

## Feel the love this Valentine's Day

### 14 ways to celebrate (even if you're single)

Whether you're looking to eat your heart out, dance the night away, or hang with your friends, you're sure to feel the love this Valentine's Day. The best part? Everything on this list is BART-able – which means your mood won't be soured by traffic or parking hassles.

And if you happen to be caught on either side of the Bay Bridge after the last BART train leaves, let the AC Transit All Nighter Bus carry you home. For details on late-night bus service, visit [actransit.org/allnighter](http://actransit.org/allnighter). To plan your BART trip, visit [bart.gov](http://bart.gov).

#### MUSEUMS

1. **Glimpses of Love from StoryCorps** at the Exploratorium, Pier 15, San Francisco. Feb. 14, 1pm, 2pm and 3pm. \$19-\$29. Exit: Embarcadero. [exploratorium.edu](http://exploratorium.edu)

2. **"Bees: Tiny Insect, Big Impact"** exhibit at the Oakland Museum of California, Oakland. Daily. Through Sept. 20. A look at the wildly diverse and intricate world of honeybees. 10am-6pm. \$15. Exit: Lake Merritt. [museumca.org](http://museumca.org)

#### EAT YOUR HEART OUT

3. **Food from the Heart** event at the Ferry Building Marketplace, San Francisco. Stroll the candlelit Grand Nave where merchants offer seasonal bites. Feb. 13, 5 to 7pm. \$2-\$6 per tasting. Exit: Embarcadero. [ferrybuildingmarketplace.com](http://ferrybuildingmarketplace.com)

4. **Napa Valley Wine Train**. Feb. 13 and 14. Ride BART to the North Concord/Martinez station and board a motorcoach to Napa Valley. \$134-\$164 per person per meal. \$30 per person for round-trip transportation between BART and the Wine Train Station. Exit: N. Concord/Martinez. [winetrain.com](http://winetrain.com)

#### VALENTINE'S WITH FRIENDS

5. **SF Indie Fest: Power Ballad Sing-a-Long** at the Roxie Theatre, San Francisco. Feb. 14, 9:30pm. An anti-Valentine's Day mass karaoke party. \$15.



Exit: 16th St. Mission. [roxie.com](http://roxie.com)

#### ON A BUDGET

6. **Take a bicycle ride** on the new Bay Bridge Trail. Exit: MacArthur and follow the green bike lanes on 40th Street west for about 1.5 miles to the trailhead.

7. **Watch the sun set** at Lake Merritt. Sunset is at 5:47pm. Exit: 19th St./Oakland or Lake Merritt.

8. **Stroll along the Embarcadero**. Start at the Ferry Building and walk along the waterfront. Exit: Embarcadero.

#### MUSIC

9. **Bobby Caldwell** at Yoshi's, Oakland. Feb. 14, at 8:30 and 10:30pm, and Feb. 15, at 7 and 9pm. \$36-\$75. Exit: 12th St./Oakland City Center, and catch the free Broadway Shuttle. [yoshis.com](http://yoshis.com)

10. **San Francisco Symphony** presents Mozart for Valentine's Day at Davies Symphony Hall, San Francisco. Feb. 13 and 14, 8pm. \$39-\$179. Exit: Civic Center. [sfsymphony.org](http://sfsymphony.org)

11. **Terri Lyne Carrington's Mosaic Project** at SFJAZZ Center, San Francisco. Feb. 14, 7 and 9:30pm. \$35-\$75. Exit: Civic Center/UN Plaza. [sfjazz.org](http://sfjazz.org)

12. **Crush SF with Sander Van Doorn** at the Bill



**Top:** The SFJAZZ Center aglow in its new home in Hayes Valley. **Middle:** An image from OMCA's exhibit "Bees: Tiny Insect, Big Impact."

**Bottom:** A cyclist enjoys a four-mile ride along the Bay Bridge

*Continued on back*

## BART releases 2014 Customer Satisfaction Survey results

### BART redoubles efforts to address riders' concerns

BART is launching an aggressive response to the results of its biennial customer satisfaction survey as part of its continuing dedication to satisfying riders' needs.

The survey, presented to the Board of Directors on Jan. 29, found that customer satisfaction has fallen compared to the previous survey.

Despite a dip in the survey results, 74 percent of riders were satisfied with services and 89 percent said they would recommend BART to a friend or out-of-town guest.

The survey found that customers' perception of seat availability has

fallen by 8.5 percentage points since the previous survey in 2012.

To free up more seats for riders, BART plans to boost the number of train cars in service.

By March, the Contra Costa Crossover will be fully operational to help relieve conditions on the Pittsburg/Bay Point Line. By July, cars that were out of service for carpet removal will rejoin the fleet.

Later, in Fall 2016, new train cars will begin to arrive to help alleviate crowded trains.

BART is also considering an increase in staffing for maintenance shops to put more cars into service.

To serve customers better, BART is adding more people to its scrub crew and upgrading equipment in train cars to keep them cool on hot days.

## FROM THE GENERAL MANAGER

# Big changes are underway at BART

Each month, I use this space to highlight fun, BART-accessible events or share with riders BART's future plans. This month, I want to do a little of both.

