation of the inflation-based program.

Based on findings that the last in a series of inflation-based fare increases the Board approved in 2003 has no disparate impact, staff recommends the 1.4% inflation-based increase be implemented as scheduled on July 1, 2012. The Board has already given the General Manager authority to implement the increase, and so no further action is required by the Board to proceed with the change.

1. INTRODUCTION

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1A, dated May 13, 2007, BART performs an analysis of any fare change to determine if the change has a disproportionately high and adverse effect on minority and/or low-income populations. BART also conducts outreach to the public to receive their input on the fare change, consistent with BART's Public Participation Plan, dated July 8, 2011, and the FTA Circular's requirement to provide meaningful opportunities for underrepresented populations to participate in transportation decisions.

This report documents BART's Title VI disparate impact analysis for the inflation-based fare increase scheduled to become effective July 1, 2012 and estimated to generate approximately $4.8 million in Fiscal Year 2013 (July 1, 2012 through June 30, 2013). Results from public participation activities are summarized in a separate "Public Participation Summary Report for the Fare Increase effective July 1, 2012." The Preliminary FY13 Budget includes the assumption that this additional revenue will be available, which will help contribute to BART's unfunded capital program needs, including the complete replacement of its 669 train car fleet.

Per Resolution 4885 adopted in 2003, the BART Board gave the General Manager authority to implement four biennial productivity-adjusted inflation-based fare increases. The July 2012 increase is the last in the series of increases. This assessment is being conducted to evaluate equity impacts prior to the implementation of the fare increase.

The fare increase formula, as approved in Resolution 4885, calculates the change in both national and local inflation over a two-year period, takes the average of these two changes, and then subtracts out 0.5% to account for improved BART operating efficiencies; thus, the increase is actually less than inflation.[1]

For the public outreach, staff presented fare scenarios that would each generate approximately the same amount of revenue. The table below shows the minimum fare and average fare for the three fare scenarios.

	Minimum Fare	Average Fare
Current Fare	$1.75	$3.71
Increase all fares by an inflation-based 1.4%, rounding to the nearest nickel.	$1.75	$3.75
Increase fares for trips from the East Bay to San Francisco and from San Francisco to the East Bay by $0.10.	$1.75	$3.75
Increase all fares by $0.05.	$1.80	$3.76

[1] For the July 2012 fare increase, the two-year period over which the change is measured is 2008 to 2010, which resulted in actual inflation of 1.9%. Subtracting 0.5% "productivity factor" results in a fare increase of 1.4%.

2. DISPARATE IMPACT ANALYSIS

2.1 Assessing Fare Increase Effects

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income populations following the procedures in FTA Circular 4702.1A Section V.4.a, Option A.

In BART's 2010 Title VI Corrective Action Plan, BART outlined a process for assessing the effects of its proposed fare changes. This process has three steps:

1. "Assess the effects of the proposed fare change on minority and low-income populations at the planning and programming stages of the proposed fare change."
2. "Assess the alternatives available for people adversely affected by the fare increase."
3. "Determine which if any of the proposals under consideration would have a disproportionately high and adverse effect on minority and low-income riders."

If a finding is made that the proposed fare change would have disproportionately high and adverse effects on low-income or minority populations, BART will develop proposed mitigation actions for public comment in accordance with BART's inclusive Public Participation Plan and, after receiving public comment, bring the proposed mitigation actions to the BART Board for approval. Mitigation is neither necessary nor required where no disproportionately high and adverse effect is found.

2.2 Data and Methodology Used

The primary data used in the analysis are the following:

- Year 2010 U.S. Census for data on race/ethnicity for the BART service area
- American Community Survey (ACS) data estimates for 2006 through 2010 for information on household income.
- 2008 BART Station Profile Study. With more than 52,000 surveys completed by weekday riders in spring 2008, the Station Profile Study summarizes the largest survey ever conducted by BART of how BART riders use and access the system, including home origin station.
- Actual BART fares, before and after the fare increases; these are the full fares and do not reflect the various discounts available to riders.
- Actual 2011 average weekday BART ridership.

Methodology

The methodology used to assess the effects of the fare increase calculates the weighted average systemwide fare increase for (a) minority and non-minority populations and (b) low-income and non-low-income populations. The increases are then compared between the protected (minority or low-income) and nonprotected (non-minority or non-low-income) groups to determine if there was a disproportionately high and adverse effect on minority or low-income populations when compared respectively to non-minority or non-low-income populations.

For each BART station, census data is used to determine the percent of population within its service area that is minority and that is low-income. The service areas are defined by a

mapping of census tracts to geocoded addresses from the 2008 BART Station Profile Study.

Population race data by tract is available from the 2010 census. Non-minority includes only those who are White alone (single race) and non-Hispanic. Minority includes everyone else (Hispanic, non-white, and/or multi-racial). The systemwide BART service area is 59% minority, as described in Appendix A.

Household income data by census tract are not available in the 2010 census; thus, to get these data at the tract level, the Census Bureau's American Community Survey (ACS) data estimates for 2006 through 2010 are used (data from an annual ACS is reported for areas with population of 65,000 or more). For the purposes of these analyses, low-income is defined as under 200% of the federal poverty level.[2] The 200% threshold was used to account for the high cost of living in the Bay Area compared to the rest of the country and therefore is a more inclusive definition of low-income populations. The 200% threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission in its February 2009 Equity Analysis Report. The systemwide BART service area is 24% low income, as described in Appendix A.

The steps used to assess the effects of a fare change are described in Appendix B. Results were generated for all stations in the BART system except the San Francisco International Airport (SFO) and West Dublin/Pleasanton stations. The SFO Station does not have population within its service area (that is, no BART passengers use the SFO Station as their home-based station of origin), and West Dublin/Pleasanton had not yet opened when the 2008 Station Profile survey was done so its service area could not be mapped.

2.3 Disparate Impact Analysis Results

Systemwide current and proposed weighted average fares for minority and non-minority riders and for low-income and non-low-income riders were calculated, using the service area population and household totals and the minority and low-income percentages obtained for each station, as described in Appendix B.

Table 1 shows the results of this calculation for the inflation-based 1.4% increase to all fares. Note that the percent change is slightly lower than 1.4% because BART fares are rounded to the nearest nickel.[3] A 1.4% increase to BART's lowest fare of $1.75 rounds to $1.75, leaving this fare unchanged and resulting in a systemwide average increase of less than 1.4%.

Approximately 65,000, or 20%, of BART's average weekday trips are taken on BART by riders paying the minimum fare. The 2009 fare increase increased the minimum fare to $1.75 from $1.50, a 17% fare increase for passengers paying the minimum fare.

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[2] As a reference, for a single person household, 200% of the federal poverty level in 2011 was $22,982. For a two adult, two child household, the 200% threshold was $46,036.

[3] Fares in the following tables represent a systemwide average of fares paid by the various groups and thus are not rounded to the nearest nickel.

Table 1. Inflation-based 1.4% Increase to All Fares

	Weighted Average Fare					
	Current		After Increase		% Change	Dollar Change
Minority	$	3.653	$	3.700	1.29%	$ 0.047
Non-Minority	$	3.821	$	3.872	1.34%	$ 0.051
Low Income	$	3.551	$	3.596	1.27%	$ 0.045
Non-Low Income	$	3.738	$	3.787	1.32%	$ 0.049

Table 1 shows that in the 1.4% increase scenario, low-income and minority riders would experience slightly lower percentage and dollar fare increases compared to non-low-income and non-minority riders.

With a $0.10 increase to fares for trips between San Francisco and the East Bay, minority riders would experience lower percentage fare increases than non-minority riders. Low-income riders would experience higher average fare increases than non-low-income riders, but the difference between the two groups (1.21% vs. 1.19%) is extremely small.

With a $0.05 increase to all fares, low-income and minority riders would experience higher average percentage fare increases compared to non-low-income and non-minority riders. However, the respective differences are small: 1.37% vs. 1.31% and 1.41% vs. 1.34%. In terms of dollar change, all riders would experience a $0.05 increase.

2.4 Alternatives Available for People Affected by the July 2012 Fare Increase

This section analyzes alternative transit modes, fare payment types, and fare payment media available for people who could be affected by the fare increase. The analysis compares fares increased by the 1.4% inflation-based amount with fares paid through available alternatives. The section also includes a demographic profile of users by BART fare payment type.

2.4.1 Alternative Transit Modes including Fare Payment Types

BART operates a single mode, heavy rail. However, there are four major operators in the BART service area that provide service parallel to some segments of the BART system:

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

The table below compares BART fares and the fares of operators providing service in parts of the BART service area.

Effective July 2012	Adult Local Fare	Adult Pass Price
BART		
Current minimum fare	$1.75	N/A
Inflation-based 1.4% increase to all fares	$1.75	N/A
AC Transit	$2.10	$80
Caltrain (zone-based)	$2.75-$12.75	$73-$338
SamTrans	$2.00	$64
San Francisco Muni	$2.00	$74*

*This pass is also good for unlimited rides on BART within San Francisco.

In comparing the other operators' fares to BART fares, the local cash fares of the other operators are higher than BART's current minimum fare and the minimum fare with the 1.4% inflation-based fare increase ($1.75). A rider could pay a fare using the other operators' passes that would be less expensive than the $1.75 BART fare under the following circumstances:

- AC Transit: Rider takes more than 45 trips per month.
- Caltrain: Rider takes more than 41 trips per month (based on $73 pass).
- SamTrans: Rider takes more than 36 trips per month.
- San Francisco Muni: Rider takes more than 41 trips per month.

2.4.2 BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group

The demographic profile of each fare type user from 2010 Customer Satisfaction Survey data is shown in the table below. Those data show minority and non-minority riders are similar in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted tickets for seniors, people with disabilities, and children. Low-income and non-low-income riders use ticket types and fare media in less similar ways. Low-income riders are more likely to use the regular fare product and less likely to use the high-value discount fare product. Low-income riders are slightly more likely to use the 62.5% discounted tickets and the Muni Fast Pass.

BART Fare Payment Ticket Type, Fare Media and Payment Method by Ethnicity and Income*

Fare Payment Type	Fare Media	Payment Method	Minority	Non-Minority	Low Income under $50K	Non Low Income over $50K
Regular fare	Magnetic stripe ticket, Clipper smart card	Cash, credit/debit card, check, transit benefit payments	61.6%	63.4%	70.7%	56.5%
6.25% higher-value discount ($48 in value sold for $45 or $64 in value sold for $60)	Magnetic stripe ticket, Clipper or EZ Rider smart	Cash, credit/debit card, check, transit benefit payments	26.8%	24.4%	16.0%	33.6%
BART Plus, joint operator instrument **	Magnetic stripe ticket	Cash, credit/debit card	1.0%	.2%	.9%	.7%
62.5% discount for seniors, people with disabilities and youth aged 5 to 12	Magnetic stripe ticket, Clipper smart card	Cash, credit/debit card, check	4.1%	7.0%	6.0%	4.4%
50% discount to middle and high school students at participating schools ($32 ticket sold for $16)	Paper magnetic stripe ticket	Cash, credit/debit card, check	1.2%	.4%	1.0%	.4%
Muni Fast Pass (San Francisco Muni monthly pass accepted on BART in SF)***	Magnetic stripe ticket, Clipper smart card	Cash, credit/debit card, check, transit benefit payments	4.7%	3.8%	5.1%	3.8%
Other or n/a	n/a	n/a	5%	.7%	3%	.7%
Total			100.0%	100.0%	100.0%	100.0%

*Source: 2010 Customer Satisfaction Survey

**6.25% discount on BART at point-of-sale, flash pass on ten regional bus operators, sold in multiple denominations

***Unlimited rides on San Francisco Muni system and BART within San Francisco. SFMTA is solely responsible for setting the price of the Fast Pass

Note: Children and students are under-represented in survey sample, as only those who appeared to be age 13+ were surveyed.

$50K income threshold approximates the under 200% federal poverty level threshold using available 2010 Cust. Satisfaction Survey income categories

2.5 Disparate Impact Analysis Finding

Pursuant to FTA Circular 4702.1A dated May 13, 2007, a disproportionately high and adverse effect is defined as an adverse effect that either "is predominantly borne" by minority and/or low-income populations or "is appreciably more severe or greater in magnitude" than the adverse effect suffered by non-minority and/or non-low-income populations. BART uses this definition to determine if any fare change would have such an effect.

The analysis results are as follows:

- With the inflation-based 1.4% increase, the protected groups experience slightly lower average fare increases, compared to the non-protected groups. In both cases, the difference of 0.05% between protected and non-protected groups is virtually identical.
- Under the $0.10 increase to fares for trips between San Francisco and the East Bay in either direction, minority riders experience a 0.07% lower increase than non-minority riders. Low-income riders would experience a 0.02% greater average fare increase. In both cases, the differences between protected and non-protected groups are virtually identical.
- With the $0.05 increase, the protected groups experience higher average fare increases than the nonprotected groups; however, the difference is 0.06% for minority compared to nonminority, and 0.07% for low-income compared to non-low-income. These results are virtually identical.

Therefore, none of the fare increases analyzed would result in differences that are "appreciably more severe or greater in magnitude" for the minority and low-income

populations when compared respectively to non-minority and non-low-income populations and so do not have a disproportionately high and adverse effect on them.

3. CONCLUSION

The disparate impact analysis shows that the inflation-based 1.4% fare increase would not result in a disproportionately high and adverse effect on minority and/or low-income populations compared to non-minority and/or non-low-income populations. BART actively sought public input in a variety of ways, using approaches outlined in BART's Public Participation Plan, as described in the separate "Public Participation Summary Report for the Fare Increase effective July 1, 2012."

Based on findings that the last in a series of inflation-based fare increases the Board approved in 2003 has no disparate impact, staff recommends the 1.4% inflation-based increase be implemented as scheduled on July 1, 2012. The Board has already given the General Manager authority to implement the increase, and so no further action is required by the Board to proceed with the change. Staff recommendation is based upon the following findings:

- The inflation-based fare increase will not result in a disproportionately high and adverse effect on minority and low-income groups, as compared to non-minority and non-low-income groups, respectively.
- The inflation-based fare increase will not increase BART's minimum fare of $1.75 and thus would have no impact on the approximately 20% of BART passengers paying the minimum-fare, who experienced a 17% increase with BART's 2009 fare increase. Approximately 39% of passengers paying the minimum fare are considered low-income.
- In addition to the July fare increase question, the survey included a question about extending BART's current inflation-based fare increase program to future years. As reported in the "Public Participation Summary Report for the Fare Increase effective July 1, 2012," it is worth noting that approximately 60% of the responses indicated support for continuation of the inflation-based program.

APPENDIX A: Determination of Predominantly Minority or Low-Income BART Service Area Census Tracts

The BART service area used in these analyses was the four-county region that BART serves: Alameda, Contra Costa, San Francisco, and San Mateo counties. This is the same service area used in BART's Public Participation Plan. The following process was followed to identify census tracts in the BART service area that are predominantly minority or low-income tracts.

1. Using the 2010 census data, the percent of minority population for the BART service area as defined above was estimated to be 59.4%.
2. Next, using the 2010 census data, the percent of minorities for each census tract within the BART service area was estimated. If the percent of minorities in any single census tract was found to be greater than the four-county percentage of 59.4%, then that census tract was flagged as predominantly minority.
3. Using the American Community Survey (ACS) data estimates for 2006 through 2010, the percent of the population that is low-income within the BART service area was determined to be 23.9%. Low-income was defined as under 200 percent of the federal poverty level.[4] The 200% threshold was used to account for the high cost of living in the Bay Area compared to the rest of the country and therefore is a more inclusive definition of low-income populations. The 200% threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission in its February 2009 Equity Analysis Report.
4. Next, using the ACS data, the percent of low-income population was determined for each tract. If that value for any single census tract was found to be higher than the service area percentage of 23.9%, then that tract was mapped as a predominantly low-income tract.

The results of this process indicate the following for the 918 populated census tracts that comprise the four-county BART service area, as mapped in Figure 1 and Figure 2 on the next pages:

Minority Population Tracts	Service Area Census Tracts	% of Tracts
Minority Tract: a tract is counted as predominantly minority if more than 59.4% of that tract's population is minority	454	49%
Non-Minority Tract	464	51%
Total	918	100%

Low-income Population Tracts	Service Area Census Tracts	% of Tracts
Low-income Tract: a tract is counted as predominantly low-income if more than 23.9% of the tract's households have incomes under 200% of federal poverty level	372	41%
Non-Low-income Tract	546	59%
Total	918	100%

[4] As a reference, for a single person household, 200% of the federal poverty level in 2011 was $22,982. For a two adult, two child household, the 200% threshold was $46,036.

Figure 1: Locations of Predominantly Minority Population in the BART Service Area

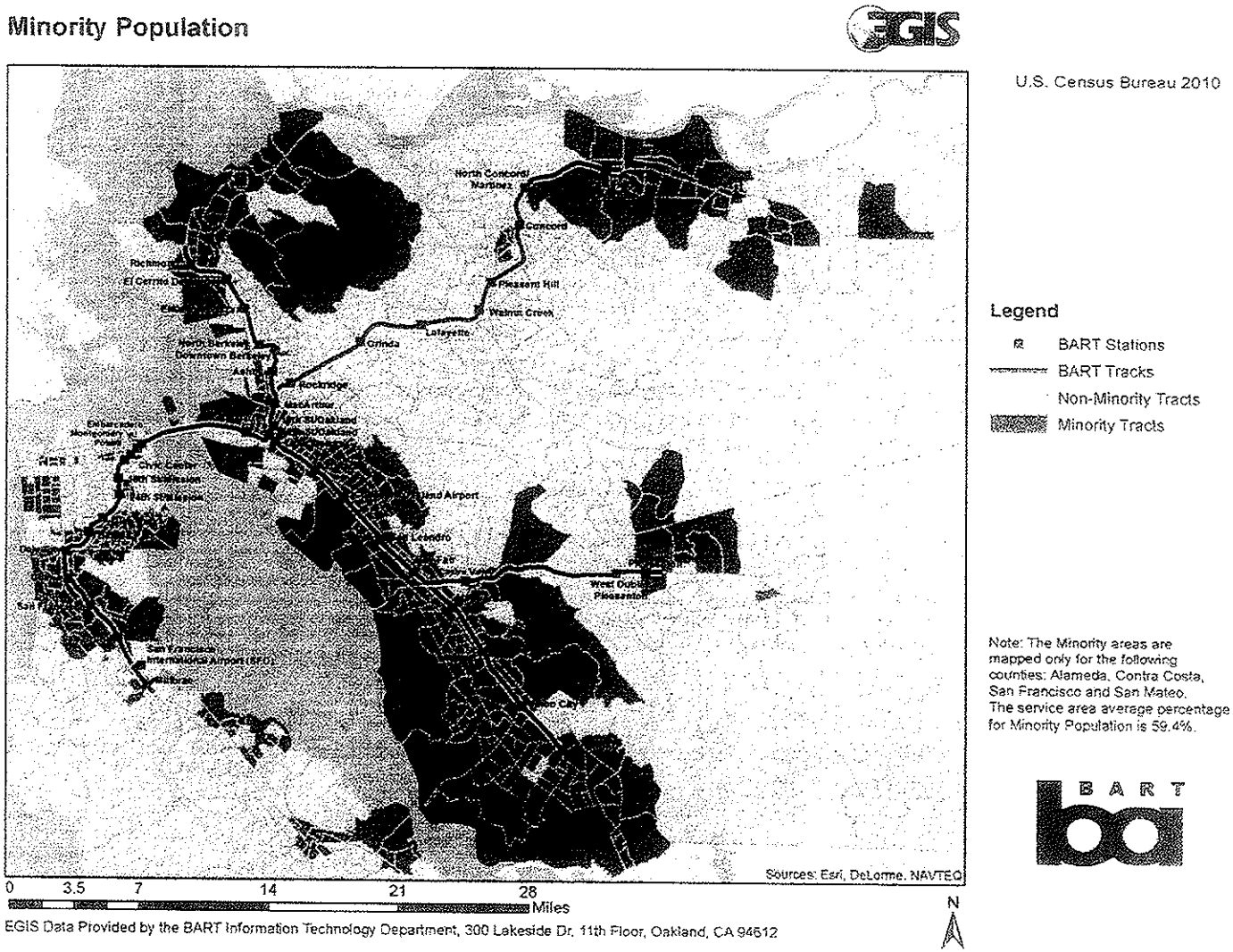
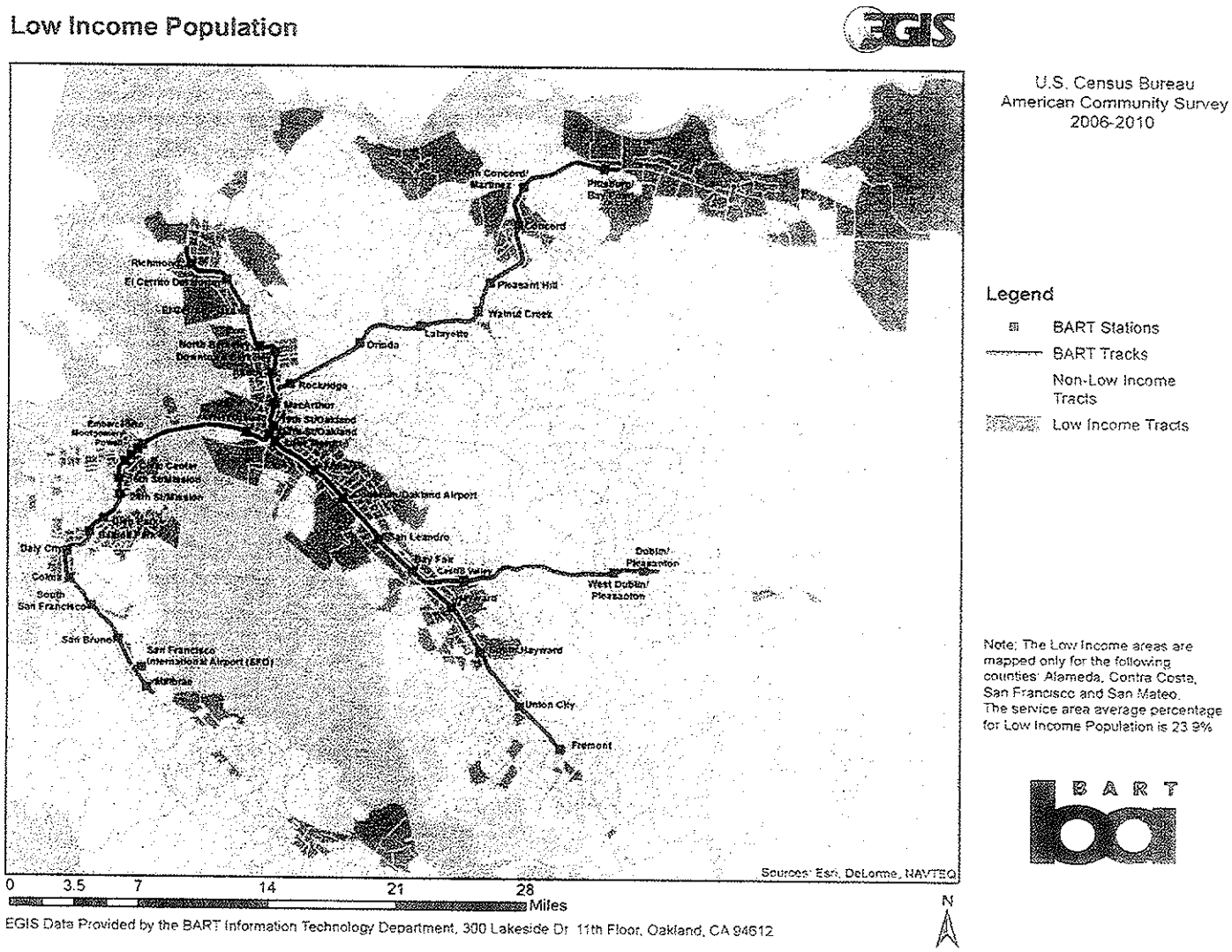


Figure 2: Locations of Predominantly Low-income Population in the BART Service Area



APPENDIX B: Methodology Used to Assess the Effects of a Fare Change

Step 1: Estimate weighted average boarding fares "Before Fare Increase" and "After Fare Increase" for each BART station.

In Step 1, the weighted average fare paid by customers at each of BART's 44 stations is estimated. A "weighted average fare" is weighted by how many riders pay that fare. The more riders 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 "average fares post-increase" reflecting the 1.4% inflation-based fare increase.

Sample of Average Fare Data

	Average Fares			
Station	Pre-Increase	Post-Increase	% Change	Dollar Change
Richmond	$ 3.40	$ 3.44	1.2%	$ 0.04
El Cerrito del Norte	$ 3.30	$ 3.34	1.3%	$ 0.04
El Cerrito Plaza	$ 3.09	$ 3.13	1.3%	$ 0.04
North Berkeley	$ 3.23	$ 3.27	1.3%	$ 0.04
Berkeley	$ 2.97	$ 3.00	1.1%	$ 0.03

The census tracts associated with each BART station were verified and updated with home-origin station data from BART's 2008 Station Profile Study. Using riders' home-origins to assign the census tracts to each station links the appropriate census tract population to each station and thus to the average fare paid at each station. This method uses the actual fares customers pay in the form of a station-to-station table of fares, unlike large-scale regional travel models such as the Metropolitan Transportation Commission model, which aggregates BART data. The following steps calculate station-specific average fares, weighted by weekday trips.

1. The station-to-station fare table currently in effect was multiplied by the 2011 actual station-to-station trip data. This results in the weighted average fare by station before the fare increase.
2. Next, the station-to-station fare table in effect after the fare increase was multiplied by the 2011 actual station-to-station trip data. This results in the weighted average fare by station after the fare increase.
3. Using the before and after average fares, for each station the percent increase in average fares from before the fare increase compared to after the fare increase was computed.
4. Using the census tracts associated with each BART station, the average fare increase estimated above was translated from the station level to the census tract level. Therefore, each census tract had an average fare calculated for it. If a census tract was close to two different BART stations, the average fare associated with that tract was calculated by taking the weighted average of the average fares for both stations.

Step 2: **Estimate systemwide weighted average fares for minority, non-minority, low-income and non-low-income populations.**

For each BART station, the census tracts that generate ridership to that station are known as the station's "catchment area." Assignment of a census tract in BART's service area to a particular station was verified using the 2008 Station Profile Study data that indicated that people residing in a census tract used that station. For each census tract, census and ACS data supplied the number of minority, non-minority, low-income and non-low-income populations residing in that tract. The following steps were followed to estimate systemwide weighted average fares for the protected and nonprotected groups.

1. For each population group, the numbers from the catchment area census tracts were summed with the result that the catchment area of each station had four separate groups of population figures: minority, non-minority, low-income and non-low-income.
2. Next, the systemwide weighted average fare for each of the four population groups was estimated by weighting the average fares for each station (calculated in Step 1 above) by the actual number of people in each population group residing within the station catchment area. This calculation was performed for both the "before" and "after" fare increase scenarios.

Step 3: **Calculate and then compare the percent increase paid by (a) minority and non-minority populations and (b) low-income and non-low-income populations.**

1. Using the systemwide weighted average fares calculated in Step 2 above, the percent increase in fares paid by each of the four population groups was calculated "before" and "after" the fare increase.
2. To determine if the fare increase had a disproportionately high and adverse effect on minority or low-income populations, the percent average fare increase paid was compared between (a) the minority group and the non-minority group and (b) the low-income group and the non-low-income group.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

Public Participation Summary Report for the Fare Increase effective July 1, 2012

April 30, 2012

1. Introduction

During March 2012, BART conducted public participation activities to collect input on three critical issues affecting BART, as follows:

Proposed fare increase effective July 2012 and the extension of BART's current inflation-based fare increase program

Clipper Card Distribution for Seniors and Youth

BART's draft Environmental Justice Policy

Public outreach activities included ten community meetings, an online survey, a telephone survey, and distribution of the survey through BART's Limited English Proficiency Advisory Committee. This report focuses solely on the July 2012 fare increase and describes BART's process for conducting the ten meetings; documents the process for collecting public input; reports survey results; and summarizes public comments received. Where possible, the report provides data on public opinion, as expressed in responses to survey questions. A separate report, "Title VI Assessment for the Fare Increase effective July 1, 2012," describes the analysis BART performed to determine if the fare change would have a disproportionately high and adverse effect on minority and/or low-income populations. The results of this analysis show that the fare change would not have such an effect.

2. Process for Soliciting Public Input

Consistent with BART's Public Participation Plan completed in May 2010 and revised in July 2011, BART conducted outreach and hosted ten informational community meetings throughout the BART service area to inform the public and solicit feedback on the three critical issues described above. Outreach was conducted both to the general public and also specifically to low income, minority and Limited English Proficient (LEP) populations in the BART service area.

Community meeting participants completed a print survey, a copy of which is provided in Appendix A. For those unable to attend the community meetings, BART conducted an online survey (web survey) hosted on the BART website at www.bart.gov during the period of February 24 – March 30, 2012. An automated phone version of the survey was also available during the same time frame for those who did not have internet access. In addition, print surveys were distributed to local community-based organizations (CBOs) by members of the BART Limited English Proficiency (LEP) Advisory Committee.

The consulting firm MIG, Inc. assisted BART with recording the meetings, reviewing the public participation results and documenting those results.

Outreach

BART conducted outreach for the meetings using the following methods:

Meeting notice postal mailed to 5,916 residents within 1/4 mile radius of meeting locations

Meeting notice postal mailed to more than 500 CBOs, including community organizations, senior centers, and colleges and universities

Noticing at BART stations through posters, Destination Sign System (DSS) and BART Times

Web story posted on www.bart.gov with link to survey

Facebook post created on March 7 (viewed by 5,130 people per Facebook's "Insight" metrics)
Blog post created on March 7 (viewed 2,116 times)
Multiple tweets sent on Twitter
Emails to randomly selected riders soliciting their participation in the survey
Media (listed in Appendix B):
- Bay Area media, both print and online
- Ethnic media
- Digital banners

The meeting notice was translated into Chinese, Korean, Spanish and Vietnamese and included instructions for requesting translation services and/or meeting interpreters.

Community Meetings

Meetings were held at a variety of times and locations to accommodate a wide range of participants. Translated materials, interpretive services, refreshments, and child care were available on request for all meetings. Approximately 125 individuals attended the ten meetings.

Location	Address	Date and Time	Services Requested
Oakland	Joseph P. Bort MetroCenter Auditorium 101 Eighth Street, Oakland	Tuesday, March 6, 2012, 6:30-8:00 p.m.	None
Concord	Monument Community Partnership 1760 Clayton Road, Concord	Monday, March 12, 2012, 6:30-8:00 p.m.	Spanish translation
San Francisco Mission District	Mission High School Cafeteria 3750 18th Street, San Francisco	Wednesday, March 14, 2012, 6:30-8:00 p.m.	None
Daly City	War Memorial Community Center Activity Room 6655 Mission Street, Daly City	Thursday, March 15, 2012, 7:00-8:30 p.m.	None
Richmond	Richmond Main Street 1000 McDonald Avenue, Suite C, Richmond	Monday, March 19, 2012, 6:00-7:30 p.m.	None
Antioch	Nick Rodriguez Community Center 213 F Street, Antioch	Tuesday, March 20, 2012 1:30-3:00 p.m.	None
Dublin	Dublin Library Community Room 200 Civic Plaza, Dublin	Wednesday, March 21, 2012, 12:00-1:30 p.m.	None
San Francisco Richmond District	Richmond Recreation Center Auditorium 251 18th Avenue, San Francisco	Thursday, March 22, 2012, 6:30-8:00 p.m.	None
Fremont	Fremont Main Library, Fukaya Rm B 2400 Stevenson Boulevard, Fremont	Monday, March 26, 2012, 6:30-8:00 p.m.	None
Hayward	Hayward City Hall, Council Chambers, 2nd Floor, 777 B Street, Hayward	Wednesday, March 28, 2012, 6:30-8:00 p.m.	None

At each meeting, participants were asked to sign in and were provided a copy of the agenda. A Government and Community Relations (GCR) staff member acted as facilitator. Whenever possible, the BART Director representing the district in which the meeting was held attended and provided welcoming remarks. The BART GCR staff representative briefly reviewed the agenda and meeting purpose and introduced each speaker.

Staff presented information about the July 2012 fare increase and extension of BART's inflation-based fare increase program. Additional topics discussed by other BART staff (not covered in this report) included the distribution of Clipper Cards for seniors and youth and BART's draft Environmental Justice Policy.

Following each presentation, the speakers opened the floor for questions and comments. A graphic recorder from MIG took notes and recorded comments and questions on large scale wallgraphic paper. At the end of the meeting, the print survey described in the next section was distributed.

Print Survey

The print survey included the following question regarding the July 2012 fare increase:

Question 1. As explained in the presentation, BART is considering options for a small fare increase effective this July. Small, regular fare increases are necessary in order to keep BART's service safe and reliable with no service reductions. Which of the following fare increase options should BART implement in July? *(Check only one.)*

- ☐ BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel. (Due to rounding, the minimum fare of $1.75 would not change.)
- ☐ 10 cent increase for trips between the East Bay and San Francisco
- ☐ 5 cent increase to all fares

The survey also included space for participants to provide written comments about the July fare increase. In addition, the survey asked participants to identify how often they ride BART: what types of trips they have made on BART in the last 30 days; which BART stations are their "home" and most frequent destination stations; and, for demographic purposes, their gender, age, home zip code, ethnicity, household income and number in household, and language preferences. Translated copies of the survey were available in Chinese, Korean, Spanish and Vietnamese.

A total of 87 surveys were completed at the community meetings, of which 70 included an answer to the question relevant to this report, Question 1.

Web Survey

An electronic version of the print survey was available online at www.bart.gov in Chinese, English, Korean, Spanish and Vietnamese to allow input from participants unable to attend the community meetings. A total of 950 surveys were submitted online, of which 874 had an answer to the question relevant to this report, Question 1.

In order to offer an option for those who do not have internet access, an automated phone version of the survey was also available. A total of 28 surveys were submitted through this method.

BART also randomly selected a group of 1,769 passengers who were invited via email to take the online survey. These individuals were selected from a pool comprised of passengers who had been randomly selected to complete an earlier BART onboard survey, at which time they had indicated they were available to take future BART surveys. This method resulted in the submission of an additional 390 surveys, of which 382 answered Question 1.

Finally, in an effort to increase outreach to low income, minority and LEP populations, print surveys were distributed to local community-based organizations (CBOs) by members of the BART LEP Advisory Committee. A total of 79 print surveys, 77 of which answered Question 1, were submitted by members of four CBOs serving these communities.

Quantifiable survey responses are reported in the next section, which is followed by discussion of qualitative input comprised of public comments made through the various methods.

3. Public Input from Surveys

The following table shows the number of surveys that included an answer to survey Question 1, completed through each of the five distribution methods, as tallied by MIG. Because data were collected using a variety of survey methods, data cannot be tallied across methods; therefore, data from each survey method are reported separately. It should also be noted that the surveys were not administered in a statistically valid manner.

Distribution Method	Number of Surveys with Answers to Question 1
At community meetings	70
Via online	874
Via online, respondents to BART e-mail	382
Via LEP Advisory Committee	77
Via telephone	28
Total	1,431

3.1 Survey Results

The next sections report the results of the survey for Question 1 by the five distribution methods.

Since the July 2012 fare increase and extending the current inflation-based fare increase program are related topics, Appendix C of this report includes responses to Survey Question 3 about the program extension. (The full Title VI assessment report for continuing the program will be completed at a later date.) It is worth noting that respondents expressed strong support for extending the current inflation-based fare increase program, of which the 1.4% inflation-based increase is the last in the series.

Community Meeting Survey Results

The table below shows the results from surveys completed by community meeting participants who answered Question 1. Of the 70 surveys, 14 more respondents (52.9% of the total) preferred the nickel increase compared to the 1.4% inflation-based increase (32.9%).

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	23	32.9%
$0.10 increase for trips between the East Bay and San Francisco	10	14.3%
$0.05 increase to all fares	37	52.9%
TOTAL	70	100%

Online Survey Results

Of the 874 surveys completed that had answers to Question 1, the split was almost even between those preferring the nickel increase (43.8%) and those selecting the 1.4% inflation-based increase (42.8%), as shown in the following table.

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	374	42.8%
$0.10 increase for trips between the East Bay and San Francisco	117	13.4%
$0.05 increase to all fares	383	43.8%
TOTAL	874	100.0%

E-Mail Online Survey Results

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	140	36.6%
$0.10 increase for trips between the East Bay and San Francisco	49	12.8%
$0.05 increase to all fares	193	50.5%
TOTAL	382	100%

The table above shows results from surveys with answers to Question 1 that were completed online by randomly selected individuals who had previously completed a BART survey and indicated their willingness to complete future surveys. Of the 382 surveys thus completed, 193 respondents (50.5%) chose the nickel increase, while 140 (36.6%) selected the 1.4% inflation-based increase.

LEP Advisory Committee Member Survey Results

The table below shows results for those surveys with answers to Question 1 completed by members of the organizations represented by BART's Limited English Proficiency (LEP) Advisory Committee. Of the 77 surveys completed, 54 respondents (70.1%) chose the nickel increase, while 20 (26.0%) selected the 1.4% inflation-based increase.

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	20	26.0%
$0.10 increase for trips between the East Bay and San Francisco	3	3.9%
$0.05 increase to all fares	54	70.1%
TOTAL	77	100%

Telephone Survey Results

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	10	36.0%
$0.10 increase for trips between the East Bay and San Francisco	7	25.0%
$0.05 increase to all fares	11	39.0%
TOTAL	28	100%

As the table above shows, for the 28 surveys completed by telephone, the split between the nickel and inflation-based options is almost even, with 10 respondents preferring the inflation-based increase and 11 respondents selecting the nickel increase.

3.2 Survey Respondent Demographics

The tables on the next pages summarize answers to survey questions that describe survey respondents.

How often do you currently ride BART?

	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
Frequency	Count	%	Count	%	Count	%	Count	%	Count	%
5 or more days a week	9	11.0%	479	52.6%	222	58.1%	4	22.2%	3	3.9%
3-4 days a week	17	20.7%	137	15.0%	69	18.1%	1	5.6%	5	6.6%
1-2 days a week	19	23.2%	99	10.9%	43	11.3%	2	11.1%	16	21.1%
1-3 days a month	21	25.6%	127	13.9%	30	7.9%	4	22.2%	18	23.7%
Less than once a month	16	19.5%	60	6.6%	16	4.2%	7	38.9%	25	32.9%
Never	0	0.0%	9	1.0%	2	.5%	0	0.0%	9	11.8%
TOTAL	**82**	**100.0%**	**911**	**100.0%**	**382**	**100.0%**	**18**	**100.0%**	**76**	**100.0%**

What is your race or ethnic identification? *(Check one or more. Categories based on US Census.)*

	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
Race or Ethnic ID	Count	%	Count	%	Count	%	Count	%	Count	%
White alone, non-Hispanic	39	49.4%	503	60.7%	206	56%	13	72.2%	0	0.0%
Black/African American alone, non-Hispanic	10	12.7%	39	4.7%	38	10%	2	11.1%	0	0.0%
Asian or Pacific Islander alone, non-Hispanic	5	6.3%	153	18.5%	63	17%	2	11.1%	71	91.0%
American Indian or Alaska Native alone, non-Hispanic	0	0.0%	7	.8%	2	1%	0	0.0%	0	0.0%
Other alone, non-Hispanic	4	5.1%	33	4.0%	10	3%	1	5.6%	1	1.3%
Multiple race, non-Hispanic	1	1.3%	29	3.5%	7	2%	0	0.0%	0	0.0%
Hispanic, regardless of race	20	25.3%	64	7.7%	41	11%	0	0.0%	6	7.7%
TOTAL	79	N/A	828	N/A	367	100%	18	100%	78	100%

Do you speak a language other than English at home?

	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		LEP Surveys	
	Count	%	Count	%	Count	%	Count	%
No	57	69.5%	729	80.4%	297	77.%	3	3.9%
Yes	25	30.5%	178	19.6%	85	22.3%	74	96.1%
TOTALS	**82**	**100.0%**	**907**	**100.0%**	**382**	**100.0%**	**77**	**100.0%**

Note: This question was not included in the phone survey.

What is your total annual household income before taxes?

Annual Household Income	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
	Count	%	Count	%	Count	%	Count	%	Count	%
Under $25,000	22	30.6%	92	11.7%	49	13.8%	6	42.9%	38	50.7%
$25,000-$29,999	3	4.2%	37	4.7%	17	4.8%	5	35.7%	15	20.0%
$30,000-$39,999	6	8.3%	56	7.1%	24	6.8%	2	14.3%	12	16.0%
$40,000-$44,999	6	8.3%	37	4.7%	11	3.1%	0	0.0%	6	8.0%
$45,000-$49,999	1	1.4%	34	4.3%	15	4.2%	0	0.0%	4	5.3%
$50,000-$59,999	6	8.3%	60	7.6%	32	9.0%	1	7.1%	0	0.0%
$60,000 or more	28	38.9%	469	59.7%	207	58.3%	0	0.0%	0	0.0%
TOTAL	72	100%	785	100%	355	100%	14	100%	75	100%

4. Public Comments

789 comments were provided by participants during meetings, on written comment cards handed out at the meetings, and through an open-ended question on the survey ("Do you have any comments about the July fare increase?"). To facilitate understanding of the qualitative results from comments, as opposed to tallying responses to Survey Question 1 as described above, MIG transcribed and reviewed the individual comments, sorting and placing them into a comments database. The comments database is provided in Appendix D.

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. Also, comments recorded on wallgraphics at meetings may likely represent multiple opinions since the technique, by design, is intended to reduce repetition. Comments received through written comments cards often reflect those of participants who choose not to speak during the meeting and/or to reinforce a comment expressed during the meeting. 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.

Based on general categorization, the bulk of the comments fell into three main categories: those who agreed with a fare increase, those who disagreed with a fare increase, and those who did not express a clear agreement or disagreement. The majority of commenters expressed either agreement or disagreement, in roughly even numbers; a much smaller minority fell into the "unclear" category.

Two further subcategories also emerged: those who expressed conditional agreement or conditional disagreement. Commenters who fully supported the fare increase made comments such as "I understand it's necessary." Many of the commenters, however, indicated that they agreed based on specified conditions, such as BART keeping costs under control or ensuring that certain improvements are made.

Commenters who did not support a fare increase noted that BART fares are already high. However, some did express that they disagreed with a July 2012 fare increase but might change their minds under certain conditions. These respondents frequently expressed the opinion that having these conditions met seemed unlikely to happen, which therefore served as the basis for their disagreement with a fare increase at this time. As one comment put it, "while I understand the need to pay for these new cars, it's hard to consider a fare increase when my personal commute conditions have gotten worse, not better."

Community Meeting Survey

Thank you for taking the time to attend this meeting. After BART staff have explained the topics below, please answer the questions in each section. BART values your input.

BART Fare Increase Options

1. As explained in the presentation, BART is considering options for a small fare increase effective this July. Small, regular fare increases are necessary in order to keep BART's service safe and reliable with no service reductions. Which of the following fare increase options should BART implement in July? *(Check only one.)*
   - ☐ BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel. (Due to rounding, the minimum fare of $1.75 would not change.)
   - ☐ 10 cent increase for trips between the East Bay and San Francisco
   - ☐ 5 cent increase to all fares

2. Do you have any comments about the July fare increase? _____

_____

BART Fare Increase Program

3. BART's current fare increase program, which calls for small, inflation-based increases every two years, expires in 2012. BART is considering extending this program so that fares increase by inflation in 2014, 2016, 2018 and 2020. (The increases are estimated to be 3.9% in each of these years, based on inflation projections.) Should BART extend its current inflation-based fare program, or develop a new program for increasing fares? *(Check one.)*
   - ☐ Extend BART's current inflation-based fare program
   - ☐ Develop a new program for regular, small fare increases, such as: _____

4. Do you have any comments about a fare increase program? _____

_____

Senior and Youth Clipper Cards

5. Are you eligible for a discounted Senior Clipper Card (age 65+) or a Youth Clipper Card (parent/guardian of a child ages 5-12)?
   - ☐ No (skip to question 8 on back)
   - ☐ Yes, I'm eligible for a Senior Clipper Card (age 65+)
   - ☐ Yes, I'm the parent or guardian of a child ages 5 - 12

6. Have you already applied for the discounted Clipper card for which you are eligible?
   - ☐ Yes
   - ☐ No - why not? _____

7. In your opinion, are the locations where you can get a discounted Clipper card adequate, or not?
   - ☐ Yes, locations are adequate
   - ☐ No, not adequate - please explain: _____
   - ☐ Don't know

OVER

About You

8. How often do you currently ride BART?

☐ 5 or more days a week ☐ 1 – 2 days a week ☐ Less than once a month
☐ 3 – 4 days a week ☐ 1 – 3 days a month ☐ Never

9. What types of trips have you made on BART in the past 30 days? *(Check all that apply)*

☐ Commute to/from work ☐ Visit friends/family ☐ Theater or concert
☐ School ☐ Medical/dental ☐ Other: _____
☐ Airplane trip ☐ Shopping ☐ Not applicable – didn't ride BART in past 30 days
☐ Sports event ☐ Restaurant

10. Which BART station do you usually use when making a trip from home (your "home" station)?

_____

11. Which BART station is your most frequent destination station (i.e., the station near your office, school, or other frequent destination)? _____

12. Are you: ☐ Male ☐ Female

13. Age:

☐ Under 18 ☐ 35 - 44 ☐ 65 or older
☐ 18 - 24 ☐ 45 - 54
☐ 25 - 34 ☐ 55 - 64

14. Home ZIP code: _____

15. What is your race or ethnic identification? *(Check one or more. Categories based on US Census.)*

☐ American Indian or Alaska Native ☐ Black / African American ☐ White
☐ Asian or Pacific Islander ☐ Hispanic, Latino, or Spanish ☐ Other: _____

16. Do you speak a language other than English at home?

☐ No
☐ Yes, I speak: _____

17. If "Yes" to Question 16, how well do you speak English?

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

18. What is your total annual household income before taxes?

☐ Under $25,000 ☐ $40,000 - $44,999 ☐ $60,000 or more
☐ $25,000 - $29,999 ☐ $45,000 - $49,999
☐ $30,000 - $39,999 ☐ $50,000 - $59,999

19. Including yourself, how many people live in your household?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

Appendix B: BART Media Outreach

During BART's March 2012 public participation process, outreach was conducted through the following media outlets:

Bay Area News Group (includes website banners):
- Alameda Times-Star
- Contra Costa Times
- East County Times
- Fremont Argus
- Hayward Daily Review
- Oakland Tribune
- San Ramon Valley Times
- Tri-Valley Times
- West County Times

Other Newspapers:
- Bay Area Reporter (includes website banner)
- San Francisco Examiner

Ethnic Media:
- El Mundo (Spanish)
- Oakland Post/SF Post
- Sing Tao (Chinese)
- Sun Reporter
- World Journal (Chinese)

College Newspapers:
- California State University-East Bay
- Laney College
- San Francisco City College
- San Francisco State University
- University of California at Berkeley

APPENDIX C: SURVEY QUESTION #3 RESULTS

SURVEY QUESTION 3

BART's current fare increase program, which calls for small, inflation-based increases every two years, expires in 2012. BART is considering extending this program so that fares increase by inflation in 2014, 2016, 2018 and 2020. (The increases are estimated to be 3.9% in each of these years, based on inflation projections.) Should BART extend its current inflation-based fare program, or develop a new program for increasing fares? ***(Check one.)***

Community Meeting Survey Results		
	Count	**%**
Extend BART's current inflation-based fare program	37	59.7%
Develop a new program for regular, small fare increases	25	40.3%
TOTAL	62	100.0%
Online Survey Results		
	Count	%
Extend BART's current inflation-based fare program	515	61.2%
Develop a new program for regular, small fare increases	326	38.8%
TOTAL	841	100.0%
E-Mail Online Survey Results		
	Count	%
Extend BART's current inflation-based fare program	248	68.3
Develop a new program for regular, small fare increases	115	31.7
TOTAL	363	100.0%
LEP Advisory Committee Member Results		
	Count	%
Extend BART's current inflation-based fare program	53	77.9%
Develop a new program for regular, small fare increases	15	22.1%
TOTAL	68	100.0%
Telephone Survey Results		
	Count	**%**
Extend BART's current inflation-based fare program	8	35%
Develop a new program for regular, small fare increases	15	65%
TOTAL	23	100.0%

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

KEY TO PUBLIC COMMENTS TABLE

Code	
	Meeting/Date
ANT	Antioch/3.20.12
CNC	Concord/3.12.12
DC	Daly City/3.15.12
DUB	Dublin/3.21.12
FRE	Fremont/3.26.12
HWD	Hayward/3.28.12
OAK	Oakland/3.06.12
RCH	Richmond/3.19.12
SFM	SF Mission/3.14.12
SFR	SF Richmond/3.22.12
	CBO (LEP Surveys)
FB	Family Bridges, Inc.
LAO	Lao Family Community Center
LR	La Clinica de la Raza
SACC	San Francisco Southeast Asian Community Center
	Source
CC	Comment card
EM	Online survey (random email sample)
LEP	Survey distributed to CBOs through LEP Advisory Committee
MTG	Printed survey
ON	Online survey
PH	Phone survey
WG	Wallgraphic

Meeting/ CBO	Source	Comment
N/A	EM	The cars need replacing, the sooner the better!
N/A	EM	I understand the need for fare increases just as much as I hate it. Not BART's fault that our state and country are not investing in public transit. That said, spread it around-not everyone commuting between EB and SF is rich!
N/A	EM	Do it!
N/A	EM	I do not feel strongly about one option over another -- but I have a senior discount.
N/A	EM	I think it is fair.
N/A	EM	it is a reflection of the hard times we are currently facing. Five cents sounds reasonable.
N/A	EM	It's fair and to be expected.
N/A	EM	It's fair.
N/A	EM	its ok
N/A	EM	It's only fair.
N/A	EM	Makes sense. No concerns.
N/A	EM	Not really, they seem to be necessary and are relatively small increases.
N/A	EM	Seems reasonable.
N/A	EM	Whatever it takes to keep BART running
N/A	EM	Whatever it takes to keep public transportation running...
LAO	LEP	Increase

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
CNC	MTG	Every now and again the rates go up
CNC	MTG	I understand it's necessary
ANT	MTG	Must be hard on commuters. Necessary evil, but fair.
N/A	ON	BART is expensive, but not as expensive as driving with gas being what it is, parking, and wear and tear on the vehicle and person.
N/A	ON	Basically if people want a safe and reliable form of transportation it cost for the upkeep.
N/A	ON	Don't particularly care how it is done . . . all seam reasonable.
N/A	ON	don't really care which one
N/A	ON	Go for it.
N/A	ON	I don't mind.
N/A	ON	I love taking BART to be Eco Friendly to the environment. I think a few cents increase in fare is good. That's my opinion.
N/A	ON	I support the fare increase.
N/A	ON	I'm not crazy about it, but I understand costs go up and public funding is limited. It's still cheaper than driving...
N/A	ON	Inflation-based fare increases are fair and reasonable given today's economy and the public service that BART provides.
N/A	ON	It seems appropriate.
N/A	ON	it seems fair to me
N/A	ON	It seems inevitable.
N/A	ON	It sucks, but out is necessary.
N/A	ON	not crazy about it, but you have a good reason for the increase.
N/A	ON	not happy but necessary evil. Bart is a responsible organization and I have a lot of respect for your integrity and professionalism.
N/A	ON	The price of gas is more than $4.00 per gallon, so there will be more riders. The fare increase should also include legislature pressure for an increase in pre tax commuter benefits that were reduced at the start of 2012 making the effective increase closer to 15% for each East Bay to SF commuter rider per month.
N/A	ON	They appear to be fair and reasonable.
N/A	EM	i understand the need for fare increses, but try to keep them small.
CNC	MTG	Make the increase as little as possible.
N/A	ON	I think that fare increases should be as low as possible to encourage people to use public transportation rather than drive cars.
N/A	ON	If it's necessary to raise fares, best to have more people/riders paying to keep the actual fare increase minimal.
N/A	ON	Thank you for giving us options to weigh, it's always difficult to take this kind of notice well, due to the hard times we're facing.
N/A	ON	Yes - there is a recession going on. Please be gentle.
N/A	ON	Yes. Getting to expensive to ride BART.
HWD	WG	Fare increases are difficult/unpleasant. Smaller (.05/.10) is better.
N/A	ON	I am concerned that the fare increase is not large enough to make a meaningful improvement. Frankly, it is frustrating to see increased fares with no visible results. For example, I'd gladly pay another 75 cents per trip to see really clean seating. And a credible functioning wireless service would be handy too. Transit agencies in general are often too timid to put through the increases needed and earmark them for visible and proven results. The state of cleanliness of the trains is sufficiently bad that I now use my car more to avoid it.
N/A	ON	make it bigger.
N/A	EM	I favor the overall fare increase because even then, BART fare is comparable to other methods of public transportation without targeting one specific area of the population above other commuters. The 5 cent increase would be my second choice because it does not account for longer versus shorter trips
N/A	EM	I feel that a fair increase only on fairs between the East Bay and San Francisco penalizes those living in the East Bay. The first option, the inflation based increase seems the fairest.
N/A	EM	Sorry to hear about it in this tough economic climate, but it's only 1.4%. However, I'm against raising the fare only on East Bay to SF trips. Stick with the original plan; it will also be an easier sell.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	New cars and investment in the system is a real and critical need TODAY. For this reason, I'd be willing to look at a higher increase now; thus my preference for the current fare increase option over the 5 cent system-wide option. I am not in favor of the transbay-only increase because these passengers (and I am not one of them) already pay a premium to go into San Francisco. Since new cars will benefit everyone, I'd prefer to see the increase spread throughout teh system.
N/A	ON	I prefer the inflation-based method because everyone shares the cost increase equally.
N/A	ON	I think doing a regular, inflation-based fee increase at regular, expected intervals is the best way to go, instead of unexpected and potentially large increases every few years. This makes it fair and easy for riders to plan for in terms of cost increase. I don't think targeting specific populations of riders for increases is fair (for example, those who go between the East Bay and SF). And for the record, I am NOT one of those riders; just don't think that's fair.
N/A	ON	If this is BART's inflation-related fare increase, then the 1.4% increase for all fares is appropriate. If this is for a specific route or purpose, then those most affected should pay higher fares.
N/A	ON	Im a person with a qualified medical disability and am enrolled in the regional transit connection discount program and i rely on BART to get me to where i need to go on a daily basis as i do not and will not be owning a car, i strongly support the 1.4% fare increase to all fares and i think many people would agree with me on that. I believe that maintaing the current fare structure as closely as possible while increasing revenue is the most important as we do not want to detour people from wanting to ride bart, because of increased fares the 1.4% increase will be the best option as it will be almost unnoticeable to many passengers and thus less detested by passengers. ridership is up we want to keep it that way.
N/A	ON	Inflation based rounded up to nearest nickel makes most sense, is elementarily rational.
N/A	ON	Inflation basis is the fairest option.
N/A	ON	It's important to maintain the system. Tying increases to inflation seems fair and a good way to keep the increases from becoming political fodder and pitting one group against another.
N/A	ON	Keep the fare increase system as it is. It seems most fair. Don't try alternative fare increases because it benefits some while others bear more of the cost.
N/A	ON	Keep to the current fare increase program, rather than tweaking it. It's most fair.
N/A	ON	the 1.4% increase to all fares is the most fare solution.
N/A	ON	The cpi fare increase is the smartest way to raise fares, keep up with expense increases, and provide money for infrastructure. It is far better than the other options listed, and much better to raise fares predictably and gradually rather than waiting years and doing large increases.
N/A	ON	this option seems the most fair
N/A	ON	Use the current program to increase all fares because it's easy and fair.
DC	WG	Option A is good!
N/A	EM	I think it's reasonable to increase fares for those of us who commute from the East Bay to San Francisco. We usually earn higher incomes and therefore can afford the slight increase. I think it would be unfair to charge an increase on all fares because this would have an impact on a much larger population of riders.
N/A	EM	This would be fair to all riders. Albeit students will be severely impacted (i.e. students like me who commute to UC Berkeley daily). However understandably, if the 10 cent increase for trips between East Bay and SF were put into place, those attending school in SF would suffer marginally.
N/A	ON	-- Percent% will cause longer trips to jump the most... -- 5 cents to all fares will create a minimum of $1.80, which is an ODD NUMBER (many people may have quarters) or understand the fare better at $1.75. -- -- I suggest the 10C surcharge on the transb
N/A	ON	Being a retired BART employee, I have a pass and am not affected. If the net revenues are the same, probably the 10 cent increase in trans-bay fares is the most realistic, especially if trans-bay fares to San Mateo County don't rise.
N/A	ON	I believe the necessarily longer trips between the East Bay and San Francisco result in greater operating costs, so the 10 cent increase for trips between the East Bay and San Francisco would be fair to every rider.
N/A	ON	I don't usually ride Bart into the city, however, almost all commuters are commuting into the city, and this seems like the best option.
N/A	ON	I ride locally (in SF only) and the BART is always so crowded going toward the East Bay so I think those riders who commute in from the East Bay should pay more.
N/A	ON	I travel from Hayward to Daly City and back twice a week and would pay a 1 time increase to get from East Bay to SF and back than pay more per stop.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	It is more fair to increase more from the stations between San francisco because the regular fares of muni is $2.00 for each ride. For the stations through transbay ,I think most of the residents rely on the bart to go SF. If you can provide a monthly pass just like monthly muni pass, then many people will be very happy.
N/A	ON	It makes more sense to increase fares more for the East Bay given that the majority of stations are located there. There are relatively few stops on the Peninsula and to encourage more usage, I suggest holding increases there.
N/A	ON	The bridge tolls have increased and so Bart should increase east bay to sf transportation prices.
N/A	ON	The increase for trips between East Bay and SF makes the most sense, because the alternative (Bay Bridge) has tolls that have gone up even more.
OAK	WG	Agree with fare increase. Support Option B (0.10 increase on Transbay fares) so that vunerable populations in the East Bay are not affected.
N/A	EM	I have very little preference but I feel lthat option c (5 cent to all fates) hits everyone the same.
N/A	EM	I think I like the last option considering that a lot of us lost our transit subsidy so it would not be so painful if everyone ate the cost.
N/A	EM	If you have to increase the fare, the most equitable is the same increase for all users regardless of destination or distance. All riders will benefit from improved service.
N/A	EM	Increase seems fair. 5 cent increase to all fares seems reasonable. I like the "peanut butter" approach to help subsidize all fairs.
N/A	EM	It seems unfair to penalize travelers between the east bay and San Francisco by imposing a fare increase for those travelers and not anyone else. The first option of rounding to the nearest nickel also seems unfair as it cheats BART out of money I know it desperately needs.
N/A	EM	rather than having to do it again later (think the USPS problems)...why not just raise it for the entire system? It's far less confusing.
N/A	EM	The first option does not seem like it would amount to as great a revenue as the third option while being fair to all passengers The second option is very unfair as it solely, in a sense, penalizes passengers who cross the Bay. Specifically for those passengers who commute into/out of the city for work.
N/A	ON	5 cents is best because it is fair for all and doesn't discriminate against those who live in certain areas like the east bay.
N/A	ON	A 1.4% increase spread over all BART users is the fairest way to raise fares *except* that rounding rules prevent the $1.75 fare from increasing. This has the effect of displacing the burden for those riders' portion of the increase onto other riders. So, the uniform 5 cent increase is the best remaining approach.
N/A	ON	Choice C says to me that the peo-ple who use it most pay for that use....,it is the most fair.
N/A	ON	I feel almost the same about the current fare increase and the 5 cents to all fares. In a way the 5 cents to everyone is most fair, and doesn't target a specific population (such as the 10 cent increase for trips between east bay and SF would do)
N/A	ON	I feel the 5 cent fair increase is both reasonable for patrons and fair to all. I shouldn't be punished for living in the East Bay.
N/A	ON	I would recommend 5 cent addition to all fares except those paid by people qualifying for discount fares
N/A	ON	It should be spread across all fares. It is unfair to charge only those who cross the bay additional fees. Please be fair and balanced and raise all fares by 5 cents only.
N/A	ON	Since I commute from the East Bay to SF daily, I voted for C. The amounts for A & B for me are the same, but twice the fare increase with C.
N/A	ON	For crying out loud! The difference between these options is plus or minus a nickel. How many meetings to you need to figure this out? Flip a three sided coin and get over it.
N/A	ON	This is a small increase and there is no reason that the board of directors should not be making this decision themselves. That is why they get paid so much.
N/A	ON	I feel that the small regularly scheduled fare increases is the best option.
N/A	ON	I like small and regular increases
N/A	EM	a necessary evil
N/A	EM	have to increase it in order to extend services..think the sooner the better for all of us.
N/A	EM	I favor whichever option would raise the most additional revenue. BART fares are too much of a bargain. Quality and frequency of service needs to improve, including a spur for a direct Pittsburg Bay Point/Richmond route reversing at MacArthur.
N/A	EM	I think it is perfectly fair. BART trains are already in bad condition in general. I have family in the UK and the trains are clean, safe, and practically delay free. I wish BART trains were this way as well.
N/A	EM	I think its a good ideal, I would ratter ride in a train that is kept up and clean. Also like the ideal that you are extending the trains to other cities. like San Jose :)

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Meeting/ CBO	Source	Comment
N/A	EM	I understand that fare increases are necessary. I think that longer trains consistantly during commute hours should be increased. I have boarded at Montgomery at 5pm and an 8 car train arrives.
N/A	EM	If the 5 cent increase to all fares increases more than the 1.4% overall, then go for whatever raises more money for improvements.
DUB	MTG	I support the increase and understand the need for generating more revenue to cover costs.
N/A	ON	as everything goes up we need money to fix things and yes i rely on bart 6 days a week
N/A	ON	do it...sick and tired of the filthy, HORRENDOUSLY LOUD, trains
N/A	ON	I am an avid BART rider/supporter. I understand the need for the increase and I also hope it brings about cleaner stations, in addition to safer and more reliable service. (In general, if people can "see" changes like cleaner stations, more reliable service, they will be more understanding regarding fare increases....of course, litter is not the issue at hand but worth mentioning.)
N/A	ON	I like the idea. I mean, you say that fare increases are necessary to keep BART safe and reliable? I like it.
N/A	ON	I prefer which ever option raises the most money.
N/A	ON	i still feel the same way i did 7 years ago, charge anything you want if it will lead to running later at night. i would actually pay a higher "late night" fare.
N/A	ON	I support public transportation and I'm ok with fare increases to keep services running well!
N/A	ON	I think the increase is necessary for the required upgrades.
N/A	ON	if it helps with any upgrades/ improvements i'm for it.
N/A	ON	In order for the system to be upgraded the small increase is fine.
N/A	ON	it's great value for the price. I want to support improved infrastructure
N/A	ON	OK since it is so small. HOWEVER, if used to "improve" aging cars, the move to remove seats in the new versions is an unfortunate decision. Not enough SEATS as it is, and disabled and older riders do need seats.
N/A	ON	Please consider using part of the increased fares to (1) clean the cars and (2) fix the Wi-Fi system.
N/A	ON	Please increase fares to the point that you can afford to replace all the disgustingly filthy cloth seats with ergonomically curved plastic seating (that will obviously be easier for your team to maintain cleanliness). If people want softer seats, they can bring a seat cushion.
N/A	ON	Raise it as much as you need to. The cars are gross and filthy. Inside and out. Raise the fare a dollar each way if you need to.
N/A	ON	Raise prices even more! Higher prices, more service. It's silly how full the buses are. Raise prices and use the money to put more buses on the street. Offer discounts to the poor.
N/A	ON	This is good for the BART System.
N/A	ON	Use the fare increase to clean the filthy bathrooms too, at MacArthur Station and especially Del Norte Station
N/A	ON	I know that fare increases a needed, but could the service become better: (1) run a longer train from richmond to milbrae during the weekday (2) clean up those very nasty seats &floors
N/A	ON	I would try mixing one and two. Maybe a % increase (but less than 1.4%) for all (since I think everyone should bear some of the burden) plus a 5 cent increase for East Bay-SF trips?
N/A	EM	Perhaps an increase based on time of day similar to congestion/car pool pricing on the bridge
N/A	ON	I suggest that you make the minimum fare $2.00 like MUNI.
N/A	ON	Why not bring the minimum fare up to $2 so it's in line with MUNI?
N/A	EM	Hope it's not going to lifetime benefits payments - Bad PR
CNC	MTG	I want to see safe and improved (illegible) trains but I think BART unions have gotten out of control.
N/A	ON	BART employees should see pay cuts if passengers have to pay more. It is unfair to make low income people pay for the exorbitant salaries BART officials take.
N/A	ON	Wash the outside of the trains. Your in general doing a good job, however your salaries, pensions, and benefits far exceed the private sector. Your Unions must contribute to the pain tht we are all suffering.
HWD	MTG	Please stop fare evasion BEFORE fare increases
N/A	ON	BART should put a lot more effort to collect fees from cheater. I have been taking BART for the last 12 years. I have seen increased number of cheater who does not pay the fare. The BART's honesty system does not work. BART should put elevator within the gate. When I see the fee increase announcement, it upsets me and I always think why BART is charging more to the honest and loyal riders instead of collecting fees from cheaters. Even you increase the fare, you will have more cheaters.

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Meeting/ CBO	Source	Comment
HWD	WG	Hayward BART elevator allows fraud. Don't increase fares before dealing with fraud.
RCH	WG	Need to address inequities in fares
N/A	EM	If though your increasing the fare I still think the fare is high enough.
N/A	ON	I am fortunately a senior, but before I could get a senior discount, I found BART fares so costly that it almost matched driving a car. I am a big fan of BART and public transit, but don't understand how someone making a minimum wage can even afford to take the system.
N/A	ON	I do value the service BART provides but the fares are already quite high. For example my current commute from West Dublin to 19th St Oakland is $7.70 round trip. If I were to drive into work my gas cost would be about $6.40 for a 48 mile round trip on my car that averages 30 MPG with a $4.00 per gallon gas price. Thus I'm already losing money each day by taking BART.
SFR	MTG	Please present it to the public in a different way, instead of saying, we have a surplus, and oh, by the way, we're raising fares!
N/A	ON	This should be the last of the increases for at least a few years. For people who drive, you need to show that it's better to pay Bart $5.80 to get somewhere round trip, than to pay $5.80 at the pump.
N/A	EM	More frequent trains to make it a more user friendly mode of mass transit
N/A	EM	There has to be a better design for the inside of the cars. The newer cars waste so much space and the seats are too low in the areas for Seniors or people with disabilities. There need to be longer trains starting a little earlier than commute times so I don't have to stand. There needs to be someone in each car to enforce eating and drinking rules, bike rules and seating rules.
N/A	ON	it is great 10 cents increase system wide is the way to go, but if bart can extend to livermore and santa clara in the future you need and can extend to hercules. 4 stations all underground North Richmond, SAN PABLO, Tara Hills, HERCULES. There is no reason why bart cannot be out there that area deserves bart service more than santa clara and berryessa proposed start is 2018, proposed to be at livermore after 2020, so if santa clara and hercules were both under construction then I believe you can be at hercules in year 2022 or 2023 three years later after livermore bart deserves to be out there and it will help I80 freeway just as much as santa clara area and we will continue to bring this up that for the survey you need this at some stations and you need a bart to hercules meeting in the future. Yes all of those 4 stations deserve to be underground.
N/A	ON	I realize it's part of inflation. But BART has some of the highest prices in public transportation and the experience riding it is still not quite pleasant. Homeless people, dirty seats, dirty floors, and short trains during peak commute hours are all part of my daily commute.
N/A	ON	I want BART to stay focused on fast, RELIABLE, and affordable service for EXISTING CUSTOMERS. If extensions are going to jeopardize existing service then perhaps they should be scrapped.
N/A	ON	If we are increasing fares commensurate with inflation, I would expect services to remain at the same levels. Please consider longer/more frequent trains - BART has become over-crowded (fare increase might take care of that though) and enforce your own rules - no bikes on BART during prime commute hours. Services seem to have degraded as ridership seems to have increased - from a 20 year veteran.
N/A	ON	It would be nice to have the plastic seats that's EZ to clean,trains without carpet for better clean-ups after spills,as well as some type of ventilation,instead of the circulated air. And last but not least to have an EXTRA TRAIN ADDED ON FROM SO SAN FRANCISCO TO PITTISBURG/BAY POINT would be great! But only durning commute hours. maybe strating at 3:30. So what I'm asking is, if the bart will be increasing the fare, What will the people who ride bart get so we won't feel like "wow" the fares went up but what changed for the better. it's $8.60 a day plus $1.00 for parking for me to commute to work. I wonder how much more will it be when the Bart is connected to the park&ride on Hillcrest? I did't know about the youth clipper cards that's great I will have to check into that.
N/A	ON	My son who is 6 ft. 3 & 220 lbs. is afraid to ride BART. He is repeatedly aggressively panhandled both on the train from attending school in DT Berkeley on his ride to Fruitvale station & at the exit to Fruitvale station. Why is this tolerable. There is one very menacing man in particular who approaches people constantly on this route during the day & hangs out around the Fruitvale station. He has reported this before, as have others. MUST be more security to get these people to stop pestering people out of the system. My son is a kind person, but rather shy & does not know what to say to this man who has a different story everyday about why he needs money. He gets up close & is physically menacing when he asks for money. More people would ride BART if people like this (panhandling, mentally ill, criminals, homeless) were not shaking people down for money & making them feel afraid. I do not support a fare increase for East Bay ridership that most people use to do errands, school etc. Let the SF commuters pay more since they presumably are earning SF wages.
N/A	ON	Please increase service corresponding to the increase in ridership. Please do not send 8 car trains during rush hour when 10 car trains are clearly needed.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	Unfortunately I have been working at the same pay rate for almost 4 years. My employer uses terms such as economic hardship, current state of the market and other buzz words to not give raises or promotions. The amount increase is minor in the grand scheme of things however over the course of the year this will be another $24.00 for me to go to and from the city. Not that big of a difference, however I am hopeful this revenue will in fact be used to bring the antiquated trains up to date and also to provide more cleanliness to the facilities.
N/A	EM	I think a small increase is reasonable, but it should be shared by all riders, particularly since riders within SF already have an unlimited ride option available.
N/A	EM	Don't waste it!
N/A	ON	BART should share the burden by cutting administrative costs as well as increasing fares for customers.
N/A	ON	I'm fine with a fare increase as long as BART keeps costs under control.
N/A	EM	Can some of the funds be put towards keeping the trains clean as well as enforcing the no music rule? Every week I have to avoid certain seats or put up with someone playing loud music.
N/A	EM	I understand but I'm not happy about it. Makes my commute cost go up at a time when everything else is also costing more and when I am not thrilled with certain aspects of BART service (train cleanliness, no late night service, constant stain construction).
N/A	EM	I wish I could actually SEE improvements in the cars, or at least maintenance. Today I rode in a car that smelled of roasting vomit. The "demo" cars have been around forever yet I never see a refurbished car. Also, why should only those riding the tube see an increase? That's not exactly fair. All riders or no riders should see increases. It should not be destination based.
N/A	EM	Please wash windows with your increased income.
N/A	EM	Riders NEED to see visible signs of improvement for the added fare.
HWD	MTG	I'm okay with the fare increase just as long as it goes for a good cause.
N/A	ON	A fare increase would be acceptable if the funds were to go toward specific things such as: better lighting, signage, and comfort in stations (queue lines), cleaner trains, more Officer patrols on cars in the early morning and evening, etc.
N/A	ON	As long as service does not decrease.
N/A	ON	BART is one of the most expensive public transportation systems in the United States. Before raising fares any further, perhaps BART should consider offering a monthly pass like every other mass transit system in the Bay Area (MUNI in SF comes to mind). That would help eleviate the economic stress put upon daily riders of BART, especially during these uncertain economic times. I wouldn't mind paying the sky-high BART fares if 1) The seats and cars were actually clean (get rid of the carpeting!) 2) BART would do a better job of protecting the riding public from homeless people/rift-raft who constantly harass BART Passengers on trains and in stations 3) BART would have greater frequency and would run in a similar fashion to the NYC subway (If they can do it. why can't BART- and NYC has a cheaper, 24/7 mass transit system!)
N/A	ON	Change trains or seats, FIRST!!! Also at least two or three public restroom for each gender should be available in all stations. Then you should increase fair. Please show your respects to us. Thanks.
N/A	ON	Don't do it unless you are building new tracks and stations.
N/A	ON	Don't do it. If you do raise fares, then make sure that the trains are clean.
N/A	ON	I appreciate that there are inflation and rising costs in the world, but I also appreciate clean and modern BART cars and stations. If there are fare increases, I would like to see some return for the rider. As a daily rider of BART, fare increases affect me the most.
N/A	ON	I don't mind fare increase with condition that Bart improve service to Dublin. Cars are overcrowded at 5 pm and 8 am. We need 10 car trains
N/A	ON	I want to get something for the fare increase. The trains are filthy. I would rather you raise fares 5-15% and get new upholstery and run 10 car trains. It's absurd that BART runs 6 and 8 car trains and they are standing room only. Why not simply run to capacity? Also run trains even more frequently during rush hour.
N/A	ON	I would not mind an increase if BART would clean and update trains. They are smelly and dirty.
N/A	ON	I would support it more if BART were more RELIABLE.
N/A	ON	If it really goes to improved safety then fine. I suggest as a simple starter that you improve the lighting in the outside areas near the West Oakland and Mcarthur stations. Second post a security gaurd in the parking areas. Once inside the stations the security seems fine.
N/A	ON	If the increase allows more trains to run sooner than the pratical 15 min. I would be more supportive of the increase.
N/A	ON	If there were at least 9 cars per train on the evening commute on the Dublin/Pleasanton line, I would be ok with a fare increase. I do not think a fare increase is reasonable when one has to stand for an entire 45 min + ride home at night.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	IF you increase fare and your revenues can you PLEASE change your dirty, nasty, peed on bart cars. Or at least undergo heavy renovation? Its tough to sit down sometimes the seats are so gross.
N/A	ON	If you increase fares you should increase the length of trains. SF bound trains have standing room only by the time they get to Pleasant Hill. Despite what you think, it is not safe for a 5ft person to stand without something to grab on to for support because trains stop suddenly, and due to the number of people having to stand, there isn't always something to hold on to. Tall people do not take in to consideration that they can reach the vertical pole along the ceiling of the train, leaving very little for us short people to hold. Also, what happened to your surplus? I thought you were going to use that to buy the new train cars.
N/A	ON	I'm ok with it as long as it helps improve the cleanliness of the trains
N/A	ON	In addition to increasing fare, more trains need to be added at peak times on certain lines. The 'sardining' is getting really, really bad.
N/A	ON	Increase if only necessary to maintain or improve BART operations.
N/A	ON	Ok if it is used for improving safety, cleanliness, and lighting especially in parking areas such as West Oakland and MacCarthur
N/A	ON	only if we can get longer trains on commute hours and have seats avail.
N/A	ON	Fare increases should be linked specifically to measurable performance by BART (both the system and its employees). At present, the system is dilapidated, filthy, pest-ridden, and unpoliced, which hardly warrants higher costs. Also, revoke the fee (tax) penalty against San Mateo County residents
RCH	MTG	Start fare policy discussion simultaneously.
N/A	ON	more are turning to BART; perhaps a review of the income would help note how much of an increase is needed?
N/A	EM	BART's fare w/in san francisco is already grossly overpriced compared to the MUNI when considering their inclusion of transfers. The minimal increase of .05$ outside of the city is reasonable however, i suppose.
N/A	EM	I stay on the SF side mostly, so 10 cents across the bay affects me the least.... but I would prefer no increase at all.
N/A	EM	Keep it reasonable.
SFM	MTG	Not until comes up
N/A	ON	as long as it's not 10 cents, it's ok
N/A	ON	I understand the need for Bart to have price increases but with such hard economic times Bart must remain the economical travel option in the Bay Area. Prices are already somewhat high when compared to other public transit systems in the US and abroad
N/A	ON	It's already expensive. Just 5 cents. No more.
N/A	ON	It's already expensive. Just a little, no more.
N/A	EM	I would prefer a larger increase now, then leave it alone for a while, constant small changes are anoying.
RCH	MTG	Fare increase for limited time
N/A	ON	The fare to cross the bay is significantly lower than the cost of any other means of transport, while the cost of the surcharge to SFO is dramatically higher to the point of discouraging ridership to the airport. The transbay fares can bear the increase more than the rest of the system because very few people will suddenly decide to take the Bay Bridge rather than pay an extra 10 cents. If my airport fare goes up again, I'll seriously consider just driving.
N/A	EM	keeping fares low may increase ridership especially during this economic crisis and increase in gas prices.. Hopefully , new riders will be introduced to the true value of taking BART and not driving (and parking fees). From the East Bay, where ridership may increase the most, fares should be kept as low as possible, therefore .05 spread over all passengers' fares should bring in even more revenue.
N/A	EM	I personaly don't mind the five cent increase as long as its for all fares.
ANT	MTG	I'd rather there wasn't an increased but $0.05 overall seems fair.
N/A	ON	If it is an annual increase any issue I have is mute.
N/A	EM	Any fare increase should be used to extend BART out to Oakley and Brentwood.
N/A	EM	Hope this fare increase will help upgrade outdated equipment and improve schedule punctuality.
N/A	EM	I hope some of the money will be used to clean the cars. Some of them are "FILTHY".
N/A	EM	i think the increase is for the up keep but the should runn a little latter because as a chef i get off work late from sf and i come back to oakland
N/A	EM	It is a fare increase. But please don't linger the escalator repairs.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	I don't mind paying more but I am appaled by the condition of most trains. There is so much filth in the trains that I wonder if they are ever cleaned. Also, every single day that I ride BART people eat, drink and enter with their bikes during peak travel and no one is ever stopped. You have no enforcement of your rules and, for those of us who do abide by the rules, the incivility that is allowed is a grave concern. Why post rules and not bother to enforce them? Train operators can see that people are getting on the train with bikes - yet say nothing. It is rare that an operator prevents someone from riding at peak travel hours with their bikes. Please, please enforce the eating and drinking rules so those of us who pay attention, don't have to sit in filthy, dirt cars.
N/A	ON	I have no problem with a fare increase, if necessary BUT be smarter about scheduling - more SF - Baypoint trains - Richmond trains are undercrowded and Baypoint trains are overcrowded - and 10 car trains only during rush hours. the 8 and 9 car trains during peak hours are ridiculous.
N/A	ON	BART fare increases are probably never going to stop, but could some of the funds be used to clean the dang train/ sanitize?!
N/A	ON	Look, BART runs on time far better than Muni or CalTrain. The only rule I hate is the bike rule during rush hours, and I think there should be dedicated cars for that, which I think you guys are working on. Fix that, and charge what you want for getting me places on time.
N/A	ON	While I understand that fare increases are necessary I do not see any improvement in the cleanliness of the cars or the stations. Station agents are not helpful - they spend more time talking to each other/BART police than watching the activity going on around them and act like they are being inconvenienced when their help is needed.
N/A	ON	For the love of God, use some of these monies to fix the escalators. Too many systemwide are out of service.
N/A	ON	I have no problem with fare increases as this is how the world works. HOWEVER, I use commuter benefits and since the limit was not raised, I do not get any tax benefits. So the fact that I'm actually already paying more now by taking BART should be put into consideration for many riders. Also, with increases, I do not see any changes in the BART system. I do not see where these increases go.
N/A	ON	I ride BART daily, usually the Fremont line, occasionally the Dublin/Pleasanton line. The 1st thing I feel needs to change is the sour attitude/unwillingness to help...Not all agents, but Im going to say 75%. Please fix that. The 2nd thing..is the elevators. Please update them to be large & faster. The newer stations elevators obviously are really nice. Thirdly-please fix the gates/ wings that open & close by the station agent booth at Hayward. I have got caught in between them & have seen other people get caught in them. Once I was injured. Sometimes Ive been unable to push the orange wings back to get out. Ive sent in BART comment cards a few times, but no one has responded. Nothing works perfectly I realize, but at least get back to me as if Im heard & that you have made an effort to show you care. I have never got caught in any other BART station automatic gates, so there is a problem with those particular ones. Please do more to keep down loitering at the stations where it is a very noticeable daily occurence. Because of these things I'm OK w/a small raise in fares.
N/A	ON	I support the fare increase if it does not go to the police force or at least better training on how to be nice to regular passengers. BART PD has the most rude officers I have ever met!
N/A	ON	I understand the increase is for improvements in the future, but the state of the cars is so poor, apparently little of the funds now go to maintaining/cleaning the cars. Sometimes I will walk through 3 to 4 cars to find a "clean seat". It's deplorable.
N/A	ON	Worth it for better, cleaner trains; as long as it doesn't become a yearly increase
N/A	ON	I believe that the inflation based CPI model is flawed because it doesn't account for food and energy. Using CPI basically does a grave diservice to your poorer riders.
N/A	ON	I do not think that the fare increase should just be assumed to be at 1.4%. I think it should be re-evaluated based on where the money from the last increase was used and what projects still need funding. These audits should be made a part of the public information before the increases are enacted.
OAK	MTG	Study peak hour only congestion pricing
N/A	ON	Employ increases during peak hours in peak direction only.
N/A	ON	How about a rush hour surcharge similar to the Bay Bridge? i.e. 20 cent increase between East Bay and SF 7am-9am and 5pm-7pm?
N/A	ON	how about tiered fares, with non-commute times have lesser fares; or just raise them this time during commute time. Washington DC's metro system does this very successfully.
FRE	WG	Potential for time-based pricing? e.g. all-day passes? Excursion fares? Would encourage off-peak travel.
N/A	ON	Overhaul the entire fare structure with day passes and/or a simplified zone structure.
N/A	EM	I think it would be fair to increase fair more, if there was a bigger discount to commuters who ride bart every day.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	EM	I think that it is high time that there are monthly passes available to riders across the system. It's inequitable that certain riders have that option but others don't.
N/A	ON	Fare increases should be applied to discounted tickets to spread the burden of paying for BART and keeping BART service safe and reliable.
N/A	ON	I think BART should introduce zone based fares and offer season tickets for unlimited travel in the zone for a day, week or month - this will increase weekend usage and reduce road congestion
N/A	ON	I think some type of daily or monthly maximum BART fare on using Clipper should be implemented. Perhaps it could be something like 1.5 times the round trip fare between the city pair traveled. Another good idea would be to have a BART 40 rides a week club to encourage commuters to take BART to other events, which if done off peak would not cost BART extra money since off peak trains usually have many empty seats that could hold passengers.
N/A	ON	Bart should increase the fare on regular fare that people buy from the machine but provide a discount on clipper in order to movtivate people to use clipper in the future.
N/A	ON	The 5 cent increase would affect the same way the East Bay and San francisco one would be, BUT it gives the exact same opportunity and idea for every other place in BART. Increasing just a single place is very unfair compared to every other place that goes at the same DISTANCE. Bart currently is charging for distance. By charging another 10 cent fee for going across the bridge, it's yet another reason for people to shy away from BART and try another route. If every other place is given inflation, then it would not change opinions. I had another idea for increase in fare--why not raise the price of the tickets like you originally intended, BUT give a 5-10 cent discount for around trips/tickets over 7 dollars? It will promote people to make round trips with BART, still allow inflation, encourage people to buy higher priced tickets, yet at the same time, the discount allows people to try out BART more often
N/A	ON	Will BART be providing more ways to get discount fares such as buying a bulk amount to help travellers sucha s myself who have to commute everyday for work? The increase is pretty high regardless when you start calculating it for the month and I fear that if it keeps rising I will have to start looking into alternative ways to get to work into SF.
N/A	ON	You should adopt a fare increase for those who use paper tickets. Caltrain is also increasing fares, and they are only increasing fares for passengers who uses paper tickets, not to passengers who uses Clipper.
N/A	ON	This constant minor increase in fares is just annoying. Why don't you just increase it a proper amount and keep it set.
N/A	ON	I think it is smart to spread the rising cost of transit over regular intervals. Rather than spiking, passengers will have an easier time adjusting to regular but small increases. What I do not like is an increase in the minimum price. Taking BART for just one stop should financially be an easy choice to make. Make sure the price stays at $1.75 for a long time. Also, passengers riding close to an entire stretch on BART should get a break, since they are the ones using BART where it has extra capacity; they should be enticed to ride it as much as possible.
N/A	ON	Keep the minimum fare unchanged -- stay competitive with other transit providers.
N/A	ON	Please consider a zone-based pass or a pass accumulator so that there is predictability in spending. I don't mind if fares increase more often as long as I know what the fare will be every month. I don't take BART as much as I would otherwise because I have to micromanage every trip now.
N/A	ON	Regular, inflation-based increases seem most fair to all. Windfalls should never be used to reduce fares, but should be use for improvements and/or unexpected expenses.
N/A	ON	Should be implemented every other year, or less often
N/A	ON	Small regular fare increases amke sense; so why aren't you regularly replacing train cars? In the same way that small, regular fare increases are affordable, so it could be with train cars. This way all the train cars don't have the same remaining useful life.
N/A	EM	It should be an easy number to add, multiply, etc. when calculating fares
N/A	ON	BART should take this opportunity to create a reasonable, logical fare increase that brings BART in line with other transit agencies and encourages Clipper card usage. This can be done by: (1) reducing the discount fare to 50% of the regular adult fare rather than the bizarre 62.5% and (2) replacing the cumbersome high-value ticket Clipper fare category with a standard e-cash discount (like Golden Gate Transit does).
N/A	ON	I'm fine with it - I'm just hoping you can use some subjective, rider-focused common sense in making the decision. By that I mean I, along with obviously many others, commute from Lafayette to San Francisco, current fare $4.45. Under two of the options, our fare rises to $4.50 - nice and easy, and an even $9 for a round-trip. But if you add the 10 cents for using the tube, then our fare becomes and unwieldy $4.55 and $9.10. Can we just use common sense and make ours an even $4.50 no matter what? Please?

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Meeting/ CBO	Source	Comment
N/A	ON	It would make people's lives much easier if fares were rounded to 25 cents rather than 5 cents, as right now, there are something like 90 possible fares on BART.
N/A	ON	Management should also reduce operating costs significantly to afford new train cars
CNC	CC	It all sounds good. The one problem is the percentage of money that BART keeps because the economy is bad. One can hope that we can solve the problem with government help and not from the riders.
N/A	ON	I think BART should look at parking fees at all stations as a way to raise funds as well as fare increases.
N/A	ON	I wish you would charge more for parking. I could be wrong, but it feels like those of us that do not drive subsidize parking for those who do with our BART fares.
N/A	ON	Most of the daily commuters commute to San Francisco, since they make up the majority of your commuters, charging them more makes sense. Also BART should consider increasing BART parking from $1 to at least $5 or more, depending on station. $1 is a really good bargain considering that parking in San Francisco is over $20 a day plus $6 toll or $15 a day in Oakland. BART should have more money set aside for the future to replace the BART cars. I would not mind paying $5 or even $10 for BART parking since my employer is paying most of it with commuter checks. BART should be like most for-profit companies where you get the most out of people's pocket. AC Transit, MUNI and Caltrains is already doing it, why not BART.
N/A	ON	The 3 options offer minimal differences: the 10 cent transbay increase may help reduce peak congestion a tiny bit....Why not implement paid parking at ALL BART station lost? Each space costs about $15K-$20K, and at $2/day that takes 15,000 parking days to pay for each space. A more reasonable payback period is called for, IMHO.
N/A	EM	I am aware that running BART all night (maybe just on the weekends?) costs extra money for BART e.g. to keep the trains running, but I am pretty certain that more people would travel to the city which would boost the economy. The extra money in fares could possibly eliniate the need for hikes in BART prices.
N/A	ON	As a regular commuter, I would pay a higher fare to access something like an Express Train that had limited hub stops in the East Bay en route to SF destinations like downtown, the Mission, and SFO.
N/A	EM	A transbay fare increase is not fair to those commuters that DEPEND on BART to get to work across the Bay. Unlike most commuters within the cities of SF or Oakland, transbay commuters have little to no other option for getting to work. Don't burden us with the entire fare increase!
N/A	EM	Better to increase the fare for all riders equally (since the funds are to benefit entire BART system, not just one subset of riders), rather than putting the weight of the increase on trans-Bay riders.
N/A	EM	Fare and increases to fares should be based on length of trip. Fare increases should be equal in percentage no matter trip taken.
N/A	EM	Happens. I do not think that people traveling across the bay should be penalized. If there is going to be an increase EVERYONE should have to pay/
N/A	EM	I am against a fare increase via east bay since there is no discount program for frequent riders coming from the east bay, people who also typically have a lower yearly income.
N/A	EM	I don't think the 10 cent transbay increase is fair, as people who commute from the East Bay already pay so much more than people who commute within San Francisco. My other concern is making a trip to SFO more expensive, as it's already pretty steep.
N/A	EM	I think isolating east bay to SF is bias
N/A	EM	I use BART daily for trips within San Francisco, and trips across the bay less frequently. BART has always been a pay per mile system, and it seems fair to maintain that during fare increases. The greater the distance, the greater the cost. If there are specific infrastructure costs that relate to the Transbay Tube that justify increasing those fares, I feel they need to be outlined before adopting Option B.
N/A	EM	Increasing fares one way only is discrimatory
N/A	EM	It's is not fair that east bay to sf commuters are being penalized. If there will be an increase it should be minimal or nothing; if at all it should be acrossed the board.
N/A	EM	Its so terrible to propose only charging more to people who commute from the east bay to san francisco!!!! I hope they use the extra money to get rid of those disease filled seats they currently have.
N/A	EM	Its wrong to only single out one area of riders to fund everyone else.
N/A	EM	Only charging extra for EB-SF trips seems unfair to those who make that trip.
N/A	EM	Penalzing transbay commuters is unfair, keep the current fare model but up the percentage to 2.8% increase per year.
N/A	EM	PLEASE do not go with the increased fare across the bay. it is already so expensive, and those of us who must commute but don't have fancy corporate jobs are really stretched paying bart fares.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	EM	The fair increase should be shared by all riders, not just those from the East Bay and SF.
N/A	EM	The increase should be across the board instead of just East Bay to San Francisco lines.
N/A	EM	The people who use the system should pay for the upgrades.
N/A	EM	Why would the people using BART in San Francisco only not have to incur any of the additional cost? Also, every four years, the BART employees are always going STRIKE!!!!!!! The option then is to increase fares to cover that. I am just wondering if that subsequent fare increase is being mentioned.
N/A	EM	you should not increase the sf to oak price!
DUB	MTG	Add a similar or greater increase to fares from San Mateo County stations to San Francisco
CNC	MTG	Need to be fairly applied
OAK	MTG	Remove the anomalies in fares such as from Fremont to Dublin
OAK	MTG	Yes - Ditch the "urban zone fares" and go back to max-2-station minimum fare (C.B.D.'s excluded)
N/A	ON	a 10 cent increase on fares between the East Bay and San Francisco puts an unfair burden on commuters. Better to increase all fares.
N/A	ON	A flat rate increase on all fares is bad... Regressive on shorter commutes.
N/A	ON	All BART riders should contribute and riders should see and experience improvements with these fare increses.
N/A	ON	All users should pay in proportion to the distance they travel. Now, inner-city travelers pay more than suburban travelers.
N/A	ON	An "even" distribution of a fare hike using a percentage increase seems appropriate if the existing fare structure fairly distributes the cost impact of each trip. I've assumed that much of BART's fare structure is based on something like a cost/rate applied on a per-passenger-mile-traveled basis uniformly (save in San Mateo?) across the system. That generally seems appropriate to me despite the fact that running a train from Dublin to Bay Fair with only one passenger costs more (per passenger mile) than a packed train from 12 Street to Daly City. As such, a uniform 1.4% increase across the fare chart seems fair. That said, a small (less than 10 cents) per-trip increase in the most heavily congested trips (during the most heavily traveled times) can reflect the *value* of those trips. This approach diverges from the cost-recovery aspect of fares. But in a way, it does capture the external costs (like having to stand cheek by jowl with the mouth-breather going under the bay) of overcrowded trains. It may also help people warm to the idea for a future congestion-pricing approach.
N/A	ON	Any fare increase should be felt system wide, not just people who live in the East Bay. We all use the system, we should all have to bear the burden of rate increases.
N/A	ON	Anything to get new seats, but everyody should pay not just east bay to SF
N/A	ON	as an east bay commuet, i prefer not to be singled out for trips to and from east bay
N/A	ON	BART should implement a more progressive fare-increase system in which trips from BART stations that serve more affluent communities should cost more than trips that originate in poor communities. For, for example, fares should be increased for all trips originating from the Dublin/Pleasanton Station but should be decreased from trips originating from Fruitvale, West Oakland, 16 Street/Mission, etc.
N/A	ON	Currently riders from the far east bay (Pittsburg/Bay Point and North Concord pay over $6 to ride to destinations on the Peninsula and those from Pittsburg are also paying for parking. Another fare increase impacts the working class significantly.
N/A	ON	do it across the board for all riders.
N/A	ON	Do not increase fares to SFO Airport station any further or give a larger discout to airline employees! We earn the least among Bay Area workers but pay far more to BART than any other commuter.
N/A	ON	Don't penalize commuters with the highest rate increase. Keep the homeless off the trains to reduce the money spent cleaning the still filthy seats!!
N/A	ON	Don't penalize people traveling between the East Bay and San Francisco.
N/A	ON	Everyone needs to pay their fair share. Do not assume that people traveling trans-bay are somehow more affluent, and should therefore bear the brunt of the increase. The increase should apply to all fares.
N/A	ON	Everyone should share in the cost increase. I am totally against increases for those who ride between the East Bay and SF. It feels like punishing those who live across the bridge. We already pay tolls when we want to come into SF, the Peninsula doesn't have to do that. The majority of people who ride BART from the East Bay are working people, and every increase is problematic.
N/A	ON	Fare increase burden should be shared by all
N/A	ON	Fare increase should apply mainly to the far ex-urban stations. They receive a disproportionate subsidy.
N/A	ON	Fare increases need to be applied ratably throughout the system - not just making East Bay users pay more.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	Fares are already quite high, and it does not seem fair to put the burden of additional expenses primarily on East Bay riders.
N/A	ON	Flat fare increases use urban core travel to subsidize long distance suburban commutes. Often times, core riders are heavy transit users (who don't just use BART to commute to work), and it's unfair to increase the relative subsidy for well-to-do, car-owning suburbanites who drive to far-flung stations.
N/A	ON	for those of us commuting in sf to/from east bay - don't make us bear the brunt of these maintenance costs!
N/A	ON	I am strongly opposed to increasing fares only for trips that use the Transbay Tube. Penalizing the everyday users of the system (those commuting to/from San Francisco or to/from the East Bay) is unacceptable; this is especially egregious given how much the system already subsidizes fares for the far-flung, sprawl stations.
N/A	ON	I dislike the 10 cent increase between the East Bay and SF. This seems like the most unfair of all the options presented.
N/A	ON	I do not think it is fair to charge transbay riders alone for the increase since we need to get as many single occupied vehicles off of the bridge as possible. I prefer to spread the fare increase equally. Not everyone who crosses the Bay is wealthy.
N/A	ON	i don't agree with raising transbay fares. this seems to punish people who can't afford to live in the city, and/or daily commuters. city muni riders continue to benefit by having monthly options to ride bart within the city without fares being increased, so my perception is that fare increases are geared towards transbay riders who ride bart every day.
N/A	ON	I don't think it's fair to "punish" those people who commute between the East Bay & SF or vice versa . . . make everyone pay their fair share.
N/A	ON	I don't think there should be any additional charges to trips routed through the Transbay Tube between SF and the East Bay: the surcharge is already significant. Also, I really hate the huge surcharge on trips to SFO airport.
N/A	ON	I generally only take Bart between the East Bay and downtown SF. I feel that placing the larger share of the increase (.10 increase on only those trips) is taking advantage of the necessities of living in the Bay Area. It would make me feel like I'm being punished (which I already do, given how long we've been waiting for Bart to be extended to Antioch.)
N/A	ON	I ride BART regularly to my job. I have done so for many years. Why should the East Bay pay the most? That is not fair!!
N/A	ON	I support either the current program or the 10 cent increase between the East Bay and San Francisco. I like that BART charges by trip length; I don't think that short, local trips should have to subsidize long commuter trips. A 5 cent increase to ALL fares is the highest percentage increase in short trips.
N/A	ON	I think that the increase should be evenly across the board and not penalize riders that cross the bay especially since we pay the highest fares already.
N/A	ON	I think the idea of just increasing fares for those between the East Bay and San Francisco is not a fair / just one. It's also a missed opportunity for BART to gain revenue.
N/A	ON	I would like the hike to be spread to all riders, not just the transbay folks. That isn't fair.
N/A	ON	I would resent paying more when my Fremont/Richmond trains at commute time are only 6 cars long and in the morning SRO at Hayward, and in the evening SRO at 19th Street.
N/A	ON	I'd rather they didn't occur, but if they are needed please implement a fair fare system.
N/A	ON	If it has to be done, it should be comparable across the system, rather than penalizing those who live in East Bay.
N/A	ON	If rates increase, they should increase across the board for all users, and not just one subgroup (East Bay to SF).
N/A	ON	If you have to do it, you have to do it. But be fair and have everyone pay a little.
N/A	ON	I'm a daily East Bay to San Francisco commuter and I STRONGLY OPPOSE having my fare increased but no others! Otherwise, I understand that a fare increase is necessary.
N/A	ON	In terms of efficiency and raising revenue to replace BART's aging fleet, it is best to raise fares on those with the most inelastic demand in order to create the least deadweight loss. The people who take BART from Embarcadero and Montgomery have very high average incomes, and so this should not be a social equity concern. In an ideal world, transit would be free in order to encourage transit-oriented development, but BART has large unfunded capital expenses upcoming, and it would be best to raise fares in the way that would least affect ridership. It might even reduce congestion on BART, which will only get worse as population grows.
N/A	ON	Increase fares between San Mateo County and San Francisco also by at least this much.
N/A	ON	Increasing just trips between the east bay and SF seems to unfairly affect certain patrons. It is better to spread the fare increase to everyone than focus on just those going between the east bay and SF

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

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N/A	ON	It might be worth thinking about the income levels of patrons going to and from different stations. I would assume patrons staying in the east bay to commute earn less on average than those commuting to SF. Moreover if BART is at capacity going to SF it seems like there is more price elasticity for those trips than trips happening within the e bay. It is cheaper and less time for me to drive from Berkeley to Oakland for my commute, but I take BART because I should.
N/A	ON	It seems most fair to treat all riders the same for the fare increase.
N/A	ON	It should be equal for everyone.
N/A	ON	IT SUCKS BUT IT IS MORE FAIR TO SPREAD IT AROUND RATHER THAN SINGLE OUT CERTAIN AREAS.
N/A	ON	It would be ridiculous to put the full burden on trips between the East Bay and San Francisco.
N/A	ON	It's not fair to put all the burden on East Bay to San Francisco trips.
N/A	ON	Keep in mind that it is likely none of BART's ridership is getting a raise in 2012.
N/A	ON	lower fares to SFO, and keep prices in line with caltrain!
N/A	ON	Make it fair across all lines.
N/A	ON	Much more fair to spread the additional cost to all passengers, regardless if they go through the transbay tube or not.
N/A	ON	None of these options addresses the basic problem with fares that encourage longer trips over shorter trips. Longer trips use more resources to serve fewer people. They also widen the range of commuting, leading to more automobile trips by commuters who need to travel as far in order to compete for jobs, since the expectation of the distance that one commutes is independent of whether BART is available or not. They broaden the pool of workers, which not only lowers wages, it facilitates job discrimination by ensuring that minority applicants for jobs will always have to compete with non-minority applicants, even in areas where minorities are the bulk of the population.
N/A	ON	NOT FAIR TO INCREASE TRIPS FROM EAST BAY TO SF SINCE THESE ARE MOST OF YOUR COMMUTERS!!!!
N/A	ON	Option 2 -- Increasing fares only between East Bay and San Francisco is not equitable.
N/A	ON	Perhaps offering discounted, rather than free, fares for family members of BART employees would help the revenue situation.
N/A	ON	Please be sure that an increase at least this much applies also to trips between Daly City/San Mateo County stations and San Francisco (but not East Bay) stations. It was either 1974 or 1975 - I forget which - when the Board decided that a Daly City surcharge should at least equal the Trans-Bay surcharge. The money raised should go to general BART purposes, not just to San Mateo County service.
N/A	ON	Please do not put the fare increase on East Bay riders--this is unfair and discriminatory.
N/A	ON	Please take this opportunity to rationalize the fares. For example, the one-way fare between MacArthur and Concord is $3.65. However, if I get off at Orinda, go through the fare gate and get the next train, I pay only $3.50. There are several other places where it is cheaper to break a trip in the middle than take a non-stop trip. Please revise the fares to eliminate this issue.
N/A	ON	Rather than hitting specific trip origin-destination pairs, fare hikes should hit all users unless fare hikes are tied with specific regional improvements.
N/A	ON	Ridership has been going up; that should be included in decision making. I have not received a salary raise in awhile; my child is a college student and tuition has gone up.
N/A	ON	Specific targeting such as "between East Bay and San Francisco" is not fair.
N/A	ON	Sucks, but I just hope those of us who commute 5 days a week to SF aren't picked to pay for the increased amounts. It should be distributed equally. Considering there are further trips, ie Fremont to Richmond or Pitts/Bay Point.
N/A	ON	Systemwide and on a length of trip basis seems to fairest way.
N/A	ON	the 10 cent option is unfair increase to transbay riders. The 5 cent increase should be fair if the original fares were based on distance. The 1.75 minimum should be bumped to 2 dollars to get inline with bus fares.
N/A	ON	The burden should be shared by all riders, NOT just those who commute between SF and the East Bay.
N/A	ON	The distance-based fares are fair. If you have to raise fares, people who put more stress on the system should pay more.
N/A	ON	The east bay pays far enough to transit into SF.
N/A	ON	The fares should be based more on distance than between counties. It is unfair to charge more to go from SF to SFO than from Orinda to Pittsburg/Baypoint.
N/A	ON	The increase in costs should be shared across the board, not just be those using BART to and from the east bay.
N/A	ON	The long distance fares are already too high. This choice fixes a little of that imbalance. Penalizing the East Bay riders even more by applying all of the fare increase to only them ISN'T right!

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	The majority of riders are transbay riders: don't place the burden squarely on their shoulders, even though they are the least likely to leave BART due to bridge congestion.
N/A	ON	This should be fair to everyone and not affect trans bay riders only.
N/A	ON	upset the least amount of people
N/A	ON	Whatever is decided the fare increase should be distributed evenly among all riders.
N/A	ON	why Penalize just the East bay riders...stop offering non-working Bart employees free or discounted fares.
N/A	ON	Why would you even have an option that puts the burden on East Bay Residents and no one else (Option 2)?!
N/A	ON	Yes. We are part of the MOST expensive fare between stations on BART EC Del Norte-EC Plaza. Please use mileage, not stops to determine your fares and disenfranchise us.
OAK	WG	Ditch urban fare discounts. Longer ride for minimum fare.
DUB	WG	Increase in San Mateo fares should be equal or greater than the transbay fare increases (surcharges)
DUB	WG	Increases in transbay fares should be balanced across the region
OAK	WG	Standard increase per station
OAK	WG	When considering Transbay fare increases from East Bay to West Bay, be mindful of the impact on lower income workers that commute. Lower fares for low income workers.
HWD	WG	Which increase is less impactful on the poor? Fare increase in which direction (East Bay-SF, SF-East Bay, etc.) more impactful?
OAK	CC	SFO Airport fare increases should be a separate consideration.
N/A	ON	if BART wants to do any kind of increase,how about decreasing fares to SFO airport?
N/A	ON	Make sure kids and seniors do not have to have an increase
N/A	ON	The fares are high for individuals on low incomes-please only raise fees when you need to. Thank you.
N/A	PH	Yes, I'm interested in college students that need to use BART that live not on campus at Berkeley and other places, i they could be included in the youth prices. I don't know if that would be allowing people till age 23 or so, but the college students are really suffering. I'd like that to be taken under consideration in any increases. And i hope they're under youth now. I'll find out. Thank you.
N/A	ON	I feel since we did an extension to SFO airport and now in the process to extend the Bart to San Jose. The increase should be more for people buying tickets going to SFO and upcoming San Jose project. It's makes more sense!
N/A	ON	Bart should sometime give back to the current Bart user to say were glad you are excepting this rise in fee which will happen anyway just to we thanks you for spending your monies.
CNC	MTG	Your economics cost savings - 5% is a joke - business and industry use at least inflation plus a little more - if labor is 70% of cost structure it is not viable.
HWD	WG	Yearly increase is not accurate, over-inflated. 3.0% translates to millions of dollars - the amount must be accurate, it shouldn't be arbitrary.
CNC	MTG	Yes, it is hard to choose [an option for Question 1] because it is not clear how often the increases will happen. If they happen every 2 years or no
SFR	WG	Why every 2 years? How about small increase annually?
N/A	ON	I have looked at the table on this main page, but not the one linked to the page. I am unclear, based on the sample table, which option would impact me more and which would raise more revenue for BART. I feel, however, that BART should be able to answer the following questions BEFORE I am asked to pay any more $. 1. What about the ops surplus BART is projected to have next year? 2. What about Measure B? Won't that stave off some of this? If so, how much? If not, WHY NOT?! What would we need to do to get glaring problems fixed? 3. Why not raise parking fees at your lots? Market value would garner a lot of $$$ I should think, or are you afraid of scaring away choice riders? 4. I want a great deal of input on where/how the $ are spent, since I must ride this system, whether or not it really works for me. I want the major accessibility problems at existing stations fixed before we create new problems at new stations we cannot afford!!!
N/A	ON	The BART board needs to detail exactly where the increases will be applied in terms of expenses to justify the fare hikes.
N/A	ON	Whatever happen to that extra money that Bart wanted temporary reduce fares last year? This could have been used to delay fare increases. If the money went into cleaning the cars, I don't really see the results as most of the Fremont/Richmond line cars that I ride on look dirty still. As for the fare increase, it is tempting to impose the transbay 10 cent hike but I'll side with a more fairer increase which is 5 cent for everyone.
N/A	EM	Can't they be delayed til November?