February brings a bevy of activities to the Bay Area – the San Francisco Library hosts Black History Month events all month long; the Berkeley Repertory Theatre, Aurora Theatre and American Conservatory Theatre debut new productions; the Vietnamese New Year Tet Festival returns to San Francisco; and in the middle of it all, is Valentine's Day. BART can easily carry you to whatever exciting outing you choose, and you can ditch the stress of driving. Be sure to check out the BARTable calendar below for more ideas on where BART can take you and your friends.

Last month, BART also released the latest results from our Customer Satisfaction Survey. I wanted to let you know that we hear your concerns about BART, and relief is on the way. In December, we removed the last of the upholstered seats and replaced them with easy-to-clean vinyl seats. We have also hired an extra cleaning team, nicknamed the "brightening crew," to scrub down and deep clean BART's busiest stations. This summer, all of the carpets will be removed from the trains and the first of our new train cars will arrive for testing.

It's been BART's history to face its problems and take corrective action in order to become a stronger and better agency, and I pledge to you we will do just that. As always, thank you for riding BART.

*Grace Crunican*

Grace Crunican  
General Manager

## Valentine's Day

*Continued from front*

Graham Civic Auditorium, San Francisco. Feb. 14, 6pm. \$50. Exit: Civic Center/UN Plaza.

13. Enrique Iglesias & Pitbull,

Oracle Arena, Oakland. Feb.

14, 7:30pm. \$38-\$170. Exit:

Coliseum.

14. *Iration* at the Fox Theater, Oakland. Feb. 14, 7:30pm. \$25. Exit: 19th St./Oakland.

## bartable calendar

 @SFBARTable

 fb.com/bartable

### ANTIQUARIAN BOOK FAIR

Feb. 6 to 8

Oakland Marriott City Center, 1001 Broadway, Oakland

> BART: 12th St./Oakland, walk 1 block  
sfbookfair.com  
Come to the California International Antiquarian Book Fair and take part in an

opportunity to buy books from over 200 booksellers from around the world.

### JEWISH MUSIC FESTIVAL

Feb. 26 to March 22

Various locations in Berkeley, Oakland and San Francisco

> BART: Downtown

Berkeley, 19th St./

Oakland

jewishmusicfestival.org

Enjoy creative and entertaining programs showcasing Jewish culture and traditions.

### TET FESTIVAL

Feb. 14, 10:30am to 5:30pm

United Nations Plaza

> BART: Civic Center/UN Plaza, exit to the UN Plaza

vietccsf.org

The Vietnamese New Year's Tet Festival is held annually to kick off the Lunar New Year.



*Celebrate the New Year at the Tet Festival.*



*An illustration depicting the Main Entrance concept at Downtown Berkeley Plaza. Construction is expected to begin late 2015.*

## Renovations planned for Berkeley Plaza

Construction on improvements to the Downtown Berkeley BART Plaza is expected to begin late 2015. The goal is to create a more inviting space, and improve bus and pedestrian access.

The station and plaza currently serve more than 30,000 daily transit customers, including BART, AC Transit and U.C. Berkeley Bear Transit riders.

New features are:

- A more open plaza with improved visibility
- Attractive new walkway surfaces
- A new BART main entrance
- Two larger bus shelters

- Upgrades to the BART secondary entrances
- New trees, bio-retention plants and integrated stormwater management
- LED architectural lighting and built-in features for future visual and audio arts

Major funding comes from One Bay Area Grant, Vehicle Registration Fees, State Proposition 1B Lifeline, Federal Transit Administration, U.C. Berkeley, and BART. Construction is scheduled to be complete by 2017.

For more information, visit [bart.gov/about/projects/dbp](http://bart.gov/about/projects/dbp).

## SF Library celebrates Black History Month

The San Francisco Public Library observes Black History Month, presenting a mix of scholarly talks, film screenings, music performances and family-friendly activities. For a complete schedule, visit [sfpl.org](http://sfpl.org).

All events take place at the San Francisco Public Library Main Branch at 100 Larkin St., San Francisco.

Take BART to Civic Center/UN Plaza and walk 2 blocks.

### THE PORT CHICAGO 50 AND THE FIGHT FOR CIVIL RIGHTS

Saturday, Feb. 21, 11am to 12:30pm  
Latino/Hispanic Rooms A&B

On July 17, 1944, the largest stateside disaster of World War II occurred when 10 million pounds of ammunition blew up on a Navy base in nearby Concord. Watch a film

followed by a discussion of risk and trauma, civil rights and wartime segregation.

### "AMERICAN TO THE BACKBONE"

Saturday, Feb. 21, 2-3pm  
African American Center

"American to the Backbone" tells the story of a fugitive slave, James W.C. Pennington, who was illiterate when he escaped from slavery at the age of 19 but became the first black student at Yale seven years later.

### CAPOEIRA BLACK HISTORY CELEBRATION

Saturday, Feb. 21, 2-3pm  
Atrium

See an artistic and dynamic performance of Capoeira, the historic African-based martial art from Brazil embracing freedom and pride through movement, music and exchange.

BARToon grimescartoons.com

*Heard from that nice guy I met on BART. Works for a nonprofit, loves kayaking and foreign films, and moved here for the same reasons I did.*



*What: high rents, traffic jams and cold summers?*



*Try: unsurpassed beauty and imaginative, energetic people. Perhaps you know some.*