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Meeting/ CBO	Source	Comment
N/A	EM	I don't like it, instead Bart should look at redesigning their entry / exit machines I see people jumping over machines and not paying. Or have Bart police give out tickets for riders that don't pay. I commute on Bart and every night I see at least a dozen or more people not paying a fare.
N/A	EM	instead of increasing fares your agents should watch all the poeple that jump the gates, instead of been reading books, i have seen a lot of this. in that way bar will make a lot more money.
N/A	EM	Budget better and train your workers to be more efficient or hire new ones that can
HWD	MTG	Local sales tax funds should be used for operations.
HWD	WG	Don't like the idea of riders financing capital improvements. Use Measure B or other local sales tax funds for this.
N/A	ON	Charge for parking at all stations instead of fare increase or increase the daily $1.00 rate.
N/A	ON	Lower fares instead and charge market rates for parking to raise the money of the new fleet of cars. After all, BART is a transportation agency, not a parking agency.
N/A	ON	Please no more fare increases! Costs for everything are going up and regular working people are being nickeled and dimed to death. Instead, try to increase ridership to boost revenue.
N/A	EM	BART should compensate its management according to their usefulness. Cut excessive pay and people who don't deserve their pay (unfortunately, these are probably the people making the stupid decisions for BART). Use this salary money to improve BART infrastructure including the seats which wreak of grossness.
N/A	EM	I do not agree with any fare increase at all. I propose that you first look at gold brick union-sponsored jobs that can be eliminated like a "turnaround operator" at the end of the line. Don't say you don't have such. I know an operator and I see it everyday at the Pittsburg station.
N/A	EM	When corporations need to make ends meet, they layoff employees. Only the best employees keep their jobs. BART is run like a quasi government firm and should look into finding other ways to raise capital, i.e. cut the fat, reduce overhead and yes, layoff employees. Warning: You may have a BART Rider backlash where people will find other ways to get to work and you are stuck with even less revenue than anticipated. Take the example from the banks that wanted to charge ATM fees and customers took there money elsewhere.
N/A	ON	don't increase the fares. you already have a very expensive system in place. replace all of the union workers with non-union workers that will accept lower wages. stop paying the chief officer 6 digits. it's not rocket science here people. no one should get payed $30/hr to drive a train. ever. period.
N/A	ON	End lifetime medical benefits after 5 years. This should take care of most of the expenses. BART is expensive. Charge employees and dependents for riding on the system. Charge BART employees for parking at BART like customers. When the system was setup
N/A	ON	I don't support ANY fare increase. You are presuming that the public can be forced to choose among different fare increase options. Before you can get any type of support, you will need to publicize your finances including the number of CURRENT and RETIRED employees making over $100,000 per year. It's BART's long time mismanagement of funding and finances that's the issue. Sticking customers for unending price increases is no longer acceptable.
N/A	ON	I think it is unwarranted and unnecessary. Administration/management at BART is making too much money and poor decisions.
N/A	ON	I think it's absurd that BART is considering a fare increase. Rather than pass the costs on to riders, take a high-level look at why the train operators and administrators are often 150-200% above the pay grade of market pay, and adjust that. Sure it might mean some painful layoffs or reduction in salaries, but it's austerity that's necessary to maintain public perception.
N/A	ON	In difficult econonmic time . BART have not consider to reduce pay for Executive and cut benefits to other wage workers. These higher expenses were part of BART police wrong doing in the past, and carrying it to passangers. Have they even though of consolidate some upper management's job to eliminate some cost. This is the subject never being discussed openly in the media. What an ashame to ask for more money year after year.
N/A	ON	Isn't upper management already paid too much? Isn't it time for them to go without, like most of their riders have during this recession?
N/A	ON	Just like everyone else, at this time there should be no more sacrafices for the customer, maybe forgo a cost of living for the employees for a couple of years or less bonus like everyone else. For what we pay not service is average at best and now you want to charge more. Highway robbery.
N/A	ON	Question 1) NO FARE INCREASE No fare increase is needed. You need to cut the pay of employees at bart so that they are more in line with what the Private sector would pay similar people with the skill set. A station agent shouldn't make more than $40K a year. They can bart in from Low cost pittsburg/bay point where $40k can go a long way still (including home ownership). I see a lot of nice cars in the "Station agent" parking spots outside bart.
N/A	ON	reduce employee's wages just like every company is doing in the country.

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N/A	ON	We need the increases to make sure the Unions are overpaid.
N/A	ON	When your BART train driver went on strike I'm sure the world was shocked to learn they earn over $100,000 per year. With a lousy economy, why not reduce their pay so riders don't suffer!
N/A	ON	why is it always have an increase every freaking year?! why not reduce ALL employees' salaries? Especially those "agents" in the booth. They are useless.
N/A	ON	Why is it that the passangers are always the one that pays this price. What about the bloated pension /benefits/pay to you BART employees/staff. An example of this price is the shorter cars during commute- over time you've really paired back on service while increasing fares. What about a 5% pay cut across the board for all BART employees??
N/A	ON	Why is there no option, in #1, for "zero" increase? Anyway, my view of this increase: it sucks and your premise about "necessary" increases is bullshit. BART fares have increased many times faster than inflation -- along with the ridiculously generous salaries and benefits of BART's mostly worthless employees.
N/A	PH	Yes, I will not be able to afford to come to work pretty soon. I'm already between Berkeley and Oakland, with a bus - see, a lot of people don't live right next to BART, so we have to factor that in. So it's already over $7 - $7.40, I think it is, for me to do that. I made $20,000 last year, so you can see from that - it's just not affordable for me. The other problem is I found out - somebody told me that the booth people make $32 to $35 an hour - that is ridiculous. And I heard also that they need a raise. When nobody else got a raise. I certainly haven't had a raise in 10 years. And a lot of times when I look they're just sitting around doing nothing, chatting, 3 at a time. I find that very offensive and insulting to the rest of us that have to work really hard and don't get paid that kind of money.
OAK	WG	Instead of always increasing fares to raise needed funding - you need a better, more long-term plan in place.
CNC	MTG	They should stay low because the majority of the users are low income
N/A	ON	NONE! I am a full-time student who works one job and I am struggling financially to get by! I have to pay for my own meals and transportation M-F. This is not fair if their will be a FARE INCREASE! Many student commuters will be unhappy with this! I believe BART should come to commuter campuses to explain and make it transparent as to why this FARE should increase! Or else no one will be happy. Just the way you came to our school to present new beautiful seats for the future of our BART Trains, I think if its about BART FARE INCREASE it is highly recommended for people to present as to why its important to have this FARE INCREASE, and where it will go specifically.
RCH	MTG	Would like to see fares remain the same. In fact a flat fee for all ridership.
N/A	ON	I think we already pay too much as it is in BART fares. We need to have a one price fare for all destinations.
N/A	EM	Bart should not increase its fare under no cirmcustance. I'm almost certain the fares were incresased several years ago. Bart need to learn how to manage what it's currently recieving and implement a plan that would include ensuring safe and relliable service without reductions.
N/A	EM	Didnt BART recently have a surplus that they pissed away. Why not attempt to maintain a balanced approach to budgeting
N/A	EM	i am wondering why do the public always have to pay increasd fares behind barts money issues and mistakes? because i dont think it is fare when i have to pay for other peoples mistakes when i always pay my way to get from point a to point b?
N/A	EM	I believe with everyone trying to get back to work, maybe BART should leave current fares alone and figure another way to raise cash for new cars. Also not happy with salaries of BART board members and other financial issues with BART that also affects riders.
N/A	EM	No new money: Use the money you have more efficiently. Scrub down the old cars and use them for 10 more years. BART has a reasonable network, facilities, equipment. A little shabby or not, the system works. It never was and never will be "gorgeous". It wasn't designed that way. No pay raises for staff.
N/A	ON	Bart board members should have be aware of the economy. Emloyers are cuting wages on top of bieng a victum of inflaton. Bart has a surplus budget increase in ridership. You need to focus on runing the system effeciently rather than exploitng helppless riders.
N/A	ON	Bart really needs to do a better good managing it fiscal house. Hopefully with a new GM you will get your budget inorder and not ask the ridership for a fare increase . This is important to us. !!! Really it is !!!!

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N/A	ON	Bart recently wanted to give a temporary fare reduction. Now it wants to give a fare increase. Bart sends Board members and executives to conferences at the taxpayer and Bart rider expense. Bart is buying new seats for old trains that will soon be replaced. Bart is a wimp dealing with the unions or is in cahoots with them and gives them exorbitant raises, benefits and pensions. Escalators, elevators, and restrooms are not maintained. Bart does not have enough parking spaces. Parking should be free at all stations and have enough parking spaces. Whenever parking spaces are full, Bart should have information to customers of alternative parking so their vehicle will not get towed!!! Bart executives should sacrifice some of their extremely high salary and benefits to be in line with the common man/woman. Use Bart's Executive salary and benefit reduction and take back union sweet deals to keep or reduce Bart fares. Don't put new seats in cars that will soon be replaced.
N/A	ON	I don't think it's necessary, find cuts somewhere else.
N/A	ON	I feel that the government should pay more for this and I think the tax payers have contributed enough in general to this project. BART's fares are already high enough and have been that way for so many years, there's no way in my mind that some of the fare money can cover the extra costs (although I'm guessing this means that there hasn't been enough profit money put aside to help with improvements/maintenance). The fact that BART has run so many years without replacing/improving trains over time (especially the seat material) is appauling to be honest. I and many others would like to know where the profit money has gone all these years?
N/A	ON	I have been paying taxes for a long time to get the BART extension - nothing so far; I want to see value for my money. BART needs to become more efficient, rather than asking for more money. Everybody has to tighten up.
N/A	ON	I have used mass transit systems in other US cities as well as Paris, Rome, Madrid and Lisbon. No where else have I seen fares as high as BART This rate increase is unjustified! Lower your administrative overhead! You guys need to think outside of the box for solutions beyond rate increases.
N/A	ON	Not quite sure how fare increases are justified after posting such high profits, with trains that are filled to capacity and absolutely NO effort made on keeping cars clean. the comment above about keeping service reliable is a joke, as I am frequently impacted by 10-15 minute delays. As for blaming the increase on the $3 billion needed for new trains, I think whomever came up with that should be ashamed of themselves. A properly run business model sets aside funds for upgrades, maintenance and replacements. I should not expect Wal-Mart to charge me a nickel when I walk into their store just because they want to remodel the store. I should not expect that the price of all of the goods in the store to increase 1.4% to compensate for their projects either.
N/A	ON	Not the consumer fault for all your lawsuits
N/A	ON	Please do not do. It would be better to reduce off peak train hours instead of increasing fares. Most people using BART are strapped for cash already.
N/A	ON	This increase sucks in the middle of a recession. Why aren't you decreasing your costs more? You obviously don't care about fare payers and system users. You also should charge much more for those who are a lot further away. For example, Walnut Creek and Pittsburgh should be higher than they are now compared to San Leandro or Oakland, reflecting the higher operating costs...
N/A	ON	You should NOT increase your fares. You have a lot of waste to cut before making riders pay for your inefficient use of funds.
N/A	PH	I've been riding BART from E Bay to SF for the last 15 years, & every year or two the rates go up. Now, in recent years, it included parking, $1 for each car, there are 9 lots, & each lot is giving you a substantial amount of money. Now what has happened to that? I'm an accountant. With all the fares you've been getting in the last 15 or 20 years, you should have set aside enough to replace old equipment. But you haven't been doing that & you keep raising the rates, & now I'm paying $20 a month for parking. Now what's happened with that money? I can't understand that you people don't do your bookkeeping correctly. You should always have enough set aside a percentage of your income for replacement costs. This is not new. It's getting tired - everytime you want a raise. And what about your executives? How much are they making & what's their retirement? This is insulting to us people & then you always advocate to ride BART, ride. Well, we are riding BART. The amount of people now riding BART has increased by 10-15%. So where are you coming from, I don't understand.
N/A	EM	Bart is already too expensive and does not run frequently enough
N/A	EM	I don't understand why there is a fare increase. I would like to have more information about where the increase in fee's would be allocated. I use the Embacadero station and this station smells of urine all the time. It is not clean. The actual bart trains are dirty as well. What is Bart prepared to do about the cleanliness of the Bart stations and Bart trains.
N/A	EM	Ridiculous...Dont have facilities what you have in caltrain yet fares are high

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Meeting/ CBO	Source	Comment
N/A	EM	Very frustrating to continually see our fares go up, service. less. Escalators down (I have a walking/climbing problem!), trains filthy, clean up staff more into chatting with each other than cleaning (I come for SFO often, working out there), homeless stinking up the trains that people need to move to other cars, short trains to Fremont, Dublin causing major congestion on the cars. I'm a senior and always have to ask for a seat. Most the time it works, other times there have been arguments. The fares just continue to increase and we see nothing for it. New cars are not going to make a better system. Gee, those of us lucky enough to have a job, though a lot less work meaning a much smaller pay check, just continue paying more for the penalty of living in the East Bay. Just keep socking it to us!!!!!!
N/A	EM	Yes as it is for the service that we receive I think bart is overpriced. I have travel to other cities also other countries that has mass transpoetation and the price is a lot lower than bart. The drivers see you coming down the stairs then closes the door in your face. Half of them do not announce the stops. Half the time the elevators or escalators do not work. Price increase I know you are going to do it anyway but I do not see it. Also if you drive parking is a joke. Although you have to pay there is no where to park. You should be able to park anywhere but the disabled parking, which I found that the agents take those spaces. I only work part time so getting a monthly pass would not work for me since I only work two to three days a week and not every week.
N/A	EM	You expect me to pay an increase while I have to sit in filthy trains with homeless who sleep, urinate and SMOKE on this first couple of train out of Millbrae to SF in the AM!
N/A	ON	Current service is not at all reliable, I don't think increasing the fare will help to to keep services safe and reliable.
N/A	ON	Currently BART barely suits my commute needs. The schedule the availability of trains - are already unacceptable. Why would I want to pay more? This is just another incentive to drive.
N/A	ON	first question doesnt give one the option of NONE OF THE ABOVE. instead of increasing fares, start implementing your fines for EATING/DRINKING or start charging the idiots who go to the airport and take up seats with their 5 suitcases.
N/A	ON	For the irregular, late and dirty service that BART provides, a fare increase is really an affront to all paying customers. This is the worst public transportation system that I've ever taken for a commute, and the most expensive. Please do not raise the fare prices.
N/A	ON	Given surplus, hard to justify another fare increase. There is no loyalty by BART to frequent riders. BART treats us as captive passengers in smelly, unkept trains with no focus on Customer Satisfaction.
N/A	ON	Given the deplorable and filthy condition of many BART cars (which is an embarrassment to the Bay Area), I think BART needs to examine its spending priorities before asking for additional fares!
N/A	ON	i am not happy about paying more for the same bad service.
N/A	ON	I disagree with any fare increase at this time. While there is still a problem with security, station agent and stair lift fuction. I catch my train at the coliseum station where there are always problems. Asking for more money will only cause people to look for other alternative travil.
N/A	ON	I don't think BART should increase fares at all. I've supported increases in the past but I've noticed a significant drop in service since the Dublin station was added. More often than not I have to stand both ways on my commute now on the Dublin/Pleasanton line. I'd like to see more cars on this line or have them run more often. During commute time at 7:30 the other morning my train was only 4 cars. Terrible!
N/A	ON	I have been taking bart for almost 10yrs and from there to now the pay has been increased several times. Did the service change? No! Are the trains clean? NO! Train runs late, you miss one train and have to wait 20 minutes for the next. You should be dropping the fares not increasing.
N/A	ON	Instead of increasing fares, fine the people who break the rules.You constantly broadcast messages about no eating, drinking, playing of loud music and yet you DO NOTHING to enforce these rules. Why have them? It only makes you look foolish. You also do nothing about people getting on with bikes when they are not supposed to. Your BART agents apparently do nothing at all so far as I can tell, except be rude and hateful when you ask them a serious question. Your service is getting worse and worse. NO fare increase!
N/A	ON	It is a bad time for fare increases all around. BART service is decreasing, so higher fares are not indicated.
N/A	ON	It is absurd that you are increasing fares when our commuter benefits were just decreased by over $100! In some cases, it's cheaper just to drive! I thought the whole point to BART was to help the environment. BART is just as filthy as it was 10 years ago. Where is the money going?
N/A	ON	It is not acceptable. I have been taking BART for years and don't see any improvement on facilities or services.
N/A	ON	Not worth it, I haven't gotten a salary increase in 5 years. Why not fine people breaking the rules. I see many fare cheaters, bikes and eating on trains. Agents or police seen

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Meeting/ CBO	Source	Comment
N/A	ON	Should NOT increase fare. BART service is unreliable anyway no matter-how many times you increase the fare. Trains not showing up are common as of the existing fare. Thus, if you reduce the services, it would be the same as now. Constant delay and trains not reaching the final destination are common occurrence. Do not increase fare.
N/A	ON	Start fining smoking and eating violators and drop the plans for fare increases.
N/A	ON	the service is NOT reliable the train cars are rolling toilets and filled with pee and garbage, never any better service or train maintenance it just gets worse. No reason to raise fares, BART is causing inflation. it is way too expensive for "public" transportation. the public pays and gets threatened by strikes. To hell with your unions and the people that administrate just suck the big one! BART is just plain EVIL. total rip off the customer agents are rude and mean. I rest my case. God does know the truth! u make millions off of us suckers!!!
N/A	ON	There should be no increase in BART fares! BART employees are paid far too much and service has not improved significantly to warrant any increase. In fact, maintenance at the San Leandro station is still pitiful and bird crap is still constantly not cleaned up.
N/A	ON	This does not make the general public want to use Bart on a regular basiss. I currently pay almost $11.00 a day (including parking)to go from Milbrae to Civic Center, that is a lot. The seats are trashed, bed bugs and no bart patrol on Bart. I have been using Bart for over 9 months now and have sen one Bart patrol.
N/A	ON	Yes. Those trains stink! Where is the $ currently going? The Richmond train has no air and is packed like a can of sardines. Wasn't this the same excuse made to justify the last fare increase?
N/A	ON	Yes. Your "dependable" service stinks. The Fremont line is always cheated out of comparable service to all the other lines. The BART fare is over-priced as it is for this mediocre system. You need better planners on your Board who should have had the insight to know upgrades to cars, etc. would be happening. Bad planning on your part caused this financial issue.
N/A	ON	You keep increasing fares, yet your service continues to deteriorate...
N/A	ON	Parking fees should be increased to provide this revenue, fares should be held stable or reduced. Parking Demand is higher than supply- thus the price should increase-Fares now are subsidizing Parking- this is wrong- people who walk or take transit to the station are providing the major environmental benefits to the region- they should be rewarded not penalized.
N/A	ON	Parking rates should be increased instead. Why subsidize parking? The operating costs for parking spaces alone are about $2 a day per, without regard to any capital and purchase costs.
N/A	EM	Since BART is in the black, why have a fare increase? On top of it you are starting to charge $1 for parking on more and more stations. This alone is a fare increase!
N/A	EM	with surplus in hand there should not be an fare increase to encourgae more ridership
RCH	MTG	I don't feel that we need a fare increase.
N/A	ON	I think that the July fare increase isn't necessary. As of now, it's already high enough.
N/A	ON	It seems that there is no need to increase since more people every day are using BART because of the high gas prices
N/A	ON	The reasoning for the fare increase is absurd. The same excuse can be used for every year.
N/A	ON	Totally unneeded given BART's current cash flow.
N/A	ON	You have BOND funding for new trains, why are you listing that as a reason to rise fares. Also with sales tax rev on the rise do you need this fare incress?
N/A	EM	BART is already ridiculously expensive- NO FARE INCREASES!
N/A	EM	Fares are already high!
N/A	EM	I am all against fare increase. It translates to higher costs for the commuter, transportation costs are not subsidized by mostemployers.
N/A	EM	I wish u wouldn't. Everyone is getting hit hard by the economy. Now, is not a good time to do this.
N/A	EM	It's really happening at a bad time.
N/A	EM	SAD THAT OUR SALARIES ARE NOT PEGGED ON INFLATION
N/A	EM	The bart fares is already very high, do not agree to the fare increase.
N/A	EM	The fares are already high in my opinion. Especially for short trips. One stop $1.75? Crazy.
N/A	EM	The more increases one has the less on the commuter transit program one receives to cover public transportation.
N/A	EM	There should be no increase!! Salaries are not increasing but all other fares are.
N/A	EM	too many fare increases.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	EM	your fares are too high already
N/A	EM	You're making it harder and harder to go to work.
SACC	LEP	Can't afford
RCH	MTG	BART ivory tower fails to see poverty around them.
RCH	MTG	I live on social security - $850/month. My rent is $425/month. None of the choices are small to me.
N/A	ON	After having my commuter check reimbursement slashed by half thanks to Congress and the IRS, this is an insult!!
N/A	ON	Another fare increase is unfair to commuting public.
N/A	ON	BART is already too expensive, often it's simply cheaper for me to drive between my house in Rockridge and my work in San Leandro, despite the fact that both stations are within walking distance of my destination.
N/A	ON	disappointing to think fares go up when people's wages don't
N/A	ON	Don't do it. Bart is too expensive already
N/A	ON	Don't raise the fares. High enough already. People are taking BART more now because gas is so high, so BART is making more money now. And you have to pay to park too. The only reason I take BART is because I would have to pay to park in Oakland. Otherwise, i would not.
N/A	ON	Fare is already too much, please do not increase any more.
N/A	ON	Fares are already extraordinarily high. The riders bear too much financial burden for the system. You are pricing people out of riding public transportation People's salaries are not keeping up with inflation!
N/A	ON	I am a college student and the hike in the fare will just make it harder for me. With gas prices going up bart and public transportation is my only option.
N/A	ON	You are killing me. Where do we get the extra funds to support BART rate increase. I guess I will start panhandling and robbing the elderly or Nordstroms or Macys or whomever because in case you havent heard we are deep in a national financial depression. Joe American has been robbed by Wall Street and its a bleak and nasty crisis to say the least. And, now, you guys want to squeeze more money out of our pockets and its not there. Who do I rob to pay you guys off. Come on now. I rely on Bart for my to and fro from work and it seems you sort of have me and San Francisco held hostage wanting ransom. Really. You see what I mean. Can't squeeze money out of a turnip and yet you squeeze and squeeze. *Comment edited to remove profanity.*
N/A	ON	I can't believe the rates are going up again. Have the time I can't even get a seat. It is already too expensive and I look forward to working from home and not wasting my money anymore.
N/A	ON	I depend on bart to get to work and cannot afford ANY fare increase.
N/A	ON	I don't support it. In this economy, every penny counts and I don't appreciate being taken hostage by BART in this way to get to work everyday.
N/A	ON	I pay enough in taxes and am tired of these increases. More people would ride if it was affordable. It is so not affordable.
N/A	ON	I really don't approve of it, it is expensive enough to get to college as it is without the constantly rising cost of public transportation.
N/A	ON	I take BART often to work and to school. I don't know how long I could afford it especially if it is increasing.
N/A	ON	I think it is ridiculous that Bart is even considering an increase in this economy.
N/A	ON	I'm already spending $15 a day to get to and from work at SFO how much more blood money do you want?
N/A	ON	Inflation may be going up, but our salaries are not! BART is already terribly expensive (OVERPRICED) compared to transit in other large metro areas. These increases are just placing even more of a burden on families that are struggling to get by.
N/A	ON	It is expensive enough-it needs to stay affordable.
N/A	ON	It is too much for me increase the fare again. I am taking BART from Oakland to Fremont for working. I work only 4 hours per day in 5 day.s If the fare increase again. I am in bad financial problem.
N/A	ON	It's already so highly priced. I don't want any further increase in price
N/A	ON	Its comes with the territory. Funny how fares go up but not my pay.
N/A	ON	it's ridiculous, BART is already too expensive
N/A	ON	no fare increase, the fare is high enough, and much higher than any other regions in the country
N/A	ON	No fare increase. You charge enough already. Property taxes and parking. What else do you need. Blood.
N/A	ON	None of these are options. BART is the most expensive transit system in the country and fare increases are hurting people who need the service to get to work. Fares have increased over 50% in the last few years while the commuter allowance has decreased. Fare increases are not an option. Instead of building new routes, you should focus on maintaining the current system without any addtional financial burden on the commuters

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	passangers are already paying a high price for fares. Salaries are not increasing, lots of people are still unemployed.
N/A	ON	Ridiculous! I think they already charge enough. As if gas increase rate wasn't bad enough
N/A	ON	stop raising fares. everyone is having plenty of trouble hanging on with the economy being like it is.
N/A	ON	THE FARE IS INCREASING BUT THE WAGES AND SALARIES DO NOT INCREASES.
N/A	ON	The fares are too high to begin with! Compare with NYC and you'll see what I mean.
N/A	ON	The fee raising is non-stop. And I am sure they will be some sort of strike looming over our head by your employees as well. It's grossly unfair to target ridership from east bay to SF for the increase.
N/A	ON	The minimum fare is already too high relative to the other fares.
N/A	ON	There should not be fare increase because we can barely afford to ride Bart as is.
N/A	ON	This will be a hardship for a lot of people.
N/A	ON	Too expensive!
N/A	ON	Too much.
N/A	ON	You are killing me. Where do we get the extra funds to support BART rate increase. I guess I will start panhandling and robbing the elderly or Nordstroms or Macys or whomever because in case you havent heard we are deep in a national financial depression. Joe American has been robbed by Wall Street and its a bleak and nasty crisis to say the least. And, now, you guys want to squeeze more money out of our pockets and its not there. Who do I rob to pay you guys off. Come on now. I rely on Bart for my to and fro from work and it seems you sort of have me and San Francisco held hostage wanting ransom. Really. You see what I mean. Can't squeeze money out of a turnip and yet you squeeze and squeeze. If I dropped my draws would you squeeze my thang? Please. I need the squeeze and not the tease. My unit require one now and again. You squeeze mine and I will squeeze yours. Thank you in advance for you handywork.
N/A	EM	Considering the poor service from BART (delays, esp on commute hours in the morning from east bay...) I think BART should LOWER fares from East Bay. Esp Contra Costa County. Service delays are horrendous and I take bart M-Th and am delayed at least half the time!
RCH	MTG	Get BART fares down.
RCH	MTG	I think there should be serious consideration of lowering fares to increase ridership and revenue.
RCH	MTG	No fare increase or a decrease in fare. We need a decrease in fare.
RCH	MTG	No fare increase. Lower fare.
HWD	MTG	No increase would be the fairest. It should not happen, it should be reduced, the cost is prohibitive to many people riding.
RCH	MTG	No increase. Should be a decrease to get more people on BART. Don't do it. Go down with BART fares.
N/A	ON	BART fares are ridiculously high. You should be rolling back fares, not hiking them.
N/A	ON	BART is OVERPRICED. BART should not increase the fare at all, and BART should LOWER the price and EXPAND the service areas.
N/A	ON	Bart needs to lower prices.
N/A	ON	For the limited service it provides - it's too expensive to ride BART as it is. I recommend reducing fares. We're in a national Depression and inflation is not the issue.
N/A	ON	I notice that you didn't include a choice to DECREASE your outrageous fares. I used to ride BART to the city to shop three or four times a year to shop. Now I never go because of the cost. I pity the people who depend on BART to get to work.
N/A	ON	I think fares should be decreased to increase ridership.
N/A	ON	If BART is lacking funds, shouldn't you get more people to ride by lowering fares instead of driving them away with continual fare increases?
N/A	ON	I'm against any fare increase. Fares should be reduced to encourage taking BART rather than driving with the additional funds coming from increased gas taxes (to further discourage driving and penalize drivers more for pollution and oil resource defense costs).
N/A	ON	I'm only an intro econ student but has anyone considered lowering prices? That can cause the number of riders to go up and actually raise revenue more than raising the price.
N/A	ON	Please stop increasing fares. Instead, consider lowering fares. Thanks!
N/A	ON	raising fares at this time is absolutely ludicrous, people are struggling so why would you even think of raising fares you should lower fares instead
N/A	ON	The BART is already an extremely expensive option to travel to San Francisco and any fare increase is unneeded. There should be reduced monthly fares for commuters, and try to get BART on par with far superior train systems like ones found in Japan and Germany.
RCH	WG	Lower cost of using BART 25-30% to generate additional ridership – instead of increase.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
RCH	WG	Lower cost: people need to be able to afford to get to job interviews .
N/A	EM	:(
N/A	EM	Do not increase in July
N/A	EM	I don't think we should have any increases for this year.
N/A	EM	My comment is that I am tired of bart and AC transit with fare increases
N/A	EM	no fare increase!!!!!!!!
N/A	EM	No increase please
N/A	EM	none you idiots!
N/A	EM	Not at all
N/A	EM	Not in favor
LAO	LEP	Don't want increase
FB	LEP	I feel helpless.
FB	LEP	It's difficult for me financially. Do not raise the fare. Feeling helpless.
FB	LEP	Living standard needs to be low. Best not to raise fare.
LAO	LEP	No increase
LAO	LEP	No increase
LAO	LEP	No increase
LAO	LEP	Not agree with increase
LAO	LEP	Not increase
LAO	LEP	Not increase
LAO	LEP	Not increase
LAO	LEP	Not increase
LAO	LEP	Not increase price
FB	LEP	The best is not to raise it.
RCH	MTG	Don't
RCH	MTG	Don't do it.
HWD	MTG	No fare increase
HWD	MTG	None of the above
RCH	MTG	Shouldn't take place.
N/A	ON	do not raise the fare also did mention also should be included the disabaled people, the bart in the newspaper only mentioned seniors and youth.
N/A	ON	Don't get me started.
N/A	ON	I don't like them.
N/A	ON	I'm tired of fare increases for the Bart system.
N/A	ON	IT IS UNFAIR TO ALL BART RIDERS PERIOD.
N/A	ON	It shouldn't happen.
N/A	ON	No fare increase should be implemented
N/A	ON	No Increase!
N/A	ON	No more fair increase please!
N/A	ON	Please don't do it.
N/A	ON	Seriously?!
N/A	ON	Times are hard right now and no one can afford the increase.
N/A	ON	Unfortunately I have to travel to East Bay for work and to hike up the price is just crazy. Especially paying $2 a day on parking at BART also. Isn't that enough?
N/A	ON	We don't want to see any increase during this tough economic time.
HWD	WG	Look for alternatives; not fare increase for consumers.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	You're assuming I agree with the increase, and I don't. We aren't in an inflation period, we're in a serious recession with many people out of work and those who still have jobs have had to live without pay increases for a number of years. I am completely against this raise you think you're entitled to and am shocked by the first question. Where is the button that says "no" to a raise?
SFR	WG	Fare increases are a hardship for people who are unemployed, looking for work.
N/A	EM	it keeps going up, makes it harder to take bart rather than the convenience of driving
N/A	ON	Bart does not know how to handle future planning of fares. By increasing fares people will look for other means of transportation.
N/A	ON	fares is never going to go down even in 30 years I feel the fares fares will continue high sky rocket. this is very wrong for many of . It dose NOT have to do with the BART system. It have to do with the riches Debra the general manager making $300,000 not willing to help the BART riders Even just a 1 cent increase will not do. It totally unfair to all people who have to put up with the increase and less service on BART JUST for the safety board. Passengers will consider discontinue taking BART even if we have to fight traffic. We have to show give BART the message that increasing is taking money from our wallet.
N/A	ON	increasing fares will discourage ridership. BART is already too expensive and many ride their cars. Gas and wear and tear still adds up to be less much of the time.
N/A	ON	None of the above; I will ride BART less/not at all if you take advantage of us like this.
N/A	ON	Soon people won't be able to afford to take BART so they will be forced to drive more often than taking BART. How is this going to increase ridership if fares are always increasing and even higher than bridge toll.
N/A	ON	The higher BART fares are, the less incentive people have to use BART, the more they will use their cars instead. It's too expensive as it is and increasing fares is a bad idea.
RCH	WG	Seniors use BART more because it is affordable
N/A	ON	More trains should be running at commute times. Never a seat is available in ANY train around 7:45 - 8am. From San Leandro to Oakland. Why are you asking for any increase? Also until recently I did not have to pay for parking.
N/A	ON	Trips where patrons most often have to stand (starting from Lake Merritt) to the destination (ending Embarcadero) should be greatly reduced.
HWD	WG	Union City train frequently delayed - frustrating! No delay discount, then no fare increase.
N/A	EM	decrease fare for cyclists.
N/A	ON	No--but allow outside Vendors, such as Health Plans to purchae or order books of bart individual tickets.
N/A	ON	Stop raising the prices. Inflate and round to the penny. Accept pennies in the machines.
N/A	EM	Does the Management consider to reduce the administrative costs instead of increase the fare.
N/A	ON	Inflation based increases are risky because the Fed is printing so much money that inflation will likely rise too fast.
N/A	ON	There is likely far more funding available than you realize. Please take a good look at the Comprehensive Annual Financial Report. That is the real budget, the set of books that no one talks about. In it you can find funding not only from tax revenue, but also from gov't enterprises and investments. That should account for roughly 2/3 of the revenue for the district, likely triple the funding sources that you have been aware of , to the extent that a fare increase may become unnecessary. Please check it out!
N/A	ON	Raise taxes, parcel, property is a better choice, raising fares is a regressive policy that only harms the poorer people's.
N/A	ON	Find all the funding you need in the Comprehensive Annual Financial Report. That is the other set of books, the complete budget that no one talks about. In it you'll find that roughly 2/3 of the revenue comes from sources other than taxes, namely from gov't enterprises and gov't investment. This could triple your funding sources, rendering a fare increase unnecessary. Please check it out.
N/A	ON	BART should increase parking fees at stations with lots that typically fill up to encourage those who can to walk/bike/take the bus and leave some spots for people who need to drive to the station. Unlike a fare increase, this would raise money without reducing ridership at all. The increased parking revenue could be used to reduce fare increases, increase bus transfer discounts to encourage people to take transit to stations, or improve service (more new seats, more frequent/later night trains, etc).
RCH	WG	Why do you need to replace the cars? Why not focus on maintenance, which will create more jobs? Look at SFMTA's use of historic vehicles.
N/A	EM	I do not think that the increase of 5cent or 10cent is a good idea or reasonable at this time when the country's economy is trying to recover. Are the executives and directors salaries going down in order to maintain the inflation cost. Or does not matter and they still asking for rises and great compensation packages. Think about why is the user always have to paid or the regular workers but the executives still asking for more money. People is barely surviving.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	Fare increases should not continue with money being placed aside for unnecessary projects. Bart must come up with a program that offers monthly passes. not mileage fares.
N/A	EM	Any fare increase adversely affects low income riders.
N/A	EM	College students suffer from fair hikes
N/A	EM	People get minimum paid jobs and if transportation increases their minimum wage doesn't so it would be expensive.
N/A	EM	Why are you doing this to us? Some of us are college students because of budget cuts we have to pay more but have less chances of getting into classes and now an increase of bart fare too?? I hate my life.
SACC	LEP	Should not increase fare for the elderly
RCH	MTG	BART fares are a serious environmental justice issue.
LCR	MTG	Don't increase senior and youth clipper card
RCH	MTG	Oppressive to low-income families and seniors.
N/A	ON	Seniors & Disabled riders do already receive a discount, but since they're on fixed incomes set by the Federal Government (& received their 1st cost of living increase in over 4 yrs in 2012), they should be exempt from the next increase.
N/A	ON	Seniors, the disabled and students do not have regular cost of living increases and should not be hit with fare increases. They need help in getting around the Bay area.
N/A	ON	There needs to be a college student discount. I am very disappoint to be having to pay even more for a college education here in the Bay Area.
N/A	ON	This will be hard for partime workers and low income people.
N/A	PH	Yes, I already made a comment. This is my second call. But one thing I wanted to say is, I live in Berkeley, and I'm low income. It really depends how much a person makes. If you make over $50,000, it's not too bad. But I would never be able to afford to take a job in San Francisco because I would not be able to afford the fare every day. I mean, over a month it's a huge amount of money if you don't earn very much. And there's a lot of people in that category. And what happens to them? They're the ones that really, really get hurt by this. And then you don't offer senior discounts until a person's 65, but a lot of people are not working after 60, 62 and they can't afford those kinds of prices. So then they're forced to drive their car or just stay at home. So all in all, the people who get hurt are the poor people.
HWD	WG	Fare changes should not fall on low-income people.
RCH	WG	Parking fee is a defacto fare increase – hard on folks on fixed income.
N/A	ON	It sucks! It would be different if you all were going to provide the riders with a flat rate and made an increase... We the People are not making anymore money and prices just keep getting higher... help us out and we can keep riding. Who are you trying to provide a service for? why do you think the average family can afford your increase? the average American family lives on @$2 per person a day... how do you think they can afford BART? they Can't... and surely wont if the fees keep going up. Is it possible for you all to make a promise to the Bay Area that after the production of the new train(s) that BART will create a FLAT RATE? I would agree to the increase if this was the case. Most Major Cities with trains have flat rates... Help us out... the people are really struggling!!!
N/A	EM	I believe that having a BART police force is a waste of resources. Mostly they are there for "prevention" and this can be done with half the man-power. The police cruisers they have are a total waste of money, as transporting prisoners on BART directly to the station is far more practical and would discourage crime. Inversely, the average pay for BART police could be effectively cut in half if private security were used instead of state police. If these steps were to be implemented, no fare increase would be necessary. Stop coddling an unnecessary and counter intuitive agency.
N/A	ON	Although, honestly, just go ahead and do service reductions, there's already too much redundancy.
N/A	ON	BART fares are already too high. BART is paying its train operators much more than the job commands. Instead of spending $500 million on the rail connector to Oakland Airport, put that money towards operating expenses and new rail cars.
N/A	ON	BART needs to focus on becoming more efficient - for the price of a round trip fare from Pittsburg to San Francisco you can ride for a week on the T in Boston.
N/A	ON	california's economy has not recovered, I think BART needs to postpone this increase or cut upper management position as most agencies have done
N/A	ON	I support public transportation, but the problem with fee increased is that when it becomes too expensive to make public transporation an option and the amount of time to get from one place to another exceed driving time, it will force people to drive despite their environmental concerns. What you are purposing from the above is not a proposal at at. Fee will always increase and NEVEr will decrease. It's the rider that will be paying and picking up the tab. How about finding out to run the system effeciently?

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	I think that the fare increase in July can be avoided if the administration spend more time to manage their use of funds!
N/A	ON	IF I COULD CHOOSE NO FARE INCREASE I WOULD! I CURRENTLY PAY CLOSE TO $10 TO COMMUTE FROM PLEASANT HILL TO SFO! WHY DOESN'T BART HAVE ENOUGH MONEY TO PAY FOR THEIR SERVICES? I BELIEVE THERE IS CRIMINAL CORRUPTION GOING ON IN THE SYSTEM.
N/A	ON	Inflation has not added costs. Please don't call it a inflation-based fare increase. You are increasing your costs by building a useless AirBart and yes, we're all going to have to pay for it.
N/A	ON	Why is one of the options to penalize people going between the East Bay and SF? Why not, Fremont to Berkeley? Reign in your expenses before taxing those that use your system. Without the riders, you won't have jobs.
N/A	ON	Yes, until you get the existing cars cleaned and maintained you should not consider a fare hike. Also, what is happening to all of the money you are getting as the cars that I ride in are packed most of the time. Given it would be great to get good value for my money. Why would I vote to increase the cost of BART ticket when you are not using the money you collect now responsibly? I do not get a increase in salary because of inflation why should BART?
N/A	EM	As somebody who uses BART every day to commute between Berkeley and San Francisco, I think this just sucks. It costs me $7.60 every day just to get to and from work. I personally think that that is an insanely high charge currently! And no you are thinking of a fare increase!!?? Insane! The service BART provides is not good enough to demand this. I consistently have to wait 20 minutes for a train to come, also last BART at 12:15!?? Give me a break! I'll pay more if you can make the service better, but I don't see that happening.
N/A	EM	I have not seen a single improvement since the last previous increases.
N/A	EM	When we hear about surplus funds, I can hardly support an increase. I haven't enjoyed even reliable service from BART and frequently miss my bus connection in Walnut Creek.
N/A	ON	First you should fix your internal problems with your MTBF issues and have a MUCH better maintenance program. I live in Concord and cummute from SF to East Bay and back dialy. Your breal fix and record on getting me to work and home on time is horrible. As well just yesterday I needed to use the bathrrom at the Concord BART station. JESUS CHRIST was that scarry. It is so ugly and nasty in that restroom you should seriously just consider shutting the damn thing down. Clean your cars inside. remove/replace the carpet. I don't mind paying for nice reliable things. BUT I have to tell you BART is not it. I feel like you shouldn't be asking me for money when the service is bad and MORE often than not I can not depend upon it.
N/A	ON	I take Bart from Monday-Friday from Concord to Montgomery stations and I have been increasingly frustrated with the decline in conditions. The fees are already extremely high and an added increase would drive many away. Rarely does a week go by without an escalator being out of service and ofter staying out of service for several days. There have been many items when the escalators at both stations were out. The number of homeless and panhandlers has also greatly increased. The seats and floors are often filthy and no one is regulating people eating and drinking on the trains. Just the other day someone spilled his coffee all over a man seated next to me. Charging loyal passengers for Bart's cleanup is not fair. The staff should take a pay freeze like so many of the riders have already done.
N/A	ON	I think it is absolutely ridiculous that we have to continue to have our fares increased. BART gets alot of money from all the passengers. What angers alot of people is BART allows homeless to ride for free every day and night. We see this, continually they hop the fare gates and station agents do not do anything but sit in the booth and watch it happen. It is frustrating that working passengers have to pay for increases and then there others that get to ride the train for free day and night 7 days a week. where is the fairness?
N/A	ON	Improve service before you ask for ANY fare increase.
N/A	ON	Improve the service then raise the rates. I have to stand the entire way home on a crowded train that is always late. Why do I need to pay more for that?
N/A	ON	Its difficult to justify any fare increases when transfers/connections between trains during peak afternoon/evening commute hours are regularly missed. I support a fare increase only to INCREASE the service/number of trains servicing the points between Dublin/Pleasanton and SFO.
N/A	ON	Look, I never see any increased benefit as a rider. On the contrary, the trains are just filthy most of the time, there are constant delays, and it always seems that trains on the Richmond line are much shorter than on the other lines. Why doesn't BART management take a 1.4% pay cut to pay for their obvious bad management. I am pretty outraged that you would try to target the East Bay lines. After all, we already pay more and everyone should share the cost equally.
N/A	ON	Make some improvements before making such increases

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	Makes the trains, safer, cleaner, and more pleasant to ride, and people wouldn't be pissed off with the fare hikes. you have crappy service, unclean trains, crazy homeless people on board, and zero security. Why should we pay more for that?
N/A	ON	My paycheck isn't Inflation-based, why should the fare be? reliable with no service reductions --- That will be the day.
N/A	ON	Sure, increase the fare, and I'll ride less often. Poor service, dirty, broken down trains and stations. 4 and 5 car trains=standing room only. No, improve service level and then talk to me about a fare increase.
N/A	ON	While I understand the need to pay for these new cars, it's hard to consider a fare increase when my personal commute conditions have gotten worse, not better. So when you say "fare increase," I say "Great! I get to pay more to stand for 40 minutes every day with an overhead hand hold that is too tall for me to easily grab." Yeah, it's hard to get excited about that.
N/A	ON	Why are fares increasing every single year with no real improvements?
N/A	ON	Why are we paying more and getting less? BART has done nothing even when fares have and continue to increase to truly improve the quality of the system, the cars, the staff, etc. This fare increase needs to be justified and its "uses"explained and properly broken down. Please define "safe and reliable" in more detail to the public.
N/A	ON	Why increase Bart fares? Gasoline prices are already rising to almost $5 dollars a gallon. people take bart to avoid driving and if Bart raise the fare, seats should not be filthy!!!
N/A	ON	With the increases over the years, all I have seen is a decrease in cleanliness and reliability. Trains are late at least a few times a week, and there's never enough seating--I can't remember the last time I got a seat.
N/A	ON	Yes. BART needs to restore service before raising fares. 8 car trains during rush hour are ridiculous. Three car trains during the day are likewise. Coupled with long waits for trains, BART is getting less and less useful to me, except as a way to get across the bay. I am turning to my bike amore and more to geet around the East Bay.
N/A	ON	You're not providing service to justify current fares, no fare increase.
OAK	MTG	I oppose all increases until parking rates have been increased to market-rate levels.
N/A	ON	Considering BART has been in the black the last couple years, I believe BART should consider cancelling this years fare increase.
N/A	EM	I don't like it but BART is still the most convenient public transportation so I have no choice.
N/A	EM	I don't think fares should raise and if so, the amount for pretax commuter benefits that we can set aside should increase.
N/A	EM	It is too soon for another fare increase whether it's 5 cent or 10 cents.
N/A	EM	Please so not raise the fare. Times are hard. Can you wait until 2013?
N/A	ON	I believe Bart should shoulder the burden of the currenty economy with the riders who have not seen their personal income rise.
N/A	ON	Increase is way too much.
N/A	ON	Your fares are already very high. I would prefer a minimum impact to fares.
FRE	MTG	To increase ridership - fare should be kept minimal.
N/A	ON	BART is already OVERPRICED and doesn't even serve most residential areas of the SF Bay area. BART should LOWER their prices. If BART wants to increase fares, BART should expand the lines to reach more residential areas instead of making us drive and park at an inconvenient location.
N/A	ON	Just remember that sometimes price cuts can increase ridership to the point where you make more money at the lower price (due to higher traffic). Flowing through cost increases isn't always the wisest strategy by default.
N/A	ON	I don't believe they should be raised. Fares not easily paid with quarters are undesirable and inconvenient.
N/A	ON	Why does this increase has to impact the users ALL the time. we make minimum wages and sucks that we have to pay for this.
OAK	CC	Please avoid any further fare or parking rate increases to San Mateo County stations (Daly City, Colma, SSF, San Bruno, Millbrae).
OAK	WG	Spare San Mateo County from a fare increase. San Mateo County doesn't pay sales/property taxes
N/A	EM	The economy being still at its worst, there are many without a job and the only mode od trave is BART. Any increase in BART fare will hurt them. If this can be avoided for now, it would be the best.
ANT	MTG	In these days when so many people are without jobs, an increase doesn't seem justified.
ANT	MTG	In these days when so many people are without jobs, an increase doesn't seem justified.
HWD	WG	Unemployment in California is 10%. Needs jobs before fare increase and buying new cars.
N/A	EM	it will possibly decrease ridership
N/A	EM	The trip to the east bay is already expensive, I might not take the BART if it went up further.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
SFR	MTG	Customers will be upset. It will discourage new BART customers.
N/A	ON	Not withstanding you need to increase revenues, but any fare increase will affect ridership.
N/A	ON	Poor economic conditions and increase in fuel prices are pushing commuters to use mass transit i.e. BART will experience an increase in commuters who will abandon their auto for cheaper BART fares. Increase in BART commuters translates to higher net gross receipts, increase in BART riders are a win-win scenario for commuter and BART.
N/A	ON	With the price of gas going up BART would probably get more riders if you would keep the fares the same. therefore your revenues would increase, yet you would not be gouging the public you depend upon so much.
N/A	ON	I thought there was a budget surplus last year. If so, a fare increase does not seem warranted
N/A	ON	Yes, I have a comment. It wasn't too long ago that BART releassed financial information stating that there was a surplus of funds, and the agency was considering lowering the fares. What happened to these few millions in surplus? I think the agency should locate the money and use it for repairs before raising the fares to us. Thanks!!
OAK	MTG	I did attend the 3/6/2012 mtg in Oakland, CA and gave some of my comments here are MORE: Stats and fig. on how much rev. would be generated for ea. of questions in Item 1 (per day, week, mo. or yearly-all approx). Words to the effect of how much more rev. BART now needs as a safe blanket to carry on needs now, being that you said Ms. Pam that "monies are not coming from the Wash. or Sac. CA.
RCH	MTG	Reduce waste
N/A	ON	We need you in good shape and fiscal health!
FRE	CC	BART train operators and station agents get one of the highest pay in the US. Fair pay for just work! What percentage of BART budget goes to their pay, benefits and health care?
N/A	EM	Board of directors should take a pay decrease to help funds.
CNC	MTG	Review salaries of the personnel
N/A	ON	Cut unproductive staff, pensions and bart police
N/A	ON	There has been many comments about how BART employees are overpaid. Are you planning to reduce their wages to help in this effort? They should be paid for the work they do, and many of the station agents don't appear to do much (i.e. gate control for the flow of people traffic). ..What about being stricter about fining people who smoke, eat and drink on BART? A group of people was just commenting on how we have never seen a fine given to anyone. Including people who were eating right in front of BART police and personnel. The signs are a joke, so save money by not printing any more of those signs.
HWD	MTG	Stop fare evasions specifically in the Downtown Hayward BART station.
N/A	ON	Fare enforcement would have a greater net result than charging the people who are already paying.
HWD	WG	"Tailgate" fare cheats are too common. Dangerous evaders. Everyone should pay their fare. Vandalizers!
SFR	MTG	Concerned with disability rates
N/A	ON	You should end your programs regarding senior fare discounts. Seniors are now one of the richest population segments based on home appreciation and social security programs.
RCH	WG	Consider cost for families!
N/A	EM	Although it is small, every time the fares increase, it makes it tempting to get back in my car and drive.
N/A	ON	Bart fares are already pretty high.
N/A	ON	Bart fares from Pittsburg to SF are already very high
N/A	ON	BART is one of the most expensive transit systems we have traveled on, including London, UK!
N/A	ON	BART is overpriced.
N/A	ON	I find it fascinating that in Chicago from the airport (ORD) to downtown I paid $5.00 for one way.
N/A	ON	Unfotunately, for two or more people it is cheaper to drive into the city than BART, $16 for two people in and out vs. a $5 toll and a buck or two in gas. (I bring bicycles and ride in the city)
RCH	WG	BART fares are high compared to places like New York City
N/A	EM	Next time BART says openly that it is "wondering" what to do with found monies sloshing around, as happened in 2010 or 2011, please stop and use the monies for your future needs. It would be wholly irresponsible to do anything else.
FRE	CC	Can the surcharge on trips to/from San Francisco International Airport be reduced or eliminated?

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	ON	Bart should eliminate or greatly reduce the exhorbitant surchage for taking BART to SFO.
N/A	ON	Fares to the SFO airport should be decreased. For short trips, the cost of BART vs. parking at the airport does not make BART a viable option if more than one person is traveling.
N/A	EM	cite passagers who eat,drink on bart.Charge bicyles more because they abuse the system the most.
N/A	ON	your sevice is terrible. cars are always over crowded - run 10 car trains. you escalator management team should be retired .... months and moths of many out of service escalators. shameful.
RCH	WG	BART doesn't go everywhere I want to go! Need discounts to transfer to other systems! (e.g. MUNI)
RCH	WG	Contra Costa has been paying into the system for 40 years. Need to get to Martinez, need value for our money, new lines. Need eBART transfer.
N/A	ON	BART should consider ridership into formula. High Gas Prices=more riders?
N/A	ON	It would be nice if you would also restore the previous 70% discount for seniors and the disabled that was in place a few years ago.
HWD	WG	Fare giveaways during Christmas to encourage shopping trips.
N/A	EM	Provide more promotional free Bart ride days.
N/A	ON	Please please please offer us the option of a monthly unlimited pass.
N/A	ON	College students should be eligible for discounted tickets for stops ending closest to Bay Area colleges. On another topic, your chart shows $10.90 as the current top fare. I recently paid $12.00 to go from Daly City to Fremont, plus I paid even more when I exited/entered within a few hours during the same day at the Embarcadero station. The actual total possible rate as well as rates for exiting/entering the same BART station should be made clear to new/rare riders.
RCH	MTG	BART should explore other options, including parking fare increases and congestion pricing.
OAK	MTG	I'd like to propose market pricing for parking (Shoup's concept) and peak pricing to moderate effects or add more revenue
CNC	MTG	Better management of advertising resources. I support NASCAR type BART car advertising.
N/A	ON	The board needs to better prepare for the future through sustainability and redesign of the current system
N/A	EM	Charge more for commuter parking.
N/A	ON	I also think charging for parking at all BART stations that have parking lots/garages is fair, not just at some of them. But I wouldn't support raising parking fees at stations that already charge for parking because of the reason mentioned on the BART site: Walking or biking to the station is not an option for a lot of people, for a variety of reasons (including safety reasons in certain neighborhoods especially in early mornings or evenings, for reasons having to do with childcare, because of disabilities or health reasons, etc.). And sadly, public transportation to and from BART stations is very poor, particularly now after local bus systems have raised prices and decreased service recently because of the economy. People who could afford it would keep parking at BART, but for the poorest among us, it would be an extra hardship to get to the stations (and again, I would be able to afford it, but I worry about those who couldn't.) There are other ways to encourage people to bike and walk to BART when that's a viable option, or maybe carpool with others to the station.
N/A	ON	I support market-based pricing of parking at BART stations. Daily parking rates at even the busiest East Bay stations remain at $1, but demand for parking could support a higher rate.
HWD	WG	Increase parking fees - discourage single-occupancy vehicles.
OAK	WG	Market rate parking to subsidize ridership - usage/rates based on private lots.
OAK	WG	Raise money with parking fees - peak-based or demand-based pricing.
SFR	WG	Can surplus funds be applied to new rail cars? I'm concerned about BART's committing to purchase new cars.
DC	MTG	Let's try to explore ways to better promote bus ridership and incentivize localized traffic (i.e. students, customers) around small businesses, specific routes (aka Mission - Oakland late night, college shuttle routes, etc.)
N/A	ON	BART is way too expensive and should be replaced by light rail running on underused existing rail lines. It is reallly stupid to have to import rail cars from overseas because of the non-standard gauge. I remember when I was in Jr. High School and BART was first being built; it seemed moronic to me to use a non-standard gauge to prevent it from carrying freight. Which is worse - dozens of semi-trucks or trains hauling both passengers and freight?
RCH	WG	Look at newer, greener (non-rail) technology.
CNC	CC	Discount and rider groups
CNC	MTG	Our community is low income, also we used BART services.

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
RCH	MTG	You need to think about people have family that want to ride BART together!
N/A	ON	It is difficult to ask people to pay more on a fixed income.
N/A	ON	You should give college students discounts.
HWD	WG	Want data on the use of Measure B funds for BART.
RCH	WG	What about other sources of revenue?
CNC	WG	What about the two new stations - aren't those bringing in more money?
CNC	WG	What else brings in money?
HWD	WG	How does BART's operating costs compare nationally?
FRE	WG	Sometimes I've seen the fare gates open in crowded situations, such as sports events - could you clarify BART's policy on this?
OAK	WG	How will increases impact low income riders?
OAK	WG	Will the fare increases continue beyond 2012?
N/A	ON	How is BART cutting costs to help offset the need to raise fares? How much have employee expenses been reduced or planned reductions in same time period?
SFR	WG	How is the BART fare structure calibrated in relation to the actual cost of driving?
N/A	ON	How does this increase align with forecasted increases in ridership based in fuel price and job creation increases? Where is that report?
RCH	WG	Can you explain how forecast of 3.9% inflation-based increase in 2014 was developed? Is that for certain?
RCH	WG	How is inflation calculated?
FRE	WG	What is the formula used to figure inflation rate?
N/A	ON	Will there be an improvement in service? i.e. more frequent trains, bike racks on trains, etc
N/A	ON	With the fare increase would there be any INCREASE in cleanliness to the trains and stations?
SFM	CC	$2.4 billion - we have for cars. On hook $800 million. Will increases go toward wages? B and C options - rationale.
N/A	EM	Why was this fare increase not included in the 2011 fare increases? The state of the cars has been a topic of discussion for quite some time.
N/A	ON	What is the rationale behind the proposal to increase fees only on trips between the East Bay and San Francisco? That seems arbitrary and unfair.
OAK	WG	Strategy analysis of each increase - do the numbers pencil? Make info available online.
SFM	WG	What is the rationale for fare strategies?
SFR	WG	Why a fare increase every 2 years?
CNC	WG	Will BART price itself out of business?
OAK	MTG	Provide analysis of revenue projections on website.
HWD	WG	Data for which plans will generate more profits for BART?
N/A	EM	Due to the increase in fares soley for the infrastructures wil it create more jobs?
N/A	EM	How do we know the money will be used as specified?
N/A	ON	Do you think employees are getting raises to pay for this?
N/A	ON	It is already extremely expensive, what do we get for it?
N/A	ON	It would be nice to see a breakdown of where you are spending the increases that we get.
SFM	WG	Are fare increases for BART wages?
OAK	WG	Are increases for salaries/expenses?
FRE	WG	How much is apportioned to new rail cars and other capital needs? Be transparent on this information.
OAK	WG	How necessary are the fare increases?
RCH	WG	How will we know this revenue will be used for capital projects?
OAK	WG	Increases for what reasons?
SFM	WG	Is funding for new cars covered?
CNC	WG	What about liabilities for paying your workers pension, etc.? How do you cover those costs?
CNC	WG	What is the priority - maintenance or extension?

APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase

Meeting/ CBO	Source	Comment
N/A	EM	I thought bart was planning to fund the remodeling of the train cars from extra money that they had accumalated from somewhere. I recall hearing about these extra funds and being asked what project I'd like to see those funds go towards. So I gues my question is what happened to those extra funds.
N/A	EM	The San Francisco Examiner reports that BART is in the black. So why the fare increase?
N/A	ON	I thought the system had a surplus? Where did that go? What is the projected increase in ridership based on forecasted fuel prices and job creation? How does that align with the fare increase? Where is that published?
N/A	ON	If there is such increased ridership, BART is already receing additional funds. And last year there was a great surplus. So what's the rush to raise fares this year?
N/A	ON	Wasn't last year that there was talk about a reduced fare holiday because of a surplus?
N/A	ON	What happen to the surplus?
N/A	ON	Why does BART need to increase fares? What happened to the huge budget surplus we heard about last year?
SFR	WG	Seems strange to be talking about surpluses and fare increases
CNC	WG	What happened to the budget surplus?
N/A	EM	ridership has increased, and BART just received 19 billion dollars from the government, why is the fare increase necessary
N/A	EM	We just had a fare increase. Now you need more money?

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

MEMORANDUM

TO: Board of Directors DATE: April 30, 2012

FROM: General Manager

SUBJECT: Title VI Assessment for Fare Increase Effective July 1, 2012

Attached for your review are the Title VI Assessment documents for the inflation based fare increase effective July 1, 2012. The first document, "Title VI Assessment for the Fare Increase effective July 1, 2012," contains a disparate impact analysis, in which the impact of the fare increase on protected groups compared to nonprotected groups is measured. No disparate impacts were found. The second report, "Public Public Participation Summary Report for the Fare Increase effective July 1, 2012," documents BART's public outreach activities, survey results, and comments received.

Based on findings that the last in a series of inflation-based fare increases the Board approved in 2003 has no disparate impact, the 1.4% inflation-based increase will be implemented as scheduled on July 1, 2012. The Board has already given the General Manager authority to implement the increase; therefore, no further action is required by the Board to proceed with the change.

Please contact Carter Mau, Executive Manager of Planning and Budget at (510) 464-6194, if you have any questions regarding the attached documents.

Grace Crunican

Attachments

cc: Board Appointed Officers
Deputy General Manager
Executive Staff

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program

February 13, 2013

EXECUTIVE SUMMARY

This report documents BART's Title VI minority disparate impact analyses and low-income disproportionate burden analyses for the proposed extension of BART's productivity-adjusted inflation-based fare increase program to include increases in 2014, 2016, 2018, and 2020. Pursuant to FTA Circular 4702.1B, dated October 1, 2012, BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or places a disproportionate burden on low-income riders when compared to overall users. Per FTA Circular 4702.1B, BART is to make this determination by comparing the analysis results against a threshold, as defined in the Minority Disparate Impact Policy and Low-Income Disproportionate Burden Policy. At the time of this report's writing, BART is developing these policies, including engaging the public in the decision-making process to develop the thresholds. The policies are scheduled to be adopted by the BART Board, and the thresholds will be available for application, later this year. At that time, the analyses results described in this report will be compared to the thresholds, and a new report updated with the findings will be provided to the BART Board for approval.

The BART Board authorized the first inflation-based fare increase program in 2003 by Resolution 4885. The amount of the increase is based on the change in inflation over a two-year period, with one-half percent subtracted from that number to account for ongoing improvements in BART operating efficiencies, so that the increase is actually less than inflation. The first program consisted of four biennial increases beginning in 2006 and ending in 2012. These small, regular fare increases have been key to BART's financial stability during difficult economic times. Since 2006, the inflation-based component of BART fare increases has contributed approximately $290 million[1] in additional fare revenue, which helped BART weather the recent recession without reducing service levels.

To keep the system running in a State of Good Repair (SGR), BART will need to secure approximately $10 billion in funding for the highest priority projects over the next ten years, including new rail cars, train control system, and the Hayward Maintenance Complex. Although BART has identified and planned over the years for many of the SGR reinvestments, securing funding is difficult and often highly dependent on regional and local sources, which include funding provided by the transit agency itself. Therefore, BART must "self-fund" a portion through operating sources, including fare revenue. Extending the District's inflation-based fare increase program to raise fares in 2014, 2016, 2018, and 2020 is estimated to generate over $325 million in additional fare revenue over the eight-year program based on current inflation and ridership projections.

The four biennial fare changes analyzed in this report were calculated by applying the same formula approved in Resolution 4885. If approved, each fare change under consideration would be calculated using actual data on inflation. On January 16, 2013, the Bureau of Labor Statistics released the final inflation data for 2012, which allowed for actual calculation of the proposed 2014 increase. This calculation, under the formula outlined in Resolution 4885, resulted in overall inflation of 5.7% over two years. After subtracting the 0.5% productivity factor, the actual fare increase proposed to be

[1] January 2006 through June 2013, with January 2013 through June 2013 estimated.

implemented will be 5.2%. For increases proposed for 2016, 2018, and 2020, it is necessary to use a projection of future inflation for the fare increase calculation. The inflation-based increase used for these three 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 a separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

The minority disparate impact analyses and low-income disproportionate burden analyses described in this report show (subject to application of the policy thresholds currently under development, the results of which will be reported to the BART Board for approval) that the four inflation-based fare increases analyzed would not result in a disparate impact on minority riders compared to overall users or a disproportionate burden on low-income riders compared to overall users.

Highlights from the minority disparate impact and low-income disproportionate burden analyses, as well as input from the public, can be summarized as follows:

- The inflation-based fare increases would not result in a disparate impact on minority riders compared to overall users or in a disproportionate burden on low-income riders compared to overall users because the proposed changes would increase fares by virtually identical amounts for minority riders and low-income riders when compared to overall users (these findings are subject to application of the policy thresholds currently under development and subject to approval by the BART Board).
- The proposed fare changes apply to all fares and fare types and the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.
- Survey results, as reported in the "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program," show that approximately 60% of the responses indicated support for continuation of the inflation-based program.

Based on these findings that the proposed extension of the productivity-adjusted inflation-based fare increase program does not have a disparate impact or place a disproportionate burden (subject to application of the policy thresholds current under development, the results of which will be reported to the BART Board for approval), staff recommends the Board give the General Manager authority to calculate and implement productivity-adjusted inflation-based fare increases in 2014, 2016, 2018, and 2020.

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B, dated October 1, 2012, BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. Per FTA Circular 4702.1B, BART is to make this determination by comparing the analysis results against a threshold, as defined in a Minority Disparate Impact Policy and Low-Income Disproportionate Burden Policy. At the time of this report's writing, BART is developing these policies, including engaging the public in the decision-making process to develop the thresholds. The policies are scheduled to be adopted by the BART Board, and the thresholds available for application, later this year. At that time, the analyses results described in this report will be compared to the thresholds, and an updated report will be provided to the BART Board for approval. BART also conducts outreach to the public to receive their input on the fare change, consistent with BART's Public Participation Plan, dated July 8, 2011, and the FTA Circular's requirement to provide meaningful opportunities for underrepresented populations to participate in transportation decisions.

The fare change discussed in this report is the extension of BART's productivity-adjusted, inflation-based fare increase program. As stated in the District's Financial Stability Policy adopted by the BART Board in 2003, 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. Resolution 4885, also adopted in 2003, addressed this goal when the BART Board gave the General Manager authority to implement four productivity-adjusted inflation-based fare increases. The first such productivity-adjusted inflation-based fare increase was implemented on January 1, 2006 and the last in the series, calculated at 1.4%, was implemented on July 1, 2012.

The four small, regular fare increases have been key to BART's financial stability during difficult economic times: between January 2006 and July 2012, the inflation-based component of BART fare increases has contributed approximately $290 million[2] in additional fare revenue, which helped BART weather the recent recession without reducing service levels. The size and regularity of the increases also have made them easier for riders to absorb, as evidenced by BART's growing ridership as well as results of a 2012 BART Customer Satisfaction Survey question asking whether BART was a good value for the money, to which 70% of respondents reported agreement, up from 64% in 2010. In the 2012 survey, another 18% expressed a neutral opinion and only 12% disagreed. Overall satisfaction with BART increased to 84%, from 82% in 2010.

Having a program of small, regular increases strengthens BART's financial planning process and ability to project future revenues to be used for service provision or capital needs. Programmed fare increases also help BART avoid the cycle of not raising fares for many years, then implementing a large fare increase out of financial necessity. In 1986, fares were increased by 30% following four years of no fare increases, and in the mid-

[2] January 2006 through June 2013, with January 2013 through June 2013 estimated

1990s, a 45% cumulative fare increase over three years followed nine years of no fare increases. The increased revenue was required as BART's contribution to secure funding for a $1 billion system renovation program.

To keep the system running in a State of Good Repair (SGR), BART will need to secure approximately $10 billion in funding for the highest priority projects over the next ten years, including new rail cars, train control system, and the Hayward Maintenance Complex. Although BART has identified and planned over the years for many of the SGR reinvestments, securing funding is difficult and often highly dependent on regional and local sources, which include funding provided by the transit agency itself. Therefore, BART must "self-fund" a portion through operating sources, including fare revenue. Extending the District's inflation-based fare increase program to raise fares in 2014, 2016, 2018, and 2020 is estimated to generate over $325 million in additional fare revenue over the eight-year program based on current inflation and ridership projections.

The SGR expense does not include expansion of the current system, which is typically funded from different sources. BART's riders rank train on-time performance, currently at 95%, as a top priority, and system reinvestment will help BART maintain and improve reliability and increase capacity for a growing ridership.

This report documents BART's Title VI minority disparate impact and low-income disproportionate burden analyses for the proposed extension of the inflation-based fare increase program to include increases in 2014, 2016, 2018, and 2020. Results from public participation activities are summarized in a separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

The four fare changes analyzed in this report were calculated by applying the same formula approved in Resolution 4885. That formula calculates the change in both national and local inflation over a two-year period, takes the average of these two changes, and then subtracts out 0.5% to account for improved BART operating efficiencies; thus, the increase is actually less than inflation. If approved, the fare changes under consideration would be calculated using actual data on inflation. On January 16, 2013, the Bureau of Labor Statistics released the final inflation data for 2012, which allowed for actual calculation of the 2014 increase. This calculation results in overall inflation of 5.7% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented will be 5.2%. For increases proposed for 2016, 2018, and 2020, it is necessary to use a projection of future inflation for the fare increase calculation. The inflation used for these three fare change analyses is 3.9%, which is calculated by taking the current projection of inflation estimated by the Metropolitan Transportation Commission (the 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.

2. MINORITY DISPARATE IMPACT ANALYSES AND LOW-INCOME DISPROPORTIONATE BURDEN ANALYSES

2.1 Assessing Fare Increase Effects

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income populations following the procedures in FTA Circular 4702.1B Section IV.7.b and Appendix K.

The procedures include four steps for assessing the effects of proposed fare changes:

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

If a finding is made that the proposed fare change would have a disparate impact on minority riders compared to overall users, BART will develop modifications to the proposed change in order to avoid, minimize or mitigate those impacts, and will reanalyze the proposed change to determine whether the modifications actually removed the potential disparate impacts of the changes. If BART chooses not to alter the proposed fare changes despite the disparate impact on minority ridership, or finds, even after the modifications, that minority riders will continue to bear a disproportionate share of the proposed fare change, the proposed fare change would be implemented only if:

- BART has a substantial legitimate justification for the proposed fare change, and
- BART can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish BART's legitimate program goals.

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to overall users, BART will take steps to avoid, minimize, or mitigate impacts where practicable. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

2.2 Data and Methodology Used

FTA Circular 4702.1B states that for proposed changes that would increase fares on the entire system, the agency shall analyze any available information from ridership surveys.

The primary data used to analyze the proposed fare increases are the following:

- 2008 BART Station Profile Study. With more than 52,000 surveys completed by weekday riders in spring 2008, the Station Profile Study summarizes the largest survey ever conducted by BART of how BART riders use and access the system.
- 2012 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 2012 study had a sample size of 6,700, including weekday peak, offpeak, and weekend riders.
- Current and projected BART fares. The projected fares are based on an actual inflation-based increase of 5.2% in 2014 and projected inflation-based increases of

3.9% in 2016, 2018, and 2020; these are the full fares and do not reflect the various discounts available to riders.
- Actual 2012 BART ridership by station as recorded by BART's automated fare collection system.

The large data set of the Station Profile Study allows for detailed analysis at the station-level, as compared to the smaller Customer Satisfaction Study which is better suited to provide for analysis across the entire BART system.

Methodology

The methodology used to assess the effects of a fare increase compares the weighted average fare increase between (a) minority and overall users and (b) low-income and overall users 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.

Actual 2008 Station Profile Study survey responses are used to determine the percent of riders at each station that are minority and that are low-income. Since BART has a distance-based fare structure, determining this information by station rather than systemwide allows for the development of weighted average fares. Both home-based origin and non-home origin responses are used to assign demographics to a station. Non-home origins at a station include all trips starting from locations other than home, such as work, school or shopping. Thus, using both home-based and non-home origin responses is more encompassing than using only home-based origins because it reflects all riders at a station.

Non-minority includes only those who are White alone (single race) and non-Hispanic. Minority includes everyone else (Hispanic, non-white, and/or multi-racial). According to Station Profile Study responses, 52% of BART riders are minority.

For the purposes of these analyses, low-income is defined as Household Income under $50,000. According to Station Profile Study responses, 28% of BART riders are considered low income.

The steps used to assess the effects of a fare change are described in Appendix B. Results were generated for all stations currently in the BART system except the West Dublin/Pleasanton Station, which had not yet opened when the 2008 Station Profile Study was done. Future stations or expansion projects, such as the extension to Warm Springs, are not included in this analysis as fares for those projects have not yet been adopted.

Note that the Minority Disparate Impact Policy and Low-Income Disproportionate Burden Policy are under development. These policies will be reviewed and approved by the Board and used to evaluate future increases prior to implementation. Past Title VI fare assessments, including the methodology and results used to determine whether a fare change had a disparate impact, will be useful in establishing these policy thresholds. These past reports, methodology and results have been reviewed and discussed with advocacy groups, community-based organizations, distributed via BART Board meetings, email and press releases, and also remain posted on BART's website.

2.3 Minority Disparate Impact Analyses Results and Low-Income Disproportionate Burden Analyses Results

Systemwide weighted average fares for (a) minority and overall users and (b) low-income and overall users have been calculated using the methodology described in Appendix B. This process was performed for each of the proposed fare increases 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.

As shown in the table below, the four proposed fare increases build upon each other—that is, the results of the first proposed increase in 2014 were used as the basis for comparison to the results for the 2016 increase and so on until 2020, which was compared to 2018 results. Note that the percent fare change shown in each fare increase scenario 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 following table presents the results of the calculation for the proposed inflation-based increase of 5.2% in 2014 and projected 3.9% increase to all fares proposed for 2016, 2018 and 2020. In each fare increase scenario, minority and low income riders would experience virtually identical percentage and dollar fare increases compared to overall users. The results are the same when looking at the cumulative impacts of the four fare increases over eight years.

Proposed Inflation-based Increases to All Fares

	Current 2012 Fares	Proposed 2014 Fares	Proposed 2016 Fares	Proposed 2018 Fares	Proposed 2020 Fares	Proposed Cumulative 2012 to 2020
Fare Increase %		5.2%	3.9%	3.9%	3.9%	
Minority	$ 3.543	$ 3.730	$ 3.886	$ 4.044	$ 4.200	
Low Income	$ 3.403	$ 3.584	$ 3.734	$ 3.887	$ 4.036	
Overall	$ 3.586	$ 3.776	$ 3.933	$ 4.093	$ 4.251	
Minority	% Change	5.29%	4.17%	4.06%	3.86%	18.56%
Low Income	% Change	5.31%	4.19%	4.10%	3.82%	18.58%
Overall	% Change	5.30%	4.17%	4.07%	3.86%	18.56%
Minority	$ Change	$ 0.188	$ 0.156	$ 0.158	$ 0.156	$ 0.657
Low Income	$ Change	$ 0.181	$ 0.150	$ 0.153	$ 0.148	$ 0.632
Overall	$ Change	$ 0.190	$ 0.157	$ 0.160	$ 0.158	$ 0.666

2.4 Alternatives Available for People Affected by the Proposed Fare Increases

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

2.4.1 Alternative Transit Modes including Fare Payment Types

BART operates a single mode, heavy rail. However, there are four major operators in the BART service area that provide service parallel to some segments of the BART system:

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

The table below compares BART fares and the fares of operators providing service in parts of the BART service area.

	Adult Local Fare	Adult Pass Price
BART		
Current minimum fare	$1.75	N/A
2014: Inflation-based 5.2% increase	$1.85	N/A
2016: Inflation-based 3.9% increase	$1.95	N/A
2018: Inflation-based 3.9% increase	$2.05	N/A
2020: Inflation-based 3.9% increase	$2.10	N/A
Other Operator Fares (as of January 2013)		
AC Transit	$2.10	$80 (monthly)
Caltrain (zone-based)	$2.75-$12.75	$73-$338 (monthly)
SamTrans	$2.00	$64 (monthly)
San Francisco Muni	$2.00	$74* (monthly)

*This pass is also good for unlimited rides on BART within San Francisco.

In comparing the other operators' fares to BART fares, the local cash fares of the other operators are higher than BART's minimum fare with the projected inflation-based fare increases implemented through 2016, when the minimum fare would be $1.95. Even in 2020, the minimum fare of $2.10 is equal to AC Transit's current fare and ten cents higher than SamTrans and San Francisco Muni. A rider could pay a fare using another operator's monthly pass that would be less expensive than the projected 2014 $1.85 BART fare under the following circumstances:

- AC Transit: Rider takes more than 43 trips per month.
- Caltrain: Rider takes more than 39 trips per month (based on $73 pass).
- SamTrans: Rider takes more than 34 trips per month.
- San Francisco Muni: Rider takes more than 40 trips per month.

2.4.2 BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group

The demographic profile of each fare type user from BART's 2012 Customer Satisfaction Survey data is shown in the table below. Those data show minority riders are similar to overall riders in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted tickets for seniors, people with disabilities, and youth aged 5 through 12 (children under age 5 ride for free). Low-income riders are more likely to use the regular fare product and less likely to use the high-value 6.25% discount (HVD) fare product, compared to overall riders.

2012 Customer Satisfaction data			Estimated trips		Estimated trips		Estimated trips	
Fare Type	Fare Media	Payment Method	Minority	%	Low income	%	Overall	%
Regular BART fare	Magnetic stripe, Clipper smart card	Cash, credit/debit, check, transit benefit payments	185,398	73.9%	110,517	81.7%	298,911	74.2%
HVD			39,672	15.8%	10,241	7.6%	60,921	15.1%
Senior/Disabled			12,747	5.1%	7,882	5.8%	23,144	5.7%
Muni Fast Pass *	Clipper smart card		9,190	3.7%	4,845	3.6%	14,608	3.6%
Student	mag stripe only	Cash, credit/debit, check	1,132	0.5%	802	0.6%	1,420	0.4%
BART Plus			708	0.3%	219	0.2%	895	0.2%
Other **			2,075	0.8%	750	0.6%	3,056	0.8%
Total			250,922	100.0%	135,256	100.0%	402,955	100.0%

* San Francisco Muni monthly pass accepted on BART within San Francisco.

** No Fare Type reported

Note: Children and students are underrepresented in survey sample as only those who appeared to be age 13+ were surveyed

The following table details the percentage and value of the proposed increases by fare type. The proposed fare changes impact all fare types and fare media, with the exception that these changes do not apply to the Muni Fast Pass, which is the San Francisco Municipal Transportation Agency's fare instrument. Since the proposed fare changes apply to all BART fares and fare types, the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.

	Average FARES					FARE CHANGE							
						2012-2014		2014-2016		2016-2018		2018-2020	
Fare Type	2012	2014	2016	2018	2020	%	$	%	$	%	$	%	$
	Existing	Proposed											
Regular BART	$3.59	$3.78	$3.93	$4.09	$4.25	5.3%	$0.19	4.2%	$0.16	4.1%	$0.16	3.9%	$0.16
HVD	$3.36	$3.54	$3.69	$3.84	$3.99	5.3%	$0.18	4.2%	$0.15	4.1%	$0.15	3.9%	$0.15
Senior/Disabled /Youth	$1.34	$1.42	$1.47	$1.53	$1.59	5.3%	$0.07	4.2%	$0.06	4.1%	$0.06	3.9%	$0.06
Student	$1.79	$1.89	$1.97	$2.05	$2.13	5.3%	$0.09	4.2%	$0.08	4.1%	$0.08	3.9%	$0.08
BART Plus	$3.36	$3.54	$3.69	$3.84	$3.99	5.3%	$0.18	4.2%	$0.15	4.1%	$0.15	3.9%	$0.15

2.5 Minority Disparate Impact Analyses and Low-Income Disproportionate Burden Analyses Findings

Pursuant to FTA Circular 4702.1B, dated October 1, 2012, BART is to perform an analysis of any fare change to determine if the change has a disparate impact on minority riders or results in a disproportionate burden on low-income riders when compared to overall users. Per the Circular, BART is to make this determination by comparing the

analysis results against a threshold, as defined in a Minority Disparate Impact Policy and Low-Income Disproportionate Burden Policy. At the time of this report's writing, BART is developing these policies, including engaging the public in the decision-making process to develop the thresholds. The policies are scheduled to be adopted by the BART Board and the thresholds available for application later this year. At that time, BART will compare the analysis results described in this report against the policies to determine if any of the changes would have a disparate impact on minority riders or result in a disproportionate burden on low-income riders when compared to overall users. A new report updated with this information will be provided to the BART Board.

The analysis results for the four biennial productivity-adjusted inflation-based fare increases, which will be compared against the thresholds once the thresholds are adopted, are as follows:

- 2014: Under the 5.2% increase scenario, low-income and minority riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to overall users.
- 2016: The projected 3.9% increase in 2016 results in low-income and minority riders experiencing the same percentage increase and a slightly lower dollar fare increase compared to overall users.
- 2018: For 2018, with fares increasing by a projected 3.9%, the percentage changes for protected users and overall users are virtually identical, while the dollar changes are slightly higher for overall users.
- 2020: With a projected 3.9% fare increase in 2020, low-income and minority riders would experience the same or slightly lower percentage and dollar fare increases compared to overall users.

Because these results show that the proposed changes would increase fares by the same or slightly lower amounts for minority riders and low-income riders when compared to overall users, the findings (subject to application of the policy thresholds, the results of which will be reported to the BART Board for approval) are that the proposed changes do not have a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

3. CONCLUSION

The minority disparate impact analyses and low-income disproportionate burden analyses show that the proposed four biennial productivity-adjusted inflation-based fare increases would not result in disparate impacts or disproportionate burdens on minority or low-income riders, respectively, compared to overall users.

As noted above, these determinations are subject to application later this year of the policy thresholds currently under development, and staff will report the findings to the BART Board. Subject to findings that the analysis results fall below the policy thresholds, staff recommends the Board adopt a resolution giving the General Manager authority to calculate and implement a series of four biennial productivity-adjusted inflation-based fare increases. Once inflation figures are available to calculate the actual value of a future biennial increase, before implementation of that increase, staff will prepare an analysis per FTA Circular 4702.1B to determine if the actual increase would have a disparate impact

on minority riders or result in a disproportionate burden on low-income riders when compared to overall users. The findings regarding disparate impact and disproportionate burden including application of the policy thresholds will be reported to the BART Board for approval. If there is a finding of no disparate impact and a finding of no disproportionate burden, then no further action is required by the Board to implement the increase.

Regarding public input on the inflation-based fare increase program, BART actively sought public comment in a variety of ways, using approaches outlined in BART's Public Participation Plan, as described in the separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

APPENDIX A: Inflation-Based Formula for BART Fare Increases, *as described in handout provided during public outreach activities in March 2012*

BART's Board-approved fare increase program called for fares to increase by a small, inflation-based amount in 2006, 2008, 2010, and 2012. BART is asking for input about continuing to use the current inflation-based formula in 2014, 2016, 2018, and 2020. In each of these years, based on inflation projections, the estimated systemwide fare increase would be 3.9%.

The formula BART uses to calculate the amount of the increase averages the changes in national and local inflation over a two-year period, and then subtracts one-half percent to account for improved BART operating efficiencies, so that the actual increase is less than inflation. The resulting percentage increase is applied to fares that are then rounded to the nearest nickel.

The current inflation-based formula for BART fare increases is as follows:

$$\frac{\dfrac{(NCPIU_2 - NCPIU_0)}{NCPIU_0} + \dfrac{(BACPIW_2 - BACPIW_0)}{BACPIW_0}}{2} \qquad 0.005$$

Productivity Factor

Definitions:

NCPIU	**National CPI-U Annual Average:** U.S. City Average consumer price index for all urban consumers	Each average is measured for all items, over a calendar year with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor
BACPIW	**Bay Area CPI-W Annual Average:** the San Francisco-Oakland-San Jose, CA local consumer price index for urban wage earners and clerical workers	

"0" and "2" subscripts of NCPIU and BACPIW represent the calendar year from which ("0") and against which ("2") the inflation change is calculated (e.g., if the formula is applied for 2012, the calendar years are 2008 and 2010).

Example Calculation: Fare Increase for 2012

$$\frac{\dfrac{(218.1 - 215.3)}{215.3} + \dfrac{(223.8 - 218.4)}{218.4}}{2} \qquad 0.005$$

Productivity Factor

The result would be a 1.4% increase to fares.

APPENDIX B: Methodology Used to Assess the Effects of a Fare Change

The following steps outline the methodology BART uses to assess the effects of a fare change, in this case, the proposed four biennial productivity-adjusted inflation-based fare increases, the first effective in 2014 and the last in 2020.

Step 1: For each of the proposed four productivity-adjusted inflation-based fare increases, estimate weighted average fares "Before Fare Increase" and "After Fare Increase" for each BART station.

In Step 1, the weighted average fare paid by riders boarding at each of BART's existing 44 stations is estimated. The 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 "2012 Fares" reflecting BART's current fares and the "2014 Fares" reflecting the proposed 5.2% inflation-based fare increase for 2014.

Sample of Weighted Average Fare Data for Proposed 2014 Increase

Origin Station	2012 Fares	2014 Fares
Richmond	$ 3.42	$ 3.60
El Cerrito del Norte	$ 3.59	$ 3.77
El Cerrito Plaza	$ 3.17	$ 3.33
North Berkeley	$ 3.40	$ 3.61
Downtown Berkeley	$ 3.11	$ 3.28

For each station, a station-to-station fare table is multiplied by the 2012 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 each fare increase using the appropriate fare table. The following chart shows the fare tables that were used in calculations for the four proposed fare increases. The actual 2012 average weekday trip table was used for all increase calculations.

Fare Increase Effective:	Fare Table Used in "Before Fare Increase" Calculation	Fare Table Used in "After Fare Increase" Calculation
2014	Actual 2012 Fare Table	Actual 2012 Fare Table Increased by 5.2% ("2014 Fare Table")
2016	2014 Fare Table	2014 Fare Table increased by 3.9% ("2016 Fare Table")
2018	2016 Fare Table	2016 Fare Table increased by 3.9% ("2018 Fare Table")
2020	2018 Fare Table	2018 Fare Table increased by 3.9% ("2020 Fare Table")

Step 2: **For each of the proposed four productivity-adjusted inflation-based fare increases, estimate weighted average fares for minority, 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 2008 Station Profile Study. These percentages are then multiplied by the 2012 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 overall riders.

Step 3: **For each of the proposed four productivity-adjusted inflation-based fare increases, calculate the percent increase paid by minority riders, 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, low-income riders, and overall riders is calculated "before" and "after" each proposed fare increase.

Step 4: **For each of the proposed four productivity-adjusted inflation-based fare increases, to determine if the fare increase would have a disparate impact on minority riders or result in a disproportionate burden on low-income riders, upon adoption of the Minority Disparate Impact Policy and the Low-Income Disproportionate Burden Policy, compare the differences in percent increases obtained in Step 3 above by applying (a) the Minority Disparate Impact Policy threshold for minority riders and (b) the Low-Income Disproportionate Burden Policy threshold for low-income riders.**

The difference in percent increase in fares "before" and "after" each increase is calculated for (a) minority riders compared to overall users and (b) low-income riders compared to overall users.

A finding of no disparate impact will result when the difference in percent increase between minority riders and overall users is less than the Minority Disparate Impact Policy threshold, and a finding of no disproportionate burden will result when the difference in percent increase between low-income riders and overall users is less than the Low-Income Disproportionate Burden Policy threshold.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program

February 13, 2013

1. Introduction

During March 2012, BART conducted public participation activities to collect input on three critical issues affecting BART, as follows:

- Proposed fare increase effective July 2012 and the extension of BART's current inflation-based fare increase program
- Clipper® Card Distribution for Seniors and Youth
- BART's draft Environmental Justice Policy

Public outreach activities included ten community meetings, an online survey, a telephone survey, and distribution of the survey through BART's Limited English Proficiency Advisory Committee. This report focuses solely on extending BART's current inflation-based fare increase program and describes BART's process for conducting the ten meetings; documents the process for collecting public input; reports survey results; and summarizes public comments received. Where possible, the report provides data on public opinion, as expressed in responses to survey questions. A separate report, "Title VI Assessment of Extending BART's Productivity Inflation-Based Fare Increase Program," describes the analysis BART performed to determine if the program of fare changes would have a disparate impact on minority riders compared to overall users or place a disproportionate burden on low-income riders compared to overall users. The results of this analysis show that the program of fare changes would not have such effects; these findings are subject to the application of the District's Minority Disparate Impact Policy and Low-Income Disproportionate Burden Policy, which are currently under development and are scheduled to be adopted by the BART Board later this year.

2. Process for Soliciting Public Input

Consistent with BART's Public Participation Plan completed in May 2010 and revised in July 2011, BART conducted outreach and hosted ten informational community meetings throughout the BART service area to inform the public and solicit feedback on the three critical issues described above. Outreach was conducted both to the general public and also specifically to low income, minority and Limited English Proficient (LEP) populations in the BART service area.

Community meeting participants completed a print survey, a copy of which is provided in Appendix A. For those unable to attend the community meetings, BART conducted an online survey (web survey) hosted on the BART website at www.bart.gov during the period of February 24 – March 30, 2012. An automated phone version of the survey was also available during the same time frame for those who did not have internet access. In addition, print surveys were distributed to local community-based organizations (CBOs) by members of the BART Limited English Proficiency (LEP) Advisory Committee.

The consulting firm MIG, Inc. assisted BART with recording the meetings, reviewing the public participation results and documenting those results.

Outreach

BART conducted outreach for the meetings using the following methods:

- Meeting notice postal mailed to 5,916 residents within 1/4 mile radius of meeting locations

- Meeting notice postal mailed to more than 500 CBOs, including community organizations, senior centers, and colleges and universities
- Noticing at BART stations through posters, Destination Sign System (DSS) and BART Times
- Web story posted on www.bart.gov with link to survey
- Facebook post created on March 7 (viewed by 5,130 people per Facebook's "Insight" metrics)
- Blog post created on March 7 (viewed 2,116 times)
- Multiple tweets sent on Twitter
- Emails to randomly selected riders soliciting their participation in the survey
- Media (listed in Appendix B):
  - Bay Area media, both print and online
  - Ethnic media
  - Digital banners

The meeting notice was translated into Chinese, Korean, Spanish and Vietnamese and included instructions for requesting translation services and/or meeting interpreters.

Community Meetings

Meetings were held at a variety of times and locations to accommodate a wide range of participants. Translated materials, interpretive services, refreshments, and child care were available on request for all meetings. Approximately 125 individuals attended the ten meetings.

Location	Address	Date and Time	Services Requested
Oakland	Joseph P. Bort MetroCenter Auditorium 101 Eighth Street, Oakland	Tuesday, March 6, 2012, 6:30-8:00 p.m.	None
Concord	Monument Community Partnership 1760 Clayton Road, Concord	Monday, March 12, 2012, 6:30-8:00 p.m.	Spanish translation
San Francisco Mission District	Mission High School Cafeteria 3750 18th Street, San Francisco	Wednesday, March 14, 2012, 6:30-8:00 p.m.	None
Daly City	War Memorial Community Center Activity Room 6655 Mission Street, Daly City	Thursday, March 15, 2012, 7:00-8:30 p.m.	None
Richmond	Richmond Main Street 1000 McDonald Avenue, Suite C, Richmond	Monday, March 19, 2012, 6:00-7:30 p.m.	None
Antioch	Nick Rodriguez Community Center 213 F Street, Antioch	Tuesday, March 20, 2012 1:30-3:00 p.m.	None
Dublin	Dublin Library Community Room 200 Civic Plaza, Dublin	Wednesday, March 21, 2012, 12:00-1:30 p.m.	None

Location	Address	Date and Time	Services Requested
San Francisco Richmond District	Richmond Recreation Center Auditorium 251 18th Avenue, San Francisco	Thursday, March 22, 2012, 6:30-8:00 p.m.	None
Fremont	Fremont Main Library, Fukaya Rm B 2400 Stevenson Boulevard, Fremont	Monday, March 26, 2012, 6:30-8:00 p.m.	None
Hayward	Hayward City Hall, Council Chambers, 2nd Floor, 777 B Street, Hayward	Wednesday, March 28, 2012, 6:30-8:00 p.m.	None

At each meeting, participants were asked to sign in and were provided a copy of the agenda. A Government and Community Relations (GCR) staff member acted as facilitator. Whenever possible, the BART Director representing the district in which the meeting was held attended and provided welcoming remarks. The BART GCR staff representative briefly reviewed the agenda and meeting purpose and introduced each speaker.

Staff presented information about the July 2012 fare increase and the subject of this report, the extension of BART's inflation-based fare increase program. Staff also made available a handout describing BART's current inflation-based fare increase formula (see Appendix C). Additional topics discussed by other BART staff (not covered in this report) included the distribution of Clipper® Cards for seniors and youth and BART's draft Environmental Justice Policy.

Following each presentation, the speakers opened the floor for questions and comments. A graphic recorder from MIG took notes and recorded comments and questions on large scale wallgraphic paper. At the end of the meeting, the print survey described in the next section was distributed.

Print Survey

The print survey included the following question regarding extending BART's inflation-based fare increase program:

Question 3. BART's current fare increase program, which calls for small, inflation-based increases every two years, expires in 2012. BART is considering extending this program so that fares increase by inflation in 2014, 2016, 2018 and 2020. (The increases are estimated to be 3.9% in each of these years, based on inflation projections.) Should BART extend its current inflation-based fare program, or develop a new program for increasing fares? (Check one.)

☐ Extend BART's current inflation-based fare program.
☐ Develop a new program for regular, small fare increases, such as _____

The survey also included Question 4, which asked if participants had any comments about the fare increase program and provided space to write down such comments. In addition, the survey asked participants to identify how often they ride BART: what types of trips they have made on BART in the last 30 days; which BART stations are their "home" and most frequent destination stations; and, for demographic purposes, their gender, age, home zip code, ethnicity, household

income and number in household, and language preferences. Translated copies of the survey were available in Chinese, Korean, Spanish and Vietnamese.

A total of 87 surveys were completed at the community meetings, of which 62 included an answer to the question relevant to this report, Question 3.

Web Survey

An electronic version of the print survey was available online at www.bart.gov in Chinese, English, Korean, Spanish and Vietnamese to allow input from participants unable to attend the community meetings. A total of 950 surveys were submitted online, of which 841 had an answer to the question relevant to this report, Question 3.

In order to offer an option for those who do not have internet access, an automated phone version of the survey was also available. Twenty-three out of a total of 28 surveys submitted through this method answered Question 3.

BART also randomly selected a group of 1,769 passengers who were invited via email to take the online survey. These individuals were selected from a pool comprised of passengers who had been randomly selected to complete an earlier BART onboard survey, at which time they had indicated they were available to take future BART surveys. This method resulted in the submission of an additional 390 surveys, of which 363 answered Question 3.

Finally, in an effort to increase outreach to low income, minority and LEP populations, print surveys were distributed to local CBOs by members of the BART LEP Advisory Committee. A total of 79 print surveys, 68 of which answered Question 3, were submitted by members of four CBOs serving these communities.

Quantifiable survey responses are reported in the next section, which is followed by discussion of qualitative input comprised of public comments made through the various methods.

3. Public Input from Surveys

The following table shows the number of surveys that included an answer to survey Question 3, completed through each of the five distribution methods, as tallied by MIG. Because data were collected using a variety of survey methods, data cannot be tallied across methods; therefore, data from each survey method are reported separately. It should also be noted that the surveys were not administered in a statistically valid manner.

Distribution Method	Number of Surveys with Answers to Question 3
At community meetings	62
Via online	841
Via online, respondents to BART e-mail	363
Via LEP Advisory Committee	68
Via telephone	23
Total	1,357

3.1 Survey Results

The next sections report the results of the survey for Question 3 by the five distribution methods.

Community Meeting Survey Results

The table below shows the results from surveys completed by community meeting participants who answered Question 3. About 60% supported the existing inflation-based fare program and 40% opted for developing a new program.

	Surveys	
	Count	%
Extend BART's current inflation-based fare program	37	59.7%
Develop a new program for regular, small fare increases, such as _____	25	40.3%
TOTAL	62	100.0%

Online Survey Results

Survey results for the 841 online surveys that had answers to Question 3 show a similar split to that in the community meeting surveys: 61% favor extending the current program, and about 39% selected developing a new program for regular, small fare increases.

	Surveys	
	Count	%
Extend BART's current inflation-based fare program	515	61.2%
Develop a new program for regular, small fare increases, such as _____	326	38.8%
TOTAL	841	100.0%

E-Mail Online Survey Results

	Surveys	
	Count	%
Extend BART's current inflation-based fare program	248	68.3%
Develop a new program for regular, small fare increases, such as _____	115	31.7%
TOTAL	363	100.0%

The table above shows results from surveys with answers to Question 3 that were completed online by randomly selected individuals who had previously completed a BART survey and indicated their willingness to complete future surveys. These results affirm support for extending the existing inflation-based fare program, with over two-thirds or 68% of respondents in favor. Nearly one-third, or almost 32%, selected developing a new program.

LEP Advisory Committee Member Survey Results

The table below shows results for those surveys with answers to Question 3 completed by members of the organizations represented by BART's Limited English Proficiency (LEP) Advisory Committee. These respondents showed the strongest support for continuing the extending program, with almost 80% selecting it. The remainder of respondents opted for developing a new program.

	Surveys	
	Count	%
Extend BART's current inflation-based fare program	53	77.9%
Develop a new program for regular, small fare increases, such as _____	15	22.1%
TOTAL	68	100.0%

Telephone Survey Results

	Surveys	
	Count	%
Extend BART's current inflation-based fare program	8	35.0%
Develop a new program for regular, small fare increases, such as _____	15	65.0%
TOTAL	23	100.0%

As the table above shows, of the 23 surveys completed by telephone, 15 respondents preferred to develop a new program for regular, small fare increases, while 8 respondents favored continuing the existing program.

3.2 Survey Respondent Demographics

The tables on the next pages summarize answers to survey questions that describe survey respondents.

8. How often do you currently ride BART?										
	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
Frequency	Count	%	Count	%	Count	%	Count	%	Count	%
5 or more days a week	9	11.0%	479	52.6%	222	58.1%	4	22.2%	3	3.9%
3-4 days a week	17	20.7%	137	15.0%	69	18.1%	1	5.6%	5	6.6%
1-2 days a week	19	23.2%	99	10.9%	43	11.3%	2	11.1%	16	21.1%
1-3 days a month	21	25.6%	127	13.9%	30	7.9%	4	22.2%	18	23.7%
Less than once a month	16	19.5%	60	6.6%	16	4.2%	7	38.9%	25	32.9%
Never	0	0.0%	9	1.0%	2	0.5%	0	0.0%	9	11.8%
TOTALS	82	100.0%	911	100.0%	382	100.0%	18	100.0%	76	100.0%

What is your race or ethnic identification? *(Check one or more. Categories based on US Census.)*

	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
Race or Ethnic ID	Count	%	Count	%	Count	%	Count	%	Count	%
White alone, non-Hispanic	39	49.4%	503	60.7%	206	56.1%	13	72.2%	0	0.0%
Black/African American alone, non-Hispanic	10	12.7%	39	4.7%	38	10.4%	2	11.1%	0	0.0%
Asian or Pacific Islander alone, non-Hispanic	5	6.3%	153	18.5%	63	17.2%	2	11.1%	71	91.0%
American Indian or Alaska Native alone, non-Hispanic	0	0.0%	7	0.9%	2	0.5%	0	0.0%	0	0.0%
Other alone, non-Hispanic	4	5.1%	33	4.0%	10	2.7%	1	5.6%	1	1.3%
Multiple race, non-Hispanic	1	1.3%	29	3.5%	7	1.9%	0	0.0%	0	0.0%
Hispanic, regardless of race	20	25.3%	64	7.7%	41	11.2%	0	0.0%	6	7.7%
TOTAL	**79**	**100%**	**828**	**100%**	**367**	**100%**	**18**	**100%**	**78**	**100%**

Note: Due to rounding, totals may not equal exactly 100%.

Do you speak a language other than English at home?

	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		LEP Surveys	
	Count	%	Count	%	Count	%	Count	%
No	57	69.5%	729	80.4%	297	77.7%	3	3.9%
Yes	25	30.5%	178	19.6%	85	22.3%	74	96.1%
TOTALS	**82**	**100.0%**	**907**	**100.0%**	**382**	**100.0%**	**77**	**100.0%**

Note: This question was not included in the phone survey.

What is your total annual household income before taxes?

Annual Household Income	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
	Count	%	Count	%	Count	%	Count	%	Count	%
Under $25,000	22	30.6%	92	11.7%	49	13.8%	6	42.9%	38	50.7%
$25,000-$29,999	3	4.2%	37	4.7%	17	4.8%	5	35.7%	15	20.0%
$30,000-$39,999	6	8.3%	56	7.1%	24	6.8%	2	14.3%	12	16.0%
$40,000-$44,999	6	8.3%	37	4.7%	11	3.1%	0	0.0%	6	8.0%
$45,000-$49,999	1	1.4%	34	4.3%	15	4.2%	0	0.0%	4	5.3%
$50,000-$59,999	6	8.3%	60	7.6%	32	9.0%	1	7.1%	0	0.0%
$60,000 or more	28	38.9%	469	59.7%	207	58.3%	0	0.0%	0	0.0%
TOTAL	72	100%	785	100%	355	100%	14	100%	75	100%

4. Public Comments

The public could provide comments on the fare increase program in a number of ways: by responding to two questions on the survey, by speaking at meetings (these comments were recorded on wallgraphic paper), and by filling out comment cards. Through these channels, 825 comments were submitted, which MIG transcribed and reviewed, sorting and placing them into a comments database. The complete comments database is provided in Appendix D.

While the number of comments received can be counted and comments can be generally categorized and reviewed for popular themes, they should not be analyzed numerically. Doing so would give the opinions of those who responded to what many consider to be an optional question undue weight in the process. Also, comments recorded on wallgraphics at meetings may likely represent multiple opinions since the technique, by design, is intended to reduce repetition. Comments received through written comments cards can reflect those of participants who choose to reinforce a comment expressed during the meeting.

Categorizing the comments, however, provides a general indication of the points that those public outreach participants choosing to comment wished to communicate. Of the 825 comments received, more than 99% were in answer to survey Question 3 or Question 4. MIG grouped comments based on whether the comment was associated with Question 3 or Question 4, submitted on a comment card or recorded on wallgraphic paper. The comments were then analyzed for the most common themes.

Survey Question 3 asked whether BART should (a) extend its current inflation-based fare increase program or (b) develop a new program for increasing fares. Respondents weighed in on this topic by checking one of the following options, with the second option providing space for written comments:

☐ Extend BART's current inflation-based fare program.
☐ Develop a new program for regular, small fare increases, such as _____.

As noted earlier in this report, a majority of respondents to Question 3 supported extending BART's current inflation-based program. Of the remaining surveys where the option of developing a new program was selected, approximately 300 surveys also included comments. Based on general categorization of these comments, there were far more that specifically supported a regular fare increase program and/or suggested alternatives to the current inflation-based program than commented that further fare increases were unnecessary, inappropriate or unfair. Many of the comments noted a need for an alternative method of determining the amount of fare increases. Common suggestions for an alternative basis for increases included other economic factors such as wages or general economic health; peak or special event pricing; and BART's actual costs or needs. Many respondents to Question 3 who preferred developing a new program would like to see increases be as minimal as possible, and some felt that increases should be postponed until the economy improves. Alternative fare structures based on factors such as ridership or distance traveled, and alternative revenue sources, such as increased parking rates, were also suggested.

A majority of those in favor of a new increase program expressed a desire for increases to be more predictable, such as a flat rate increase of 5 cents to all fares on a regular basis (either annually or every certain number of years). Smaller, regular increases were felt to be easier to handle. Other

comments emphasized the need to apply increases fairly and to consider the needs of vulnerable populations, such as seniors and low-income, when increasing fares

A large number of respondents that selected the option in Question 3 for developing a new fare increase program – both those who agreed that regular fare increases are necessary and those who were against any increases in fares – called out the need for BART to improve its financial efficiency and review employee salary levels.

Survey Question 4--"Do you have any comments about a fare increase program?"--garnered about 500 comments, including one from a commenter at the Hayward community meeting who stated succinctly, "It's reasonable." A participant at the Oakland community meeting noted "I like the regular increases to avoid rate shock." Compared to Question 3, there were slightly fewer respondents to Question 4 who supported a regular fare increase program. Those not in support indicated that they thought further fare increases were unnecessary, inappropriate, unfair and/or would discourage ridership. Many replies to Question 4 also addressed respondents' suggestions for types of new fare increase programs, or expressed a desire for more predictable increases, applying increases fairly and considering the needs of vulnerable populations. These comments closely echoed the same themes as comments made in response to Question 3.

Many respondents to Question 4 also emphasized the need for BART to improve financial efficiency and review salaries. There were also commenters, both those who agreed with regular fare increases and those who did not, that drew attention to the need to make system or service improvements in order to justify fare increases.

Community Meeting Survey

Thank you for taking the time to attend this meeting. After BART staff have explained the topics below, please answer the questions in each section. BART values your input.

BART Fare Increase Options

1. As explained in the presentation, BART is considering options for a small fare increase effective this July. Small, regular fare increases are necessary in order to keep BART's service safe and reliable with no service reductions. Which of the following fare increase options should BART implement in July? *(Check only one.)*
   - ☐ BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel. (Due to rounding, the minimum fare of $1.75 would not change.)
   - ☐ 10 cent increase for trips between the East Bay and San Francisco
   - ☐ 5 cent increase to all fares

2. Do you have any comments about the July fare increase? _____

BART Fare Increase Program

3. BART's current fare increase program, which calls for small, inflation-based increases every two years, expires in 2012. BART is considering extending this program so that fares increase by inflation in 2014, 2016, 2018 and 2020. (The increases are estimated to be 3.9% in each of these years, based on inflation projections.) Should BART extend its current inflation-based fare program, or develop a new program for increasing fares? *(Check one.)*
   - ☐ Extend BART's current inflation-based fare program
   - ☐ Develop a new program for regular, small fare increases, such as: _____

4. Do you have any comments about a fare increase program? _____

Senior and Youth Clipper Cards

5. Are you eligible for a discounted Senior Clipper Card (age 65+) or a Youth Clipper Card (parent/guardian of a child ages 5-12)?
   - ☐ No (skip to question 8 on back)
   - ☐ Yes, I'm eligible for a Senior Clipper Card (age 65+)
   - ☐ Yes, I'm the parent or guardian of a child ages 5 - 12

6. Have you already applied for the discounted Clipper card for which you are eligible?
   - ☐ Yes
   - ☐ No - why not? _____

7. In your opinion, are the locations where you can get a discounted Clipper card adequate, or not?
   - ☐ Yes, locations are adequate
   - ☐ No, not adequate - please explain: _____
   - ☐ Don't know

OVER

About You

(8) How often do you currently ride BART?

☐ 5 or more days a week ☐ 1 – 2 days a week ☐ Less than once a month
☐ 3 – 4 days a week ☐ 1 – 3 days a month ☐ Never

(9) What types of trips have you made on BART in the past 30 days? *(Check all that apply)*

☐ Commute to/from work ☐ Visit friends/family ☐ Theater or concert
☐ School ☐ Medical/dental ☐ Other: _____
☐ Airplane trip ☐ Shopping ☐ Not applicable – didn't ride BART in past 30 days
☐ Sports event ☐ Restaurant

(10) Which BART station do you usually use when making a trip from home (your "home" station)?

_____

(11) Which BART station is your most frequent destination station (i.e., the station near your office, school, or other frequent destination)? _____

(12) Are you: ☐ Male ☐ Female

(13) Age:

☐ Under 18 ☐ 35 - 44 ☐ 65 or older
☐ 18 - 24 ☐ 45 - 54
☐ 25 - 34 ☐ 55 - 64

(14) Home ZIP code: _____

(15) What is your race or ethnic identification? *(Check one or more. Categories based on US Census.)*

☐ American Indian or Alaska Native ☐ Black / African American ☐ White
☐ Asian or Pacific Islander ☐ Hispanic, Latino, or Spanish ☐ Other: _____

(16) Do you speak a language other than English at home?

☐ No
☐ Yes, I speak: _____

(17) If "Yes" to Question 16, how well do you speak English?

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

(18) What is your total annual household income before taxes?

☐ Under $25,000 ☐ $40,000 - $44,999 ☐ $60,000 or more
☐ $25,000 - $29,999 ☐ $45,000 - $49,999
☐ $30,000 - $39,999 ☐ $50,000 - $59,999

(19) Including yourself, how many people live in your household?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

Appendix B: BART Media Outreach

During BART's March 2012 public participation process, outreach was conducted through the following media outlets:

Bay Area News Group (includes website banners):
- Alameda Times-Star
- Contra Costa Times
- East County Times
- Fremont Argus
- Hayward Daily Review
- Oakland Tribune
- San Ramon Valley Times
- Tri-Valley Times
- West County Times

Other Newspapers:
- Bay Area Reporter (includes website banner)
- San Francisco Examiner

Ethnic Media:
- El Mundo (Spanish)
- Oakland Post/SF Post
- Sing Tao (Chinese)
- Sun Reporter
- World Journal (Chinese)

College Newspapers:
- California State University-East Bay
- Laney College
- San Francisco City College
- San Francisco State University
- University of California at Berkeley

Appendix C: Inflation-Based Formula for BART Fare Increases, *as described in handout provided during public outreach activities in March 2012*

BART's Board-approved fare increase program called for fares to increase by a small, inflation-based amount in 2006, 2008, 2010, and 2012. BART is asking for input about continuing to use the current inflation-based formula in 2014, 2016, 2018, and 2020. In each of these years, based on inflation projections, the estimated systemwide fare increase would be 3.9%.

The formula BART uses to calculate the amount of the increase averages the changes in national and local inflation over a two-year period, and then subtracts one-half percent to account for improved BART operating efficiencies, so that the actual increase is less than inflation. The resulting percentage increase is applied to fares that are then rounded to the nearest nickel.

The current inflation-based formula for BART fare increases is as follows:

$$\left(\frac{\frac{(NCPIU_2 - NCPIU_0)}{NCPIU_0} + \frac{(BACPIW_2 - BACPIW_0)}{BACPIW_0}}{2} \right) - \begin{matrix} 0.005 \\ \text{Productivity} \\ \text{Factor} \end{matrix}$$

Definitions:

NCPIU	**National CPI-U Annual Average:** U.S. City Average consumer price index for all urban consumers	Each average is measured for all items, over a calendar year with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor
BACPIW	**Bay Area CPI-W Annual Average:** the San Francisco-Oakland-San Jose, CA local consumer price index for urban wage earners and clerical workers	

"0" and "2" subscripts of NCPIU and BACPIW represent the calendar year from which ("0") and against which ("2") the inflation change is calculated (e.g., if the formula is applied for 2012, the calendar years are 2008 and 2010).

Example Calculation: Fare Increase for 2012

$$\left(\frac{\frac{(218.1 - 215.3)}{215.3} + \frac{(223.8 - 218.4)}{218.4}}{2} \right) - \begin{matrix} 0.005 \\ \text{Productivity} \\ \text{Factor} \end{matrix}$$

The result would be a 1.4% increase to fares.

Appendix D: Public Comments Database

Public Comment Database
Key to Codes

Code	Workshop	Date
ANT	Antioch	3/20/2012
CNC	Concord	3/12/2012
DC	Daly City	3/15/2012
DUB	Dublin	3/21/2012
FRE	Fremont	3/26/2012
HWD	Hayward	3/28/2012
OAK	Oakland	3/6/2012
RCH	Richmond	3/19/2012
SFM	SF Mission	3/14/2012
SFR	SF Richmond	3/22/2012

Code	CBO
FB	Family Bridges, Inc.
LAO	Lao Family Community Center
LR	La Clinica de la Raza
SACC	San Francisco Southeast Asian Community Center

Code	Source
CC	Comment card
EM	Online survey (random email sample)
LEP	Survey distributed to CBOs* through LEP Advisory Committee
MTG	Printed survey
ON	Online survey
PH	Phone survey
WG	Wallgraphic

Question #	Question Text
1	Which of the following fare increase options should BART implement in July? (Current program, 10 cent Transbay raise, 5 cent overall raise)
2	Do you have any comments about the July fare increase?
3	Should BART extend its current inflation-based fare program, or develop a new program for increasing fares?
4	Do you have any comments about a fare increase program?

Appendix D: Public Comment Database

Meeting	Source	Question (if applicable)	Language	Comment
CNC	CC	N/A	English	No bonds – improve advocacy in Congress to support BART system
RCH	WG	N/A	N/A	What is cost of fare collection vs. running a free system?
CNC	WG	N/A	N/A	Will BART price itself out of business?
N/A	ON	Question 2	N/A	I think doing a regular, inflation-based fee increase at regular, expected intervals is the best way to go, instead of unexpected and potentially large increases every few years. This makes it fair and easy for riders to plan for in terms of cost increase. I don't think targeting specific populations of riders for increases is fair (for example, those who go between the East Bay and SF). And for the record, I am NOT one of those riders, just don't think that's fair.
N/A	ON	Question 2	N/A	Please consider a zone-based pass or a pass accumulator so that there is predictability in spending. I don't mind if fares increase more often as long as I know what the fare will be every month. I don't take BART as much as I would otherwise because I have to micromanage every trip now.
N/A	ON	Question 2	N/A	Should be implemented every other year, or less often
N/A	ON	Question 2	N/A	Regular, inflation-based increases seem most fair to all. Windfalls should never be used to reduce fares, but should be use for improvements and/or unexpected expenses.
N/A	EM	Question 3	N/A	enforcing pay-gate evasion.
N/A	ON	Question 3	N/A	Police Enforcement
N/A	EM	Question 3	N/A	start giving tickets to all offers such eating, drinking on bart
CNC	MTG	Question 3	English	Agencies to buy wholesales
N/A	ON	Question 3	N/A	balance costs and revenue
N/A	EM	Question 3	N/A	Based on a sound budget and cost cutting measures
N/A	ON	Question 3	N/A	cost savings
N/A	ON	Question 3	N/A	Cut Costs more
N/A	ON	Question 3	N/A	Cut operating costs. Stop running like a government bureaucracy.
N/A	PH	Question 3		I have no idea which they should start, but I really think that they need to look over all of the costs that BART is involved with - you know, the upholstery, the union, the management thing and try to make it more pleasurable for passengers to ride BART.
N/A	ON	Question 3	N/A	manage your profits better
N/A	ON	Question 3	N/A	10 cents every year
N/A	ON	Question 3	N/A	a dime every 2 years
N/A	ON	Question 3	N/A	$0.05 every 5 years.
N/A	EM	Question 3	N/A	0.05
N/A	ON	Question 3	N/A	$0.05
N/A	ON	Question 3	N/A	0.05
N/A	ON	Question 3	N/A	$0.50
N/A	ON	Question 3	N/A	0.5
N/A	ON	Question 3	N/A	$.05 increase annually. It's affordable for all income levels
N/A	ON	Question 3	N/A	$.05 per year for all fares
CNC	MTG	Question 3	English	$0.05 for all fares every so often
N/A	ON	Question 3	N/A	$0.05 overall increase
N/A	ON	Question 3	N/A	.05 per trip.
N/A	ON	Question 3	N/A	0.05% increase to all fares
N/A	ON	Question 3	N/A	5 cent increase
N/A	ON	Question 3	N/A	5 cent increase only
N/A	ON	Question 3	N/A	5 cent increase to all fares
N/A	ON	Question 3	N/A	5 cent increases to all fares every two years
N/A	EM	Question 3	N/A	5 cents
N/A	ON	Question 3	N/A	5 cents
N/A	ON	Question 3	N/A	5 cents on all fare increases

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 3	N/A	5c
N/A	EM	Question 3	N/A	A 5 cent increase which no one will really notice much
N/A	ON	Question 3	N/A	adding a nickel to all
N/A	EM	Question 3	N/A	option c
N/A	ON	Question 3	N/A	the .05 cent increase
N/A	EM	Question 3	N/A	the third option above
N/A	ON	Question 3	N/A	a 5 cent increase to all fares
N/A	ON	Question 3	N/A	0.50 % increase each years
N/A	ON	Question 3	N/A	5 cent increase annually
N/A	ON	Question 3	N/A	5 cents a year for all fares
N/A	EM	Question 3	N/A	5 cents every year
N/A	ON	Question 3	N/A	5 cents per year
N/A	ON	Question 3	N/A	5cent increase to all fares once each year
N/A	EM	Question 3	N/A	five cents increase per ride per year
N/A	ON	Question 3	N/A	5 cent increase systemwide every 2 years
N/A	ON	Question 3	N/A	5 cents every 2 years
N/A	ON	Question 3	N/A	5 cents every two years
N/A	ON	Question 3	N/A	A nickel increase for all fares, with the same two-year schedule of increases.
N/A	ON	Question 3	N/A	increase by 5 cents every 2 years
N/A	ON	Question 3	N/A	increase by 5 cents every 2 years
N/A	ON	Question 3	N/A	set amount such as 5 cent everty 2 years
N/A	ON	Question 3	N/A	5 cent fare increases every 3 years
N/A	ON	Question 3	N/A	5 cents on all fares every 3 years
N/A	EM	Question 3	N/A	$ 05 every 6 months
N/A	ON	Question 3	N/A	A 5 or 10 cent overall increase
N/A	ON	Question 3	N/A	annual
N/A	EM	Question 3	N/A	annual fare increase
N/A	EM	Question 3	N/A	Annual Incresases
N/A	ON	Question 3	N/A	smaller annual increase rather than one larger increase every two years
N/A	ON	Question 3	N/A	yearly increase as opposed to a big one every 2 years.
N/A	ON	Question 3	N/A	Yearly increases, if needed.
N/A	ON	Question 3	N/A	Length of trip
N/A	ON	Question 3	N/A	Base it on the economy
N/A	ON	Question 3	N/A	basing a fare increase on inflation, but on current economic standards as a whole
N/A	ON	Question 3	N/A	should be equal to any income increases adjusted for CPI by the ridership
N/A	ON	Question 3	N/A	Annually corresponding to adjustments in service to match increases in ridership.
N/A	ON	Question 3	N/A	clean up your act so it's worth it
N/A	EM	Question 3	N/A	fee increases based on improvements!!!
N/A	ON	Question 3	N/A	improve service first
N/A	ON	Question 3	N/A	Justifying any increase with a specific need.
N/A	ON	Question 3	N/A	inflation increase across all fares
N/A	EM	Question 3	N/A	the one you're suggestion to use now
N/A	ON	Question 3	N/A	The ones presented this time March 2012
OAK	MTG	Question 3	English	For now till 2020!

Appendix D: Public Comment Database

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 3	N/A	no more than CPI inflation
N/A	ON	Question 3	N/A	Inflation based fare increase every 2 years not annually
N/A	ON	Question 3	N/A	1 cent increase to all fares
N/A	ON	Question 3	N/A	a smaller percentage increase
N/A	ON	Question 3	N/A	annually increase a small amount
N/A	ON	Question 3	N/A	increase by less than inflation rate
N/A	ON	Question 3	N/A	lowest increase possible.
N/A	ON	Question 3	N/A	minimal increases, e.g. 5 or 10 cents max
N/A	ON	Question 3	N/A	no more than 10 cents for all
N/A	ON	Question 3	N/A	No more than a $3 increase
N/A	ON	Question 3	N/A	Small fare increases, 1-2% only
N/A	ON	Question 3	N/A	Two year is fine, but maybe charge extra for events like the superbowl
N/A	PH	Question 3		Every few years, raise it 5 or 10 cents to San Francisco and stuff like that.
N/A	PH	Question 3		Similar to Question #1, that you have your 5, 10 or inflation-based fares
N/A	EM	Question 3	N/A	gradual increases (small increase for all fares every 9 months)
N/A	ON	Question 3	N/A	$0.05 or $0.10 per year
N/A	ON	Question 3	N/A	Designate portions of fare increases for increased cleaning/maintenance and car replacement
N/A	EM	Question 3	N/A	Inflation based PLUS where you can raise enough money to refurbish the cars
N/A	ON	Question 3	N/A	10 cent increase for trips between the East Bay and San Francisco
N/A	ON	Question 3	N/A	10 cent increase for trips between the East Bay and SF
N/A	ON	Question 3	N/A	10 cents for trips between the East Bay and SF
OAK	MTG	Question 3		Transbay increases, ditch "urban zone fares" besides inflation
N/A	ON	Question 3	N/A	5 cent increase to all fares per year—senior/disabled/youth exempted every other year
N/A	ON	Question 3	N/A	5 cent increase to all fares per year—senior/disabled/youth exempted every other year.
N/A	ON	Question 3	N/A	Add tax
N/A	EM	Question 3	N/A	up the percentage to 2.8% increase per year
N/A	ON	Question 3	N/A	a mixture of % and flat increases.
N/A	ON	Question 3	N/A	one dollar
N/A	ON	Question 3	N/A	Based on actual financial needs of BART
N/A	ON	Question 3	N/A	Based on acutal needs and cost increases every one or two years
N/A	EM	Question 3	N/A	changing the basis for fare increases to something like such as increase in electrical costs
N/A	EM	Question 3	N/A	evaluating the cost of properly maintaining the system each year.
N/A	ON	Question 3	N/A	need based, with cap
N/A	ON	Question 3	N/A	needs amortized over a specified period of time
N/A	ON	Question 3	N/A	supply and demand with annual reserves when there is a surplus
N/A	EM	Question 3	N/A	$1 for shortest distance trip
N/A	EM	Question 3	N/A	incremental but keeping shorter trips more affordable while charging higher prices for long distance
N/A	ON	Question 3	N/A	mileage related fares

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 3	N/A	Undoing the policy of charging less for longer trips
N/A	ON	Question 3	N/A	far too many economic fluctuations exist these days to anticipate this out through 2020. Evaluate it in 2-year cycles instead
N/A	ON	Question 3	N/A	inflation plus consumer price index
N/A	EM	Question 3	N/A	one that is directly tied to the health of the economy
DC	MTG	Question 3	English	Something on step with realtime local/state etc economy improvement(s) (hopefully.) and promoting BART PLUS type programs, etc
SFR	MTG	Question 3	English	Goes up with gas prices.
N/A	ON	Question 3	N/A	based on Social Security increases
N/A	ON	Question 3	N/A	based on how economy- many out of work or no pay increases to match cost of living
N/A	ON	Question 3	N/A	cost of living, GDP
N/A	ON	Question 3	N/A	Inflation may be increasing by 3.9%, but people are not receiving increases in compensation at their jobs. These increases need to reflect how much more money people are making. Most people are lucky to have jobs let alone get a pay increase
N/A	ON	Question 3	N/A	Raise based off mean wages
N/A	ON	Question 3	N/A	Tie fare increases to wage increases. Wages have been stationary for about 30 years while BART fares have steadily risen. Is this "class warfare" against the working class?
N/A	ON	Question 3	N/A	a vote, such as this one
N/A	ON	Question 3	N/A	Base it on route popularity
N/A	ON	Question 3	N/A	Based on rider volume in specific directions
N/A	ON	Question 3	N/A	basing on demand and ridership and income
N/A	EM	Question 3	N/A	corresponds with the lines most used.
HWD	MTG	Question 3	English	Develop a program based on ridership numbers. Program should include dedicated replacement/repair component
N/A	PH	Question 3		Find out what the highest rate of riders and increase it there - so, if there's more riders from the East Bay to San Francisco, then they would take the toll. If there's more riders from San Jose, Millbrae, that sort of area, going up to San Francisco, then they should front the bill.
N/A	EM	Question 3	N/A	something targeting commuters
N/A	ON	Question 3	N/A	increases for more service-intensive stations and days and less for slower times and days.
N/A	EM	Question 3	N/A	Income-based cards linked to work-linked clipper accounts, and monthly passes
N/A	EM	Question 3	N/A	base it how often a person rides Bart. example if you ride more often pay less but those who are like one timers pay more. how to do this clipper card holders pay less
N/A	ON	Question 3	N/A	by frequency of riding. Those that ride a lot like commuters like me should be rewarded for using BART and contributing to the system
N/A	ON	Question 3	N/A	charge more for single tickets
N/A	ON	Question 3	N/A	daily, but offer discounts on clipper
N/A	ON	Question 3	N/A	frequent BART riders
N/A	ON	Question 3	N/A	Give commuters a break!
N/A	ON	Question 3	N/A	Keep it low 5 day riders, increase rate to lesser day riders, encourage them to ride bart the more

Appendix D: Public Comment Database

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 3	N/A	Monthly riders pay less than single trip riders
N/A	ON	Question 3	N/A	rider rewards program
N/A	ON	Question 3	N/A	target tourists, not daily commuters
N/A	ON	Question 3	N/A	adopt a discount system for purchasing a large dollar amount on a clipper card like MTA in New York
HWD	MTG	Question 3	English	Extreme low income person discount of 15% to 25%.
N/A	ON	Question 3	N/A	Higher general fares with student and senior discounts
N/A	ON	Question 3	N/A	Increase fares for high-earners. Offer discounted fare program through Clipper Card, based on need/means test such as income level
N/A	EM	Question 3	N/A	a flat rate increase on all fares
N/A	ON	Question 3	N/A	a flat rate increase to all fares
N/A	EM	Question 3	N/A	adding same fixed amount to each fare
N/A	ON	Question 3	N/A	Create a FLAT RATE and increase it every year, provide longer tranfer times on bart cards allowing folks to use MUNI & AC Transit
N/A	EM	Question 3	N/A	fixed increase per year - no opt
HWD	MTG	Question 3	English	Flat rate increases based on economy
N/A	ON	Question 3	N/A	assess when an increase is actually needed
N/A	EM	Question 3	N/A	evaluating the need for a fare increase and adjusting every two years as necessary
N/A	ON	Question 3	N/A	increases as needed
N/A	ON	Question 3	N/A	only when required
N/A	ON	Question 3	N/A	increase fares to airports
N/A	ON	Question 3	N/A	extra surcharge on Bart Plus
N/A	ON	Question 3	N/A	0.01
N/A	ON	Question 3	N/A	less than 2%
N/A	ON	Question 3	N/A	25 cents every 5 years
N/A	ON	Question 3	N/A	fine to set 2 yrs out but not 8
N/A	ON	Question 3	N/A	2-3% every 3-4 years
N/A	ON	Question 3	N/A	every 5 years
N/A	EM	Question 3	N/A	every 5 years.
N/A	EM	Question 3	N/A	Extend fares should be every 6 years or based on if there is a decline in patron riding the Bart
N/A	ON	Question 3	N/A	lowering the senior age to 55 instead of 65
N/A	ON	Question 3	N/A	lowering the senior age to 60 instead of 65
N/A	ON	Question 3	N/A	lowering the senior age to 60 instead of 65

Meeting	Source	Question (if applicable)	Language	Comment
RCH	MTG	Question 3	English	0.01%
N/A	EM	Question 3	N/A	1.40%
N/A	EM	Question 3	N/A	1.40%
N/A	ON	Question 3	N/A	1.50%
N/A	EM	Question 3	N/A	1% every 2 years
N/A	ON	Question 3	N/A	1% per year
N/A	ON	Question 3	N/A	1.5% at most
N/A	ON	Question 3	N/A	1.5% per year each year
N/A	ON	Question 3	N/A	1.5% to 2%
N/A	ON	Question 3	N/A	2% every 2 years
N/A	EM	Question 3	N/A	2% every 9 months until gap balalance can b reached
N/A	EM	Question 3	N/A	2% per year
N/A	ON	Question 3	N/A	a small increase to all fares 3.9% is too high.
N/A	ON	Question 3	N/A	INCREASE OF 2% EVERY 2 YEARS
N/A	EM	Question 3	N/A	less of a percentage increase.
N/A	EM	Question 3	N/A	lower the percentage
N/A	ON	Question 3	N/A	Communter program that gives you more than $1 for every $15 Muni has a pass, why doesn't BART? I spend about $130 a month on BART and would gladly pay for a $70-$100 MAX for unlimited montly bart
N/A	ON	Question 3	N/A	monthly pass ticket
N/A	ON	Question 3	N/A	Monthly passes
N/A	ON	Question 3	N/A	Unlimited 30-Day Ticket
N/A	ON	Question 3	N/A	Charge more during rush hours
N/A	EM	Question 3	N/A	charge more for the more heavily travelled routes
N/A	ON	Question 3	N/A	Congestion pricing, joint agency discounts
N/A	ON	Question 3	N/A	congestion-based pricing?
N/A	ON	Question 3	N/A	demand based
N/A	ON	Question 3	N/A	factoring in (a) costs of alternative transport on the same route (b) demand (time) based pricing to reduce crowding at peak times
N/A	ON	Question 3	N/A	Impose higher fares during peak times
N/A	ON	Question 3	N/A	late night fares
N/A	ON	Question 3	N/A	optimally pricing based on market demand.
N/A	ON	Question 3	N/A	peak travel premiums as other large city metros

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Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 3	N/A	Raise prices during special events when BART runs longer hours.
N/A	ON	Question 3	N/A	something similar to the new bridge tolls, raising rates during heavier ridership
N/A	ON	Question 3	N/A	time of day and/or day of week pricing differences
N/A	EM	Question 3	N/A	traveling at peak times
N/A	ON	Question 3	N/A	depending on the time of day & holiday fares. Reduced for senior and kids, higher for working people
N/A	EM	Question 3	N/A	more detailed fares
N/A	ON	Question 3	N/A	rationalize the system
N/A	ON	Question 3	N/A	something which is easy to understand
N/A	EM	Question 3	N/A	Regular annual increases
N/A	ON	Question 3	N/A	charging police & fire to ride.
N/A	ON	Question 3	N/A	decrease your BOD salaries by the amount of any fare levied on your riders
N/A	ON	Question 3	N/A	have a single rate hike at a pre-determined time
N/A	ON	Question 3	N/A	rather than have several rate hikes, better to review and consolidate
N/A	ON	Question 3	N/A	Zone based pricing similar to other major metropolitan areas
N/A	ON	Question 3	N/A	start experimenting with a zoned fare option, or a peak fare, non-peak fare times.
N/A	ON	Question 3	N/A	tieing fare changes to actual increases / decreases in costs and / or tapping into other revenue sources (e.g. parking fees and advertising)
N/A	ON	Question 3	N/A	charging for parking at all stations, then adjust fare increases
N/A	EM	Question 3	N/A	Higher increases in parking fees, congestion hours.
N/A	ON	Question 3	N/A	peak/off-peak fares, regular parking fee increases.
N/A	EM	Question 3	N/A	none, but if any then 2 cent here and 5 cent there or charge for parking
N/A	ON	Question 3	N/A	peak-travel pricing, selling more tourist clipper cards with 1 week's worth of rides on Muni/BART. Many tourists avoid the systems due to confusion
N/A	EM	Question 3	N/A	cooperation with banks or major companies
N/A	ON	Question 3	N/A	extending bart hours the longer bart runs more people will use this as a source and this will help revenue
N/A	ON	Question 3	N/A	reducing costs so fare increases are less necessary.
N/A	EM	Question 3	N/A	reduction of costs
N/A	ON	Question 3	N/A	restructuring to better use the money already available
N/A	ON	Question 3	N/A	Set up foundation or stable investments to income.
N/A	EM	Question 3	N/A	Trimming fat instead of pushing up costs. Charge more for BART station advertisements
N/A	ON	Question 3	N/A	make bart more energy efficient by installing led lighting now!, which should reduce bart's operating costs more than enough to offset the "necessary" fare increases.

Meeting	Source	Question (if applicable)	Language	Comment
CNC	MTG	Question 3		Using larger cost savings with AB-32 - electric will wipe out 0.5% cost down
HWD	MTG	Question 3	English	Add more pay for parking stations
N/A	ON	Question 3	N/A	CHARGE FOR PARKING instead of raising fares
N/A	ON	Question 3	N/A	Charge market rates for car parking.
HWD	MTG	Question 3	English	Increase parking fees
N/A	ON	Question 3	N/A	Land development around stations, leasing/rental income
N/A	ON	Question 3	N/A	cutting pay of BART executives and employees to what transit workers in other areas earn!
N/A	EM	Question 3	N/A	Decrease BART's expenses on paying useless people. BART's fare is expensive for what a commuter gets. Ask New York City how they run their subway.
N/A	ON	Question 3	N/A	pay freeze for BART employees!
N/A	ON	Question 3	N/A	Reduce payroll costs
N/A	ON	Question 3	N/A	cut salaries, competitive train design for lower costs etc
N/A	EM	Question 3	N/A	increasing subsidy to BART from transportation taxes on gasoline.
N/A	ON	Question 3	N/A	new car sales registration fees in the bay area counties to offset for revenues lost to current fare increase program
N/A	EM	Question 3	N/A	Tax the wealthy, and decrease BART fares
N/A	ON	Question 3	N/A	Use the money from the bridge toll
OAK	MTG	Question 3	-	Alternative revenue sources
N/A	EM	Question 3	N/A	Fundraise other ways
RCH	MTG	Question 3	English	Need to look at revenue increase, not necessarily fare increase.
N/A	EM	Question 3	N/A	Bart First Class--a gambling car with aged bourbon
N/A	ON	Question 3	N/A	no fare increase, develop incentive programs to increase ridership
N/A	ON	Question 3	N/A	request additionla federal $$ and not add fares
N/A	ON	Question 3	N/A	look at other ways to control your costs instead of passing the burden onto the riders
N/A	ON	Question 3	N/A	Why not find wAys to save money and not spend so much!
N/A	ON	Question 3	N/A	working with what you have for once
N/A	EM	Question 3	N/A	You have been functioning for 40 years! YOu mean to tell me that you did not have a savings program in place during all that time to set aside some small amount each year for future improvements, maintenance and depreciation as a private firm would be ex
N/A	ON	Question 3	N/A	$0, unless there is an improvement in service.
N/A	ON	Question 3	N/A	none no increase needed
N/A	ON	Question 3	N/A	being happy you have a job
N/A	ON	Question 3	N/A	don't increase, only increase when necessary. Ridership has increased over the last couple of years. Why penalize daily commute riders
N/A	EM	Question 3	N/A	as low as possible. no increases
N/A	ON	Question 3	N/A	Decrease a nickel per fare every 2 years.
N/A	ON	Question 3	N/A	reduction of fares so that the poor can ride BART
N/A	ON	Question 3	N/A	0
N/A	ON	Question 3	N/A	0
N/A	ON	Question 3	N/A	0%
N/A	ON	Question 3	N/A	Do not increase the fares.
N/A	ON	Question 3	N/A	FORGET IT
N/A	ON	Question 3	N/A	no fair increase
N/A	ON	Question 3	N/A	no fare increase
N/A	ON	Question 3	N/A	NO FARE INCREASES
N/A	ON	Question 3	N/A	No fare increases. Too expensive already
N/A	ON	Question 3	N/A	no increase
N/A	ON	Question 3	N/A	no increase

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Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 3	N/A	no increases
N/A	ON	Question 3	N/A	No increases!
N/A	ON	Question 3	N/A	no raise
N/A	EM	Question 3	N/A	NO, this is BS
N/A	ON	Question 3	N/A	NONE
N/A	ON	Question 3	N/A	none
N/A	ON	Question 3	N/A	None at all
N/A	EM	Question 3	N/A	None. It is all a bunch of bullshit
N/A	ON	Question 3	N/A	Not increasing fares
N/A	EM	Question 3	N/A	nothing
N/A	ON	Question 3	N/A	nothing
N/A	ON	Question 3	N/A	Stop increasing the fares
N/A	ON	Question 3	N/A	moratorium on fare increases
N/A	ON	Question 3	N/A	not implementing increase while economy is down
N/A	ON	Question 3	N/A	not increase until economy recovers
N/A	ON	Question 3	N/A	zero increases or decrease of fares when we're in such circumstances as we are currently experiencing
HWD	MTG	Question 3	English	Discounted fare should not be increased.
N/A	ON	Question 3	N/A	No increases until 2016
N/A	EM	Question 3	N/A	Stop raising the fares for a few years. Let the public's perception change to where BART is considered a good value. Tighten up exits to cut down on scofflaws. More than 5% revenue is lost right there.
N/A	ON	Question 3	N/A	No Increases Ever, CUTS IN STAFF
N/A	ON	Question 3	N/A	NO INCREASES, NO PAY RAISES
N/A	EM	Question 3	N/A	Hold off till we get back on our feet. Cut back unnecessary and pay them what theHold off on inflation until WE get back on our feet. Cut back unnecessary staff and pay them what they are worth! That would save us all millions!
N/A	EM	Question 3	N/A	Fed target inflation rate is only 2% ! Will BART adjust to actual costs?
N/A	ON	Question 3	N/A	instead of being based on inflation projections it should be based on actual inflation
N/A	ON	Question 3	N/A	real inflation is lower than 3.9%
N/A	ON	Question 3	N/A	the federal government has not increased social security in the past few years until 2012 because they said inflation was stable. I think bart should base it if the feds inflation chart
N/A	ON	Question 3	N/A	using the actual urban consumer price index for inflation—rather than an arbitrary % of 3.9%
N/A	ON	Question 3	N/A	sustainable fares for low-income workers
N/A	ON	Question 3	N/A	Tie it to real wage increases for the poorest riders
N/A	ON	Question 3	N/A	BART has the monopoly, and will do whatever it wants! Why this sham of a survey?
N/A	ON	Question 3	N/A	hold public hearings on this
N/A	EM	Question 3	N/A	present request to voters every 4 years
N/A	ON	Question 3	N/A	Seek rider input each time
OAK	MTG	Question 4		Address fare evading
N/A	ON	Question 4	N/A	Again, enforce fares from ALL people. Emergency gate abuse is getting out of hand, as well as people who slip through handicapped gates
N/A	ON	Question 4	N/A	BART should put a lot more effort to collect fees from cheater. I have been taking BART for the last 12 years. I have seen increased number of cheater who does not pay the fare. The BART's honesty system does not work. BART should put elevator within the gate. When I see the fee increase announcement, it upsets me and I always think why BART is charging more to the honest and loyal riders instead of collecting fees from cheaters. Even you increase the fare, you will have more cheaters.
N/A	EM	Question 4	N/A	If security enforced pay evasion, BART would have enough money to not be asking for fare increases. Every day I see young people jump over or under the pay gates or just go through the swinging gate door without being cited.
HWD	MTG	Question 4	English	The fare evasions are horrible. I'm tired of paying when others do not.

Meeting	Source	Question (if applicable)	Language	Comment
N/A	EM	Question 4	N/A	BART is one of if not the most expensive public transportation method. It is becoming less and less affordable
N/A	ON	Question 4	N/A	I love that we have a BART system. It is however, already quite expensive. I commute from Dublin/Pleasanton to SF and it costs me about $325 per month. I'm not sure how much more I could afford
N/A	ON	Question 4	N/A	I personally think fares are too high. In many cases it's actually cheaper to drive. And, of course, driving is far more convenient. For example, taking BART from Balboa to Hayward is twice as expensive as driving. It also takes 3x as long. So, I know you need to increase fares to maintain the system, but you can't expect anyone to switch from personal cars to public transportation.
N/A	EM	Question 4	N/A	I understand the need to maintain a safe and reliable mode of public transportation, however you must realize I have not had a raise, let alone a cost of living increase in many years now. As the cost of living increases, my salary declines and it's very difficult and expensive as it is, to get to work each day
N/A	ON	Question 4	N/A	If gas prices were not increasing, I'm sure more people would rather drive than pay for BART.
N/A	ON	Question 4	N/A	Answer questions above. Then, with those answers, create a fare structure whose $ go where they are needed most, discourage use of SOV's and don't impact those who can't afford it. And investigate all the pockets in the budget, matching fed and state funds and other ways of garnering revenue including innovative grants and out-of-the-box thinking.
N/A	ON	Question 4	N/A	BART is way out of touch, they should bring in experts from the East Coast to show them how to run a transit system
N/A	EM	Question 4	N/A	Bart need to learn how to manage what it's currently recieving and implement a plan that would include ensuring safe and reliable service without reductions.
N/A	EM	Question 4	N/A	Does BART have a budget? That's where you should start with your planning
N/A	ON	Question 4	N/A	Doesn't matter if you have develop a new program. If it doesn't have one for the next 5, 10, 15 yrs. The same financial and/or upgrade problems will arise. Are there no thinkers on the future on your Board.
N/A	EM	Question 4	N/A	please be sure to use funds wisely and to keep cars clean.
N/A	ON	Question 4	N/A	Again, with your managers making in excess of 325,000 a year and receptionists making 50k, you are some of the highest paid transit workers in the country. Why can't you balance your budget?
N/A	ON	Question 4	N/A	BART should reduce its pension programs by 5% and put a cap on all pensions over $50,000 per year
N/A	EM	Question 4	N/A	BART should try to cut cost by reducing Pay packages of top executives - that will help to avoid/reduce the need to increase of fare every 2 years
CNC	MTG	Question 4		Get labor competitive before any price increases
N/A	EM	Question 4	N/A	How about putting a cap on executives and board of directors salaries and benefit packages. There is a new programto develop and order to maintain good service and be fare to the public.
N/A	EM	Question 4	N/A	I'd like to see the majority of revenue from fares go to system improvements and maintenance rather than salaries.
N/A	ON	Question 4	N/A	In any year there is a fare increase, salaries for all BART employees should be frozen for the following 5 years
OAK	MTG	Question 4		Need to justify what public gets for their money - staff & Board well paid
N/A	ON	Question 4	N/A	Stop the enormous salaries!
N/A	ON	Question 4	N/A	Fares should assume the availability of seating, our empty trains should be available starting at more stations
N/A	ON	Question 4	N/A	Increase service hours

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Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	With the rising gas costs, there hopefully will be more ridership.However if fares and parking increases, it may cause people to stay in their cars. Also, local bus routes to and from stations are horrible! Some routes such as the 74 which I used on a daily basis to Orinda bart was cut out, then I had to take the 70 to richmond bart whose hours were cut so I am limited to taking the 776 that takes nearly 2 hours plus a 2 mile walk to get home now because of it!Although buses may go through the Richmond Pkway center, there isn't really ANYTHING that leaves from it that goes out along Appian Way. I have been STUCK on the 776 winding through several cities where NO ONE gets on OR off for most of it no matter WHAT time I've been on it. I've talked to the bus driver of the rout and she said it was TOO long herself and verifies that no one really gets on/off for most of it! If we had BETTER bus routs for BART stations, more people may opt to use it! I take the TransBay shuttle as much as I can but it SERIOUSLY limits my time in SF otherwise it takes me SEVERAL HOURS to get home. Hence, transit agencies NEED to be more in sync to better serve the community.
N/A	ON	Question 4	N/A	BART to hercules
N/A	ON	Question 4	N/A	In addition to the escalator critical mass problem, the trains need to be cleaned. Complete carpet replacement program.
N/A	ON	Question 4	N/A	Just hire security gaurds as you pay your fair outside stations such as West Oakland and to improve lighting in the outside areas around the station
N/A	EM	Question 4	N/A	Sure hope you improve track maintenance. The noise in some sections of track is unbearable
N/A	ON	Question 4	N/A	I think BART needs to solve parking problems. I don't know a station that isn't full by 8am. 3 of 5 times I need to get to SF, I drive because the lots are full. How does lost ridership because there is no parking figure into the fares, fuel and jobs outlook?
N/A	ON	Question 4	N/A	BART needs to cut expenses by replacing the current, overly expensive non-standard gauge rail with standard gauge running on existing underutilized lines. I would probably ride more if it were possible to reach the station without driving my car, and if I didn't have to deal with individuals who expose themselves, etc. on BART
N/A	EM	Question 4	N/A	It seems the way to raise fares without any particular group feeling targeted is to raise them $0.05 per fare. Raising fees by percentage means that riders going furthest pay the most. Raising fees between SF and the East Bay means that commuters are paying the most.
N/A	ON	Question 4	N/A	if you would increase fares by 5 cents every 12 months, it would be easier for all riders to adjust to without having large jumps that look scary (3.9% or 15 to 20 cents looks worse than 5 cents per year)and I believe the math still works out to be the same increase over time
N/A	EM	Question 4	N/A	Is there a way where you guys just keep the increase to only 5cents each time fares need to be increased? like 5cents every two years.
OAK	MTG	Question 4	English	It's ok to develop a new porgram for reg. and small fare inc. short base looping of station to SF, or the East Bay and Contra Costa Cy. BART station for further away you are the more you pay Call it zoning, base zoning three or four stations gp together to make a new gp and round up or down to the higher .25 cents for some areas and for some others thing would round down (for good behavior) TOD, good mass transit connections train, bus ferry and all modes you can start setting up the program after the next big earth quake on the Hayward fault due in the next 30/50 yrs as most streets and bldgs will all be realigned and everything will be set up differently with every thing being differently - pax, job ctrs., housing and citz culture, schools, churches, hosp. and social happenings, etc
N/A	ON	Question 4	N/A	BART should do a BLS study to see how much their riders are being paid and increase the BART fares by that much, not just inflation (3.9% is not a lot considering the salaries that the riders are being paid). BART can at least increase by 5% or more every 2 years. Also look at increasing BART parking, including monthly parking.
DC	MTG	Question 4	English	Fares understandably will increase over time, but let's try to promote more sustainable models that better match popular/in-demand local routes and city needs
N/A	EM	Question 4	N/A	The riders who use BART should pay for BART.
N/A	ON	Question 4	N/A	Do as we all must do with our household budgets...stay within them, cut costs, be frugal. Fare increases must be extremeley well thought out and all options must be explored before fare increases are given legs as the resolution
N/A	ON	Question 4	N/A	I do not like the increase in fees. I know it must be done, but it seems that BART is very expensive in comparison to other modes of transportation (like the bus) and that it can be more streamlined so the costs are not so much (I mean its like over $8 to travel from downtown SF to Millbrae and many of my coworkers pay that every day, and when you add it up, that's a lot!)
N/A	ON	Question 4	N/A	I think it should be even across the board. My biggest concern is how BART is currently spending it's money. If there is an increase how can I be sure that it is going to the best use of the riders?

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	See No 2 above. People don't object to increased fares when the costs are contributions towards expansion, improvements, and health/safety The customers and station agents are taking the brunt of 30 years of fiscal incompetence and management indifference
N/A	EM	Question 4	N/A	Fare increases should be felt and seen by those who pay for it.
N/A	ON	Question 4	N/A	How about also come with the service enhancement program?
N/A	ON	Question 4	N/A	I am not opposed to fare increase, but BART should communicate better with how BART spends money and strive to provde best service with given resources.
N/A	ON	Question 4	N/A	I don't mind rates going up if anything ever improved. Like, say, the cleanliness of the cars. Or if we got hours increased on the weekend to go to AT LEAST when the bars close.
CNC	MTG	Question 4	English	I prefer small increases but service efficiencies need to be instituted all the time.
SFR	MTG	Question 4	English	I think regular fare increases are fine as long as combined with announced service improvements
N/A	ON	Question 4	N/A	I think the public is going to be unsupportive of any major fare increases without corresponding increases in service. I imagine that BART sees ridership levels skyrocket during holiday weekends when the Bay Bridge is closed and BART provides 24 hour service. I would love to see BART service run 24 hours/day and have time-of-day based fares. As is, ridership continues to pay higher fares for the same level of service
N/A	ON	Question 4	N/A	I want to get something for the fare increase. The trains are filthy. I would rather you raise fares 5-15% and get new upholstery and run 10 car trains. It's absurd that BART runs 6 and 8 car trains and they are standing room only. Why not simply run to capacity? Also run trains even more frequently during rush hour.
N/A	ON	Question 4	N/A	If the increase allows more trains to run sooner than the pratical 15 min, I would be more supportive of the increase
N/A	ON	Question 4	N/A	Make fare increases commensurate with BART reliability, within reason. For example, allow regular, small fare increases ONLY if there are NOT MORE THAN "x" mechanical/ technical difficulties resulting in delays of 10-15 minutes in the past "y" number of months. If there are more than the allowed mechanical/ technical difficulties, there should not be a fare increase for that cycle.
N/A	ON	Question 4	N/A	People tend to accept fare increases when there is a change in economy, but Bart should re-construct the Bart schedule from Fremont to Richmond or Pleasanton to Richmond to be more frequent. There are many companies already moved to east bay and the number of people who take bart from Fremont/Pleasanton to Richmond/Concord are increasing.
N/A	ON	Question 4	N/A	While I understand the need to keep the fares up due to inflation, quality of service should also increase. Currently as a BART customer and daily commuter, I don't feel as if quality of service has increased at all over the last six years
N/A	ON	Question 4	N/A	Extensions of the system are fine with me, but not if the core existing system is not also improved
N/A	EM	Question 4	N/A	BART needs funds, however I just read of a plan to extend a BART line to new areas. I DISAGREE 100% with that plan! BART should focus on replacing cars and train control systems before growing the service area
N/A	ON	Question 4	N/A	I want BART to stay focused on fast, RELIABLE, and affordable service for EXISTING CUSTOMERS. If extensions are going to jeopardize existing service then perhaps they should be scrapped
N/A	EM	Question 4	N/A	If it avoids a strike.
N/A	EM	Question 4	N/A	The fare increases should be based on improvements to the Barf stations and the Barf trains. The trains are dirty and the SF stations smell like urine. It is very difficult to wait for a train with the smell, especially at the Embarcadero station.
N/A	EM	Question 4	N/A	don't like it but you have to maintain the system
N/A	ON	Question 4	N/A	Make sure BART always has enough money to run - we don't want to lose this service
N/A	EM	Question 4	N/A	Again, makes sense
N/A	ON	Question 4	N/A	amount of increases based upon inflation seems most fair
N/A	EM	Question 4	N/A	As long as the inflationary raises are tied to the actual inflation rate
N/A	ON	Question 4	N/A	BART should absolutely continue with the inflation-based increases.

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	basing fare increases every two years on the rate of inflation seems the most fair way to do it
N/A	ON	Question 4	N/A	Don't incur more costs by having to create a new program.
N/A	ON	Question 4	N/A	don't really care which one
N/A	ON	Question 4	N/A	I like it tied to inflation
N/A	EM	Question 4	N/A	I THINK IT IS JUSTIFIED
N/A	ON	Question 4	N/A	I think keeping the current inflation-based fare program is very beneficial to your riders. It allows for riders to budget and plan accordingly. Not having a fare-program such as the every two years one would keep riders unsure. With the economy still not being stable, the every two year inflation-based program shows your riders that you are working with them and their needs.
N/A	ON	Question 4	N/A	I think the current system for fare increase is very logical and should stay in place, as creating a new method for increase would be a unnesasary hassle and waste of resources to pay someone to come up with a new method when we already have one that works logically.
N/A	ON	Question 4	N/A	I think the inflation-based fare increase scheme is the fairest to all riders
N/A	EM	Question 4	N/A	I understand inflation and the need for increased revenue. While ideally fares would not ever increase, these increments seem reasonable
N/A	ON	Question 4	N/A	If you need to raise the fares, raise the fares. If the current inflation-based increase program has provided adequate but not wildly excessive revenue, then continue it. Why re-invent the wheel?
N/A	EM	Question 4	N/A	indexing to inflation is definitely reasonable
N/A	EM	Question 4	N/A	Inflation based increases seem the most fair and least jarring.
N/A	ON	Question 4	N/A	Inflation basis is the fairest option.
N/A	ON	Question 4	N/A	Inflationary increases are reasonable
N/A	ON	Question 4	N/A	It's fundamentally fair.
HWD	MTG	Question 4	English	It's reasonable
N/A	EM	Question 4	N/A	keep the old fare increse program.
N/A	ON	Question 4	N/A	Nobody likes fare increases, but it's a fact of life. Stick to the current plan.
N/A	ON	Question 4	N/A	Seems reasonable
N/A	ON	Question 4	N/A	Seems to me that linking it to inflation is the fairest system. Don't know what the alternative would be
N/A	EM	Question 4	N/A	Sounds reasonable to keep up with inflation
N/A	ON	Question 4	N/A	That seems most fair.
N/A	ON	Question 4	N/A	The inflation-based increase seems to be equitable and logical approach to fare increases.
N/A	ON	Question 4	N/A	the inflation-based increase to all fares is the most fare solution.
N/A	ON	Question 4	N/A	The original way is the only way that makes sense.
N/A	ON	Question 4	N/A	The program as it is now is more than fair to Bart riders and the communities they serve.
N/A	ON	Question 4	N/A	This method is the most fair and provides for a sustainable system over the long term
N/A	ON	Question 4	N/A	Tying increases to inflation seems fair and a good way to keep the increases from becoming political fodder and pitting one group against another
N/A	ON	Question 4	N/A	While I am no fan of increasing fares, if this is necessary every two years, it's okay with me

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Find a way to prevent homeless people from using BART as a place to sleep. Find a way to make it more difficult to use BART as a way to pan handle. A fare increase that makes it more difficul for homeless peole and pan handlers would be most welcome
N/A	EM	Question 4	N/A	can't change the price of milk increasing it should be expected
N/A	ON	Question 4	N/A	Nobody likes inflation, but it seems to be a fact of modern life
N/A	ON	Question 4	N/A	It better at least keep up with inflation, please.
N/A	ON	Question 4	N/A	The inflation based fare increases make sense, but I would like to see them split just like the current process
N/A	ON	Question 4	N/A	Without a inflation based program you could ask for a fare increase anytime. Even every two years seems too often but it shouldn't any more often than that
N/A	ON	Question 4	N/A	DO NOT INCREASE MORE THAN 0.5 CENTS.
N/A	ON	Question 4	N/A	Fare increases should be as low as possible to encourage people to use public transportation rather than drive
N/A	ON	Question 4	N/A	I think it's harder to get more increases. People understand an annual or every-two year increase - everything goes up
N/A	ON	Question 4	N/A	I think that is fair. You see, inflation (the increase of prices of stocks and goods) causes the economy to be bad. The economy is getting better but right now, it is still bad. As the economy is in a rut, prices in stores go up. So, as long as I don't have to pay too much for my BART ticket, I am good. But if I do have to pay a lot, I'm bad
N/A	ON	Question 4	N/A	I understand it is necessary, but wish it did not happen so frequently
N/A	EM	Question 4	N/A	Increase fare by 5 cents every two years and inform the public that no other fare increases will occur. Don't gouge the people who depend on the service. We are all stuggling to make ends meet.
N/A	ON	Question 4	N/A	Increase fares and not parking or associated costs with accessing Bart.
N/A	EM	Question 4	N/A	Keep it reasonable.
N/A	ON	Question 4	N/A	Keep it small. Make the newly added cities/counties pay more for the service.
N/A	ON	Question 4	N/A	Nobody likes to see fares go up. Make them as small as possible.
N/A	ON	Question 4	N/A	I realize that fare increases are necessary to maintain and improve on services however, I would suggest maybe doing the increase at a rate that would a allow a period of time to surpase expenses for a longer period of time so that it doesn't seem so frequent.
CNC	MTG	Question 4	English	Any incremental program is better than huge step
CNC	MTG	Question 4	English	Small fare increases every two years is better than large increases every ten years. Fares based on inflation is better than a bond.
N/A	EM	Question 4	N/A	Dont spring huge increases in fares, we do better as a people when change is gradual, reasonable, and routine.
N/A	ON	Question 4	N/A	Perhaps smaller increases annually so it's not such a shock every two years. It would be the same increase but not all at one time
N/A	ON	Question 4	N/A	perhaps you should communicate to riders that bart will have a set increase every year so theres less of a sticker shock.
N/A	ON	Question 4	N/A	I hope you can use the extra funds to increase weekend and evening service
N/A	ON	Question 4	N/A	I support increased fares for increased services. I'm surprised how often the trains are completely full
N/A	ON	Question 4	N/A	i would pay almost double the current fare for late night service, in other words, after midnight fares would double. i would pay this without question charge double fares for service between midnight and 2am
N/A	ON	Question 4	N/A	no it works and continue to use bart extend to hercules in the future your board can be at that city after livermore and before santa clara
N/A	ON	Question 4	N/A	Although price increases are never enjoyable for the rider, I understand that BART needs funds to update infrastructure and maintain service levels. One request I have is that investments drive efficiency. For example, make sure that station refreshes address issues, like crowding on platforms or safety.
N/A	EM	Question 4	N/A	BART fares are too much of a bargain. Increases are needed to improve quality, frequency, and route options
N/A	EM	Question 4	N/A	I still feel BART is a very good deal when compared to SF Muni and transit systems I've used in the past. I feel the system is well-managed, and don't fault the board for the occasional modest increase. We need to keep the quality, reliability, and service levels where they are at now. If we let them fall too much, BART will start to lose ridership.
N/A	ON	Question 4	N/A	BART is great, just needs $$
N/A	EM	Question 4	N/A	Everything costs more to upkeep; riders should expect this. And if "you get what you pay for" is true, then we should expect to see the upgrades, all around the system.

Appendix D: Public Comment Database

Meeting	Source	Question (if applicable)	Language	Comment
N/A	EM	Question 4	N/A	Fare increase program is ok, since to improve on the BART and for regular maintainance we need funds and with inflation, the funds become more critical
N/A	EM	Question 4	N/A	I think its a good ideal so the trains and stations could have face lifts :) Also the drivers could have a raise :) just a thought
N/A	ON	Question 4	N/A	If money is needed to repair and update trains,and other up keep, then, a fare increase may be in order. And, this should be a very small fare increase on no more than a yearly basis until repairs and upgrades are complete
N/A	ON	Question 4	N/A	Increase fares to the point that you have at least 1 bathroom on every train. It's inhumane not to do so and will minimize incidents of defecation or urination on the trains. We pay a high price for tickets and should have access to that simple amenity
N/A	ON	Question 4	N/A	It is a necessary reality in today's economic times.
N/A	ON	Question 4	N/A	Raise it so that you have enough to keep the cars and stations very clean. It is depressing how disgusting they are. You guys seem timid to raise the fares so that you have enough to keep them very clean.
N/A	ON	Question 4	N/A	The fare increaes should pay for your $15B state of good reapir shortfall.
N/A	ON	Question 4	N/A	This is good for the BART System
N/A	ON	Question 4	N/A	I believe the necessarily longer trips between the East Bay and San Francisco result in greater operating costs, so the 10 cent increase for trips between the East Bay and San Francisco would be fair to every rider.
N/A	ON	Question 4	N/A	Transbay Fees only should be raised instead of making all users pay for the SF Commuters
N/A	ON	Question 4	N/A	You should charge more fare between East Bay and SF
N/A	ON	Question 4	N/A	inflation % across the board seems the fairest to me. Yes, transbay fares should be higher than non-water-crossing routes, but that doesn't mean those fares should increase at a higher pace And don't like raising all fares by the same fixed value (e.g. 5 cents) ..that's overburdening those who take short trips. Hope you also find a way to collect fares from EVERYONE. I'm really tired of seeing fare evaders take the elevator at the Bayfair station (I take the elevator because I have a disability which makes stairs difficult - and there is no down escalator at Bayfair.)
N/A	ON	Question 4	N/A	Two thoughts 1) As long as a solid standard of service does not decrease, I'm okay with fare increases I'm in my thirties and already annoyed by poor service in general – I don't want to lose good service from BART 2) I feel it's very important that seniors, youth (including enrolled high school/college students), have an opportunity for ongoing discounted rates. It is no fun to be at an age where you rely on transportation but can't necessarily take advantage of it due to income limitations.
N/A	EM	Question 4	N/A	Again,. do whatever keeps the program running. It is not as if it is hugely expensive to begin with. But perhaps there could be discounts for those below a certain wage level - so it is affordable to all
N/A	EM	Question 4	N/A	How about deflation-based decrease fare program when Bart profitable
N/A	ON	Question 4	N/A	None of he above make sense unless BART actually experiences increased operating expenses The plan based on generic inflation does not measurements this. We need a better way to do this
N/A	ON	Question 4	N/A	See above. Profit maximizing price, especially in a fixed-cost-heavy business model like BART, is often different than just maintaining a certain price vs cost rate as costs change.
N/A	ON	Question 4	N/A	Stop increasing the fares every year. Project out 5 years do a regular larger increase to cover actual cost of maintenance over that period and make BART usable to everyone.
N/A	EM	Question 4	N/A	The current inflation-based program is not directly related to increases in transportation costs, but includes a number of factors unrelated to the actual cost of transportation, such as food, housing, childcare, etc
N/A	ON	Question 4	N/A	extreme distances should have greater increases
N/A	ON	Question 4	N/A	How about charging more for farthest fares, since those riders typically get to sit for an entire ride, while short-distance riders (e.g. Fruitvale to SF) must stand the entire way.
N/A	EM	Question 4	N/A	I realize that it is great that people in Orinda or whatever are commuting by BART to SF, but if the local (3-5 or so stations) prices increase too much, you will loose out to AC transit buses It makes sense (ecologically speaking) to keep BART competitively priced for shorter trips-the trains are going to run anyway right? So don't make local trips so expensive that people opt for bus (BART has value added-it's faster and generally more reliable).
N/A	ON	Question 4	N/A	Move BART to a more distance-based fare system. The current structure discourages people from taking BART for short distances and also penalizes those who live in denser urban areas.

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Trips to SFO should be about the same cost as a trip to Millbrae
N/A	ON	Question 4	N/A	1. Why 3.9%? The fare increases should remain at 1.4% every two years. 2. During recessions (like now), the fares should remain the same, with no increases.
N/A	ON	Question 4	N/A	A fare increase program should be directly tied to cost of living adjustments.
N/A	ON	Question 4	N/A	Be willing to re-calculate if the economy continues to show no or slow sign of improving.
N/A	ON	Question 4	N/A	Fares should also decrease, if the economy justifies it
N/A	ON	Question 4	N/A	New program- which incorporates existing economic factors at time in question.
N/A	ON	Question 4	N/A	The one problem with the current process is that it isn't predictable until the year of the change, because we won't know exactly what inflation will be. I also worry that if inflation projections are too generous, it will lead to problems with BART's budgeting, by perhaps indicating that BART will receive more in revenues than it actually will.
N/A	EM	Question 4	N/A	This program should include reducing prices as well due to deflation.
N/A	ON	Question 4	N/A	Fare increases should use an unrounded "baseline" fare which is maintained from year to year, similar to how the federal government computes annual limits like the Social Security Wage Base. Otherwise, an annual 1.4% increase would mean that BART's $1.75 fare never increases (since $1.75 x 1.014 rounds down to $1.75).
N/A	ON	Question 4	N/A	Fare increases may fairly be linked to worker wage increases, as stated above
N/A	EM	Question 4	N/A	Have fare increases tied to economic trends, so that if more people have jobs and are able to afford increases, fares can be increased. Increasing fares while salaries and services decrease doesn't seem to make sense
N/A	ON	Question 4	N/A	Inflation has not correlated with people's spending money since the 70's it has far outpaced wages. any increase not based on wage increases will only harm the poor.
N/A	ON	Question 4	N/A	It's nice that you factor inflation. Have you checked if companies are giving employees inflation based increases
N/A	ON	Question 4	N/A	Look more carefully at inflation and cost-of-living increases before making a definitive commitment. The result could be less or more than a fixed increase.
N/A	ON	Question 4	N/A	Means-tested discount for low-income riders, increase fares for higher-income earners
N/A	ON	Question 4	N/A	Give an commuter increase to the company that help there employee get to work by providing this help to spend on your Bart systems. EX KAISER HOSPITAL EASTBAY
N/A	EM	Question 4	N/A	I would like to see BART take a larger role in lobbying for commuter tax breaks to coincide with fee hikes
N/A	EM	Question 4	N/A	With all the increases in public transportation including BART, more money needs to be put into the commuter transit program to offset one's cost to commute in from the east bay to sf on a daily basis.
N/A	EM	Question 4	N/A	Provide discount cards to unemployed. More promotion of businesses providing public transportation vouchers
N/A	ON	Question 4	N/A	Discounts for clipper card holders
N/A	ON	Question 4	N/A	I ride bart every day. I would like to see discounts for frequent commuters not just $4 for purchasing a high rate ticket.
N/A	ON	Question 4	N/A	I think passing on the fare increase to infrequent riders would be a better idea. Give people more of an incentive to use public transportation by providing rewards or bonuses for more frequent ridership.
N/A	ON	Question 4	N/A	I think people who ride it everyday should get some kind of a break by getting one day a month free or something
N/A	ON	Question 4	N/A	Instead of increasing the fare every two years BART should consider monthly fare discounted program like other transits. This way there are more choices to increase the fare for the type of commuters.
N/A	EM	Question 4	N/A	It's unfortunate for riders, but I understand why it's necessary. It would be nice to have a frequent commuter discount of some kind to offset the growing expense of commuting by BART
N/A	ON	Question 4	N/A	Need deeper discounts for fare increases! Keeping the $48 for $45 "discount" just isn't cutting it when the fares keep raising!
N/A	EM	Question 4	N/A	They should give discounts for people that work or go to school from east bay to san francisco.

Appendix D: Public Comment Database

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Having a higher price for individually purchased tickets, or creating a discounted ticket, not just for seniors. Unlimited all day ride, discounts for clipper card purchasers (presuming higher devotion to BART vs driving). Subsidy from downtown businesses (Westfield center - automatic traffic through mall). Commercially available back of ticket advertising. Local ticket discount for SF only or East Bay only - raise prices for commute directions (SF-Laf). BMW subsidy of new trains with large permanent placards affixed to each train.
N/A	ON	Question 4	N/A	There needs to be more incentives for regular riders that use the system every day. Establishing some sort of monthly pass would be much appreciated. One low-cost fare increase program would be adding a surcharge to the paper tickets to encourage the everyday users to convert to Clipper; I strongly support such a move.
N/A	ON	Question 4	N/A	Provide other options to riders such as: Monthly passes with unlimited rides or keeping fares the same for peak ridership hours and provide a small discount for off peak hours to increase ridership and possibly increase revenue.
FRE	MTG	Question 4	English	Give discount to frequent rider. Charge more to tourists and infrequent riders.
N/A	ON	Question 4	N/A	Give ways for lower income people to get discounts.
N/A	EM	Question 4	N/A	Make it possible for volunteers to earn credit if they clean Bart.
N/A	ON	Question 4	N/A	Obviously fare increases are needed, but it really impacts students who use BART to get to school, and there are no discounts for them (college age)
N/A	ON	Question 4	N/A	people between the ages of 13-64 have to pay the highest rate. Give these people a break
N/A	ON	Question 4	N/A	The ongoing fare program should incorporate revised discount and Clipper fare policies, as identified in my response to question #2
N/A	ON	Question 4	N/A	The percentage discount for high value tickets should be increased.
N/A	PH	Question 4		You have some type of discount through the year, say, one month out of the year, two months out of the year
N/A	ON	Question 4	N/A	Given that 'inflation' as measured by the CPI has been basically 0 the past several years, it would probably provide more sustainable income growth for BART if there was just a, say, 1% increase every year regardless of inflation, so that in case the economic recovery doesn't happen, BART can remain viable
N/A	ON	Question 4	N/A	Establish and keep a yearly increase to cover upcoming or not yet determined projects instead of coming to the public for a specific amount of money for one project's partial cost; such as the new train car each year or every other year. If the public is informed that, for example, a nickel increase is going to happen in the Spring then it doesn't become such a 'shock' and if there is a surplus of monies at the end of the fiscal year, then bank that and if in a few years there is more money then you need, give the riders a break and discontinue the regularly scheduled increase for a year. BUT continue after one year and do the same if a surplus exists again
N/A	ON	Question 4	N/A	In years that a fare increase is unnecessary, by all means delay the increase - that will win a lot of loyalty
N/A	EM	Question 4	N/A	it should be fair, no need to increase fare in there is not inflation
N/A	ON	Question 4	N/A	You should consider raising fares for the Bart plus program. As of today, passengers who purchase Bart plus, can get on any transit such as Muni and Samtrans for free, and they don't even use the Bart ticket. I see some passengers who purchases Bart plus only use the transit side, they don't use the ticket to ride Bart. Since Bart, Muni, and Samtrans all accept the Clipper card, you can raise the fare for Bart plus from $43 to $63 for the $15 ride.
N/A	ON	Question 4	N/A	I would suggest that you do what Caltrain is doing. Caltrain is also having a fare increase for riders ONLY if they continue to pay with cash and refuse to load money onto Clipper. As for Bart Plus riders, most of the people IS NOT USING the Bart side. Most of the transit agencies like Muni and Samtrans already is using Clipper. Since these people who buy Bart Plus is just wasting money. They just miss the old fashioned paperpass. Should add an extrasurcharge on the $43 ride value since it is a 3-day bart ticket only. Make the $43 Bart plus ticket $53 a month since these people REFUSE to adapt to clipper. Try to encourage your regular riders to transit to Clipper
N/A	ON	Question 4	N/A	Balance is needed behind getting ridders on BART AND keeping them vs making it so expensiceve that there is no clear "advatage" to taking mass transportaion
N/A	ON	Question 4	N/A	BART is already pretty expensive, albeit less expensive than the alternative. Please keep fares low to encourage ridership.

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Ensure the fares are affordable
N/A	ON	Question 4	N/A	The minimum fare should still apply to all stop's in San Francisco
HWD	MTG	Question 4	English	Wish that it could be managed financially better so that there would not be an increase. I do not fare evade and I have never done that but I do sort of understand why those who are agile enough might do that mainly it is because riding on BART is so expensive. Please consider keeping the 3 stop, maybe 4 stops, in any direction at minimum fare, especially if you raise the fares.
N/A	ON	Question 4	N/A	fee increases should never be more than inflation adjusted, but should also be less than that if proper cost control is managed
N/A	ON	Question 4	N/A	Again, airport surcharges need to be considered separately. The price is much too high and the SFO extension is likely to suffer if it increases at such high rates.
N/A	ON	Question 4	N/A	Exempt SFO Airport station for the next several years because it's high fare is already severely disproportionate to other BART stations. Or raise fares for travellers but give airline and airport workers a bigger discount.
N/A	ON	Question 4	N/A	the fare to the airport is too high already. If all fares are increased by the same percentage, the airport fare will have the biggest increase of all, and at some point it will be prohibitively expensive, and it will discourage use of public transportation to the airport. I think it should be exempted
N/A	ON	Question 4	N/A	What's the cost of a fare increase- documents, tables, reprogramming, etc.? Maybe less frequent, larger increases would be more revenue effective.
N/A	ON	Question 4	N/A	Inflation-based is fine but not the assumption all the way to 2020. It also may be necessary to make other increases for other reasons, such as to add more cars.
N/A	EM	Question 4	N/A	Every two years seems too often for fare increases. If the current inflation-based program is extended (or if another one is developed) maybe fare increases should be spread out more
N/A	EM	Question 4	N/A	inflation may go up annually but most people don't necessarily get a raise annually. I think a small increase every 5 years is more reasonable.
N/A	ON	Question 4	N/A	a small increase seems justified but this is more than double the current program. this plan would brings minimum fare cost to over $2 in just a few years. this seems excessive.
N/A	EM	Question 4	N/A	Can we negotiate back down to 3.5?
N/A	ON	Question 4	N/A	Even though inflation may say to raise the fare at hefty percentages, based on the economy, a 3.9% increase would be hurtful to many people. Given the cost of fuel and the potential for it to rise steadily in the years to come, the idea should be to have more people take public transportation. Raising rates constantly is not going to allow people to afford mass transit.
N/A	ON	Question 4	N/A	It would be nice if BART could go one year in which fares did not increase or if increases only applied during peak times
N/A	ON	Question 4	N/A	I don't like the inflation-based increase, it's too easy for the unions to demand the same increase in wage/benefit contracts
N/A	EM	Question 4	N/A	If inflation is built in, the organization is unlikely to look for radical ways of reducing costs or improving service. Utilities that have a guaranteed fixed rate generally do not improve delivery of services much. You need to be a more economic choice for a single rider than a 50 MPG or plug-in auto, which will be the norm in 20 years. Try a model of 4% productivity improvement per year. GE used to have a goal of 8% productivity improvement per year, so it can be done.
N/A	EM	Question 4	N/A	Why can't I get a combo BART/MUNI pass that works outside of SF yet?
SFR	MTG	Question 4	English	Come up with pass for BART only.
N/A	EM	Question 4	N/A	Can locals get a monthly pass?

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	I strongly suggest that BART and other Clipper Card transit agencies implement a unified, regional monthly pass program. I understand that BART fares are calculated on a per-mile distance basis, however a monthly pass can vary in cost, based on the per-trip value of each customer's trip. In the Seattle area, where they use a similar smart-chip fare payment system called ORCA, the cost of a regional monthly pass (valid at all Seattle ORCA card transit agencies) is equal to 18 round-trips (36 one-way trips) of a customer's normal commute. Please reference the table at http://www.soundtransit.org/Fares-and-Passes/ORCA-card.xml for an example. Increasing fares for monthly passes is just a matter of recalculating each increased per-trip fare by 18 round-trips. Having a unified, regional monthly pass system reduces confusion with all the unique monthly passes currently available on non-BART Clipper Card transit agencies. Even if a regional monthly pass is not legally possible, BART could still implement the monthly pass as a BART-only monthly pass.
N/A	ON	Question 4	N/A	Implement monthly or weekly passes! I highly depend on it and I don't want to penalized for riding more than usual
N/A	ON	Question 4	N/A	Would it make sense to offer monthly tickets that are zone-based? This might get people to ride the BART more.
N/A	ON	Question 4	N/A	I think BART should introduce zone based fares and offer season tickets for unlimited travel in the zone for a day, week or month - this will increase weekend usage and reduce road congestion
N/A	ON	Question 4	N/A	Overhaul the entire fare structure with day passes and/or a simplified zone structure
N/A	ON	Question 4	N/A	BART should look into 'congestion pricing' for commute times. Much like the toll lanes on the freeways, charge a lil more during peak hours - to peak station exits (Embarcadero, Montgomery, Powell, Dublin, etc.)
N/A	ON	Question 4	N/A	Increase in fares during only certain hours, like the toll
N/A	ON	Question 4	N/A	People are struggling. The economy has not recovered. Tie fare increases to commute hours along commute lines. Do not penalize students, seniors and others who rely on BART during the day for errands and school
N/A	ON	Question 4	N/A	Please reconsider peak time pricing; at a minimum lower weekend fares and higher weekday fares.
N/A	ON	Question 4	N/A	Ridership and service is impacted by insufficient parking in the east bay. Crowded trains is diminished service. Why not discount off peak travel to balance ridership? Get ahead of ridership needs if you are upping the price.
N/A	ON	Question 4	N/A	Though BART is partially subsidized, I am a strong supporter of using economic sense. Those stretches that are stressed most (such as the tunnel across the bay) will perform better when the price increases occur at those locations/stretches. If it were up to me, I would also create a discount card for 'valley hours' --- discounts of up to 15% for travellers on certain stretches and during certain hours, when the opposite of peak hours of traveling is occurring. Certain stretches have low number of riders during certain hours, and people should be enticed to use BART then & there.
N/A	EM	Question 4	N/A	charge bicyles 41 00 MORE because they take to much room on bart, plus they abuse the system the most.
N/A	ON	Question 4	N/A	adjusted fares should be rounded up to the nearest nickel.
N/A	ON	Question 4	N/A	Considering the SF Bay Area is expensive to live in, those of us who use public transit shouldn't be charged too much more annually. But if we knew the exact amount it would go up each year, we could prepare for it.
N/A	ON	Question 4	N/A	Rather than just increasing fares based on the current structure, develop a new structure to eliminate the irrationalities that have crept into the old system. See comments in 2 for an example.
N/A	ON	Question 4	N/A	Same as above - maintain the ability, as thinking human beings, and with consideration of your customers, to round up or down based not on some rigid formula, but what will make things easy for the thousands of riders at each station. That is, for common fares, i.e. just about anywhere in the East Bay to downtown San Francisco, don't have any x 95 or even worse x 05 or x 10. Don't force people to dig in their pockets for a silly coin or get ridiculous amount of change while they're rushing to get on a train - make the numbers even, multiples of quarters at least. The aggregate time saved and frustration reduced for literally hundreds of thousands of customers is astronomical. Please!!!
N/A	ON	Question 4	N/A	The amount of additional revenue should be pegged to inflation, but the increase need not be applied uniformly to the then-current fare table
N/A	ON	Question 4	N/A	The incress each year will give more money a bit faster but the toal amount is a bit less
OAK	MTG	Question 4		I like the regular increases to avoid rate shock

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Maintain the present inflation-based fare program, but at the same time develop another program for regular small fare increases that may be implemented in the future.
N/A	EM	Question 4	N/A	Fares need to be adjusted every year because bi-annual large increase are felt more by low income people like me
N/A	ON	Question 4	N/A	How about tying fare increases to performance, like any other company?
N/A	ON	Question 4	N/A	NYC has huge numbers of riders and has one price to get everywhere. One flat rate everywhere could increase ridership
N/A	EM	Question 4	N/A	Its time to think about expanding the zone system on BART as well. Or better yet reduce the number of zones throughout the system. Maybe you might get more riders along with this increase
N/A	ON	Question 4	N/A	What about having fares by zone or by peak/top of peak periods
N/A	ON	Question 4	N/A	Capital costs should be amortized over a specified period of time. Maintenance and upkeep should be budgeted each year and fares increased accordingly. BART should also seek other funds such as Federal, State, and local funds to support specific routes and stations
N/A	ON	Question 4	N/A	Find additional funding in the local, state, and federal CAFRs (Comprehensive Annual Financial Reports). I oppose Clipper Cards. Please cancel the Clipper Card program and go back to the BART Plus pass. The current blue, green, and red BART tickets, and all high-value tickets, should always continue to be available at every BART station. I avoid using Clipper, because I view it as threat to personal privacy. It's step in the direction of keeping everyone under constant surveillance, which does not belong in a free society.
N/A	ON	Question 4	N/A	BART's fare policy should: 1. Include regular reviews of parking lot occupancy and increase parking rates to meet a target (eg 95% full). 2. Significantly increase transit transfer discounts so that they are meaningful. For example, Metro in DC has a transfer of 50 cents each way for bus to train AND vice versa ($1 per round trip). With station parking costs set at over $4, that means taking the bus to and from a station is cheaper than parking! 3. Increase peak and decrease off-peak fares to encourage people to ride BART for non-work trips at times when trains have plenty of space available. Sell this to people as an off-peak "discount" rather than a peak "surcharge" (it sounds much better!).
N/A	ON	Question 4	N/A	I don't really like the inflation-based increase but at the moment I can't think of a fair replacement for it. It would be better through if BART can get more funding without raising fares or not as much by getting more revenue through advertising. You could install electronic billboards at stations and in train cars which you can increase the amount of different ads being displayed which should bring in more money. Invenst in solar panels for the roof tops for your outdoor stations to brind more clean energy and reduce electricty cost over time
N/A	EM	Question 4	N/A	BART should concentrate efforts on getting cooperation from companies. After all, those who ride BART mainly do so to work for those companies. The companies should pitch in to get their workers and future employees (i.e. students) to bolster their profits. This rider incentive will increase worker morale especially if their company is the one sponsoring. Companies can also consider their contributions as a form of community service.
N/A	ON	Question 4	N/A	I completely agree that extra government cash would help, but not only would security do justice, but hopefully you can fund for BART to go to places like San Jose--trust me, the moment BART gets a train down there, it'll really benefit the Bay Area
N/A	ON	Question 4	N/A	Look for subsidies, grants, outside sources to underwrite fares to protect the public
HWD	MTG	Question 4	English	Other sources of funding - federal, state and local - should be looked at before fare increases
OAK	MTG	Question 4		Statement that "BART will pay 25% for new cars" means public still pays 100%
N/A	ON	Question 4	N/A	Adopt a number of cuts in the budget and you will have enough money to fund other programs
N/A	ON	Question 4	N/A	Instead of automatically increasing fares with inflation, look for ways to reduce costs before deciding on how much fares need to rise
N/A	ON	Question 4	N/A	Redesign bart technology to lower costs in the future to prevent need for fare increase
N/A	ON	Question 4	N/A	BART should make everyone pay for parking before raising fares. As it is now, only some pay for parking and some do not
N/A	ON	Question 4	N/A	Charge market rates for car parking
OAK	MTG	Question 4		I oppose all increases until parking rates have been increased to market-rate levels. BART should seek progressive sources to fund its operations

Appendix D: Public Comment Database

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	I wish you would charge more for parking. I could be wrong, but it feels like those of us that do not drive subsidize parking for those who do with our BART fares
N/A	ON	Question 4	N/A	I'd like to see all BART customers who drive to BART and park be charged a reasonable fee for that service. BART should be encouraging more riders to take transit, walk, or bike to BART and "free" parking is never free. A $5 fee for daily parking seems reasonable to me for 12 hours of non-priority and non-reserved parking.
OAK	MTG	Question 4		Increase parking fees & increase transit discount to encourage transit use.
N/A	ON	Question 4	N/A	Increase parking fees, initially, say, $.10, in semiannual increments to $1.50. Incentive to walk, bike, or bus
N/A	ON	Question 4	N/A	Parking fees should be increased to provide this revenue, fares should be held stable or reduced. Parking Demand is higher than supply- thus the price should increase-Fares now are subsidizing Parking- this is wrong- people who walk or take transit to the station are providing the major environmental benefits to the region- they should be rewarded not penalized.
OAK	MTG	Question 4		Parking fees should be market-based & determined by prevailing rates in the area. BART is just giving money to the private parking operators by charging too little. Many lots fill up early & people are willing to pay more.
N/A	ON	Question 4	N/A	The fares are high already. Charge parking fees at all stations. Find other ways to economize instead of constantly increasing fares.
N/A	ON	Question 4	N/A	Unfortunately, a lot of people's income, especially seniors and working people doesn't increase at that rate. I think BART needs to look at other ways of increasing revenue such as renting out more space in and around the stations. I think businesses or community groups should be able to rent space for a day at a time for a modest fee to promote their business or organization.
N/A	ON	Question 4	N/A	You should allow people to invest in BART with some kind of divident avilable at the end. Like a BART savings plan, you put money into it, BART uses the money and you get credits in usage rather than money back. You might have plans were after so much money you ride free. YOU become an esteemed "its on us" odder
N/A	ON	Question 4	N/A	Raise the price of senior fares a 66% discount is too much, some of them are richer than me, give them a 15% discount like restaurants do then you would have a surplus in your account
N/A	EM	Question 4	N/A	Cut costs by laying off current management and replacing them with competent ones. The current management doesn't care if elevators or escalators are out of service and the BART stations all look like they're a mess
N/A	ON	Question 4	N/A	Perhaps offering discounted, rather than free, fares for family members of BART employees would help the revenue situation.
N/A	ON	Question 4	N/A	Stop letting police and fire ride for free
N/A	ON	Question 4	N/A	there is no need for fare increases if the executive management took even a slight pay cut and redirected those monies toward the bart system. Bart cannot keep asking people to pay more and more, while those at the top keep getting pay increases, while already making over 6 figures!!! This is outrageous..there are other ways, like having more advertising and allowing vendors to leases space at bart stations.
N/A	ON	Question 4	N/A	cut salaries and benefits (way overpaid) use a competitive train design where more companies can supply parts thus lower overall costs etc
N/A	ON	Question 4	N/A	As I stated above the current fares are already quite high. Are there thoughts to work with our government officials to possibly increase gas taxes to subsidize BART's operating cost vs. passing it down to the riders?
N/A	ON	Question 4	N/A	Create other revenue generating programs rather than increasing fares
N/A	ON	Question 4	N/A	Quit raising fares! High value discount programs for commuters.
N/A	EM	Question 4	N/A	no. decrease fares for cyclists
N/A	ON	Question 4	N/A	What logic is there to build an expensive extension to Livermore, a place that is not a major destination, nor a regional transit hub, rather than fix infrastructure and keep fares the same?
N/A	ON	Question 4	N/A	Bart is already practicing extortion. Revenues should come from taxes, preferably redirected from highway maintainance fees, not from increased fares.
N/A	ON	Question 4	N/A	Don't increase fares. Instead, get funding from local, state, and federal CAFR (Comprehensive Annual Financial Report
N/A	EM	Question 4	N/A	stop hitting the public, have gov't &business pay

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	THE INCREASES ARE MAKING IT TOO DIFFICULT FOR RIDERS TO USE BART. BART SHOULD ASK FOR FEDERAL AND STATE FUNDING. MANY PEOPLE RIDE BART JUST TO LOOK FOR A JOB AND CAN NOT AFFORD TOO MUCH INCREASES TOO OFTEN
N/A	ON	Question 4	N/A	Fine eating and smoking violators and drop fare increase plans
N/A	ON	Question 4	N/A	As I said before, Manage waste and unnecessary spending can avoid these kind of increases. In this economic times, bart riders are already bombarded with all kinds of increases but their wages are not on par of these increase. This calls for more responsive management to reduce waste and unnecessary spending.
N/A	ON	Question 4	N/A	AS YOU PLAN TO EXTEND THE LINES SHOULDN'T YOU WAIT TO SEE IF RIDERSHIP GOES UP. WHEN RIDERSHIP IS UP WHY IS THERE THE NEED FOR AUTOMATIC FAIR INCREASES - BY THE WAY I FEEL THAT THE DUBLIN STATION FIASCO IS BEING PAID FOR BY US RIDERS!!! THAT STATION SHOULD NOT HAVE BEEN PUT IN, MONEY WOULD HAVE BEEN BETTER SPENT GOING TO LIVERMORE!!!
N/A	EM	Question 4	N/A	Bart should expand the price increase based if not enough people are riding not an two year increase.If Bart deficits are not declining, there is no need to continuously increase fairs. You need to re-evaluate this constant Bart increase nonsense.
N/A	EM	Question 4	N/A	BART should not be lazy or replace its archaic management. A fare increase is not the only solution to obtain funds for updating BART's infrastructure. Look at your books (accounting) and you'll find more money to spend on the BART system that will actually benefit the commuters.
N/A	ON	Question 4	N/A	bet the basics together before asking for more money see above/
N/A	EM	Question 4	N/A	Budget better so you don't have a deficit every yeat
N/A	EM	Question 4	N/A	Fare increases should not be used to fund replacement of equipment - that should be built into the budget and managed accordingly. Increasing fares to pay for new cars suggests that BART has bene caught by surprise that new cars are needed (it would not shock me if that was the case).
N/A	ON	Question 4	N/A	I don't believe you are responsible with the money you get now why vote a increase?
N/A	ON	Question 4	N/A	I think in these hard economic times. BART should focus on how it can rework it's profit model and not expect it's customers to pay more for improvements.
N/A	ON	Question 4	N/A	It is not well planned. Bart should prepare long range plans, two years and five years.
N/A	ON	Question 4	N/A	It is ridiculous! Where is the money going???
N/A	EM	Question 4	N/A	It just seems like bart is taking advantage of their riders by nickel and diming them with these fare increases to pay for expansions. If the funds aren't available to fund these projects the the projects should be put on hold. There are other alternatives to getting around the bay area besides bart
N/A	ON	Question 4	N/A	Management should examine reducing costs instead of fare increases
N/A	ON	Question 4	N/A	Please do not do. It's completely ridiculous to keep having the 99% pay for everything. There has to be a better way to retrieve the monies necessary to operate BART. Continue looking into to federal and state funding.
N/A	ON	Question 4	N/A	To close your funding gap, "cancel" the purchase of new train cars. Every design that BART has proposed would substantially reduce riders' comfort (by narrowing seats, and by removing upholstery and carpeting), and would reduce access (by constricting aisle space with more side-by-side seating). Scandalously, every bid you've received for building new cars would send riders' funds to vendors outside the U.S. If first-generation BART cars have really survived 40 years of harsh service, they're robust enough to keep on rolling with a deep rebuild. This rebuilding could be done locally, by a U.S.-owned vendor. Given high current global prices for steel, other commodities, and energy, rebuilding BART's current fleet would surely offer substantial savings over buying newly engineered and manufactured cars. BART's board should make the obvious correct choice to terminate new-car purchases -- unless members have been swayed by campaign donations from prospective vendors?
N/A	ON	Question 4	N/A	Unnecessary expenses should be cut before fares are increased
N/A	ON	Question 4	N/A	We already pay the highest fares in the country. Stop nickel and diming us to death. Look at ways to control your costs internally (ex salaries) We pay more for less. The stations are distushingly dirty, the station agents are useless and the rules are not enforced (bikes on escalators). I wouldn't be so adverse to increases if BART was delivery stellar service.

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Who is projecting 4% inflation in a recession? You all have shirked your responsibilities at limiting your costs BART is so expensive and parking so hard (except in dangerous areas) that it is often just as cheap to drive to San Francisco Esp if we have to deal with the inconvenience of Muni on the other side...
N/A	ON	Question 4	N/A	Why is it that public services are automatically granted increases in their fees to the public but they are not held to accountable as to how they spend those increases I find it hard to believe that there isn't wasted or misappropriated money from past increases. When is it time to change the habits of these public services? You can thank PG&E for the skeptism.
N/A	ON	Question 4	N/A	WITH NEW STATIONS GOING IN THERE SHOULD BE MORE RIDERSHIP, THEREFORE MORE MONEY COMING IN, PLANS SHOULD BE CHANGED ACCORDINGLY. THE DUBLIN STATION WAS A WASTE OF MONEY THE MONEY SHOULD HAVE BEEN USED TO GO TO LIVERMORE MAKING SENIORS HAVE TO USE THE CLIPPER CARD IS JUST PLAIN WRONG. THEY SHOULD BE ABLE TO GET THEIR TICKETS AT THE STATION ALOT OF OLDER PEOPLE FIND THIS CARD UNBEARABLE
N/A	EM	Question 4	N/A	Yeah, do to your sloppy fiscal practices, you find yourself without funds and under the yoke of union controlled contracts Now you expect the riders who already bear most of the burden to pony up yet again.
N/A	ON	Question 4	N/A	Yes, BART needs to get real, administrative overhead could be cut by merging all Bay Area transit districts and agencies into one agency, and replacing the current BART system with light rail running on underutilized existing standard gauge lines. Running on underutilized existing standard gauge works in other cities - are we to assume that California transit officials are too stupid to succeed where Denver, Portland, Chicago, and others have succeeded?
N/A	ON	Question 4	N/A	Yes. There is no reason to have regular fare increases. Even though inflation may increase, the incomes of those of who depend on public transportation does not increase at the same rate. Getting to or from work should not cost almost an hour's wage, but it does for many BART nders. BART should be planning on finding ways to keep their prices stable, not to find the least offensive way to increase fares or BART can find ways to increase fares. Youth and Seniors aren't the only ones who need discounts.
N/A	ON	Question 4	N/A	Yes. Keep going around with a begging bowl this way instead of increasing operating efficiencies!
N/A	ON	Question 4	N/A	You already figured this out You came up with a good plan Stick with it (except next time resist the temptation to fudge it by six months)
N/A	ON	Question 4	N/A	again, no choice for none of the above. start fining people for EATING AND DRINKING on BART You could pay for ALL of your new cars if you would inforce the 'rules'.
N/A	EM	Question 4	N/A	As above. It is not warranted. And if the food and beverage rules are not enforced, new cars will look awful in a very short time
N/A	ON	Question 4	N/A	As passengers, we rarely experience the benefits of fare increases
N/A	ON	Question 4	N/A	Automatic fare increases provide no incentive for an organization to examine where their money goes As I said previously, the condition of many BART cars is deplorable, and sends a horrible message to tourists who visit the Bay Area. I am aware that new cars will be placed into service, but my #1 concern is that without a clear, funded plan for maintenance, that the cars will end up as trashed as the current ones Also, the rules regarding no eating and drinking are an ABSOLUTE JOKE Either allow covered containers, or enforce current policy Would YOU ride in those cars if you were dressed up???????
N/A	ON	Question 4	N/A	BART has become a joke in the public transportation world Other countries have clean, modern systems, charging a fraction of what BART charges It's disgusting to ride BART in the dirty aged trains, with high fares and disgusting experience The technology makes me scared to step foot onto, and the mindset behind the administration of the system is appalling and an embarrassment to the Bay Area and the USA
N/A	EM	Question 4	N/A	Bart hasn't been improved the service, so it shoufdn't increase the fare
N/A	ON	Question 4	N/A	BART is OVERPRICED BART should not increase the fare at all, and BART should LOWER the price and EXPAND the service areas.
N/A	ON	Question 4	N/A	Before any fare increase we need reiable service to Dublin
N/A	ON	Question 4	N/A	Fare increases would be easier to swallow if the on-train experience were better. The train cars are disgusting due to age and lack of enforcement of the "no eating" on BART rule in addition to the overcrowding during commute hours and the bicyclists who think that the "No bikes" rule on trains does not apply to them

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Having automatic increases allows BART to sit back and relax and do nothing with the new money
N/A	ON	Question 4	N/A	I don't want to pay more to stand on short trains.
N/A	ON	Question 4	N/A	I find it difficult to justify increases in fares, by any percentage, as long as so many opportunities exist with BART. Disgustingly filthy trains, delays, malfunctioning ticket gates and antiquated payment systems all plague this transit system. Happy commuters would be more accepting of fare hikes.
N/A	ON	Question 4	N/A	I pay $7.00 a day already for terrible service!
N/A	ON	Question 4	N/A	If I had another way to commute, I would. The fares increase all the time, yet the service never gets better, the trains never get cleaner, and you still haven't figured out how to run effectively in the rain.
N/A	ON	Question 4	N/A	IMPROVE service first - I don't see how it's justified to increase fares just for the hell of it.
N/A	ON	Question 4	N/A	It feels like, we keep paying more taxes and getting increases, but we don't get any breaks. why? my family can't afford to purchase clipper cards . it's too expsensive.
N/A	EM	Question 4	N/A	It is difficult to rationalize a fare increase when we don't see improvement. Of course, the trains will be new, but for now, nothing has improved by way of service.
N/A	ON	Question 4	N/A	No increase unless service improves.
N/A	ON	Question 4	N/A	No matter whay BART will always come up with excuses to justify their addtional increase at that time, so no use
N/A	ON	Question 4	N/A	Once you pay for all the new trains, will you be decreasing the fare? I think not. Inflation-based increases aren't realistic in the current depressed economony. We're taking 3% salary cuts at my work and you expect more income for the same service
N/A	EM	Question 4	N/A	The service provided remains the same. There has never been a single improvement. Why do we need an increase? Is it because BART officials need more unwarranted bonuses?
N/A	ON	Question 4	N/A	There has been an increase in delays and train stopping over the last year. Lots of equipment problems and trains out of service. What is going on?
N/A	ON	Question 4	N/A	This mode of transport is already very expensive. It is also dirty, crowded and does not run often enough. There is no justification for a fare increase
N/A	ON	Question 4	N/A	We need better Bart than more fair.
N/A	ON	Question 4	N/A	Yes, I am not sure why it is so expensive to ride BART, allo on time most of the time, it is dirty, never cleaned. where does the money go?
N/A	ON	Question 4	N/A	Yes, it bites and there needs to be better service. It is frustrating to exit in the ever chaotic Powell Station
N/A	ON	Question 4	N/A	YES. IT SUCKS AND IS UTTER BS. I have to ride the trains in the evenings once a week and get harassed by strange men EVER TIME. And when I go to the station agent for help, they either are not there, or they don't care. Try providing safe, clea, comfortable service, not the same crappy service (or lack thereof) and charging more. Your whole system SUCKS ASS
N/A	ON	Question 4	N/A	You are already VERY expensive and as I stated earlier riding on cars that break down and using facilities that are un clean are not cool. If the rate matched the service, and if the the service was dependable, I would not mind a higher fare. From my perspective you should be doing a much better job of offering clean cars and dependable service and clean stations. You need to do a much better job of anticipating mechanical failures and repair the damn things before they break and cause a serious outage leading to a significant delay on the entire system. Right now I give you a big fat F in that category and do not feel you warant ANY fare increase.
N/A	ON	Question 4	N/A	You say these increases are necessary so there will be no service reductions. I find that hard to believe. The last time there was a fare increase I experienced service reduction. The number of cars decreased on many Dublin-SF and Fremont-SF trains even during commute hours. You opened a station in Dublin yet did not increase the number of cars at all. I get on in Bayfair and it's always standing room only. Sad. sad. sad
N/A	ON	Question 4	N/A	Cancel the program very useless.
RCH	MTG	Question 4	English	I don't feel that we need a fare increase.
N/A	EM	Question 4	N/A	I thought there was no inflation per Obama :-(
N/A	ON	Question 4	N/A	Ridership is up - that means more money for BART. Trains are more crowded than ever, and I've been commuting from the East Bay to downtown San Francisco for 19 years. Why are increased fares necessary?
N/A	EM	Question 4	N/A	This seems like a short sighted attempt to fix something that, at its heart, is not broken.
N/A	ON	Question 4	N/A	Yes. Stop Apologizing, fare increases are necessary.
N/A	ON	Question 4	N/A	You had enough increases

Meeting	Source	Question (if applicable)	Language	Comment
N/A	PH	Question 4		A BART increased fare would hurt many people that use the BART to go and look for jobs all over the East Bay. And sometimes people live just right on the very edge and they don't have any extra income to spare. And at times I'm one of those people. Thank you
N/A	ON	Question 4	N/A	As companies are not rewarding employees with pay increases, I do not think automatic increase is fair
N/A	ON	Question 4	N/A	Bart is already expensive, there should not be any increase period !!
N/A	EM	Question 4	N/A	BART should be more affordable (Cheaper than car travel) for most people
N/A	ON	Question 4	N/A	don't increase, only increase if it's the absolute decision. Ridership has increased over the last couple of years. Why penalize daily commute riders for riding BART due to budget constraints. If anything, should BART decide to impose these fees, BART should adjust "smaller fares" against fiscals budgets
N/A	ON	Question 4	N/A	Fare increase program is another unfair practices of BART
N/A	EM	Question 4	N/A	I feel its out of line. And there should be student discounts. People are in a recession why would you increase something and make it difficult to afford
N/A	ON	Question 4	N/A	I feel we already pay too much just from Oakland 40th st to Del Norte
ANT	MTG	Question 4	English	In these days when so many people are without jobs, an increase doesn't seem justified
N/A	ON	Question 4	N/A	Increase is way more than inflation, just not fair
N/A	ON	Question 4	N/A	increasing prices takes a toll on daily users. I already spend about 20% of my checks commuting every day
N/A	EM	Question 4	N/A	Inflation based! We haven't seen a raise let alone an inflation increase in our pay in over 5 years!!
N/A	ON	Question 4	N/A	It is a burden at this time
N/A	ON	Question 4	N/A	It's a terrible idea! People's salaries are CERTAINLY not going up 3.9% every year. not even close! This is just making BART even more expensive than it already is.
N/A	EM	Question 4	N/A	Its beginning to become a hardship on commuters
N/A	ON	Question 4	N/A	Most of us cannot afford any more increases. BART ridership seems to be increasing - we're stuffed in like cattle during commute hours and that should be increasing BART's revenue. Also, try keeping the homeless and vagrants from riding BART and maybe you won't loose so much money in fares.
N/A	EM	Question 4	N/A	Most of us in this current ecomomy are NOT receiving salary increases AT ALL. To raise fares in inflation is a bunch of crap to me
N/A	ON	Question 4	N/A	No fare increase, it's high enough
N/A	ON	Question 4	N/A	No fare increases. To expensive already. Inflation based model only serves to propagate inflation itself
N/A	ON	Question 4	N/A	No fare increases. You charge enough already. Property taxes and parking. What else do you need. Blood.
N/A	ON	Question 4	N/A	No increases ...I pay already $11.10 a day RT to ride BART to and from work
N/A	EM	Question 4	N/A	Not accepted. has anyone looked at fares for similar transit options in other metros like NY and fares they have?
N/A	ON	Question 4	N/A	NOT FAIR, IT'S ALREADY EXPENSIVE.
N/A	ON	Question 4	N/A	Scrap the increase as it is based on an assumed inflationary economy which this isn't
N/A	ON	Question 4	N/A	See comment in box 2. Fares are too high already, cost for BART should also be borne by other Bay Area citizens and businesses which benefit from the fact that BART riders are not driving. When will it end? New York City's subway system is priced at the level that is appropriate for a public system.
N/A	ON	Question 4	N/A	Soon, BART will be so expensive, only software engineers will be able to afford to ride. Right now, it's less expensive for two or more people to drive to many locations BART serves rather than paying train fare
N/A	ON	Question 4	N/A	There has to be a better way. These fares are out of control, as are bus fares. The system should be tax subsidized. And, fares paid by consumers should be paid with pretax dollars.

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Think not just about the poorest riders but also about the middle skill, middle wage workers who are already priced out of so much in the Bay Area
N/A	ON	Question 4	N/A	This is an extreme increase program especially by how many people use bart for transportation
N/A	ON	Question 4	N/A	Times are hard right now and no one can afford the increase.
N/A	ON	Question 4	N/A	unsure of why there HAS to be an increase every two years. I have lived in other cities where there are increases only when necessary. BART is already a very expensive transit system.
N/A	ON	Question 4	N/A	Yes, it is a stupid program. BART should be cheap relative to the income the riders make, not expensive
N/A	EM	Question 4	N/A	Your riders salaries are not increasing with inflation
N/A	ON	Question 4	N/A	YOU'RE PRICING COMMUTERS OUT OF A DECENT LIVING
RCH	MTG	Question 4	English	Do none, Don't increase, decrease fare
N/A	ON	Question 4	N/A	For the limited service it provides - it's too expensive to ride BART as it is. I recommend reducing fares. We're in a national Depression and inflation is not the issue.
N/A	ON	Question 4	N/A	Please stop increasing fares. Instead, consider lowering fares. Thanks!
N/A	ON	Question 4	N/A	Yes, bring them down
N/A	ON	Question 4	N/A	Again, all you purpose is fare increase and fare increase? Another other option that you can think of.
N/A	ON	Question 4	N/A	Bullshit squared
N/A	EM	Question 4	N/A	do not increase fare
N/A	ON	Question 4	N/A	Do not increase fare
N/A	ON	Question 4	N/A	do not not raise at all thank you
RCH	MTG	Question 4	English	Don't
N/A	EM	Question 4	N/A	Don't do it.
N/A	ON	Question 4	N/A	don't increase the fares in an already expensive system
N/A	ON	Question 4	N/A	Don't increase
N/A	EM	Question 4	N/A	End the fare increase program!
N/A	ON	Question 4	N/A	I am against increase
N/A	ON	Question 4	N/A	I am not a fan of it.
N/A	ON	Question 4	N/A	I don't like it
N/A	EM	Question 4	N/A	I'm not feeling it at all
N/A	ON	Question 4	N/A	No fare increase program.
N/A	ON	Question 4	N/A	No fare increase should be implemenied
N/A	EM	Question 4	N/A	No increase
N/A	ON	Question 4	N/A	No. Just wanted to thank BART for this survey and the newspaper ads (in my case Tri-Valley Times) telling about it
RCH	MTG	Question 4	English	Shouldn't take place.
N/A	EM	Question 4	N/A	STOP!
N/A	ON	Question 4	N/A	The response options are biased in that both indicate the individual supports a fare increase of some sort.
N/A	ON	Question 4	N/A	There should not be one.
N/A	ON	Question 4	N/A	Unfair as usual by BART
N/A	EM	Question 4	N/A	cost of riding BART should not add to the financial burdens if cost of living increases are not paid.
N/A	EM	Question 4	N/A	Due to economy problems BART should take this into consideration after this year
N/A	ON	Question 4	N/A	I think that they need to wait until the economy changes. I think we are all suffering all the way around, between, low paid jobs, to gas increament, to house non-negotiable rates, etc. think of us little people
N/A	EM	Question 4	N/A	The economy is bad - now is not the time to do this kind of increase.
N/A	EM	Question 4	N/A	We are still in a recession and people are still suffering. This would be an insensitive move. Fares should not be inflation based but based on ridership and expansion into new areas. I am opposed to fare increase at this time. Fares should increase when we are in an expansion mode and when the economy is doing well
N/A	ON	Question 4	N/A	We don't want to see any increase during this tough economic time

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	Yes - fare increases should not take place in this e onomy!
N/A	ON	Question 4	N/A	Cut staff, cut their pay also. The private sector had these cuts and a highschool educated "station agent/manager" can earn $40K and live well in pittsburg/bay point area
N/A	ON	Question 4	N/A	Cut the pay and benefits of the BART employees and use that money to offset any fare increass. These individuals are paid more than most of the BART riders
FRE	MTG	Question 4	English	Fare increase discourages ridership. Why do BART train operators get such high pay I believe in fair pay but what they are getting seems so unfair!!! They get more than most of the college graduate jobs
N/A	ON	Question 4	N/A	Fares are already getting to expensive. We all know that employees get raises and the fare increases probably go to pay employee salaries Quit raising our fares to pay their salaries.
N/A	ON	Question 4	N/A	I think that BART pays employees too much and I think that there are plenty of systems that are 40 years old that don't need a complete overhaul Is it cheaper in the long run to replace every car?
N/A	ON	Question 4	N/A	Inflation is running about 2% Your 3.9% projection is unreal and will not happen No new increases until your Unions agree to freeze their salaries, wages, pensions, and benefits
N/A	ON	Question 4	N/A	It is definitely not needed as you guys always make millions and why on earth should the person in charge of a public transportation company like BART make over a million dollar salary???? is that why my fare is so high???? YOu people are evil greedy pigs!!!!!
N/A	ON	Question 4	N/A	Learn to increase ridership with out increasing fares BART has been gaining profit with out increasing wages to their train operators for 8 years (2 contract bids)
N/A	ON	Question 4	N/A	NO FARE INCREASE IS ACCEPTABLE!! Take pay cuts instead to balance the budget - all the rest of us did!
N/A	ON	Question 4	N/A	Time for bart to take less in raises, bonuses and benefits like everyone else.
N/A	ON	Question 4	N/A	We need the increases to make sure the Unions are overpaid
N/A	ON	Question 4	N/A	Why can't management take pay cuts. In this economy NOBODY at BART should be making over 40K per year.
N/A	EM	Question 4	N/A	You knuckleheads stop blowing money to give BART Police weapons and start keeping the trains clean!!! And fire half of the idiot board members and bureaucracy that sit around and get fat.
N/A	ON	Question 4	N/A	Bart recently wanted to give a temporary fare reduction. Now it wants to give a fare increase. Bart sends Board members and executives to conferences at the taxpayer and Bart rider expense. Bart is buying new seats for old trains that will soon be replaced Bart is a wimp dealing with the unions or is in cahoots with them and gives them exorbitant raises, benefits and pensions. Escalators, elevators, and restrooms are not maintained. Bart does not have enough parking spaces Parking should be free at all stations and have enough parking spaces Whenever parking spaces are full, Bart should have information to customers of alternative parking so their vehicle will not get towed!!! Bart executives should sacrifice some of their extremely high salary and benefits to be in line with the common man/woman. Use Bart's Executive salary and benefit reduction and take back union sweet deals to keep or reduce Bart fares. Don't put new seats in cars that will soon be replaced
N/A	ON	Question 4	N/A	I don't support ANY fare increase. You are presuming that the public can be forced to choose among different fare increase options Before you can get any type of support, you will need to publicize your finances including the number of CURRENT and RETIRED employees making over $100,000 per year. It's BART's long time mismanagement of funding and finances that's the issue Sticking customers for unending price increases is no longer acceptable
N/A	ON	Question 4	N/A	I've lived in major cities across the U.S., and BARTs fares are the highest I've encountered There is no need for standard fare increases when fares are already so high. There are other ways to save money, like lowering executive pay. Or how about monitoring fare jumpers? I see them constantly at Civic Center station.
N/A	ON	Question 4	N/A	Reduce employees' benefits and salaries. Every year there's an increase, and yet you don't see any improvements at all The "earthquake renovation" was bogus.
N/A	ON	Question 4	N/A	I feel the BART union has not helped cut fairs The last round illustrated the unions lack of concern when we headed into the recession I feel their costs are higher than other transit systems like Caltrain. Caltrain seems to be working better with their union than BART leadership. Note to question #5; whey isn't a senior price level connected to age 62, the start of SS retirement vs. age 65. If one of collecting SS benefits they should be considered retired.
CNC	MTG	Question 4		BART needs to be careful that it doesn't get so expensive that people choose to carpool to their jobs instead

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	BART needs to keep in mind that riders decide to ride BART because gas prices are so high. They should not also become unaffordable. I spend $50 a week not to get to and from work, in my mind that's a lot.
N/A	ON	Question 4	N/A	Consistent fare increases will lower ridership and make people angry. What's to stop the fare increases in 2020? At some point Bart needs to stop raising prices and they need to stay consistent for at least 5-10 years
N/A	ON	Question 4	N/A	Do not use money for extending the line when rates are increased. This will encourage people to start driving and stop taking Bart when public transit is more expensive than automobiles.
N/A	ON	Question 4	N/A	DONOT INCREASE RATES INSTEAD FIND A BETTER PROGRAM TO GET MORE PEOPLE TO USE BART AND PUBLIC TRANSPORT , AS AN AUSTRALIAN WHO HAS JUST RETURNED TO THE BAY AREA YOU FOLKS SHOULD ADAPT THE SAME POLICIES AS IN AUSTRALIA
N/A	ON	Question 4	N/A	I am not too happy with fare increases, if you could find other ways without it affecting customers it would be beneficial to your riders and the bay area at large.
N/A	EM	Question 4	N/A	I have not considered it since you usually do what you want anyway, I will just have to find a way to stop taking bart I dont know how but I will see
N/A	EM	Question 4	N/A	If it gets too expensive I'll start to drive again.
N/A	ON	Question 4	N/A	Only comment is I will start look for an alternative
N/A	ON	Question 4	N/A	The fares are already getting to high. And people have to pay to park also. Got to keep it reasonable for ridership not to decline. When gas goes down, ridership will decrease again.
N/A	ON	Question 4	N/A	The fares are getting too high. If BART is not significantly cheaper than driving, then people will be less inclined to take BART. For example, if I'm traveling with a group of people, I've found that it's sometimes cheaper to drive to the SFO airport from the East Bay than it is to take BART
N/A	ON	Question 4	N/A	Will BART ever consider fare reductions or will this fleecing continue? Eventually, we will find it cheaper to carpool and/or drive rather than take BART
RCH	MTG	Question 4	English	Base policy is not equitable - people in inner city pay disproportionately MORE than suburban riders
N/A	ON	Question 4	N/A	Fare increases should be greater for areas with subsidized parking. Which seem to also be more heavily subsidized on the fares in addition to the parking subsidies.
N/A	ON	Question 4	N/A	Inflation-based is good, but also be flexible. Changes solely on Percentage will make highest fares jump a significant amount, while the lowest fares stay the same.
N/A	ON	Question 4	N/A	It should be equitable. core system riders already subsidize trips to the outer suburbs. This relative subsidy shouldn't increase, especially as core system riders in SF, Oakland, and Berkeley endure longer waits on evenings and weekends when suburban riders aren't even using the system
N/A	ON	Question 4	N/A	Keep it uniform.
N/A	EM	Question 4	N/A	Make it across the board for all lines not just for East Bay to San Francisco
N/A	EM	Question 4	N/A	Riders in the far East Bay already shoulder a disproprotionate share of the cost. We've been paying into the BART system for decades but are not provide with the same access or service (I have to spend 40 minutes on a bus just to get to the Pittsburg station). East Bay riders should not have to pay even higher fares until the system is as accessible to us as it is to riders in Oakland and San Francisco.
N/A	ON	Question 4	N/A	see above - ensure equity for travelers with longer commutes.
N/A	ON	Question 4	N/A	Should apply to everyone.
N/A	ON	Question 4	N/A	3.9 is too high for current economy
N/A	ON	Question 4	N/A	3.9% every two years? NO. most salaries aren't being adjusted for inflation so it will be difficult to keep up with these cost increases for most people. I wish I had a good suggestion for you, but I only know that this will not fly with the average BART rider
N/A	ON	Question 4	N/A	3.9% seems a little high
N/A	EM	Question 4	N/A	3.9% seems like a pretty significant increase every 2 years. I ride BART because its cheaper than driving to and from San Fracisco but I don't want increases to price me back into my car.
N/A	EM	Question 4	N/A	A 3.9% annual increase seems high in this economic climate. I suggest you track increases to the consumer price index
N/A	ON	Question 4	N/A	A 3.9% increase? Even though no commuter wants to pay more, at least a 1.4% increase is not that bad. But in this current economy, I don't know anyone who is receiving any cost of living raises much less a 3.9% raise. While this still may only increase a round-trip commute fair by maybe 50 cents, for people who are already struggling to pay their bills, this seems like a very large increase. I think that a smaller percentage should be considered or evaluate the economy at the time of the increase. Inflation projections may look good on paper, but I don't believe they accurately reflect the state of California economy for middle and lower class incomes in reality
N/A	ON	Question 4	N/A	Basing fares off inflation is misguided. Yes, inflation represents an overall increase in prices, but wages generally do not inflate as quickly as the price indices (specifically the CPI). Ideally, no fare increase would be necessary (as BART fares are already hard to swallow for many), but if they ARE needed, the increase rates should be below inflation levels (1.4% sounds ok for every 2 years).

Meeting	Source	Question (if applicable)	Language	Comment
HWD	MTG	Question 4	English	Check your inflation rate - it's probably wrong.
N/A	ON	Question 4	N/A	How do you go from the current 1.4% to 3.9%? That is a huge increase. Most people who receive cost-of-living salary increases get 3%. No increase should be greater than that.
N/A	EM	Question 4	N/A	Inflation will not be anywhere near 3.9%, we're in the middle of a major recession
N/A	ON	Question 4	N/A	The 3.9% increase option doesn't take into account that urban inflation rates aren't always that high---especially the last several years.
N/A	ON	Question 4	N/A	The only problem with the inflation-based program is that it assumes certain rates of inflation. But I like the idea that it is regular and predictable.
N/A	ON	Question 4	N/A	There are two inflation-related fare increases (q.1 and q.3). There should be only one inflation-related fare increase based on CPI or some other measure. Special levys should fund other needs, but don't misleadingly label every fare increase as inflation-based.
N/A	ON	Question 4	N/A	A necessary evil. I do think however that a round trip ticket to the next stop of $3.50 is too high. I worry about the have nots whose day is started with worrying about scraping enough money together to go to an interview or a doctors appointment.
N/A	ON	Question 4	N/A	Gas is already rising please take that into consideration. For people like myself college students and others that are Unemployed.
N/A	ON	Question 4	N/A	I think that as long as senior's and disabled consumers get their S.S. increase this is fair. If S.S. does not increase cost of living funds for the begining year. Then Bart shouldnt either
HWD	MTG	Question 4	English	Make sure it does not adversely affect the poor
N/A	ON	Question 4	N/A	Make sure the economic impact is lessened for lower-income riders, senior citizens, and the disabled
N/A	ON	Question 4	N/A	Please make it as fair as possible for all riders, especially those on fixed incomes. I enjoy taking BART whenever possible and I'd like it to be affordable when I am on a fixed income.
N/A	ON	Question 4	N/A	Senior/DISABLED/Students on fixed incomes are most affected. I personally prefer knowing in advance what fares with be so to plan for them. Frankly, I'm not in favor of variables, they usually work against me. I've heard nothing about increases in Clipper card fees--yet. Hmm, a double increase? FIXED INCOME.
N/A	ON	Question 4	N/A	Senior/DISABLED/Students on fixed incomes are most affected. I personally prefer knowing in advance what fares with be so to plan for them. Frankly, I'm not in favor of variables, they usually work against me. I've heard nothing about increases in Clipper card fees--yet. Hmm, a double increase? FIXED INCOME. DISABLED--not covered in next question. We have lives too. Thank you
N/A	ON	Question 4	N/A	Some low-income regular commuters and university students will be hurt pretty bad by large increases to tolls
CNC	MTG	Question 4	English	Yes, family fares to considerate
OAK	MTG	Question 4		Please consider San Mateo County stations (Daly City, Colma, SSF, San Bruno, Millbrae) as a separate consideration for fare & parking rate increases. SFO Airport fares would also be a separate consideration
N/A	ON	Question 4	N/A	Everybody should share equally in using BART. And get new seats the old one stink
N/A	ON	Question 4	N/A	Dont's particularly care – I'll be 65 and retired (hopefully) by 2014, and not commuting on a daily basis
N/A	EM	Question 4	N/A	It's necessary but will not be well received. I think how you position the information to the public will help with how it's received. 5 cent increase to most is not an issue.
N/A	EM	Question 4	N/A	Just call it a fare increase to cover rising costs for salaries and energy.
N/A	ON	Question 4	N/A	Just make it clear and disclose everything up front. Keep it consistent.
N/A	ON	Question 4	N/A	Just to see where the money is used and how much; as well as how much is collected.
N/A	ON	Question 4	N/A	like knowing what increases are based on
N/A	EM	Question 4	N/A	Need transparency. Would like to see how every cent is allocated. Stop overtime pay!
N/A	ON	Question 4	N/A	One suggestion would be to inform the public more regarding where the fare increasing are going. What projects are improving and what that money is going toward
N/A	ON	Question 4	N/A	Pick a fare program that is tied to visible results, not just having the money disappear. People will pay when they see accountability.
N/A	EM	Question 4	N/A	Public acceptance of fare increases are easier if cost containment efforts are also visible
N/A	ON	Question 4	N/A	STOP LYING TO THE PEOPLE THAT RIDE BART!
N/A	EM	Question 4	N/A	I do not know enough about this to comment.
N/A	EM	Question 4	N/A	I haven't heard of or examined any alternative increase methods so it's hard for me to have constructive criticism.

Meeting	Source	Question (if applicable)	Language	Comment
N/A	ON	Question 4	N/A	I suppose the question is has the decision already been made and this "public feedback" is just window dressing?
N/A	ON	Question 4	N/A	Are you regularly ensuring that it costs less to make a round trip on BART compared to driving, especially for Bay Bridge crossing trips? When people carpool, it seems their round trip cost is less if they drive versus BART. That doesn't seem right. Where do Bay Bridge toll funds go? Is driving subsidized in some way that transit should be instead?
N/A	ON	Question 4	N/A	I would like to see a chart of it to better understand what it might look like
N/A	ON	Question 4	N/A	This is confusing with question number 1--so there is a possible double rate hike that you are discussing separately?
N/A	ON	Question 4	N/A	What is current % increase?
N/A	EM	Question 4	N/A	Will the minimum fare stay the same thru out the years?
N/A	EM	Question 4	N/A	will the fare increase happen before july?
N/A	ON	Question 4	N/A	who exactly determined this estimated number of 3.9%, or where did they find it?
N/A	ON	Question 4	N/A	If ridership is increasing as you say . why are you increasing fares? Shouldn't increase revenues from more riders be enough to eliminate fare increases?
N/A	ON	Question 4	N/A	Is it necessary when you hand out free tickets all the time? What about the four million dollars you gave back for over charging? Seems like you are doing fine.
N/A	EM	Question 4	N/A	The number of riders should also be increasing, is it really necessary to increase fares?
N/A	ON	Question 4	N/A	How is BART cutting costs to help offset the need to raise fares? How much have employee expenses been reduced or planned reductions in same time period?
N/A	ON	Question 4	N/A	I would like to know where the fare increases and all income to Bart goes. I would like a breakout of what goes to pensions, current salaries, train maintenance, new trains, etc.
N/A	ON	Question 4	N/A	This is just to maintain current service levels, correct?
N/A	ON	Question 4	N/A	Where exactly does the money go?
N/A	EM	Question 4	N/A	Why do you have to increase fares. Is the capital investment on extending BART to San Jose part of the reason? why does BART need to dubplicate service provided by Caltrain at a cost of Billions?
N/A	ON	Question 4	N/A	Don't you guys have a surplus based on the existing fares?
N/A	EM	Question 4	N/A	What happened to the "found" money that the Bart board was considering "giving back" to passengers. We never heard, in the news, what happened to that money (I would have liked it to go back into the system to refurbish)
OAK	MTG			NOTE: If you don't understand "Ditch Urban Fare Zones" then contact me at (contact information given) Submitted Tuesday 3/6/2012
SFR	WG			Why every 2 years? How about small increase annually?
SFR	WG			Why a fare increase every 2 years?

BEFORE THE BOARD OF DIRECTORS OF THE
SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

In the Matter of Adopting
New Fare Rates and Charges: Productivity-Adjusted Inflation-Based Fare Increases

Resolution No. 5208

WHEREAS, pursuant to Public Utilities Code Section 29038, it is the duty and responsibility of the Board of Directors of the San Francisco Bay Area Rapid Transit District ("District") to fix the rates and charges for rapid transit service to be furnished by the District; and

WHEREAS, the competitive and efficient price of all travel modes increases with inflation and maintaining competitive and efficient fare pricing is a District priority; and

WHEREAS, the District's financial forecasts demonstrate the continued need for increased revenue generation to fund capital renovation projects required for the BART system to operate in a state of good repair, including the procurement of new rail cars, and to help ensure the District's financial stability; and

WHEREAS, the District's adopted Financial Stability Policy has a combination of strategies that address operating expenses, capital investment, revenues and reserves by supporting passenger revenue increases tied to service costs and system needs, with particular consideration to small regular fare increases tied to inflation-based cost increases or other major cost factors and productivity; and

WHEREAS, in 2003, by Resolution No. 4885, the Board gave the General Manager the authority to implement four biennial productivity-adjusted inflation-based fare increases, the first such increase implemented in 2006 and the last in 2012; and

WHEREAS, these four small, regular fare increases have been key to BART's financial stability during difficult economic times. Since 2006, the inflation-based component of BART fare increases has contributed approximately $290 million in additional fare revenue, enabling BART to weather the recent recession without reducing service levels as ridership continues to grow; and

WHEREAS, to keep the system running in a state of good repair (SGR), BART anticipates the need to secure $10 billion in funding for the highest priority capital renovation projects over the next ten years, including new rail cars, train control system and the Hayward Maintenance Complex; and

WHEREAS, BART must "self-fund" a portion of this SGR expense through operating sources, including fare revenue; and

WHEREAS, extending the District's productivity-adjusted inflation-based fare increase program to raise fares in January of 2014, 2016, 2018, and 2020 is estimated to generate over $325 million in additional fare revenue for such capital renovation projects over the eight-year program, based on current inflation and

projected inflation and ridership. At the January 2013 Board workshop, several directors expressed an interest in directing the revenue generated by extending the inflation-based fare increase program to the new rail car procurement; and

WHEREAS, the four fare increases will be calculated by applying the same formula as approved in Resolution No. 4885, using actual inflation data; and

WHEREAS, the first increase of the program valued at 5.2% to be implemented on January 1, 2014 has been calculated using recently available actual inflation data through 2012; and

WHEREAS, the recommended modifications are set forth in the attached Exhibit A entitled, "Productivity-Adjusted Inflation-Based Fare Rates and Charges"; and

WHEREAS, to ensure compliance with federal and state law prohibiting disparate impact in its programs and activities, District staff has performed preliminary analyses of the proposed fare increases to determine if any of the increases has a disparate impact or disproportionate burden on minority and/or low-income riders. These analyses and public comment are documented in the 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," attached, and made a part of this Resolution; and

WHEREAS, findings of the preliminary analyses showed that the four biennial inflation-based fare increases would not result in a disparate impact on minority or low-income riders because the proposed changes would increase fares by virtually identical amounts for minority riders and low-income riders when compared to overall users; and

WHEREAS, these findings are subject to application of thresholds contained in the currently under development Disparate Impact Policy and Disproportionate Burden Policy; and

WHEREAS, staff plans to bring the policies to the Board for adoption later this year, after which the thresholds can be applied. At that time, the current analyses results will be compared to the thresholds, and updated findings will be reported to the BART Board for approval; and

WHEREAS, if the current findings are confirmed and approved by the Board, implementation of the four biennial fare increases will proceed. If the current findings are not confirmed and approved by the Board, then such implementation will not proceed; and

WHEREAS, the 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 after public input is solicited. Implementation of each of the future year

fare increases in 2016, 2018, and 2020, will be subject to Board approval of the corresponding and finalized Title VI analysis, which will be in compliance with federal and state law in effect at the time; and

WHEREAS, BART has conducted outreach to the public, consistent with BART's Public Participation Plan, to receive their input on the proposed extension to the Productivity-Adjusted Inflation-Based Fare Increase Program, as documented in the report, "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program"; and

WHEREAS, on February 14, 2013, a public hearing was held at a special meeting of the Board to consider productivity-adjusted inflation-based fare rates and charges; and

WHEREAS, at the Administration Committee meeting of the Board following the public hearing, the Board expressed interest in a number of fare options beside the proposed program; and

WHEREAS, at the February 28, 2013 Board meeting, the Board may direct staff to evaluate any or all of these or other fare options; and

WHEREAS, staff will bring the results of the Title VI equity analyses to the Board for consideration and approval in the summer of 2013. After receiving the results of the equity analyses, the Board will direct staff as to which options it may want staff to bring to the public for comment in the fall of 2013; and

WHEREAS, before implementation of the 5.2% inflation-based fare increase on January 1, 2014, staff will report back to the Board with findings for its consideration and approval regarding the fare options analyzed and selected for public outreach. Implementation of any of these fare options would occur after implementation of the January 1, 2014 fare increase.

NOW, THEREFORE, the Board hereby makes the following findings:

(1) After careful study of staff recommendations, public comment, and due deliberations, the Board determines, as required by Public Utilities Code Section 29038, that the rates and charges for service, as modified by this Resolution, are reasonable; and that insofar as practicable, these rates and charges are calculated to result in revenue which will:

(a) Pay for the operating expenses of the District;

(b) Provide repairs, maintenance and depreciation of works owned and operated by the District;

(c) Provide for purchases, lease, or acquisition of rolling stock, including provisions for the interest, sinking funds, reserve funds, or other funds required for the payment of any obligations incurred by the District for the acquisition of rolling stock; and

(d) After making any current allocation of funds for the foregoing purposes and by the terms of any indebtedness incurred under Public Utilities Code Articles 6 (commencing with Section 29240) and 7, (commencing with Section 29250) of Chapter 8, provide funds for any purpose the Board deems necessary and desirable to carry out the purposes of Part 2 of Division 10 of the Public Utilities Code.

(2) After careful study of staff recommendations, public comment, and due deliberations, the Board also determines, as required by the California Environmental Quality Act, Section 21080 (b)(8), that the rates and charges for service, as modified by this Resolution and as set forth in Exhibit A, are for the purposes of:

(a) Meeting operating expenses such as employee wage rates and fringe benefits,

(b) Purchasing or leasing supplies, equipment or materials;

(c) Meeting financial reserve needs and requirements; and

(d) Obtaining funds for capital projects, necessary to maintain service within existing service areas.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the San Francisco Bay Area Rapid Transit District that:

(1) The General Manager is authorized and directed to calculate and implement productivity-adjusted inflation-based increases to rates and charges for BART service as set forth in Exhibit A, subject to approval by the Board of an updated Title VI equity analysis for each of the four increases.

(2) Prior to implementing the first increase of the Productivity-Adjusted Inflation-Based Fare Increase Program on January 1, 2014, if directed by the Board to examine other fare options, staff will perform Title VI analyses and public outreach for additional fare options and staff will provide the Board with findings for its consideration and approval.

(3) The productivity-adjusted inflation-based increases to rates and charges for BART service calculated and implemented as set forth in Exhibit A are statutorily exempt from the California Environmental Quality Act (CEQA) pursuant to Public Resources Code § 21080(b)(8) and CEQA Guidelines, 14 Cal. Code Regs. § 15273 and that Notices of Exemption shall be filed in the four affected counties.

# # # #

EXHIBIT A—NEW FARE RATES AND CHARGES: PRODUCTIVITY-ADJUSTED INFLATION-BASED INCREASES

Productivity-adjusted inflation-based fare rates and charges shall be calculated according to the following process.

The Formula:

The following formula accounts for changes in inflation, less a productivity factor valued at 0.005 (½ percent). Changes in inflation are measured over a two-year period, with the first increase of the extended productivity-adjusted inflation-based fare increase program to become effective January 1, 2014.

Step One: Productivity-Adjusted Inflation-Based Fare Increase Factor =

$$\left(\frac{\frac{(NCPIU_2 - NCPIU_0)}{NCPIU_0} + \frac{(BACPIW_2 - BACPIW_0)}{BACPIW_0}}{2} \right) - \begin{matrix} 0.005 \\ \text{Productivity} \\ \text{Factor} \end{matrix}$$

Step Two: Productivity-Adjusted Inflation-Based Fare Rates and Charges are calculated by increasing all components of fares then in effect by the Productivity-Adjusted Inflation-Based Fare Increase Factor and then rounding these fares to the nearest $0.05.

Definitions:

NCPIU is the **National CPI-U Annual Average** which is the annual average over a calendar year of the U.S. City Average consumer price index for all urban consumers, for all items, with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor.

BACPIW is the **Bay Area CPI-W Annual Average** which is the annual average over a calendar year of the San Francisco-Oakland-San Jose, CA local consumer price index for urban wage earners and clerical workers, for all items, with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor.

The "0" of $NCPIU_0$ and $BACPIW_0$ signifies the respective calendar year from which the change in inflation is calculated (e.g., 2010 for the 2014 fare increase and 2012 for the 2016 fare increase)

The "2" of $NCPIU_2$ and $BACPIW_2$ signifies the respective calendar year against which the change in inflation is calculated (e.g., 2012 for the 2014 fare increase and 2014 for the 2016 fare increase).

Productivity Factor is an adjustment representing BART's anticipated continual improvements in the efficiency of its labor force and operations to the extent of

reducing its inflation-adjusted costs of operation by 0.005 (½ percent) every two years.

Effective Dates:

The productivity-adjusted inflation-based fare increases will be effective on January 1st of 2014, 2016, 2018, and 2020, for a total of four calculations of the productivity-adjusted inflation-based fare increase formula. If application of the formula returns a positive result, i.e., it does not reflect deflation, the resulting factor is the amount fares are to be increased across-the-board (with each actual fare rounded to the nearest $0.05). Productivity-adjusted inflation-based fares are to be implemented on January 1st of 2014, 2016, 2018, and 2020, or as soon thereafter as the fare schedule can be implemented.

Sample Methodology:

The following is a sample methodology that illustrates how to calculate the productivity-adjusted inflation-based fare increase factor and resulting fares. This example describes the process for the increase to be implemented on January 1, 2014; the same process will be followed for increases in 2016, 2018, and 2020.

In January 2013, the change over two years in the National CPI-U Annual Average and the Bay Area CPI-W Annual Average will be calculated as follows:

- The change to be measured will be for calendar years 2010 and 2012.
- Index change during this two-year period is measured by the change in the annual average of the index. For example, if
  - The annual average of the National CPI-U for 2010 is 100, and
  - The annual average of the National CPI-U for 2012 is 104, then
  - The change is 0.04 (or 4.0%) for the two-year period between 2010 and 2012.
- The change in the Bay Area CPI-W Annual Average for the two-year period is to be calculated in the same way.
- The changes in the National CPI-U Annual Average and the Bay Area CPI-W Annual Average are then averaged to capture change in both national and local pricing patterns.
- From the average of the national and local pricing increases, a productivity factor of 0.005 (½ percent) is deducted. For example, if the average of the change in the National CPI-U Annual Average and the change in the Bay Area CPI-W Annual Average for the two-year period is 0.04 (or 4.0%), the result of the formula is a productivity-adjusted inflation-based fare increase factor of 0.035, or 3.5%.
- The productivity-adjusted inflation-based fare increase factor is the increase to be applied across-the-board to the components of the fare rates and charges then in effect. The resulting station-to-station fares will then be rounded to the nearest nickel to produce the new productivity-adjusted inflation-based fare rates and charges.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

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

REVISED

October 1, 2013

EXECUTIVE SUMMARY

On February 13, 2013, BART published the report "Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program" which documented BART's preliminary Title VI minority disparate impact analyses and low-income disproportionate burden analyses for the proposed extension of BART's productivity-adjusted inflation-based fare increase program to include increases in 2014, 2016, 2018, and 2020. Pursuant to FTA Circular 4702.1B dated October 1, 2012 (Circular), BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or places a disproportionate burden on low-income riders. In accordance with the Circular, BART is to make this determination by comparing the analysis results against a threshold, as defined in the Disparate Impact and Disproportionate Burden Policy (Policy), which was under development at the time the February 2013 report was prepared.

The February 2013 report is now revised as follows:

- The comparison between protected and nonprotected riders is added, pursuant to the adopted Policy.
- The appropriate threshold from BART's Disparate Impact and Disproportionate Burden Policy adopted by the BART Board on July 11, 2013, is applied to the difference in fare change between protected riders and nonprotected riders.

The fare change discussed in this report is the extension of BART's productivity-adjusted, inflation-based fare increase program. The BART Board authorized the first inflation-based fare increase program in 2003 by Resolution 4885. The amount of the increase is based on the change in inflation over a two-year period, with one-half percent subtracted from that number to account for ongoing improvements in BART operating efficiencies, so that the increase is actually less than inflation. The first program consisted of four biennial increases beginning in 2006 and ending in 2012. These small, regular fare increases have been key to BART's financial stability during difficult economic times. Since 2006, the inflation-based component of BART fare increases has contributed approximately $290 million[1] in additional fare revenue, which helped BART weather the recent recession without reducing service levels.

To keep the system running in a State of Good Repair (SGR), BART will need to secure approximately $10 billion[2] in funding for the highest priority projects over the next ten years, including new rail cars, train control system, and the Hayward Maintenance Complex. Although BART has identified and planned over the years for many of the SGR reinvestments, securing funding is difficult and often highly dependent on regional and local sources, which include funding provided by the transit agency itself. Therefore, BART must "self-fund" a portion through operating sources, including fare revenue. Extending the District's inflation-based fare increase program to raise fares in 2014, 2016, 2018, and 2020 is estimated to generate over $325 million in additional fare revenue over the eight-year program based on current inflation and ridership projections.

[1] January 2006 through June 2013, with January 2013 through June 2013 estimated.
[2] Funding figure current as of February 2013.

The four biennial fare changes analyzed in this report were calculated by applying the same formula approved in Resolution 4885. If approved, each fare change under consideration would be calculated using actual data on inflation. On January 16, 2013, the Bureau of Labor Statistics released the final inflation data for 2012, which allowed for actual calculation of the proposed 2014 increase. This calculation, under the formula outlined in Resolution 4885, resulted in overall inflation of 5.7% over two years. After subtracting the 0.5% productivity factor, the actual fare increase proposed to be implemented will be 5.2%. For increases proposed for 2016, 2018, and 2020, it is necessary to use a projection of future inflation for the fare increase calculation. The inflation-based increase used for these three 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 a separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

The proposed four biennial fare increases are across-the-board increases. The 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(2014, 2016, 2018, and 2020), the increase difference between protected and nonprotected riders is less than 5%.

Highlights from the minority disparate impact and low-income disproportionate burden analyses, as well as input from the public, can be summarized as follows:

- The inflation-based fare increases would not result in a disparate impact on minority riders compared to non-minority riders or in a disproportionate burden on low-income riders compared to non-low income riders because the proposed changes would increase fares by virtually identical amounts for minority riders and low-income riders when compared respectively to non-minority riders and non-low income riders. Therefore, the calculated differences between the fare increases for protected groups and nonprotected groups fall below the 5% Policy threshold.
- The proposed fare changes apply to all fares and fare types and the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.
- Survey results, as reported in the "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program," show that approximately 60% of the responses indicated support for continuation of the inflation-based program.

additional fare revenue, which helped BART weather the recent recession without reducing service levels. The size and regularity of the increases also have made them easier for riders to absorb, as evidenced by BART's growing ridership as well as results of a 2012 BART Customer Satisfaction Survey question asking whether BART was a good value for the money, to which 70% of respondents reported agreement, up from 64% in 2010. In the 2012 survey, another 18% expressed a neutral opinion and only 12% disagreed. Overall satisfaction with BART increased to 84%, from 82% in 2010.

Having a program of small, regular increases strengthens BART's financial planning process and ability to project future revenues to be used for service provision or capital needs. Programmed fare increases also help BART avoid the cycle of not raising fares for many years, then implementing a large fare increase out of financial necessity. In 1986, fares were increased by 30% following four years of no fare increases, and in the mid-1990s, a 45% cumulative fare increase over three years followed nine years of no fare increases. The increased revenue was required as BART's contribution to secure funding for a $1 billion system renovation program.

To keep the system running in a State of Good Repair (SGR), BART will need to secure approximately $10 billion[5] in funding for the highest priority projects over the next ten years, including new rail cars, train control system, and the Hayward Maintenance Complex. Although BART has identified and planned over the years for many of the SGR reinvestments, securing funding is difficult and often highly dependent on regional and local sources, which include funding provided by the transit agency itself. Therefore, BART must "self-fund" a portion through operating sources, including fare revenue. Extending the District's inflation-based fare increase program to raise fares in 2014, 2016, 2018, and 2020 is estimated to generate over $325 million in additional fare revenue over the eight-year program based on current inflation and ridership projections.

The SGR expense does not include expansion of the current system, which is typically funded from different sources. BART's riders rank train on-time performance, currently at 95%, as a top priority, and system reinvestment will help BART maintain and improve reliability and increase capacity for a growing ridership.

This report documents BART's Title VI minority disparate impact and low-income disproportionate burden analyses for the proposed extension of the inflation-based fare increase program to include increases in 2014, 2016, 2018, and 2020. Results from public participation activities are summarized in a separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

The four fare changes analyzed in this report were calculated by applying the same formula approved in Resolution 4885. That formula calculates the change in both national and local inflation over a two-year period, takes the average of these two changes, and then subtracts out 0.5% to account for improved BART operating efficiencies; thus, the increase is actually less than inflation. If approved, the fare changes under consideration would be calculated using actual data on inflation. On January 16, 2013, the Bureau of

[5] Funding figure current as of February 2013.

Labor Statistics released the final inflation data for 2012, which allowed for actual calculation of the 2014 increase. This calculation results in overall inflation of 5.7% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented will be 5.2%. For increases proposed for 2016, 2018, and 2020, it is necessary to use a projection of future inflation for the fare increase calculation. The inflation used for these three fare change analyses is 3.9%, which is calculated by taking the current projection of inflation estimated by the Metropolitan Transportation Commission (the 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.

2. MINORITY DISPARATE IMPACT ANALYSES AND LOW-INCOME DISPROPORTIONATE BURDEN ANALYSES

2.1 Assessing Fare Increase Effects

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

The procedures include four steps for assessing the effects of proposed, across-the-board fare changes:

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 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 Disparate Impact and Disproportionate Burden Policy (Policy) follows this guidance. Once the comparison analysis is completed, the appropriate threshold from the Policy is applied to the difference in fare change between protected riders and nonprotected riders.

Should BART find that minority 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 riders, pursuant to FTA 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 disproportionate impact on minority populations.

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to non-low income riders, BART will take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the fare change. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

2.2 Data and Methodology Used

FTA Circular 4702.1B states that for proposed changes that would increase fares on the entire system, the agency shall analyze any available information from ridership surveys.

The primary data used to analyze the proposed fare increases are the following:

- 2008 BART Station Profile Study. With more than 52,000 surveys completed by weekday riders in spring 2008, the Station Profile Study summarizes the largest survey ever conducted by BART of how BART riders use and access the system.
- 2012 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 2012 study had a sample size of 6,700, including weekday peak, offpeak, and weekend riders.
- Current and projected BART fares. The projected fares are based on an actual inflation-based increase of 5.2% in 2014 and projected inflation-based increases of 3.9% in 2016, 2018, and 2020; these are the full fares and do not reflect the various discounts available to riders.
- Actual 2012 BART ridership by station as recorded by BART's automated fare collection system.

The large data set of the Station Profile Study allows for detailed analysis at the station-level, as compared to the smaller Customer Satisfaction Study which is better suited to provide for analysis across the entire BART system.

Methodology

The methodology used to assess the effects of a fare increase 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 Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the Policy. Fare change data for overall users continues to be provided for information purposes. In addition, pursuant to the Policy, staff reported the cumulative impacts over its three-year triennial reporting periods[6], as well as for the productivity-adjusted inflation based increases in 2014, 2016, 2018 and 2020.

Actual 2008 Station Profile Study survey responses are used to determine the percent of riders at each station that are minority and that are low-income. Since BART has a distance-based fare structure, determining this information by station rather than

[6] BART's current reporting period, approved by FTA, includes changes implemented before December 31, 2013. BART's subsequent triennial reporting period will include all changes occurring as of January 1, 2014.

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.

Non-minority includes only those who are White alone (single race) and non-Hispanic. Minority persons include American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. According to Station Profile Study responses, 52% of BART riders are minority.

For the purposes of these analyses, low-income is defined as Household Income under $50,000. According to Station Profile Study responses, 28% of BART riders are considered low income.

The steps used to assess the effects of an across-the-board fare change are described in Appendix B. Results were generated for all stations currently in the BART system except the West Dublin/Pleasanton Station, which had not yet opened when the 2008 Station Profile Study was done. Future stations or expansion projects, such as the extension to Warm Springs, are not included in this analysis as fares for those projects have not yet been adopted.

2.3 Minority Disparate Impact Analyses Results and Low-Income Disproportionate Burden Analyses Results

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 B. This process was performed for each of the proposed fare increases 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.

As shown in the table below, the four proposed fare increases build upon each other—that is, the results of the first proposed increase in 2014 were used as the basis for comparison to the results for the 2016 increase and so on until 2020, which was compared to 2018 results. Note that the percent fare change shown in each fare increase scenario 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 following table presents the results of the calculation for the proposed inflation-based increase of 5.2% in 2014 and projected 3.9% increase to all fares proposed for 2016, 2018 and 2020. The inflation-based fare increases are across-the-board fare increases. BART's 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%. Applying this threshold to the

calculated differences, this report finds that none of the proposed inflation-based fare increases would result in a disparate impact or a disproportionate burden because each difference is less than 5%.

Proposed Inflation-based Increases to All Fares

		Current 2012 Fares	Proposed 2014 Fares	Proposed 2016 Fares	Proposed 2018 Fares	Proposed 2020 Fares	Cumulative 2012 to 2020
Fare Increase %			5.2%	3.9%	3.9%	3.9%	
Minority		$ 3.543	$ 3.730	$ 3.886	$ 4.044	$ 4.200	
Non-Minority		$ 3.613	$ 3.805	$ 3.963	$ 4.124	$ 4.284	
Low Income		$ 3.403	$ 3.584	$ 3.734	$ 3.887	$ 4.036	
Non-Low Income		$ 3.641	$ 3.834	$ 3.994	$ 4.156	$ 4.317	
Overall		$ 3.586	$ 3.776	$ 3.933	$ 4.093	$ 4.251	
Minority	% Change		5.29%	4.17%	4.06%	3.86%	18.56%
Non-Minority	% Change		5.31%	4.17%	4.07%	3.86%	18.57%
	Difference		**-0.02%**	**0.01%**	**-0.01%**	**0.00%**	**-0.02%**
	Disp Impact?		**No**	**No**	**No**	**No**	**No**
Low Income	% Change		5.31%	4.19%	4.10%	3.82%	18.58%
Non-Low Income	% Change		5.30%	4.16%	4.06%	3.88%	18.56%
	Difference		**0.01%**	**0.02%**	**0.05%**	**-0.06%**	**0.02%**
	Disp Burden?		**No**	**No**	**No**	**No**	**No**
Overall	% Change		5.30%	4.17%	4.07%	3.86%	18.56%
Minority	$ Change		$ 0.188	$ 0.156	$ 0.158	$ 0.156	$ 0.657
Non-Minority	$ Change		$ 0.192	$ 0.159	$ 0.161	$ 0.159	$ 0.671
Low Income	$ Change		$ 0.181	$ 0.150	$ 0.153	$ 0.148	$ 0.632
Non-Low Income	$ Change		$ 0.193	$ 0.160	$ 0.162	$ 0.161	$ 0.676
Overall	$ Change		$ 0.190	$ 0.157	$ 0.160	$ 0.158	$ 0.666

2.4 Alternatives Available for People Affected by the Proposed Fare Increases

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

2.4.1 Alternative Transit Modes including Fare Payment Types

BART operates a single mode, heavy rail. However, there are four major operators in the BART service area that provide service parallel to some segments of the BART system:

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

The table below compares BART fares and the fares of operators providing service in parts of the BART service area.

	Adult Local Fare	Adult Pass Price
BART		
Current minimum fare	$1.75	N/A
2014: Inflation-based 5.2% increase	$1.85	N/A
2016: Inflation-based 3.9% increase	$1.95	N/A
2018: Inflation-based 3.9% increase	$2.05	N/A
2020: Inflation-based 3.9% increase	$2.10	N/A
Other Operator Fares (as of January 2013)		
AC Transit	$2.10	$80 (monthly)
Caltrain (zone-based)	$2.75-$12.75	$73-$338 (monthly)
SamTrans	$2.00	$64 (monthly)
San Francisco Muni	$2.00	$74* (monthly)

*This pass is also good for unlimited rides on BART within San Francisco.

In comparing the other operators' fares to BART fares, the local cash fares of the other operators are higher than BART's minimum fare with the projected inflation-based fare increases implemented through 2016, when the minimum fare would be $1.95. Even in 2020, the minimum fare of $2.10 is equal to AC Transit's current fare and ten cents higher than SamTrans and San Francisco Muni. A rider could pay a fare using another operator's monthly pass that would be less expensive than the projected 2014 $1.85 BART fare under the following circumstances:

- AC Transit: Rider takes more than 43 trips per month.
- Caltrain: Rider takes more than 39 trips per month (based on $73 pass).
- SamTrans: Rider takes more than 34 trips per month.
- San Francisco Muni: Rider takes more than 40 trips per month.

2.4.2 BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group

The demographic profile of each fare type user from BART's 2012 Customer Satisfaction Survey data is shown in the table below. Those data show minority riders are similar to overall riders in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted tickets for seniors, people with disabilities, and youth aged 5 through 12 (children under age 5 ride for free). Low-income riders are more likely to use the regular fare product and less likely to use the high-value 6.25% discount (HVD) fare product, compared to overall riders.

2012 Customer Satisfaction data			Estimated trips		Estimated trips		Estimated trips	
Fare Type	Fare Media	Payment Method	Minority	%	Low income	%	Overall	%
Regular BART fare	Magnetic stripe, Clipper smart card	Cash, credit/debit, check, transit benefit payments	185,398	73.9%	110,517	81.7%	298,911	74.2%
HVD			39,672	15.8%	10,241	7.6%	60,921	15.1%
Senior/Disabled			12,747	5.1%	7,882	5.8%	23,144	5.7%
Muni Fast Pass *	Clipper smart card		9,190	3.7%	4,845	3.6%	14,608	3.6%
Student	mag stripe only	Cash, credit/debit, check	1,132	0.5%	802	0.6%	1,420	0.4%
BART Plus			708	0.3%	219	0.2%	895	0.2%
Other **			2,075	0.8%	750	0.6%	3,056	0.8%
Total			250,922	100.0%	135,256	100.0%	402,955	100.0%

* San Francisco Muni monthly pass accepted on BART within San Francisco.

** No Fare Type reported

Note: Children and students are underrepresented in survey sample as only those who appeared to be age 13+ were surveyed.

The following table details the percentage and value of the proposed increases by fare type. The proposed fare changes impact all fare types and fare media, with the exception that these changes do not apply to the Muni Fast Pass, which is the San Francisco Municipal Transportation Agency's fare instrument. Since the proposed fare changes apply to all BART fares and fare types, the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.

	Average FARES					FARE CHANGE							
						2012-2014		2014-2016		2016-2018		2018-2020	
Fare Type	2012	2014	2016	2018	2020	%	$	%	$	%	$	%	$
	Existing	Proposed											
Regular BART	$3.59	$3.78	$3.93	$4.09	$4.25	5.3%	$0.19	4.2%	$0.16	4.1%	$0.16	3.9%	$0.16
HVD	$3.36	$3.54	$3.69	$3.84	$3.99	5.3%	$0.18	4.2%	$0.15	4.1%	$0.15	3.9%	$0.15
Senior/Disabled /Youth	$1.34	$1.42	$1.47	$1.53	$1.59	5.3%	$0.07	4.2%	$0.06	4.1%	$0.06	3.9%	$0.06
Student	$1.79	$1.89	$1.97	$2.05	$2.13	5.3%	$0.09	4.2%	$0.08	4.1%	$0.08	3.9%	$0.08
BART Plus	$3.36	$3.54	$3.69	$3.84	$3.99	5.3%	$0.18	4.2%	$0.15	4.1%	$0.15	3.9%	$0.15

2.5 Minority Disparate Impact Analyses and Low-Income Disproportionate Burden Analyses Findings

Pursuant to FTA Circular 4702.1B, BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or results in a disproportionate burden on low-income riders. As provided in Circular App. K-11, comparing protected riders and nonprotected riders can "yield even clearer depictions of

differences" than the comparison between protected riders and overall users. For purposes of across-the-board fare changes, BART's Policy follows this guidance and calls for comparison of the fare change experienced by minority riders to that experienced by non-minority riders, and the fare change experienced by low-income riders to that experienced by non-low income riders. BART also compares fare change of the protected group to that of overall users for information purposes. In accordance with the Circular, BART then measures the analysis results against the appropriate threshold defined in BART's Policy.

The proposed inflation-based fare increases are across-the-board fare increases. The 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%. The analysis results for the four biennial productivity-adjusted inflation-based fare increases compared to the 5% threshold are as follows:

- **2014**: Under the 5.2% increase scenario, the differences between the changes for protected riders and non-protected riders are less than the Policy's 5% threshold. Low-income and minority riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-low income and non-minority riders, respectively.
- **2016:** The projected 3.9% increase in 2016 results in differences between the changes for protected riders and nonprotected riders that are less than the Policy's 5% threshold. Low-income and minority riders would experience the same percentage increase and a slightly lower dollar fare increase compared to non-low income and non-minority rides, respectively.
- **2018:** For 2018, with fares increasing by a projected 3.9%, differences between the changes for protected riders and nonprotected riders are less than the Policy's 5% threshold. The percentage changes for protected riders and nonprotected riders are virtually identical, while the dollar changes are slightly higher for nonprotected riders.
- **2020:** With a projected 3.9% fare increase in 2020, the differences between the changes for protected riders and nonprotected riders are less than the Policy's 5% threshold. Low-income and minority riders would experience the same or slightly lower percentage and dollar fare increases compared to nonprotected riders.

These results show that each of the proposed inflation-based fare increases would result in differences between the changes for protected riders and nonprotected riders that are less than the Policy's 5% threshold; fares would increase by the same or slightly lower amounts for minority riders and low-income riders when compared to nonminority and non-low income riders, respectively. Therefore, this report finds that the proposed changes do not have a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

3. CONCLUSION

BART actively sought public comment on the inflation-based fare increase program in a variety of ways, using approaches outlined in BART's Public Participation Plan, as

described in the separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

Applying the Policy's 5% threshold , the minority disparate impact analyses and low-income disproportionate burden analyses in this report make a final finding that the proposed 2014 productivity-adjusted inflation-based fare increase would not result in disparate impacts on minority riders compared to non-minority riders or disproportionate burdens on low-income riders compared to non-low income riders.

Once inflation figures are available to calculate the actual value of the proposed 2016, 2018, and 2020 biennial increases, before implementation of that increase, staff will prepare an analysis in accordance with applicable state and federal laws, to determine if the actual increase would have a disparate impact on minority riders or result in a disproportionate burden on low-income riders when compared respectively to non-minority riders and non-low income riders. This report provides a preliminary assessment for 2016, 2018, and 2020, finding that none of these three, proposed increases will result in either a disparate impact or a disproportionate burden on protected riders. The final assessment for 2016, 2018, and 2020 regarding disparate impact and disproportionate burden, including application of the actual percentage increase once known, will be reported to the BART Board for approval. If there is a finding of no disparate impact and a finding of no disproportionate burden, then no further action is required by the Board to implement the increase.

APPENDIX A: Inflation-Based Formula for BART Fare Increases, *as described in handout provided during public outreach activities in March 2012*

BART's Board-approved fare increase program called for fares to increase by a small, inflation-based amount in 2006, 2008, 2010, and 2012. BART is asking for input about continuing to use the current inflation-based formula in 2014, 2016, 2018, and 2020. In each of these years, based on inflation projections, the estimated systemwide fare increase would be 3.9%.

The formula BART uses to calculate the amount of the increase averages the changes in national and local inflation over a two-year period, and then subtracts one-half percent to account for improved BART operating efficiencies, so that the actual increase is less than inflation. The resulting percentage increase is applied to fares that are then rounded to the nearest nickel.

The current inflation-based formula for BART fare increases is as follows:

$$\left(\frac{\frac{(NCPIU_2 - NCPIU_0)}{NCPIU_0} + \frac{(BACPIW_2 - BACPIW_0)}{BACPIW_0}}{2} \right) - 0.005$$

Productivity Factor

Definitions:

NCPIU	**National CPI-U Annual Average:** U.S. City Average consumer price index for all urban consumers	Each average is measured for all items, over a calendar year with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor
BACPIW	**Bay Area CPI-W Annual Average:** the San Francisco-Oakland-San Jose, CA local consumer price index for urban wage earners and clerical workers	

"0" and "2" subscripts of NCPIU and BACPIW represent the calendar year from which ("0") and against which ("2") the inflation change is calculated (e.g., if the formula is applied for 2012, the calendar years are 2008 and 2010).

Example Calculation: Fare Increase for 2012

$$\left(\frac{\frac{(218.1 - 215.3)}{215.3} + \frac{(223.8 - 218.4)}{218.4}}{2} \right) - 0.005$$

Productivity Factor

The result would be a 1.4% increase to fares.

APPENDIX B: 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 a fare change, in this case, the proposed four biennial productivity-adjusted inflation-based fare increases, the first effective in 2014 and the last in 2020.

Step 1: For each of the proposed four productivity-adjusted inflation-based fare increases, estimate weighted average fares "Before Fare Increase" and "After Fare Increase" for each BART station.

In Step 1, the weighted average fare paid by riders boarding at each of BART's existing 44 stations is estimated. The 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 "2012 Fares" reflecting BART's current fares and the "2014 Fares" reflecting the proposed 5.2% inflation-based fare increase for 2014.

Sample of Weighted Average Fare Data for Proposed 2014 Increase

Origin Station	2012 Fares	2014 Fares
Richmond	$ 3.42	$ 3.60
El Cerrito del Norte	$ 3.59	$ 3.77
El Cerrito Plaza	$ 3.17	$ 3.33
North Berkeley	$ 3.40	$ 3.61
Downtown Berkeley	$ 3.11	$ 3.28

For each station, a station-to-station fare table is multiplied by the 2012 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 each fare increase using the appropriate fare table. The following chart shows the fare tables that were used in calculations for the four proposed fare increases. The actual 2012 average weekday trip table was used for all increase calculations.

Fare Increase Effective:	Fare Table Used in "Before Fare Increase" Calculation	Fare Table Used in "After Fare Increase" Calculation
2014	Actual 2012 Fare Table	Actual 2012 Fare Table Increased by 5.2% ("2014 Fare Table")
2016	2014 Fare Table	2014 Fare Table increased by 3.9% ("2016 Fare Table")
2018	2016 Fare Table	2016 Fare Table increased by 3.9% ("2018 Fare Table")
2020	2018 Fare Table	2018 Fare Table increased by 3.9% ("2020 Fare Table")

Step 2: **For each of the proposed four productivity-adjusted inflation-based fare increases, 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 2008 Station Profile Study. These percentages are then multiplied by the 2012 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 each of the proposed four productivity-adjusted inflation-based fare increases, 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 each of the proposed four productivity-adjusted inflation-based fare increases, 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" each 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 increases are across-the-board fare increases. 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.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

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

REVISED

October 1, 2013

EXECUTIVE SUMMARY

On February 13, 2013, BART published the report "Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program" which documented BART's preliminary Title VI minority disparate impact analyses and low-income disproportionate burden analyses for the proposed extension of BART's productivity-adjusted inflation-based fare increase program to include increases in 2014, 2016, 2018, and 2020. Pursuant to FTA Circular 4702.1B dated October 1, 2012 (Circular), BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or places a disproportionate burden on low-income riders. In accordance with the Circular, BART is to make this determination by comparing the analysis results against a threshold, as defined in the Disparate Impact and Disproportionate Burden Policy (Policy), which was under development at the time the February 2013 report was prepared.

The February 2013 report is now revised as follows:

- The comparison between protected and nonprotected riders is added, pursuant to the adopted Policy.
- The appropriate threshold from BART's Disparate Impact and Disproportionate Burden Policy adopted by the BART Board on July 11, 2013, is applied to the difference in fare change between protected riders and nonprotected riders.

The fare change discussed in this report is the extension of BART's productivity-adjusted, inflation-based fare increase program. The BART Board authorized the first inflation-based fare increase program in 2003 by Resolution 4885. The amount of the increase is based on the change in inflation over a two-year period, with one-half percent subtracted from that number to account for ongoing improvements in BART operating efficiencies, so that the increase is actually less than inflation. The first program consisted of four biennial increases beginning in 2006 and ending in 2012. These small, regular fare increases have been key to BART's financial stability during difficult economic times. Since 2006, the inflation-based component of BART fare increases has contributed approximately $290 million[1] in additional fare revenue, which helped BART weather the recent recession without reducing service levels.

To keep the system running in a State of Good Repair (SGR), BART will need to secure approximately $10 billion[2] in funding for the highest priority projects over the next ten years, including new rail cars, train control system, and the Hayward Maintenance Complex. Although BART has identified and planned over the years for many of the SGR reinvestments, securing funding is difficult and often highly dependent on regional and local sources, which include funding provided by the transit agency itself. Therefore, BART must "self-fund" a portion through operating sources, including fare revenue. Extending the District's inflation-based fare increase program to raise fares in 2014, 2016, 2018, and 2020 is estimated to generate over $325 million in additional fare revenue over the eight-year program based on current inflation and ridership projections.

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[1] January 2006 through June 2013, with January 2013 through June 2013 estimated.
[2] Funding figure current as of February 2013.

The four biennial fare changes analyzed in this report were calculated by applying the same formula approved in Resolution 4885. If approved, each fare change under consideration would be calculated using actual data on inflation. On January 16, 2013, the Bureau of Labor Statistics released the final inflation data for 2012, which allowed for actual calculation of the proposed 2014 increase. This calculation, under the formula outlined in Resolution 4885, resulted in overall inflation of 5.7% over two years. After subtracting the 0.5% productivity factor, the actual fare increase proposed to be implemented will be 5.2%. For increases proposed for 2016, 2018, and 2020, it is necessary to use a projection of future inflation for the fare increase calculation. The inflation-based increase used for these three 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 a separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

The proposed four biennial fare increases are across-the-board increases. The 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(2014, 2016, 2018, and 2020), the increase difference between protected and nonprotected riders is less than 5%.

Highlights from the minority disparate impact and low-income disproportionate burden analyses, as well as input from the public, can be summarized as follows:

- The inflation-based fare increases would not result in a disparate impact on minority riders compared to non-minority riders or in a disproportionate burden on low-income riders compared to non-low income riders because the proposed changes would increase fares by virtually identical amounts for minority riders and low-income riders when compared respectively to non-minority riders and non-low income riders. Therefore, the calculated differences between the fare increases for protected groups and nonprotected groups fall below the 5% Policy threshold.
- The proposed fare changes apply to all fares and fare types and the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.
- Survey results, as reported in the "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program," show that approximately 60% of the responses indicated support for continuation of the inflation-based program.

This report makes preliminary findings that the 2016, 2018, and 2020 increases will not result in a disparate impact or a disproportionate burden on protected riders; such preliminary findings will be updated and finalized for Board approval once the percentage increase is known for these future years and prior to each increase.

This report, to which the Policy threshold has been applied, finalizes the Title VI Assessment for the proposed 2014 extension of the productivity-adjusted inflation-based fare increase program, finding that this extension does not have a disparate impact on minority riders or place a disproportionate burden on low-income riders.

1. INTRODUCTION

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B dated October 1, 2012 (Circular), BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Circular, BART is to make this determination by comparing the analysis results against a threshold, as defined in a Disparate Impact Disproportionate Burden Policy (Policy). At the time of the writing of the February 2013 report that provided preliminary analyses, BART was developing this Policy, including engaging the public in the decision-making process to develop the thresholds. The BART Board has since adopted the Policy on July 11, 2013.

Once the Policy was adopted, the preliminary analyses results described in the February 2013 report were compared to the thresholds, and the report updated.

The February 2013 report is revised as follows:

- The comparison between protected and non protected riders is added. The comparison of protected riders and overall users is retained for information purposes. [3]
- The appropriate threshold from BART's Policy is applied to the difference in fare change between protected riders and non protected riders, which is the more rigorous level of comparison.

BART also actively sought public input in a variety of ways using approaches outlined in BART's Public Participation Plan. Public outreach results are summarized in a separate report entitled "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

The fare change discussed in this report is the extension of BART's productivity-adjusted, inflation-based fare increase program. As stated in the District's Financial Stability Policy adopted by the BART Board in 2003, 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. Resolution 4885, also adopted in 2003, addressed this goal when the BART Board gave the General Manager authority to implement four productivity-adjusted inflation-based fare increases. The first such productivity-adjusted inflation-based fare increase was implemented on January 1, 2006 and the last in the series, calculated at 1.4%, was implemented on July 1, 2012.

The four small, regular fare increases have been key to BART's financial stability during difficult economic times: between January 2006 and July 2012, the inflation-based component of BART fare increases has contributed approximately $290 million[4] in

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[3] While Circular Chap. IV-19 calls for comparing protected riders and overall users, Circular App. K-11 indicates that comparing protected riders and nonprotected riders can "yield even clearer depictions of differences."

[4] January 2006 through June 2013, with January 2013 through June 2013 estimated.

additional fare revenue, which helped BART weather the recent recession without reducing service levels. The size and regularity of the increases also have made them easier for riders to absorb, as evidenced by BART's growing ridership as well as results of a 2012 BART Customer Satisfaction Survey question asking whether BART was a good value for the money, to which 70% of respondents reported agreement, up from 64% in 2010. In the 2012 survey, another 18% expressed a neutral opinion and only 12% disagreed. Overall satisfaction with BART increased to 84%, from 82% in 2010.

Having a program of small, regular increases strengthens BART's financial planning process and ability to project future revenues to be used for service provision or capital needs. Programmed fare increases also help BART avoid the cycle of not raising fares for many years, then implementing a large fare increase out of financial necessity. In 1986, fares were increased by 30% following four years of no fare increases, and in the mid-1990s, a 45% cumulative fare increase over three years followed nine years of no fare increases. The increased revenue was required as BART's contribution to secure funding for a $1 billion system renovation program.

To keep the system running in a State of Good Repair (SGR), BART will need to secure approximately $10 billion[5] in funding for the highest priority projects over the next ten years, including new rail cars, train control system, and the Hayward Maintenance Complex. Although BART has identified and planned over the years for many of the SGR reinvestments, securing funding is difficult and often highly dependent on regional and local sources, which include funding provided by the transit agency itself. Therefore, BART must "self-fund" a portion through operating sources, including fare revenue. Extending the District's inflation-based fare increase program to raise fares in 2014, 2016, 2018, and 2020 is estimated to generate over $325 million in additional fare revenue over the eight-year program based on current inflation and ridership projections.

The SGR expense does not include expansion of the current system, which is typically funded from different sources. BART's riders rank train on-time performance, currently at 95%, as a top priority, and system reinvestment will help BART maintain and improve reliability and increase capacity for a growing ridership.

This report documents BART's Title VI minority disparate impact and low-income disproportionate burden analyses for the proposed extension of the inflation-based fare increase program to include increases in 2014, 2016, 2018, and 2020. Results from public participation activities are summarized in a separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

The four fare changes analyzed in this report were calculated by applying the same formula approved in Resolution 4885. That formula calculates the change in both national and local inflation over a two-year period, takes the average of these two changes, and then subtracts out 0.5% to account for improved BART operating efficiencies; thus, the increase is actually less than inflation. If approved, the fare changes under consideration would be calculated using actual data on inflation. On January 16, 2013, the Bureau of

[5] Funding figure current as of February 2013.

Labor Statistics released the final inflation data for 2012, which allowed for actual calculation of the 2014 increase. This calculation results in overall inflation of 5.7% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented will be 5.2%. For increases proposed for 2016, 2018, and 2020, it is necessary to use a projection of future inflation for the fare increase calculation. The inflation used for these three fare change analyses is 3.9%, which is calculated by taking the current projection of inflation estimated by the Metropolitan Transportation Commission (the 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.

2. MINORITY DISPARATE IMPACT ANALYSES AND LOW-INCOME DISPROPORTIONATE BURDEN ANALYSES

2.1 Assessing Fare Increase Effects

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

The procedures include four steps for assessing the effects of proposed, across-the-board fare changes:

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 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 Disparate Impact and Disproportionate Burden Policy (Policy) follows this guidance. Once the comparison analysis is completed, the appropriate threshold from the Policy is applied to the difference in fare change between protected riders and nonprotected riders.

Should BART find that minority 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 riders, pursuant to FTA 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 disproportionate impact on minority populations.

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to non-low income riders, BART will take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the fare change. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

2.2 Data and Methodology Used

FTA Circular 4702.1B states that for proposed changes that would increase fares on the entire system, the agency shall analyze any available information from ridership surveys.

The primary data used to analyze the proposed fare increases are the following:

- 2008 BART Station Profile Study. With more than 52,000 surveys completed by weekday riders in spring 2008, the Station Profile Study summarizes the largest survey ever conducted by BART of how BART riders use and access the system.
- 2012 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 2012 study had a sample size of 6,700, including weekday peak, offpeak, and weekend riders.
- Current and projected BART fares. The projected fares are based on an actual inflation-based increase of 5.2% in 2014 and projected inflation-based increases of 3.9% in 2016, 2018, and 2020; these are the full fares and do not reflect the various discounts available to riders.
- Actual 2012 BART ridership by station as recorded by BART's automated fare collection system.

The large data set of the Station Profile Study allows for detailed analysis at the station-level, as compared to the smaller Customer Satisfaction Study which is better suited to provide for analysis across the entire BART system.

Methodology

The methodology used to assess the effects of a fare increase 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 Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the Policy. Fare change data for overall users continues to be provided for information purposes. In addition, pursuant to the Policy, staff reported the cumulative impacts over its three-year triennial reporting periods[6], as well as for the productivity-adjusted inflation based increases in 2014, 2016, 2018 and 2020.

Actual 2008 Station Profile Study survey responses are used to determine the percent of riders at each station that are minority and that are low-income. Since BART has a distance-based fare structure, determining this information by station rather than

[6] BART's current reporting period, approved by FTA, includes changes implemented before December 31, 2013. BART's subsequent triennial reporting period will include all changes occurring as of January 1, 2014.

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.

Non-minority includes only those who are White alone (single race) and non-Hispanic. Minority persons include American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. According to Station Profile Study responses, 52% of BART riders are minority.

For the purposes of these analyses, low-income is defined as Household Income under $50,000. According to Station Profile Study responses, 28% of BART riders are considered low income.

The steps used to assess the effects of an across-the-board fare change are described in Appendix B. Results were generated for all stations currently in the BART system except the West Dublin/Pleasanton Station, which had not yet opened when the 2008 Station Profile Study was done. Future stations or expansion projects, such as the extension to Warm Springs, are not included in this analysis as fares for those projects have not yet been adopted.

2.3 Minority Disparate Impact Analyses Results and Low-Income Disproportionate Burden Analyses Results

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 B. This process was performed for each of the proposed fare increases 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.

As shown in the table below, the four proposed fare increases build upon each other—that is, the results of the first proposed increase in 2014 were used as the basis for comparison to the results for the 2016 increase and so on until 2020, which was compared to 2018 results. Note that the percent fare change shown in each fare increase scenario 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 following table presents the results of the calculation for the proposed inflation-based increase of 5.2% in 2014 and projected 3.9% increase to all fares proposed for 2016, 2018 and 2020. The inflation-based fare increases are across-the-board fare increases. BART's 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%. Applying this threshold to the

calculated differences, this report finds that none of the proposed inflation-based fare increases would result in a disparate impact or a disproportionate burden because each difference is less than 5%.

Proposed Inflation-based Increases to All Fares

Fare Increase %		Current 2012 Fares	Proposed 2014 Fares 5.2%	Proposed 2016 Fares 3.9%	Proposed 2018 Fares 3.9%	Proposed 2020 Fares 3.9%	Cumulative 2012 to 2020
Minority		$ 3.543	$ 3.730	$ 3.886	$ 4.044	$ 4.200	
Non-Minority		$ 3.613	$ 3.805	$ 3.963	$ 4.124	$ 4.284	
Low Income		$ 3.403	$ 3.584	$ 3.734	$ 3.887	$ 4.036	
Non-Low Income		$ 3.641	$ 3.834	$ 3.994	$ 4.156	$ 4.317	
Overall		$ 3.586	$ 3.776	$ 3.933	$ 4.093	$ 4.251	
Minority	% Change		5.29%	4.17%	4.06%	3.86%	18.56%
Non-Minority	% Change		5.31%	4.17%	4.07%	3.86%	18.57%
	Difference		**-0.02%**	**0.01%**	**-0.01%**	**0.00%**	**-0.02%**
	Disp Impact?		**No**	**No**	**No**	**No**	**No**
Low Income	% Change		5.31%	4.19%	4.10%	3.82%	18.58%
Non-Low Income	% Change		5.30%	4.16%	4.06%	3.88%	18.56%
	Difference		**0.01%**	**0.02%**	**0.05%**	**-0.06%**	**0.02%**
	Disp Burden?		**No**	**No**	**No**	**No**	**No**
Overall	% Change		5.30%	4.17%	4.07%	3.86%	18.56%
Minority	$ Change		$ 0.188	$ 0.156	$ 0.158	$ 0.156	$ 0.657
Non-Minority	$ Change		$ 0.192	$ 0.159	$ 0.161	$ 0.159	$ 0.671
Low Income	$ Change		$ 0.181	$ 0.150	$ 0.153	$ 0.148	$ 0.632
Non-Low Income	$ Change		$ 0.193	$ 0.160	$ 0.162	$ 0.161	$ 0.676
Overall	$ Change		$ 0.190	$ 0.157	$ 0.160	$ 0.158	$ 0.666

2.4 Alternatives Available for People Affected by the Proposed Fare Increases

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

2.4.1 Alternative Transit Modes including Fare Payment Types

BART operates a single mode, heavy rail. However, there are four major operators in the BART service area that provide service parallel to some segments of the BART system:

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

The table below compares BART fares and the fares of operators providing service in parts of the BART service area.

	Adult Local Fare	Adult Pass Price
BART		
Current minimum fare	$1.75	N/A
2014: Inflation-based 5.2% increase	$1.85	N/A
2016: Inflation-based 3.9% increase	$1.95	N/A
2018: Inflation-based 3.9% increase	$2.05	N/A
2020: Inflation-based 3.9% increase	$2.10	N/A
Other Operator Fares (as of January 2013)		
AC Transit	$2.10	$80 (monthly)
Caltrain (zone-based)	$2.75-$12.75	$73-$338 (monthly)
SamTrans	$2.00	$64 (monthly)
San Francisco Muni	$2.00	$74* (monthly)

*This pass is also good for unlimited rides on BART within San Francisco.

In comparing the other operators' fares to BART fares, the local cash fares of the other operators are higher than BART's minimum fare with the projected inflation-based fare increases implemented through 2016, when the minimum fare would be $1.95. Even in 2020, the minimum fare of $2.10 is equal to AC Transit's current fare and ten cents higher than SamTrans and San Francisco Muni. A rider could pay a fare using another operator's monthly pass that would be less expensive than the projected 2014 $1.85 BART fare under the following circumstances:

- AC Transit: Rider takes more than 43 trips per month.
- Caltrain: Rider takes more than 39 trips per month (based on $73 pass).
- SamTrans: Rider takes more than 34 trips per month.
- San Francisco Muni: Rider takes more than 40 trips per month.

2.4.2 BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group

The demographic profile of each fare type user from BART's 2012 Customer Satisfaction Survey data is shown in the table below. Those data show minority riders are similar to overall riders in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted tickets for seniors, people with disabilities, and youth aged 5 through 12 (children under age 5 ride for free). Low-income riders are more likely to use the regular fare product and less likely to use the high-value 6.25% discount (HVD) fare product, compared to overall riders.

2012 Customer Satisfaction data			Estimated trips		Estimated trips		Estimated trips	
Fare Type	Fare Media	Payment Method	Minority	%	Low income	%	Overall	%
Regular BART fare	Magnetic stripe, Clipper smart card	Cash, credit/debit, check, transit benefit payments	185,398	73.9%	110,517	81.7%	298,911	74.2%
HVD			39,672	15.8%	10,241	7.6%	60,921	15.1%
Senior/Disabled			12,747	5.1%	7,882	5.8%	23,144	5.7%
Muni Fast Pass *	Clipper smart card		9,190	3.7%	4,845	3.6%	14,608	3.6%
Student	mag stripe only	Cash, credit/debit, check	1,132	0.5%	802	0.6%	1,420	0.4%
BART Plus			708	0.3%	219	0.2%	895	0.2%
Other **			2,075	0.8%	750	0.6%	3,056	0.8%
Total			250,922	100.0%	135,256	100.0%	402,955	100.0%

* San Francisco Muni monthly pass accepted on BART within San Francisco.

** No Fare Type reported

Note: Children and students are underrepresented in survey sample as only those who appeared to be age 13+ were surveyed.

The following table details the percentage and value of the proposed increases by fare type. The proposed fare changes impact all fare types and fare media, with the exception that these changes do not apply to the Muni Fast Pass, which is the San Francisco Municipal Transportation Agency's fare instrument. Since the proposed fare changes apply to all BART fares and fare types, the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.

	Average FARES					FARE CHANGE							
						2012-2014		2014-2016		2016-2018		2018-2020	
Fare Type	2012	2014	2016	2018	2020	%	$	%	$	%	$	%	$
	Existing	Proposed											
Regular BART	$3.59	$3.78	$3.93	$4.09	$4.25	5.3%	$0.19	4.2%	$0.16	4.1%	$0.16	3.9%	$0.16
HVD	$3.36	$3.54	$3.69	$3.84	$3.99	5.3%	$0.18	4.2%	$0.15	4.1%	$0.15	3.9%	$0.15
Senior/Disabled /Youth	$1.34	$1.42	$1.47	$1.53	$1.59	5.3%	$0.07	4.2%	$0.06	4.1%	$0.06	3.9%	$0.06
Student	$1.79	$1.89	$1.97	$2.05	$2.13	5.3%	$0.09	4.2%	$0.08	4.1%	$0.08	3.9%	$0.08
BART Plus	$3.36	$3.54	$3.69	$3.84	$3.99	5.3%	$0.18	4.2%	$0.15	4.1%	$0.15	3.9%	$0.15

2.5 Minority Disparate Impact Analyses and Low-Income Disproportionate Burden Analyses Findings

Pursuant to FTA Circular 4702.1B, BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or results in a disproportionate burden on low-income riders. As provided in Circular App. K-11, comparing protected riders and nonprotected riders can "yield even clearer depictions of

differences" than the comparison between protected riders and overall users. For purposes of across-the-board fare changes, BART's Policy follows this guidance and calls for comparison of the fare change experienced by minority riders to that experienced by non-minority riders, and the fare change experienced by low-income riders to that experienced by non-low income riders. BART also compares fare change of the protected group to that of overall users for information purposes. In accordance with the Circular, BART then measures the analysis results against the appropriate threshold defined in BART's Policy.

The proposed inflation-based fare increases are across-the-board fare increases. The 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%. The analysis results for the four biennial productivity-adjusted inflation-based fare increases compared to the 5% threshold are as follows:

- **2014**: Under the 5.2% increase scenario, the differences between the changes for protected riders and non-protected riders are less than the Policy's 5% threshold. Low-income and minority riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-low income and non-minority riders, respectively.
- **2016:** The projected 3.9% increase in 2016 results in differences between the changes for protected riders and nonprotected riders that are less than the Policy's 5% threshold. Low-income and minority riders would experience the same percentage increase and a slightly lower dollar fare increase compared to non-low income and non-minority rides, respectively.
- **2018:** For 2018, with fares increasing by a projected 3.9%, differences between the changes for protected riders and nonprotected riders are less than the Policy's 5% threshold. The percentage changes for protected riders and nonprotected riders are virtually identical, while the dollar changes are slightly higher for nonprotected riders.
- **2020:** With a projected 3.9% fare increase in 2020, the differences between the changes for protected riders and nonprotected riders are less than the Policy's 5% threshold. Low-income and minority riders would experience the same or slightly lower percentage and dollar fare increases compared to nonprotected riders.

These results show that each of the proposed inflation-based fare increases would result in differences between the changes for protected riders and nonprotected riders that are less than the Policy's 5% threshold; fares would increase by the same or slightly lower amounts for minority riders and low-income riders when compared to nonminority and non-low income riders, respectively. Therefore, this report finds that the proposed changes do not have a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

3. CONCLUSION

BART actively sought public comment on the inflation-based fare increase program in a variety of ways, using approaches outlined in BART's Public Participation Plan, as

described in the separate "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program."

Applying the Policy's 5% threshold , the minority disparate impact analyses and low-income disproportionate burden analyses in this report make a final finding that the proposed 2014 productivity-adjusted inflation-based fare increase would not result in disparate impacts on minority riders compared to non-minority riders or disproportionate burdens on low-income riders compared to non-low income riders.

Once inflation figures are available to calculate the actual value of the proposed 2016, 2018, and 2020 biennial increases, before implementation of that increase, staff will prepare an analysis in accordance with applicable state and federal laws, to determine if the actual increase would have a disparate impact on minority riders or result in a disproportionate burden on low-income riders when compared respectively to non-minority riders and non-low income riders. This report provides a preliminary assessment for 2016, 2018, and 2020, finding that none of these three, proposed increases will result in either a disparate impact or a disproportionate burden on protected riders. The final assessment for 2016, 2018, and 2020 regarding disparate impact and disproportionate burden, including application of the actual percentage increase once known, will be reported to the BART Board for approval. If there is a finding of no disparate impact and a finding of no disproportionate burden, then no further action is required by the Board to implement the increase.

APPENDIX A: Inflation-Based Formula for BART Fare Increases, *as described in handout provided during public outreach activities in March 2012*

BART's Board-approved fare increase program called for fares to increase by a small, inflation-based amount in 2006, 2008, 2010, and 2012. BART is asking for input about continuing to use the current inflation-based formula in 2014, 2016, 2018, and 2020. In each of these years, based on inflation projections, the estimated systemwide fare increase would be 3.9%.

The formula BART uses to calculate the amount of the increase averages the changes in national and local inflation over a two-year period, and then subtracts one-half percent to account for improved BART operating efficiencies, so that the actual increase is less than inflation. The resulting percentage increase is applied to fares that are then rounded to the nearest nickel.

The current inflation-based formula for BART fare increases is as follows:

$$\left(\frac{\frac{(NCPIU_2 - NCPIU_0)}{NCPIU_0} + \frac{(BACPIW_2 - BACPIW_0)}{BACPIW_0}}{2} \right) - 0.005$$

Productivity Factor

Definitions:

NCPIU	**National CPI-U Annual Average:** U.S. City Average consumer price index for all urban consumers	Each average is measured for all items, over a calendar year with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor
BACPIW	**Bay Area CPI-W Annual Average:** the San Francisco-Oakland-San Jose, CA local consumer price index for urban wage earners and clerical workers	

"0" and "2" subscripts of NCPIU and BACPIW represent the calendar year from which ("0") and against which ("2") the inflation change is calculated (e.g., if the formula is applied for 2012, the calendar years are 2008 and 2010).

Example Calculation: Fare Increase for 2012

$$\left(\frac{\frac{(218.1 - 215.3)}{215.3} + \frac{(223.8 - 218.4)}{218.4}}{2} \right) - 0.005$$

Productivity Factor

The result would be a 1.4% increase to fares.

APPENDIX B: 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 a fare change, in this case, the proposed four biennial productivity-adjusted inflation-based fare increases, the first effective in 2014 and the last in 2020.

Step 1: For each of the proposed four productivity-adjusted inflation-based fare increases, estimate weighted average fares "Before Fare Increase" and "After Fare Increase" for each BART station.

In Step 1, the weighted average fare paid by riders boarding at each of BART's existing 44 stations is estimated. The 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 "2012 Fares" reflecting BART's current fares and the "2014 Fares" reflecting the proposed 5.2% inflation-based fare increase for 2014.

Sample of Weighted Average Fare Data for Proposed 2014 Increase

Origin Station	2012 Fares	2014 Fares
Richmond	$ 3.42	$ 3.60
El Cerrito del Norte	$ 3.59	$ 3.77
El Cerrito Plaza	$ 3.17	$ 3.33
North Berkeley	$ 3.40	$ 3.61
Downtown Berkeley	$ 3.11	$ 3.28

For each station, a station-to-station fare table is multiplied by the 2012 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 each fare increase using the appropriate fare table. The following chart shows the fare tables that were used in calculations for the four proposed fare increases. The actual 2012 average weekday trip table was used for all increase calculations.

Fare Increase Effective:	Fare Table Used in "Before Fare Increase" Calculation	Fare Table Used in "After Fare Increase" Calculation
2014	Actual 2012 Fare Table	Actual 2012 Fare Table Increased by 5.2% ("2014 Fare Table")
2016	2014 Fare Table	2014 Fare Table increased by 3.9% ("2016 Fare Table")
2018	2016 Fare Table	2016 Fare Table increased by 3.9% ("2018 Fare Table")
2020	2018 Fare Table	2018 Fare Table increased by 3.9% ("2020 Fare Table")

Step 2: **For each of the proposed four productivity-adjusted inflation-based fare increases, 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 2008 Station Profile Study. These percentages are then multiplied by the 2012 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 each of the proposed four productivity-adjusted inflation-based fare increases, 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 each of the proposed four productivity-adjusted inflation-based fare increases, 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" each 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 increases are across-the-board fare increases. 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.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

Meeting	Notice Announced By	Date and Time	Location of Meeting: 344 20th Street Oakland, California
Board Meeting	President Tom Radulovich	9:00 a.m., Thursday, November 21, 2013	Board Room Third Floor

Patricia K. Williams
Assistant District Secretary

Upcoming Meetings for which Notices have previously been transmitted:

NO MEETINGS WEEK OF NOVEMBER 11, 2013

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * * * * *

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/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Date of Notice: November 8, 2013

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA

November 21, 2013
9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, November 21, 2013, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th 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), and via email or via regular mail upon request. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting. Those interested in being on the mailing list for meeting notices (email or regular mail) can do so by providing the District Secretary with the appropriate address.

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.

Kenneth A. Duron
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.
      Alan Smith, Vice Chair, BART Accessibility Task Force

2. CONSENT CALENDAR

   A. Approval of Minutes of the Meetings of October 24, 2013 (Regular), and October 24, 2013 (Special).* Board requested to authorize.
   B. Amendment to the District's Conflict of Interest Code.* Board requested to approve.
   C. Resolution of Project Compliance and Initial Project Report for Regional Measure 1, Regional Measure 2 and AB1171 Bridge Toll Funds for the eBART Project.* Board requested to adopt.
   D. BART Accessibility Task Force New Member Appointment.* Board requested to appoint.
   E. Resolutions Fixing the Employer's Contribution under the Public Employees' Medical and Hospital Care Act.* Board requested to adopt.
   F. Reject All Bids for Contract No. 59CT-110, Wayfinding Improvements Phase II.* Board requested to reject.

3. ADMINISTRATION ITEMS
   Director Murray, Chairperson

   A. Lease for Approximately 22,480 Square Feet of Warehouse Space at 1085 Whipple Avenue, Hayward, California.* Board requested to authorize.

   B. Condemnation of Real Property for the Hayward Maintenance Complex Project, BART Parcel Numbers O-ACHMC1-1A, O-ACHMC2-1A, and O-ACHMC3-1A.* Board requested to authorize. (TWO-THIRDS VOTE REQUIRED.)

   C. Amendment to Agreement No. 6M4303, with Gummerson & Conhain, Inc., for Negotiator Services.* Board requested to authorize.

   D. Productivity-Adjusted Inflation-Based Fare Increase Program.

      i. Updated Title VI Equity Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program.* Board requested to approve.

      ii. Amendment to Resolution No. 5208, New Fare Rates and Charges: Productivity-Adjusted Inflation-Based Fare Increases.* Board requested to authorize.

4. ENGINEERING AND OPERATIONS ITEMS
Director Fang, Chairperson

A. (CONTINUED from October 24, 2013, Board Meeting)
Procurement of Transit Vehicles: Exercise Option 2, for 150 Transit Vehicles; Option 3, for 115 Transit Vehicles; and Option 4, for 100 Transit Vehicles, of Contract No. 40FA-110, with Bombardier Transit Corporation.* Board requested to authorize.

B. Change Order to Contract No. 79HM-110, San Francisco Transition Structure Security Barrier (SFTS SB), with Taber Construction, Inc., for Temporary Suspension – Contractor Costs (C.O. No. 22).* Board requested to authorize.

C. Project Changes and Third Addendum to the East Contra Costa BART Extension (eBART Project) Final Environmental Impact Report.* Board requested to authorize.

5. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS
Director Blalock, Chairperson

A. Authorize a Cooperative Agreement with the City of Oakland and a Lease Agreement for an Attended Bike Station at 19th Street/Oakland Station.* Board requested to authorize.

B. California Passenger Rail Program Guiding Principles.* Board requested to adopt. (Director Murray's request.)

6. GENERAL MANAGER'S REPORT
NO REPORT.

7. BOARD MATTERS

A. Board of Directors Role in Investigations of the October 19, 2013, Right of Way Accident. For discussion and potential action. (Directors Fang, Mallett, and Murray's request.)

B. (CONTINUED from October 10, 2013, Board Meeting)
Board Meeting Schedule. For discussion. (Directors Mallett and Saltzman's request.)

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.)

D. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)

8. 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

9. CLOSED SESSION (Room 303, Board Conference Room)

A. CONFERENCE WITH REAL ESTATE NEGOTIATORS

Property:	300 Lakeside Drive and 344 20th Street, Oakland, CA
District Negotiators:	Robert Powers, Assistant General Manager, Planning & Development; and Jeffrey P. Ordway, Manager, Real Estate and Property Development
Negotiating Parties:	The Swig Co., and San Francisco Bay Area Rapid Transit District
Under Negotiation:	Price and Terms
Government Code Section:	54956.8

B. CONFERENCE WITH REAL ESTATE NEGOTIATORS

Property:	Property Located at the San Leandro BART Station
District Negotiators:	Robert Powers, Assistant General Manager, Planning & Development; and Jeffrey P. Ordway, Manager, Real Estate and Property Development
Negotiating Parties:	Bridge Housing Corporation and San Francisco Bay Area Rapid Transit District
Under Negotiation:	Price and Terms
Government Code Section:	54956.8

C. CONFERENCE WITH LABOR NEGOTIATORS

Designated representatives:	Grace Crunican, General Manager; Paul Oversier, Assistant General Manager, Operations; and Rudolph Medina, Department Manager – Labor Relations
Employee Organizations:	(1) Amalgamated Transit Union, Local 1555; (2) American Federation of State, County and Municipal Employees, Local 3993; (3) BART Police Officers Association; (4) BART Police Managers Association; (5) Service Employees International Union, Local 1021; and (6) Service Employees International Union, Local 1021, BART Professional Chapter (7) Unrepresented employees (Positions: all)
Government Code Section:	54957.6

10. OPEN SESSION

A. Resolution Ratifying Collective Bargaining Agreement with the Amalgamated Transit Union, Division 1555.* Board requested to authorize.

B. Resolution Ratifying Collective Bargaining Agreement with the Service Employees International Union, Local 1021, including the BART Professional Chapter.* Board requested to authorize.

* Attachment available

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,690th Meeting
October 24, 2013

A regular meeting of the Board of Directors was held October 24, 2013, convening at 9:06 a.m. in the Board Room, 344 20th Street, Oakland, California. President Radulovich presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Blalock, Keller, Mallett, McPartland, Murray, Saltzman, and Radulovich.

Absent: None. Directors Fang and Raburn entered the Meeting later.

President Radulovich called for a moment of silence to honor Christopher Sheppard and Laurence Daniels.

President Radulovich announced that the Regular Meeting would be recessed at 10:30 for a Special Board Meeting, and that the Regular Meeting would reconvene at the conclusion of the Special Meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of October 10, 2013.

2. Resolution of Local Support for a Regional Transportation Improvement Program Project Application for the Daly City Station Improvements Project.

3. Revise and Supersede Resolution No. 4898, Authorizing the General Manager to File Applications, Provide Supporting Documents and Execute Funding Agreements with the United States Government, the State of California and other Entities.

4. Award of Invitation for Bid No. 8927, Cable, Power.

5. Resolution Supporting the Tanforan Assembly Center Memorial Committee Grant Application to the National Parks Service.

Director Blalock made the following motions as a unit. Director McPartland seconded the motions, which carried by unanimous electronic vote. Ayes - 7: Directors Blalock, Keller, Mallett, McPartland, Murray, Saltzman, and Radulovich. Noes - 0. Absent – 2: Directors Fang and Raburn.

1. That the Minutes of the Meeting of October 10, 2013, be approved.

Director Blalock requested a report on customer complaints regarding alleged "hacking" of District Human Resources employment application web site.

President Radulovich called for Public Comment. The following individuals addressed the Board.
Mr. Jerry Grace
Mr. John O'Connor
Mr. Jon Spangler

President Radulovich announced that the Board would enter into closed session in the adjacent conference room under Item 9-A (Conference with Labor Negotiators) of the regular meeting agenda, and that the Board would reconvene in open session at the end of that closed session.

The Board Meeting recessed at 1:43 p.m.

The Board reconvened in closed session at 1:59 p.m.

Directors present: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None.

The Board Meeting recessed at 4:07 p.m.

The Board reconvened in open session at 4:08 p.m.

Directors present: President Radulovich.

Absent: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, and Saltzman.

President Radulovich announced that the Board had concluded its meeting in closed session, and that there were no announcements to be made.

The Board Meeting was adjourned at 4:08 p.m.

Kenneth A. Duron
District Secretary

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,691st Meeting
October 24, 2013

A special meeting of the Board of Directors was held October 24, 2013, convening at 11:58 a.m., in the Board Room, 344 20th Street, Oakland, California. President Radulovich presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None. Director Blalock entered the Meeting later.

President Radulovich called for Public Comment on Item 3 only.

Ms. Antonette Bryant addressed the Board.

Director Blalock entered the Meeting.

The following individuals addressed the Board.
Mr. Steve Zeltzer
Mr. Jerry Grace
Mr. Elliot H.
Mr. Robert Allen
Ms. Doris Collier
Ms. Alisha Anderson

President Radulovich brought the matter of Resolutions Recognizing Christopher Sheppard and Laurence Daniels before the Board. Director Murray presented the item. The item was discussed. Director Mallett moved adoption of Resolution No. 5225, In Memory of Christopher Sheppard, and Resolution No. 5226, In Memory of Laurence Daniels. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes – 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes – 0.

The Special Board Meeting was adjourned at 12:30 p.m.

Kenneth A. Duron
District Secretary

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EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:		GENERAL MANAGER ACTION REQ'D:		
DATE: 11/13/13		BOARD INITIATED ITEM: No		
Originator/Prepared by: Charlotte Barham Dept: Operating Budgets Signature/Date: 11/13/13	General Counsel 11-13-13 [ ]	Controller/Treasurer [ ]	District Secretary [ ]	BARC 11-13-13 [ ]

TITLE:

Final Title VI Assessment for the 2014 Inflation-Based Fare Increase

NARRATIVE:

PURPOSE

To obtain Board approval of the updated, attached and final Title VI equity analysis for the 2014 fare increase ("Final Title VI Assessment for the 2014 Inflation-Based Fare Increase") as contemplated in Resolution No. 5208, which authorizes implementation of the first biennial Productivity-Adjusted Inflation-Based Fare Increase on January 1, 2014.

DISCUSSION

At the February 28, 2013 Board meeting, the BART Board approved Resolution No. 5208 extending BART's productivity-adjusted inflation-based fare increase program for fare increases in 2014, 2016, 2018, and 2020. The first increase valued at 5.2% is scheduled to take effect on January 1, 2014 and is estimated to generate $17 million in the first full year. This fare revenue will be put into a separate fund that can only go to help fund BART's highest priority capital renovation projects, including new rail cars, a train control system, and the Hayward Maintenance Complex. The Resolution stated that findings in the preliminary Assessment were to be updated by applying thresholds from the Disparate Impact and Disproportionate Burden Policy (the "Policy"), which was then under development. The Resolution further stated that staff would finalize, and submit for Board approval, the Title VI analysis for the 2014 increase prior to January 1, 2014.

Per the Resolution, 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 after public participation is solicited. Implementation of each of the future year fare increases for 2016, 2018 and 2020 will be subject to Board approval of the corresponding and finalized Title VI analysis.

The Board adopted the Policy in July 2013, and staff has since applied the appropriate Policy thresholds to the preliminary Assessment report for the 2014 fare increase. Public outreach for the 2014 fare increase has already been completed. The 2014 fare increase Title VI analysis is, therefore, final and attached. The updated assessment concludes that the 2014 inflation-based fare increase would not result in a disparate impact on minority groups or a disproportionate burden on low-income groups.

Staff requests that the Board approve the updated equity analysis and implement the January 1, 2014 Productivity-Adjusted Inflation Based Fare Increase; each future year increase will be

subject to approval by the Board of an updated Title VI equity analysis.

FISCAL IMPACT
The 5.2% fare increase is projected to generate $17 million in the first full year. The four biennial fare increases are projected to generate $325 million in the eight years of the Program. According to Resolution 5208, this revenue is to help fund BART's highest priority capital renovation projects, including new rail cars, a train control system, and the Hayward Maintenance Complex. Therefore, it is important to implement the fare increase as scheduled.

ALTERNATIVES
Do not approve the updated Title VI assessment, which would result in a delay in implementing the scheduled January 1, 2014 fare increase and result in a significant loss of revenue needed to help fund BART's highest priority capital renovation projects.

RECOMMENDATION
Approval of the following Motion.

MOTION
The BART Board of Directors approves the updated, attached and final Title VI equity analysis for the 2014 fare increase ("Final Title VI Assessment for the 2014 Inflation-Based Fare Increase"), as contemplated in Resolution No. 5208 which authorizes implementation of the first biennial Productivity-Adjusted Inflation Based Fare Increase on January 1, 2014.

EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:		GENERAL MANAGER ACTION REQ'D:		
DATE: 11/13/13		BOARD INITIATED ITEM: NO		
Originator/Prepared by: Charlotte Bertram Dept: Operating Budgets Signature/Date: 11/13/13	General Counsel 11-13-13 [ ]	Controller/Treasurer [ ]	District Secretary [ ]	BARC 11-13-13 [ ]

TITLE:

Amendment to Resolution 5208

NARRATIVE:

Purpose

To obtain Board approval of an amendment to Resolution 5208, adopted by the Board on February 28, 2013, regarding the date the Board will receive the Title VI equity analysis and public outreach reports on additional fare options.

Discussion

At the February 28, 2013 Board meeting, the BART Board approved Resolution No. 5208, extending BART's Productivity-Adjusted Inflation-Based Fare Increase Program (the "Program") and directing staff to analyze additional fare options. Staff committed to performing a Title VI analysis of the additional fare options prior to January 1, 2014.

Staff has preliminarily analyzed the fare options under Title VI. The next step will be to conduct, and integrate the results of, public outreach regarding the options in a final Title VI equity analysis. The next phase of this Title VI analysis has been delayed due to the District's focus on labor negotiations and associated work. As a result, it is now necessary to amend Resolution No. 5208 to indicate that the date on which the Board will receive the Title VI equity analysis and public outreach reports on the additional fare options is changed from prior to January 1, 2014, to a date after completion of the public outreach work that could begin in 2014.

If the Board so directs, the fare options public outreach effort could also be done in conjunction with two other important fare studies, the examination of the equity of BART's existing fare structure and an analysis of the BART/Muni Fast Pass program.

Fiscal Impact

No fiscal impact is anticipated for the change in public outreach dates.

Alternatives

Do not change the above-referenced provision in Resolution No. 5208, which would require that staff complete public outreach prior to January 1, 2014. Such a timeline would likely not allow sufficient time to engage the public on the fare options.

Recommendation

Approval of the following Motion.

Motion
The BART Board of Directors adopts the Resolution, "In the Matter of Adopting an Amendment to Resolution No. 5208 (adopted February 28, 2013)."

BEFORE THE BOARD OF DIRECTORS OF THE SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

In the Matter of Adopting
An Amendment to Resolution No. 5208
(adopted February 28, 2013)

Resolution No._____

WHEREAS, pursuant to Public Utilities Code Section 29038, it is the duty and responsibility of the Board of Directors of the San Francisco Bay Area Rapid Transit District ("District") to fix the rates and charges for rapid transit service to be furnished by the District; and

WHEREAS, Resolution No. 5208 stipulated, *inter alia*, that prior to January 1, 2014, staff would perform Title VI analyses and public outreach for additional fare options as directed by the Board, and staff would provide the Board with findings for its consideration and approval; and

WHEREAS, public outreach regarding the options has been delayed due to staff's focus on labor negotiations and associated work; and

WHEREAS, public outreach for the fare options could begin in 2014, and the Board would receive for its consideration and approval the Title VI equity analysis and public outreach fare options reports after completion of the outreach effort instead of prior to January 1, 2014.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the San Francisco Bay Area Rapid Transit District that Resolution No. 5208 (dated February 28, 2013) is amended by deleting Paragraph Two thereof in its entirety and substituting the following:

> (2) If directed by the Board to examine other fare options, staff will perform Title VI equity analyses and public outreach for additional fare options, and staff will provide the Board with findings for its consideration and approval after completion of the public outreach effort that could begin in 2014.

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BEFORE THE BOARD OF DIRECTORS OF THE
SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

In the Matter of Adopting
New Fare Rates and Charges: Productivity-Adjusted Inflation-Based Fare Increases

Resolution No. 5208

WHEREAS, pursuant to Public Utilities Code Section 29038, it is the duty and responsibility of the Board of Directors of the San Francisco Bay Area Rapid Transit District ("District") to fix the rates and charges for rapid transit service to be furnished by the District; and

WHEREAS, the competitive and efficient price of all travel modes increases with inflation and maintaining competitive and efficient fare pricing is a District priority; and

WHEREAS, the District's financial forecasts demonstrate the continued need for increased revenue generation to fund capital renovation projects required for the BART system to operate in a state of good repair, including the procurement of new rail cars, and to help ensure the District's financial stability; and

WHEREAS, the District's adopted Financial Stability Policy has a combination of strategies that address operating expenses, capital investment, revenues and reserves by supporting passenger revenue increases tied to service costs and system needs, with particular consideration to small regular fare increases tied to inflation-based cost increases or other major cost factors and productivity; and

WHEREAS, in 2003, by Resolution No. 4885, the Board gave the General Manager the authority to implement four biennial productivity-adjusted inflation-based fare increases, the first such increase implemented in 2006 and the last in 2012; and

WHEREAS, these four small, regular fare increases have been key to BART's financial stability during difficult economic times. Since 2006, the inflation-based component of BART fare increases has contributed approximately $290 million in additional fare revenue, enabling BART to weather the recent recession without reducing service levels as ridership continues to grow; and

WHEREAS, to keep the system running in a state of good repair (SGR), BART anticipates the need to secure $10 billion in funding for the highest priority capital renovation projects over the next ten years, including new rail cars, train control system and the Hayward Maintenance Complex; and

WHEREAS, BART must "self-fund" a portion of this SGR expense through operating sources, including fare revenue; and

WHEREAS, extending the District's productivity-adjusted inflation-based fare increase program to raise fares in January of 2014, 2016, 2018, and 2020 is estimated to generate over $325 million in additional fare revenue for such capital renovation projects over the eight-year program, based on current inflation and

projected inflation and ridership. At the January 2013 Board workshop, several directors expressed an interest in directing the revenue generated by extending the inflation-based fare increase program to the new rail car procurement; and

WHEREAS, the four fare increases will be calculated by applying the same formula as approved in Resolution No. 4885, using actual inflation data; and

WHEREAS, the first increase of the program valued at 5.2% to be implemented on January 1, 2014 has been calculated using recently available actual inflation data through 2012; and

WHEREAS, the recommended modifications are set forth in the attached Exhibit A entitled, "Productivity-Adjusted Inflation-Based Fare Rates and Charges"; and

WHEREAS, to ensure compliance with federal and state law prohibiting disparate impact in its programs and activities, District staff has performed preliminary analyses of the proposed fare increases to determine if any of the increases has a disparate impact or disproportionate burden on minority and/or low-income riders. These analyses and public comment are documented in the 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," attached, and made a part of this Resolution; and

WHEREAS, findings of the preliminary analyses showed that the four biennial inflation-based fare increases would not result in a disparate impact on minority or low-income riders because the proposed changes would increase fares by virtually identical amounts for minority riders and low-income riders when compared to overall users; and

WHEREAS, these findings are subject to application of thresholds contained in the currently under development Disparate Impact Policy and Disproportionate Burden Policy; and

WHEREAS, staff plans to bring the policies to the Board for adoption later this year, after which the thresholds can be applied. At that time, the current analyses results will be compared to the thresholds, and updated findings will be reported to the BART Board for approval; and

WHEREAS, if the current findings are confirmed and approved by the Board, implementation of the four biennial fare increases will proceed. If the current findings are not confirmed and approved by the Board, then such implementation will not proceed; and

WHEREAS, the 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 after public input is solicited. Implementation of each of the future year

fare increases in 2016, 2018, and 2020, will be subject to Board approval of the corresponding and finalized Title VI analysis, which will be in compliance with federal and state law in effect at the time; and

WHEREAS, BART has conducted outreach to the public, consistent with BART's Public Participation Plan, to receive their input on the proposed extension to the Productivity-Adjusted Inflation-Based Fare Increase Program, as documented in the report, "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program"; and

WHEREAS, on February 14, 2013, a public hearing was held at a special meeting of the Board to consider productivity-adjusted inflation-based fare rates and charges; and

WHEREAS, at the Administration Committee meeting of the Board following the public hearing, the Board expressed interest in a number of fare options beside the proposed program; and

WHEREAS, at the February 28, 2013 Board meeting, the Board may direct staff to evaluate any or all of these or other fare options; and

WHEREAS, staff will bring the results of the Title VI equity analyses to the Board for consideration and approval in the summer of 2013. After receiving the results of the equity analyses, the Board will direct staff as to which options it may want staff to bring to the public for comment in the fall of 2013; and

WHEREAS, before implementation of the 5.2% inflation-based fare increase on January 1, 2014, staff will report back to the Board with findings for its consideration and approval regarding the fare options analyzed and selected for public outreach. Implementation of any of these fare options would occur after implementation of the January 1, 2014 fare increase.

NOW, THEREFORE, the Board hereby makes the following findings:

(1) After careful study of staff recommendations, public comment, and due deliberations, the Board determines, as required by Public Utilities Code Section 29038, that the rates and charges for service, as modified by this Resolution, are reasonable; and that insofar as practicable, these rates and charges are calculated to result in revenue which will:

(a) Pay for the operating expenses of the District;

(b) Provide repairs, maintenance and depreciation of works owned and operated by the District;

(c) Provide for purchases, lease, or acquisition of rolling stock, including provisions for the interest, sinking funds, reserve funds, or other funds required for the payment of any obligations incurred by the District for the acquisition of rolling stock; and

(d) After making any current allocation of funds for the foregoing purposes and by the terms of any indebtedness incurred under Public Utilities Code Articles 6 (commencing with Section 29240) and 7, (commencing with Section 29250) of Chapter 8, provide funds for any purpose the Board deems necessary and desirable to carry out the purposes of Part 2 of Division 10 of the Public Utilities Code.

(2) After careful study of staff recommendations, public comment, and due deliberations, the Board also determines, as required by the California Environmental Quality Act, Section 21080 (b)(8), that the rates and charges for service, as modified by this Resolution and as set forth in Exhibit A, are for the purposes of:

(a) Meeting operating expenses such as employee wage rates and fringe benefits,

(b) Purchasing or leasing supplies, equipment or materials;

(c) Meeting financial reserve needs and requirements; and

(d) Obtaining funds for capital projects, necessary to maintain service within existing service areas.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the San Francisco Bay Area Rapid Transit District that:

(1) The General Manager is authorized and directed to calculate and implement productivity-adjusted inflation-based increases to rates and charges for BART service as set forth in Exhibit A, subject to approval by the Board of an updated Title VI equity analysis for each of the four increases.

(2) Prior to implementing the first increase of the Productivity-Adjusted Inflation-Based Fare Increase Program on January 1, 2014, if directed by the Board to examine other fare options, staff will perform Title VI analyses and public outreach for additional fare options and staff will provide the Board with findings for its consideration and approval.

(3) The productivity-adjusted inflation-based increases to rates and charges for BART service calculated and implemented as set forth in Exhibit A are statutorily exempt from the California Environmental Quality Act (CEQA) pursuant to Public Resources Code § 21080(b)(8) and CEQA Guidelines, 14 Cal. Code Regs. § 15273 and that Notices of Exemption shall be filed in the four affected counties.

# # # #

EXHIBIT A—NEW FARE RATES AND CHARGES: PRODUCTIVITY-ADJUSTED INFLATION-BASED INCREASES

Productivity-adjusted inflation-based fare rates and charges shall be calculated according to the following process.

The Formula:

The following formula accounts for changes in inflation, less a productivity factor valued at 0.005 (½ percent). Changes in inflation are measured over a two-year period, with the first increase of the extended productivity-adjusted inflation-based fare increase program to become effective January 1, 2014.

Step One: Productivity-Adjusted Inflation-Based Fare Increase Factor =

$$\left(\frac{\frac{(NCPIU_2 - NCPIU_0)}{NCPIU_0} + \frac{(BACPIW_2 - BACPIW_0)}{BACPIW_0}}{2} \right) - \begin{matrix} 0.005 \\ \text{Productivity} \\ \text{Factor} \end{matrix}$$

Step Two: Productivity-Adjusted Inflation-Based Fare Rates and Charges are calculated by increasing all components of fares then in effect by the Productivity-Adjusted Inflation-Based Fare Increase Factor and then rounding these fares to the nearest $0.05.

Definitions:

NCPIU is the **National CPI-U Annual Average** which is the annual average over a calendar year of the U.S. City Average consumer price index for all urban consumers, for all items, with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor.

BACPIW is the **Bay Area CPI-W Annual Average** which is the annual average over a calendar year of the San Francisco-Oakland-San Jose, CA local consumer price index for urban wage earners and clerical workers, for all items, with an index base period of 1982-84 = 100 as reported by the Bureau of Labor Statistics, U.S. Department of Labor.

The "0" of $NCPIU_0$ and $BACPIW_0$ signifies the respective calendar year from which the change in inflation is calculated (e.g., 2010 for the 2014 fare increase and 2012 for the 2016 fare increase)

The "2" of $NCPIU_2$ and $BACPIW_2$ signifies the respective calendar year against which the change in inflation is calculated (e.g., 2012 for the 2014 fare increase and 2014 for the 2016 fare increase).

Productivity Factor is an adjustment representing BART's anticipated continual improvements in the efficiency of its labor force and operations to the extent of

reducing its inflation-adjusted costs of operation by 0.005 (½ percent) every two years.

Effective Dates:

The productivity-adjusted inflation-based fare increases will be effective on January 1st of 2014, 2016, 2018, and 2020, for a total of four calculations of the productivity-adjusted inflation-based fare increase formula. If application of the formula returns a positive result, i.e., it does not reflect deflation, the resulting factor is the amount fares are to be increased across-the-board (with each actual fare rounded to the nearest $0.05). Productivity-adjusted inflation-based fares are to be implemented on January 1st of 2014, 2016, 2018, and 2020, or as soon thereafter as the fare schedule can be implemented.

Sample Methodology:

The following is a sample methodology that illustrates how to calculate the productivity-adjusted inflation-based fare increase factor and resulting fares. This example describes the process for the increase to be implemented on January 1, 2014; the same process will be followed for increases in 2016, 2018, and 2020.

In January 2013, the change over two years in the National CPI-U Annual Average and the Bay Area CPI-W Annual Average will be calculated as follows:

- The change to be measured will be for calendar years 2010 and 2012.
- Index change during this two-year period is measured by the change in the annual average of the index. For example, if
  - The annual average of the National CPI-U for 2010 is 100, and
  - The annual average of the National CPI-U for 2012 is 104, then
  - The change is 0.04 (or 4.0%) for the two-year period between 2010 and 2012.
- The change in the Bay Area CPI-W Annual Average for the two-year period is to be calculated in the same way.
- The changes in the National CPI-U Annual Average and the Bay Area CPI-W Annual Average are then averaged to capture change in both national and local pricing patterns.
- From the average of the national and local pricing increases, a productivity factor of 0.005 (½ percent) is deducted. For example, if the average of the change in the National CPI-U Annual Average and the change in the Bay Area CPI-W Annual Average for the two-year period is 0.04 (or 4.0%), the result of the formula is a productivity-adjusted inflation-based fare increase factor of 0.035, or 3.5%.
- The productivity-adjusted inflation-based fare increase factor is the increase to be applied across-the-board to the components of the fare rates and charges then in effect. The resulting station-to-station fares will then be rounded to the nearest nickel to produce the new productivity-adjusted inflation-based fare rates and charges.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,693rd Meeting
November 21, 2013

A regular meeting of the Board of Directors was held November 21, 2013, 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 Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None.

President Radulovich announced that the order of agenda items would be changed.

President Radulovich brought Introduction of Special Guests before the Board, and welcomed and introduced Mr. Alan Smith, Vice Chair, BART Accessibility Task Force. Mr. Smith addressed the Board.

The following individuals addressed the Board.
Mr. Steve Zeltzer
Mr. Alan Hollie

Director McPartland exited the Meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of October 24, 2013 (Regular), and October 24, 2013 (Special).

2. Amendment to the District's Conflict of Interest Code.

3. Resolution of Project Compliance and Initial Project Report for Regional Measure 1, Regional Measure 2 and AB1171 Bridge Toll Funds for the eBART Project.

4. BART Accessibility Task Force New Member Appointment.

5. Resolutions Fixing the Employer's Contribution under the Public Employees' Medical and Hospital Care Act.

6. Reject All Bids for Contract No. 59CT-110, Wayfinding Improvements Phase II.

Director Murray made the following motions as a unit. Director Mallett seconded the motions, which carried by unanimous electronic vote. Ayes - 8: Directors Blalock, Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director McPartland.

1. That the Minutes of the Meetings of October 24, 2013 (Regular), and October 24, 2013 (Special), be approved.

2. Adoption of Resolution No. 5227, In the Matter of Amendment to Conflict of Interest Code.

3. Adoption of Resolution No. 5228, In the Matter of the Approval of a Resolution of Project Compliance and Initial Project Report for Regional Measure 1, Regional Measure 2, and AB1171 Bridge Toll Funds for the East Contra Costa County Rail Extension/eBART Project.

4. That the Board accepts the recommendation of the BART Accessibility Task Force (BATF) and appoints the nominated candidate, Marina Villena, for membership to the BATF for a term effective November 13, 2013, to June 30, 2014, or until the Board makes new appointments, whichever occurs later.

5. Adoption of Resolutions Nos. 5229, 5230, 5231, 5232, 5233, and 5234, In the Matter of Fixing the Employer's Contribution under the Public Employees' Medical and Hospital Care Act for Employees Represented by American Transit Union Local 1555, Service Employees International Union Local 1021, American Federation of State, County, and Municipal Employees Local 3993, BART Police Managers' Association, BART Police Officers' Association, and Non-Represented Employees, respectively.

6. That all bids for Contract No. 59CT-110, Wayfinding Improvements Phase II, be rejected.

Director McPartland re-entered the Meeting.

President Radulovich called for Public Comment on Item 9-C, Closed Session, Conference with Labor Negotiators.

The following individuals addressed the Board.
Ms. Sylvia Hemmerich
Mr. Steve Zeltzer
Mr. Kip Waldo
Ms. Antonette Bryant
Mr. Chris Finn
Mr. Chris Daly
Mr. Eric Scott
Mr. Lakmin Abeygoonesekera
Ms. Jaimie Thompson
Ms. Josie Mooney

Ms. Sarah Gwaltney
Mr. Larry Williams
Mr. Charles Smith
Mr. Manual Vega

President Radulovich announced that the Board would enter into closed session in the adjacent conference room under Item 9-C (Conference with Labor Negotiators) of the regular meeting agenda, and that the Board would reconvene in open session at the end of that closed session.

The Board Meeting recessed at 10:06 a.m.

The Board reconvened in closed session at 10:12 a.m.

Directors present: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None.

The Board Meeting recessed at 11:42 a.m.

The Board reconvened in open session at 11:45 a.m.

Directors present: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None.

President Radulovich announced that the Board had concluded its closed session and there were no announcements to be made.

President Radulovich brought the matters of Resolution Ratifying Collective Bargaining Agreement with the Amalgamated Transit Union, Division 1555, and Resolution Ratifying Collective Bargaining Agreement with the Service Employees International Union, Local 1021, including the BART Professional Chapter, before the Board. Director Keller moved that the Board authorize the General Manager to enter into the tentative agreements as written, minus section 4.8, and if SEIU and/or ATU ratify such tentative agreements minus section 4.8 she may execute them on behalf of the District. Director Raburn seconded the motion.

Mr. Elliot Hughes addressed the Board.

The item was discussed. The motion carried by electronic vote. Ayes - 8: Directors Blalock, Fang, Keller, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes – 1: Director Mallett.

Director Murray, Chairperson of the Administration Committee, brought the matter of Lease for Approximately 22,480 Square Feet of Warehouse Space at 1085 Whipple Avenue, Hayward, California, before the Board. Mr. Joe Basuino, Senior Right of Way Officer, presented the item. Director Blalock moved that the General Manager or her designee be authorized to execute a lease amendment with PPF Industrial Whipple Properties 1001, LLC, for 22,480 square feet of warehouse space at 1085 Whipple Avenue, Hayward, for a 30-month term beginning February 1, 2014, for a total rental amount, including operating expenses and a security deposit, not to exceed $385,000.00. Director Saltzman seconded the motion, which 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 Condemnation of Real Property for the Hayward Maintenance Complex Project, BART Parcel Numbers O-ACHMC1-1A, O-ACHMC2-1A, and O-ACHMC3-1A, before the Board. Mr. Basuino presented the item. The item was discussed.

Director Keller exited the Meeting.

Director Blalock moved adoption of Resolution No. 5235, Resolution of Necessity to Condemn Real Property; Make Findings and Determinations; Authorize Eminent Domain Proceedings and Application for Possession Prior to Judgment for BART Parcels O-ACHMC1-1A, O-ACHMC2-1A, and O-ACHMC3-1A; Draw and Deposit Warrant. Director Raburn seconded the motion, which carried by the required two-thirds majority by unanimous electronic vote. Ayes - 8: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

Director Murray brought the matter of Amendment to Agreement No. 6M4303, with Gummerson & Conhain, Inc., for Negotiator Services, before the Board. Mr. Rudolph Medina, Department Manager, Labor Relations, presented the item.

Director Keller re-entered the Meeting.

The item was discussed.

The following individuals addressed the Board.
Ms. Antonette Bryant
Ms. Josie Mooney
Mr. John Arantes
Ms. Patricia Schuchardt
Mr. Elliot Hughes
Mr. Manuel Vega

Director Blalock moved that the General Manager or her designee be authorized to execute an amendment to Agreement No. 6M4303, with Gummerson & Conhain Inc., for continuation of negotiator services for completion of the District's 2013 collective bargaining process. Director Mallett seconded the motion, which 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 Productivity-Adjusted Inflation-Based Fare Increase Program before the Board. Mr. Carter Mau, Assistant General Manager, Administration and Budget, and Ms. Pamela Herhold, Financial Planning, presented the item. The item was discussed. President Radulovich moved approval of the updated, attached, and final Title VI equity analysis for the 2014 fare increase, as contemplated in Resolution No. 5208, which authorizes implementation of the first biennial Productivity-Adjusted Inflation Based Fare Increase on January 1, 2014. (The Final Title VI Assessment for the 2014 Inflation-Based Fare Increase is attached and hereby made a part of these Minutes.) The motion was seconded and carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0.

Discussion on the item continued. Directors Murray and Saltzman requested the resolution be amended. Direction was given to staff to return for a future discussion on fare options.

Director Saltzman moved adoption of Resolution No. 5236, In the Matter of Adopting an Amendment to Resolution No. 5208 (adopted February 28, 2013), as amended. Director Keller seconded the motion, which carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0.

President Radulovich announced the Board would enter into closed session in the adjacent conference room under Items 9-A and 9-B (Conference with Real Estate Negotiators) of the regular meeting agenda, and that the Board would reconvene in open session at the end of that closed session.

The Board Meeting recessed at 1:26 p.m.

The Board reconvened in closed session at 1:36 p.m.

Directors present: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None.

Director McPartland exited the Meeting.

The Board Meeting recessed at 2:41 p.m.

The Board reconvened in open session at 2:44 p.m.

Directors present: Directors Blalock, Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich.

Absent: Director McPartland.

President Radulovich announced that the Board had concluded its closed session and there were no announcements to be made.

Director Fang, Chairperson of the Engineering and Operations Committee, brought the matter of Procurement of Transit Vehicles: Exercise Option 2, for 150 Transit Vehicles; Option 3, for 115 Transit Vehicles; and Option 4, for 100 Transit Vehicles, of Contract No. 40FA-110, with Bombardier Transit Corporation, before the Board. Mr. John Garnham, Group Manager, Rail Vehicle Capital Program, Mr. Paul Oversier, Assistant General Manager, Operations, and Mr. Mau presented the item. The item was discussed. Director Mallett moved that the General Manager be authorized to execute a change order to Contract No. 40FA-110, Procurement of Transit Vehicles, to exercise Options 2, 3, and 4, totaling 365 vehicles, for a reduced price of $638,983,330.00, plus applicable tax and escalation, subject to certification by the Controller/Treasurer that funding is available; with the Controller/Treasurer's certification to be based on the availability of approximately $140,000,000.00 in Proposition 1A High Speed Rail funds, and an agreement with the Metropolitan Transportation Commission for its share of approximately 75 percent for Options 2, 3, and 4. Director Saltzman seconded the motion. Discussion continued. 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. 79HM-110, San Francisco Transition Structure Security Barrier (SFTS SB), with Taber Construction, Inc., for Temporary Suspension – Contractor Costs (C.O. No. 22), before the Board. Mr. Thomas Horton, Manager of Earthquake Safety Programs, presented the item. Director Blalock moved that the General Manager be authorized to execute Change Order No. 22, Temporary Suspension – Contractor Costs, in the amount of $341,500.00, to Contract No. 79HM-110, SFTS SB, with Taber Construction, Inc. Director Mallett seconded the motion. The item was discussed. 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 Project Changes and Third Addendum to the East Contra Costa BART Extension (eBART Project) Final Environmental Impact Report before the Board. Mr. Ric Rattray, eBART Project Manager, presented the item. Director Mallett moved that, having reviewed and considered the information contained in the Addendum, the Board adopt Resolution No. 5237, In the Matter of Adopting Modifications to the East Contra Costa BART Extension (eBART Project). Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes - 8: Directors Blalock, Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director McPartland.

Director Blalock, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Authorize a Cooperative Agreement with the City of Oakland and a Lease Agreement for an Attended Bike Station at 19th Street/Oakland Station before the Board.

Director Keller exited the Meeting.

Mr. Steve Beroldo, Manager of Access Programs, presented the item. The item was discussed. Director Raburn moved that the General Manager or her designee be authorized to execute 1) the 19th Street BART Bike Station Cooperative Agreement with the City of Oakland and 2) a lease agreement with 19th and Broadway LLC for commercial space at 1775 Broadway for a five-year base term. Director Saltzman 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 Blalock brought the matter of California Passenger Rail Program Guiding Principles before the Board. Mr. David Kutrosky, Managing Director, Capitol Corridor, presented the item. Director Murray moved that the Board adopt the California Passenger Rail Program Guiding Principles. Director Mallett 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.

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. Ms. Crunican reported that California Attorney General Kamala Harris had recognized BART Officer Andrew Rodrigues and Sergeant Gerald Dominguez. Ms. Crunican reported that the American Public Transportation Association (APTA) peer review panel had conducted interviews regarding the roadway worker protection program.

Mr. Oversier gave a report on San Francisco Municipal Transportation Agency's Central Subway boring project.

President Radulovich brought the matter of Board of Directors Role in Investigations of the October 19, 2013, Right of Way Accident before the Board, and proposed that the Board ratify the creation of a Wayside Safety Committee, and appoint Director Blalock as the Chairperson, and appoint Directors Fang, McPartland, and Saltzman as members of the committee.

Director Keller re-entered the Meeting.

Director Saltzman moved that the Wayside Safety Committee be created with the membership proposed by President Radulovich. Director Murray seconded the motion, which carried by unanimous roll call vote. Ayes - 8: Directors Blalock, Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director McPartland.

President Radulovich brought the matter of Board Meeting Schedule before the Board. The item was discussed.

President Radulovich called for Board Member Reports and Roll Call for Introductions.

Director Raburn requested responses to recent complaints from customers regarding delays for track maintenance on Saturdays and requested improved advance notice and real time announcements.

Director Blalock reported he had participated in a meeting of the APTA peer review panel.

Director Mallett requested the evaluation of self-supporting (self-funded) bicycle parking, lockers, and bike stations.

Director Mallett requested a report on the District's history of employee recognition (i.e., employee of the month) program(s).

President Radulovich called for Public Comment. No comments were received.

The Board Meeting was adjourned at 3:58 p.m.

Kenneth A. Duron
District Secretary